Revenue Leaders Share Expertise at NESTOA Annual Conference



The 2026 Annual Conference of the **Northeastern States Tax Officials Association (NESTOA)** brought together tax administrators, industry partners, and policy leaders from across the northeast — and the Pennsylvania Department of Revenue was well represented. Several of our colleagues participated as speakers and panelists, offering insights on technology, mentoring, audit innovation, and collection strategies.

Jesse Stiely, Assistant Director for the Bureau of Desk Review and Analysis (BDRA), participated in a multistate panel discussing “Innovations in Collection” alongside representatives from New Jersey and Massachusetts.

Chantel Hardaway, Chief Learning Officer in PRISM, delivered an overview of the department’s three mentoring initiatives: the New Employee Ambassador Program (NEAP), the Formal Mentoring Program, and the EDGE Program. She outlined how each program operates, the resources available to participants, and lessons learned from their administration.

Don Bianchi and Alicia Gonse from our Customer Experience Center presented a fast-paced look at how quality assurance and quality control work together to strengthen our customer service.

Kevin Milligan**,** Special Advisor to Deputy Secretary for Taxation Bryan Barbin, served on two conference panels about the integration of AI, remote-work implications for tax policy, and modernizing legacy systems while maintaining security.

Finally, Meggan Swisher, Director of the Bureau of PATH Development and Support, presented on the success of the agency’s Fast File initiative. This is a program that offers eligible Pennsylvanians a free way to file their PA Personal Income Tax Return (PA-40).