

**Federation of
Tax Administrators**

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**News
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**MACK GILLIM OF THE KENTUCKY DEPARTMENT OF REVENUE
WINS FTA'S HARLEY T. DUNCAN AWARD for
LEADERSHIP AND SERVICE**

(Washington D.C. April 16, 2014) The Federation of Tax Administrators announced today that R. Mack Gillim of the Kentucky Department of Revenue is the recipient of the 2014 Harley T. Duncan Award for Leadership and Service. The award is presented each year to an individual who has demonstrated sustained and significant service in the administration of state taxes. Judging is performed by the Executive Committee of the FTA Board of Trustees.

Presentation of the award will take place during the [FTA Annual Meeting](#), June 9-11 in St. Petersburg, Fla.

Gillim, a 36-year veteran with the agency, is currently the director of the office of Processing and Enforcement. Judges noted that Gillim has a track record of "not settling for business as usual," continually reviewing policies and procedures. He frequently looks for lessons learned or cooperative approaches from other agencies. He is known for having a strategic vision that goes beyond his agency. His programs enhance other state government services and create shared efficiencies.

Gillim first worked as a revenue field auditor, where he looked beyond the normal scope of his responsibilities to recommend initiatives for processing returns and refunds that improved refund issuance. He worked in the pre-audit processing area before advancing to the position of director of collections. He led a team that updated and enhanced the accounts receivable system, saving time and resources and providing better service to taxpayers. He formed an internal analyst group that was in charge of numerous Information Technology projects, and insisted on the involvement of agency managers to make sure user needs were addressed by new technology. Gillim's leadership established a pattern of training for agency workers, even involving outside groups such as the American Collectors Association in training design.

Gillim was promoted to deputy commissioner for the Department of Law in 2002, and after the agency's 2004 reorganization he took over his current position. His leadership there has generated inter-agency collections programs that created \$47 million in collections for other state agencies and \$147 million in delinquent child support collections. He also heads the technical implementation of a number of electronic initiatives, including e-file/e-pay for individual income tax and corporation income tax.

Gillim is a frequent presenter at FTA workshops and conferences and is a leader in sharing discussions on topics such as interstate collections, administrative liens and levies, professional license revocation and data matching.

The Federation of Tax Administrators is a nonprofit organization composed of taxation and revenue departments of the fifty states, District of Columbia, New York City and Philadelphia. Its mission is to improve the standards and methods of tax administration

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