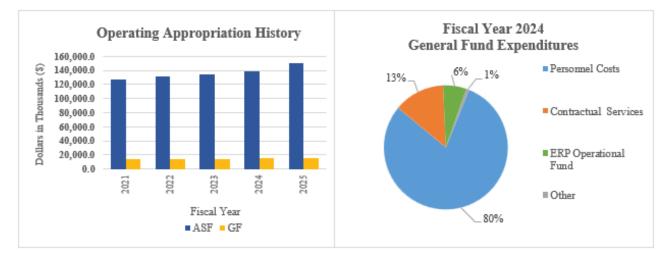
# Finance Finance Revenue State Lottery Office

### 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.

### On the Web

For more information, visit finance.delaware.gov

# Finance



## **Performance Measures**

IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor's Recommended
25-01-01	Office of the Secretary			
	# of trained GEAR field team			
	members	118	154	190
	# of GEAR projects	139	160	175
	% of GEAR projects on time/on	F0	. <del></del>	
	budget/quality maintained	59	65	75
	\$ estimated return on			
	investment of GEAR projects over the project lifespan			
	(millions)	98	115	130
	(IIIIIIIIIII)	90	113	130
25-05-01	Accounting			
	# of internal control reviews			
	completed	317	90	90
	# of responses to requests for			
	Service Desk assistance	4,967	5,000	5,000
	# of First State Financials			
	training classes	233	250	250
25-06-01	Revenue*			
	# of days to process Personal			
	Income Tax refunds without			
	exception	8	9	9
	# of days to process Personal			
	Income Tax refunds with			
	exceptions	72	45	45
	% of digital personal returns	93	93	93
	Automated call waiting time			
	(seconds)	290	150	75
	* Performance results have been impacted by Tax Year 22 IRAS modernized tax system implementation and the 2022 Delaware Relief Rebate.			
	and the Louis Delaware Reney Reduce.			
25-07-01	State Lottery Office			
250701	\$ General Fund revenue			
	collections (millions)	245.9	267.4	266.8
	2220110110 (11111110110)	210.7	207.1	200.0