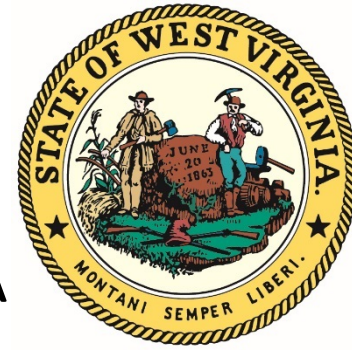


WEST VIRGINIA



# Department of Revenue

House of Delegates Finance Committee

Dave Hardy  
Cabinet Secretary

2/22/21

WEST VIRGINIA DEPARTMENT OF REVENUE  
CURRENT PANDEMIC STAFFING

<b>AGENCY</b>	<b>FILLED POSITIONS</b>	<b>WORKING IN OFFICE</b>	<b>PERCENTAGE</b>	<b>2016 FTEs</b>
<b>ABCA</b>	<b>82</b>	<b>54</b>	<b>65.85%</b>	<b>73</b>
<b>Athletic Commission</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>
<b>State Budget Office</b>	<b>8</b>	<b>8</b>	<b>100.0%</b>	<b>8</b>
<b>Division of Financial Institutions</b>	<b>24</b>	<b>5</b>	<b>20.83%</b>	<b>24</b>
<b>Offices of the Insurance Commissioner</b>	<b>222</b>	<b>68</b>	<b>30.63%</b>	<b>274</b>
<b>Lottery</b>	<b>175</b>	<b>116</b>	<b>66.29%</b>	<b>174</b>
<b>Municipal Bond Commission</b>	<b>4</b>	<b>4</b>	<b>100.0%</b>	<b>3</b>
<b>Office of Tax Appeals</b>	<b>6</b>	<b>4</b>	<b>66.67%</b>	<b>6</b>
<b>Racing Commission</b>	<b>26</b>	<b>26</b>	<b>100.0%</b>	<b>36</b>
<b>Tax</b>	<b>364</b>	<b>83</b>	<b>22.80%</b>	<b>361</b>
<b>Office of the Cabinet Secretary</b>	<b>7</b>	<b>7</b>	<b>100.0%</b>	<b>8</b>
<b>TOTAL:</b>	<b>918</b>	<b>375</b>	<b>40.85%</b>	<b>966</b>

# TAX HUMAN RESOURCE CHALLENGES

- 3 Divisions out of 11 had serious deficiencies
- Audit, Compliance and Enforcement (ACE)
- Identified strategy, salary structure adjustments
- Redesigned the HR Department
- Aggressively recruited local colleges
- Much improvement – more to come

# NOTABLE EVENTS FOR TAX

- Transformed its delivery model in response to the pandemic. A combination of embracing new technology and a dedicated workforce.
- Completed our \$3.0 Million Revenue high speed scanner upgrade, which included remodeling and upgrading the physical space of our Revenue Division.
- Fully implemented a cutting edge income tax fraud detection system that identified and helped stop 2,441 fraudulent returns saving the state of West Virginia nearly \$1.1 Million.
- Began implementation of our upgraded Integrated Assessment System (IAS) for the Property Tax Division and for use by the counties. We anticipate full system launch by May of 2022.

# NOTABLE EVENTS FOR TAX

- Quickly and efficiently provided relief to West Virginian's by moving the due dates associated with tax returns due in early 2020 at the request of the Governor.
- More work completed: Processed 1.708 million returns and reviewed approximately 497,623 items (e.g. return review, taxpayer correspondence, compliance and auditing). A slight increase in effectiveness over the prior year.
- More responsive to taxpayers: In the last 12 months our Taxpayer Services Division was able to respond to 184,617 of 200,959. That is approximately 91.86% of calls received. This is a 24% increase in responsiveness since the beginning of the pandemic.

# CONTINUED HVAC CHALLENGES ARE NEARING AN END

- The Tax Department's primary place of operations is located at 1001 Lee Street East. The last major overhaul of building infrastructure systems was in 1986 when Tax first inhabited the space.
- The HVAC replacement project is well under way. The third and fourth floor have been completed and the basement and mezzanine levels are currently under construction. We anticipate these levels being completed by the end of March.
- The second floor will be started once the paper return filing season is over, projected at the end of June. The second floor should be completed no later than August of 2021.

# SUMMARY

- Revenue has reduced its overall workforce by 48 FTEs in five years
- The pandemic has taught us how to better use technology
- Tax is moving forward with its overhaul
- Our budget is flat, but we still accomplish our goals