

## Department Overview

### Our Mission

Working together to fund the future for all of Minnesota.

### Our Vision

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

The department has more than 1,400 employees who administer 30 different tax types and collect \$33 billion in tax revenue annually. Our work funds infrastructure, education, economic development, natural resources, local governments, social programs, and more.

Accountability ■ Excellence ■ Inclusion ■ Integrity ■ Partnership ■ Service



### Our Customers

Each year, the department serves:

- 3.1 million individual income tax filers
- Over 800,000 property tax refund filers
- 87 counties and over 800 licensed property tax assessors
- More than 500,000 businesses
- Over 370,000 sales tax filers



### Administering Minnesota's Tax Code

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

We received more than 6 million payments, issued approximately 3.5 million tax refunds, and collected more than \$33 billion in tax revenue across all divisions in 2021.

We consult and confer with the governor regarding taxation, and recommend to the legislature appropriate changes in law necessary to carry out the mission and improve the performance of the department.



### Delivering for Minnesotans

- Processed more than 6.3 million unique tax returns.
- Adjusted nearly 540,000 tax returns impacted by changes made to the treatment of Unemployment Insurance compensation and/or Paycheck Protection Program loan forgiveness, issuing over \$300 million in the form of refunds or a reduction in taxes.
- Issued more than one million direct payments, totaling \$500 million, to Minnesotans who worked on the frontlines during the COVID-19 pandemic.
- Implemented cost savings in operational areas across the agency through centralization of common administrative services and supplies.
- Continued working with taxpayers experiencing financial hardship and who are concerned about paying tax debt or other agency debt to discuss available options.

## Innovative Customer Service

### Outreach

- We established a new Office of Public Engagement, focused on building relationships with communities, with an emphasis on reaching underrepresented populations.
- 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 continue to be upgraded to provide more intuitive and user-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.

### Return of In-Person Services

Our St. Paul office is back to its normal hours and services. Taxpayers can submit returns, make payments, and get tax forms and instructions at our service desk. We continue to follow the latest COVID-19 guidance from the Minnesota Department of Health.



## 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



## Tax Law Updates

- 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.



## Contact Us

- For constituent related issues, email [Revenue\\_Legislative\\_Services@state.mn.us](mailto:Revenue_Legislative_Services@state.mn.us)
- For all other issues, call 651-556-6003