

## Mission

**Our mission is to serve Vermonters by administering our tax laws fairly and efficiently to help taxpayers understand and comply with their state tax obligations.**

## Be a model of service-oriented tax administration

### Our Goals

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Service-oriented tax administration improves compliance rates, increases taxpayer satisfaction, and enhances engagement with our community. By helping Vermont's taxpayers understand their tax liabilities and making tax filing and payment as easy as possible, we enable our taxpayers to meet their tax obligations, supporting the voluntary reporting structure that is the bedrock of the U.S. tax system. We strive to provide user friendly systems, clear guidance, and easy ways to contact the Department when taxpayers need help.

## Reduce the tax gap

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The tax gap represents the difference between the amount of taxes that should have been paid to Vermont and the amount that was paid. Unreported, underreported, and unpaid taxes all contribute to the tax gap. A study released in September 2019 by the IRS estimated the net federal tax compliance rate for tax years 2011-2013 was 85.8%. Scaling this amount to Vermont's tax collection base would result in a Vermont tax gap of over \$300 million annually. Reducing the tax gap involves both promoting voluntary compliance as well as ensuring we effectively and fairly address compliance situations where taxes are not reported and paid voluntarily.

## Promote a healthy organizational culture that helps our employees thrive

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For us to rise to our mission, we must recruit and retain the most talented workforce possible. Recognizing that our agency is competing with a variety of other organizations, including private sector businesses and other government entities, we must strive to be an employer of choice within Vermont state government. By focusing on culture, employee engagement and morale, and rewarding opportunities for staff, we can ensure we're providing the highest possible level of government service, as well as a great place to work for Vermonters.

**Our Core Values**



**Service**

- We lean into problem solving.
- We are responsive to taxpayers, and we listen.
- We treat each taxpayer fairly.
- We provide reliable, clear communication and guidance.
- We promote voluntary compliance to reduce the tax gap.



**Integrity**

- We keep systems and confidential information secure.
- We set realistic expectations and follow through when we say we will do something.
- We collect the correct amount of tax.
- We hold ourselves accountable.
- We provide honest and accurate information.



**Growth**

- We work together to adapt to new challenges and continuously improve.
- We provide a solid career path and communicate with staff to meet goals and recognize accomplishments.
- We provide educational opportunities to foster an environment that promotes professional and personal growth.



**Community**

- We work as one team across the Department.
- We encourage asking for and accepting help when needed.
- We treat all people with kindness.
- We value difference of thought, experience, and culture.
- We work across agencies towards common goals.