

Department Overview

Our Mission

Working together to fund Minnesota's future.

Our Vision

Everyone reports, pays, and receives the right amount: no more, no less.

The department has 1,400 employees who administer 30 different tax types and collect \$26.7 billion in tax revenue annually for the state.

Integrity ■ Respect ■ Excellence ■ Accountability



Our Customers

Each year, the department serves:

- Over 3 million individual income tax filers
- Tax professionals, legislators, military, seniors, farmers
- Over 850,000 property tax refund filers
- 87 counties and nearly 850 licensed property tax assessors
- More than 430,000 business income tax filers
- 345,000 businesses that remit sales tax



Administering Minnesota's Tax Code

The Minnesota Department of Revenue helps Minnesota taxpayers understand and meet their obligations under the law.

- Each year, we issue over \$2.1 million income tax refunds and collect \$26.7 billion in tax revenue for the state.
- We ensure the vast majority of Minnesota taxpayers comply with the state's tax laws voluntarily through education and information we provide about their tax obligations.
- We protect the state's revenue through auditing, collecting, and criminal investigation, returning more than \$400 million to the state each year.



Equity Initiatives

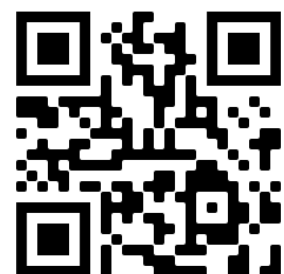
We are looking at policies, operations, and organizational structure with an equity lens through:

- Community and stakeholder engagement
- A dedicated liaison between Revenue and Minnesota's Indian tribes
- Identifying and removing structural inequity
- Developing strategies to lead a diverse workforce
- Provide meaningful customer service through direct contact, outreach efforts, and education



Overview Video

Use your phone's camera to scan the code to watch our video.



2020 Highlights



Innovative Customer Service

Outreach

- We help our customers find free tax help through our Volunteer Income Tax Assistance program.
- We promote access to free online filing options for those who qualify.

Data Security

- Ensuring taxpayer information is safe and secure is one of our top priorities.
- Our staff, along with our partners at Minnesota IT Services, are dedicated to making sure Minnesota's tax technology systems are safe from hackers and online attacks.
- Minnesotans trust us with some of their most protected information. We take that trust seriously and we pride ourselves on the systems and procedures in place to safeguard taxpayer information.

Online Services

- e-Services and other online applications have been upgraded to a more intuitive, mobile-friendly design.
- Our website gives customers task-focused navigation and mobile-friendly design.
- Interactive Sales Tax Rate Map provides our customers with visual boundaries of tax rates.
- Virtual Room and Audit Room offer a secure, online collaboration space for our customers to communicate with us and share information.

Self-Service Station

We have a self-service station with forms, instructions, and supplies with a secure drop-box for payments, returns, and correspondence.



COVID-19 Response

Working with our Customers

- Taxpayers with a reasonable cause or who are negatively affected by the COVID-19 pandemic can have late payment penalties and interest cancelled.
- Businesses required to reduce or suspend services are currently not subject to Liquor Posting.
- Taxpayers experiencing financial hardship and who are concerned about paying tax debt or other agency debt can contact us to discuss available options.

Impact on Filing Season

- We prioritized processing returns that were due a refund in order to get that money back to taxpayers.
- Invested the time and resources to ensure we could respond to taxpayers in a virtual environment.
- Established a virtual Volunteer Income Tax Assistance (VITA) program to continue free tax preparation for those that qualify.



Tax Law Updates

- We implemented conformity with federal business expensing rules under Section 179 signed into law in October 2020.

- We continue to provide the legislature and administration with revenue estimates of the fiscal impact of tax proposals and forecast revenues for several taxes as part of the state budget process.