

WEST VIRGINIA



STATE TAX DEPARTMENT

Matthew Irby, Tax Commissioner

Tax Department Mission

Mission: Striving to act with integrity and fairness in the administration of the tax laws of West Virginia, the State Tax Department's primary mission is to diligently collect and accurately assess taxes due to the State of West Virginia in support of State services and programs.

Core Values

Fairness and Accountability: Taxpayers are responsible for paying — and we are charged with collecting — the correct amount of State taxes due under the law. It is also our obligation to credit any overpayment promptly (when no other debt is owed) and issue refunds expeditiously.

Professional and Courteous Service: We endeavor to treat everyone with respect. Our goal is to respond to taxpayer questions, concerns and complaints as quickly and accurately as possible. It is also to maintain constant professionalism in all that we endeavor to accomplish.

Privacy and Confidentiality: Security and trust are extremely important to us. Personal information provided to us on a tax return form, in correspondence or through an examination is confidential and legally protected against unauthorized disclosure. The department will remain vigilant in these protections.

Goals

Automation - To increase the automation of tax administration for maximum efficiency and ease of engagement



Communication - To improve communication both within and outside the agency to engage taxpayers honestly, fairly, and quickly



Education - To increase education both within and outside the agency to build a professional workforce and an engaged taxpayer base

Auditing – Ensures voluntary compliance through selective review of taxpayer accounts

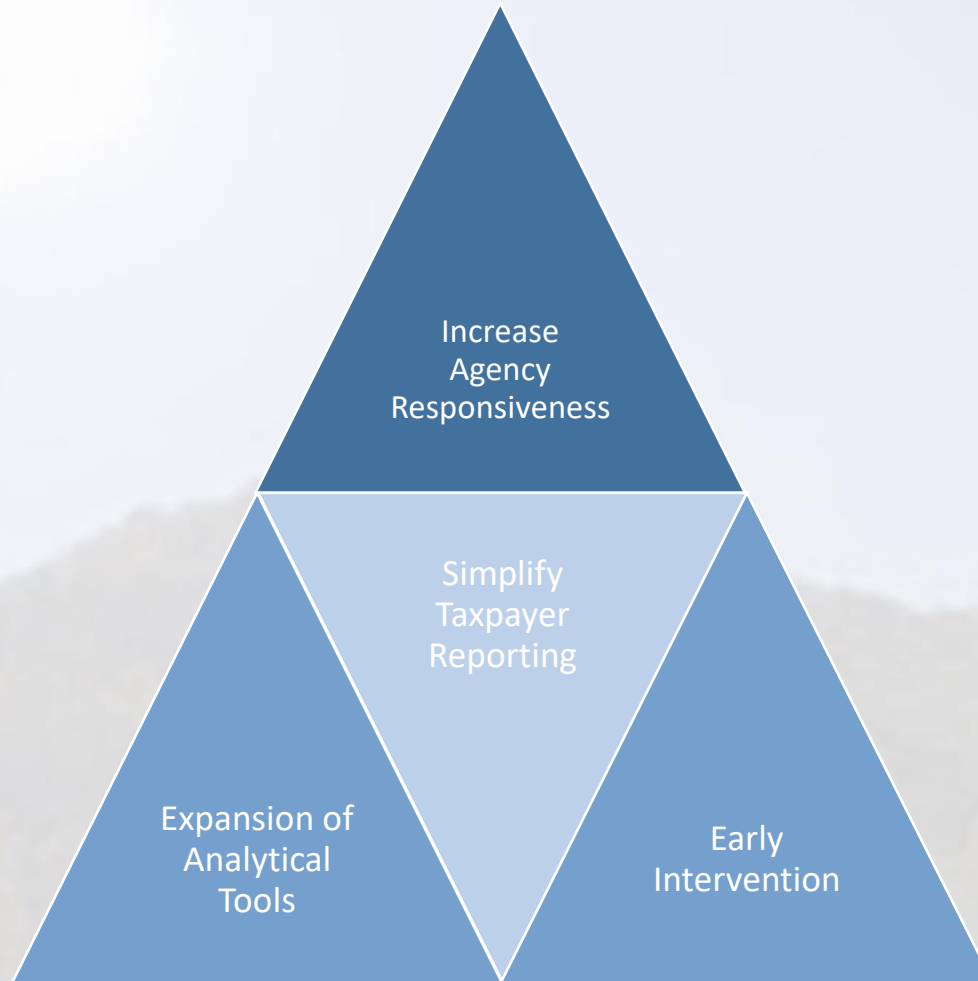


Collections – Maintains fairness in taxation by ensuring all taxpayers are accountable



