



OVERVIEW

The State of Missouri is assessing the development of a human-centered, AI-assisted Applicant Review Tool (ART) to modernize and streamline hiring processes across state agencies. Increasing efficiency in applicant screening remains a critical need, as current hiring workflows rely heavily on manual review and lack technological support. The proposed ART aims to reduce administrative workload, accelerate hiring timelines, and preserve human oversight in all decision-making.

PROBLEM STATEMENT

How can the State of Missouri implement a human-centered applicant review framework to improve hiring efficiency within the next 3-6 months?

PROPOSED SOLUTION

Statewide surveys indicate that no Missouri agencies currently use AI in candidate prescreening. Hiring personnel continue to manually examine resumes, transcripts, and cover letters, verify documentation, and prepare communications throughout the review process. This contributes to prolonged time-to-hire, which averaged 69 days in June 2026—substantially above the State’s 45-day goal. The ART is designed to alleviate these inefficiencies by applying job-specific hiring criteria, organizing applicant information, and generating transparent, comprehensive reports that assist hiring managers without supplanting their judgment.

The tool will be built within Gemini, providing a guided, structured conversation interface that enables hiring managers to customize prompts and evaluation criteria for each position. Knowledge bases will be maintained for future hiring cycles, excluding prior applicant data. The planned pilot, estimated at three to six months, will be conducted jointly by ITSD and a designated pilot agency to refine functionality and collect user feedback before statewide deployment. Ongoing maintenance and customization will be managed at the agency level, with user licensing limited to a \$ 10-per-user monthly subscription.

The tool is structured as a secure, internal-only, closed-loop system compliant with the OA-ITSD AI policy, ensuring that applicant data remains protected and that human oversight is consistently maintained. Additional legal concerns can be addressed by agency counsel. To encourage adoption, the tool demonstrates significant time-saving potential, reduces repetitive tasks, and supports consistent evaluation practices, thereby enabling HR personnel to focus on candidate quality rather than administrative burden.

MEASURING SUCCESS

Success will be measured by the tool’s ability to reduce workload, accelerate applicant review, ensure reliability and security, and provide clear, non-hallucinatory outputs. The ART is expected to serve as a scalable, high-value innovation that supports predictable processes, reduces hiring bottlenecks and reinforces human-centered decision-making. By integrating secure and transparent AI assistance, the State of Missouri can shorten time-to-hire, enhance candidate evaluation quality, and modernize recruitment practices across agencies.

**THE FUTURE OF HIRING IS NOT ABOUT CHOOSING BETWEEN PEOPLE
AND TECHNOLOGY. IT’S ABOUT USING TECHNOLOGY TO
ENSURE PEOPLE REMAIN CENTRAL TO EVERY HIRING DECISION.**