



STATE OF NEVADA

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**The Federation of Tax Administrators (FTA) has announced that the Nevada Department of Taxation is the recipient of two Innovation and Excellence Awards.**

The awards recognize the Department's outstanding efforts to enhance taxpayer services, strengthen workforce support and successfully manage complex organizational and operational changes. The recognition highlights the Department's commitment to innovation and continuous improvement in tax administration.

**Nevada Department of Taxation — Plain Language Initiative and Enterprise Management Framework**

The Department was recognized for two projects addressing two of the most common challenges in tax administration: communicating clearly with taxpayers and managing large-scale organizational change.

**Plain Language Initiative**

Nevada taxpayers were receiving correspondence written at a college reading level yet notices often failed to explain why the Department was contacting them, what action was required, or what would happen if nothing was done. The confusion generated unnecessary follow-up calls and slowed voluntary compliance. Staff used Microsoft Word with Copilot to rewrite letters to an 8th grade reading level while retaining all statutory references, with every draft reviewed for accuracy and legal compliance before release. To date, 119 letters have been converted, the average reading level dropped from grade 13.4 to grade 8.4, and general inquiry calls fell from 23,121 in 2023 to 11,175 in 2025, a reduction of more than 50 percent.

**Enterprise Management Framework**

The Department's multi-year tax system modernization, Project MYNT, required coordinating change across every part of the agency. Using the Baldrige Performance Excellence Framework as its guide, the Department built an Enterprise Management Framework connecting leadership, strategy, workforce, operations, and results into a single operating model. The Enterprise Project Management Office governs all projects through a consistent process, while the Enterprise Change Management Office ensures workforce needs are built into every implementation. The first two releases of Project MYNT were delivered on time and on budget, with the third scheduled for December 2026.

**About the Nevada Department of Taxation**

Provide fair, efficient and effective administration of tax programs for the State of Nevada in accordance with applicable statutes, regulations and policies.