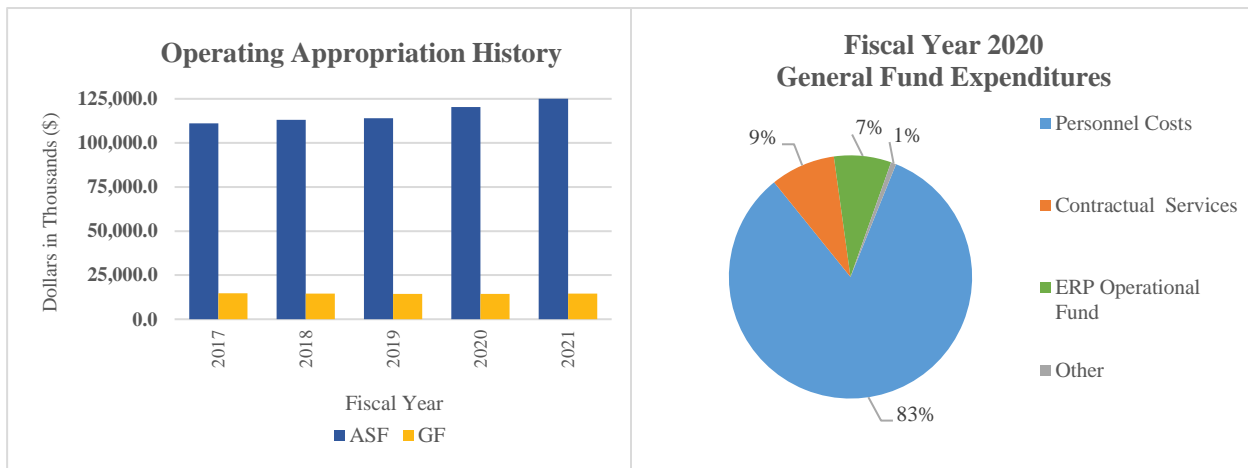


## At a Glance

- Promote the financial health of the State by providing technical analysis and policy information and advice to the Governor, Legislature, state agencies, other government entities, pertinent constituency groups and the public;
- Reduce administrative costs by reengineering and streamlining state government to use resources more efficiently and effectively; and
- Provide leadership and planning on global financial management issues, including revenues, debt expenditures and credit ratings.



## Overview

The mission of the Department of Finance is to promote Delaware’s fiscal health fairly and efficiently by forecasting, generating, collecting and accounting for funds critical to essential government services. The Department of Finance is comprised of four major divisions: Office of the Secretary; Division of Revenue; Division of Accounting; and the State Lottery Office.



## On the Web

For more information, visit [finance.delaware.gov](http://finance.delaware.gov)

## Performance Measures\*

IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
<b>25-05-01</b>	<b>Accounting</b>			
	# of internal control reviews completed	176	150	170
	# of responses to requests for Service Desk assistance	5,969	7,200	6,000
	# of First State Financials training classes	222	200	210
<b>25-06-01</b>	<b>Revenue*</b>			
	# of days to process Personal Income Tax refunds	21	12	15
	% of digital personal returns	90	93	93
	Automated call waiting time (seconds)	45	25	35
<b>25-07-01</b>	<b>State Lottery Office*</b>			
	\$ General Fund revenue collections (millions)	\$177.4	\$171.9	\$213.6

\*Actual FY 20 performance significantly impacted by statewide COOP procedures related to the COVID pandemic and subsequent shifts to federal and state tax deadlines.