Enforcement – Provides a back end protection against those refusing to comply

AUTOMATION



COMMUNICATION



Increase online self-service options

Develop online communication platforms



Consolidate Interactions

Community Outreach



EDUCATION

TAXPAYERS



Create an Office of the Taxpayer Advocate



Increase Training, Publications, and Instructions

PERSONNEL

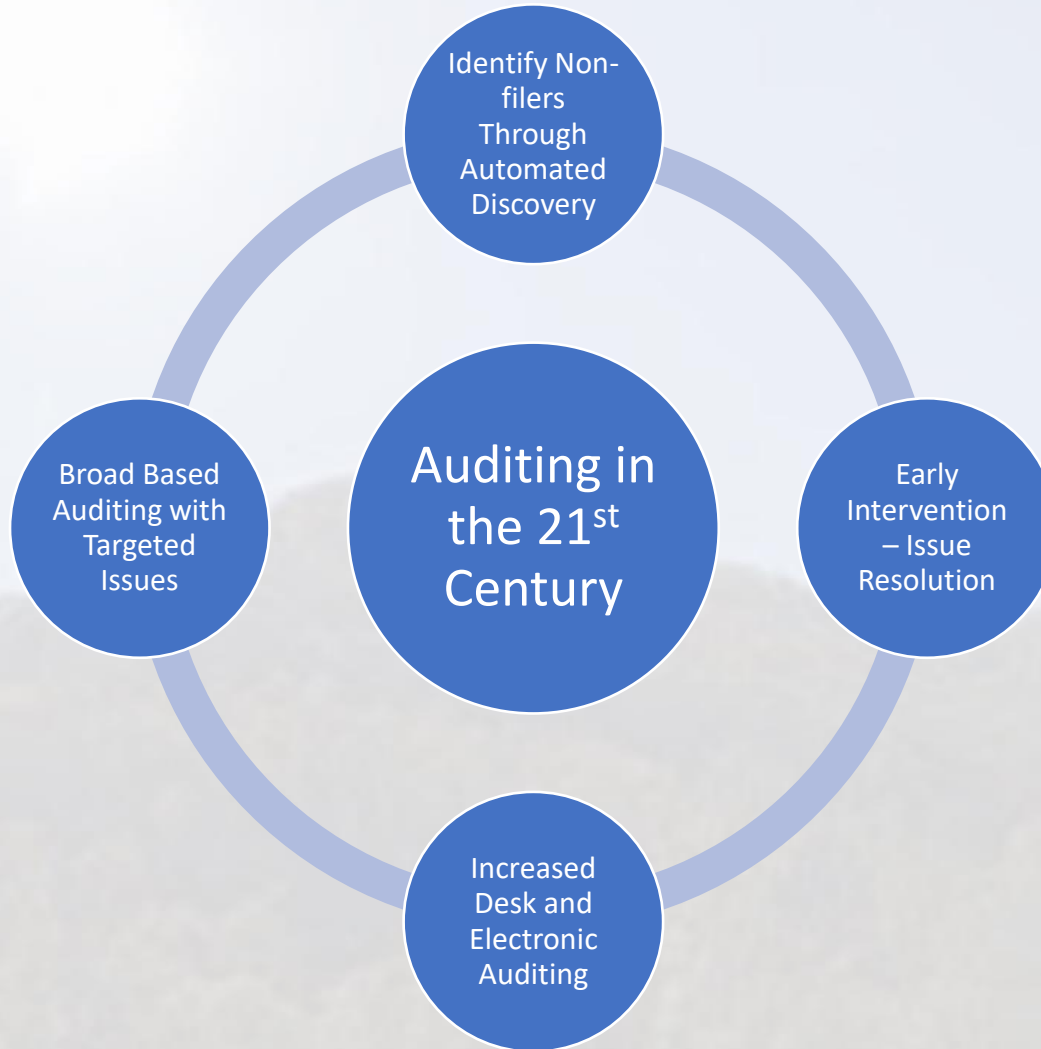


Comprehensive Agency Training

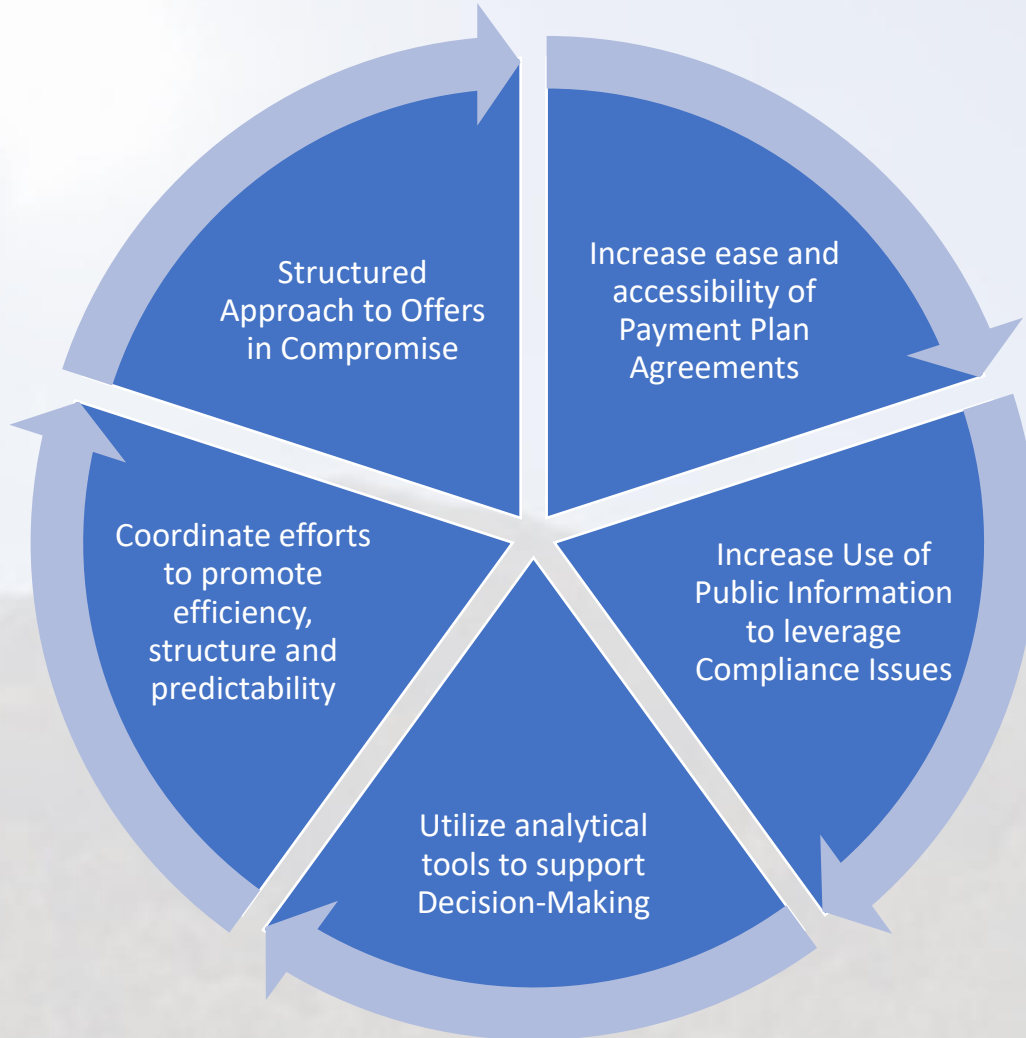


In-agency Succession

AUDITING

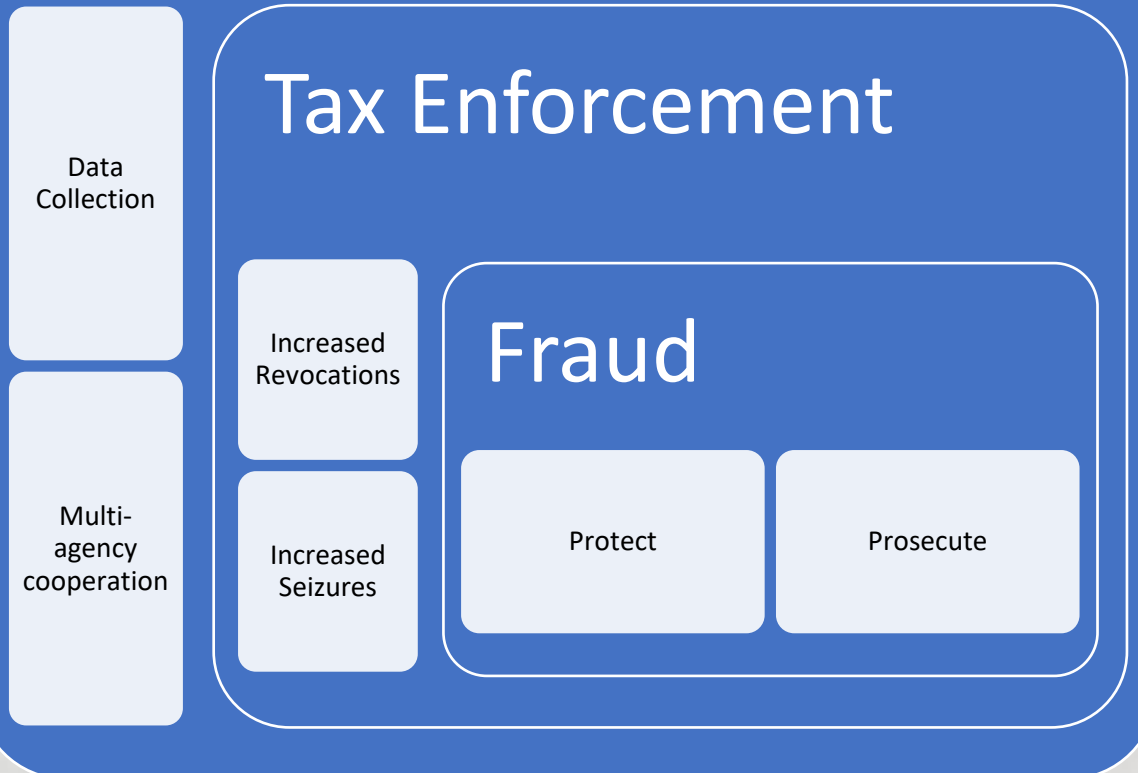


COLLECTIONS



ENFORCEMENT

Tax Avoidance - Approaches



Multi-Disciplinary Approach



Expanded Executive Office

