

New Jersey's AI Assistant — an Open-Source, State-Built GenAI Tool Reaches 20,000 Public Employees

AI in the Public Sector · Good practice · United States of America

Quality score: 87/100

Evidence strength: Descriptive / self-reported

Summary

New Jersey built its own secure generative-AI assistant for state workers, now used by 20,000+ of its 70,000 employees for 300,000+ sessions and a million-plus prompts, with agencies reporting 50% more resolved tax-hotline calls and 35% faster constituent email replies.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	3/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-03

[New Jersey Office of Innovation \(New Jersey Innovation Authority\)](#) — accessed 2026-09-03

[NJ Innovation Authority — AI Assistant project page](#) — accessed 2026-09-03

[GovTech coverage](#) — accessed 2026-09-03

[StateScoop coverage](#) — accessed 2026-09-03

[GitHub repository](#) — accessed 2026-09-03

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