



IRS Nationwide Tax Forum | 2021

Overview of Taxpayer Civil Rights Wednesday, August 11, 2021

Start Time: 11:00 am Eastern / 10:00 am Central
9:00 am Mountain / 8:00 am Pacific

Note: You should be hearing music while waiting for webinar to start.

Having Technical Issues?

View the “Technical Issues” troubleshooting guide in the Materials drop-down menu on the left side of this page



Today our webinar will provide:

- A brief overview of the objectives and mission of the IRS Office of Equity, Diversity, and Inclusion, Civil Rights Unit, and related programs, laws, regulations, and executive orders;
- An overview of the taxpayer reasonable accommodations process, including how to request an accommodation;
- An overview of the IRS language access program, including services and products available for limited English proficient taxpayers; and,
- Information about how to file a taxpayer complaint of discrimination with the IRS Office of Equity, Diversity, and Inclusion, Civil Rights Unit.



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Office of Equity, Diversity and Inclusion Civil Rights Unit

Protecting Taxpayer Civil Rights



Civil Rights Act of 1964



President Johnson signs the Civil Rights Act of 1964



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Who Are We?

Office of Equity, Diversity and Inclusion





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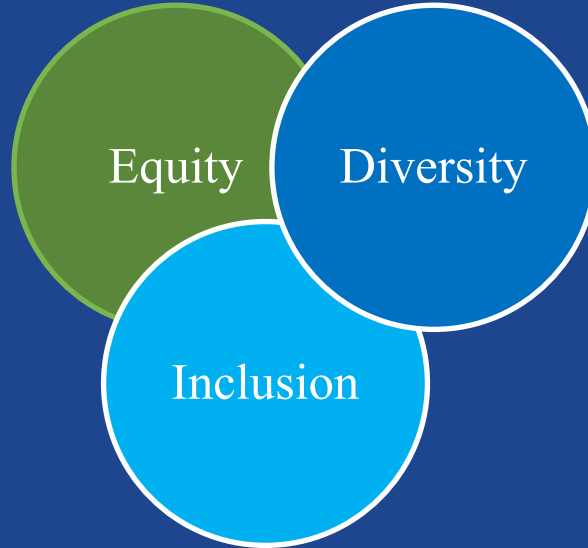
Equity, Diversity, & Inclusion are critical to:





Equity, Diversity and Inclusion

Legal obligations and requirements for non-discrimination, civil rights, reasonable accommodations and equal opportunity.



Encompasses the range of human differences that make us unique, including physical characteristics such as race and gender, AND non-physical traits such as cultural and socioeconomic differences, religious beliefs, or other ideologies.

Organizational effort and practice of creating environment where people of diverse and multicultural backgrounds are welcomed and represented, respected and accepted, and treated equitably.



External Civil Rights Authorities

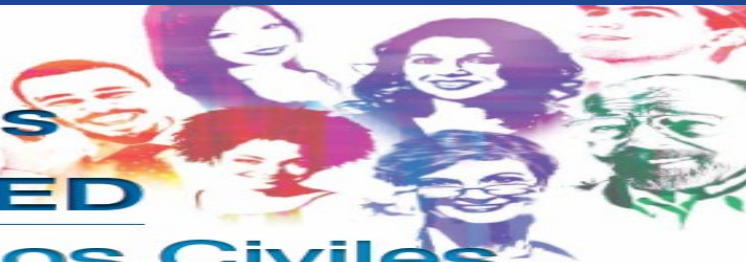
- Title VI of the Civil Rights Act of 1964
- Title IX of the Education Amendments of 1972
- Section 504 of the Rehabilitation Act of 1973
- Section 508 of the Rehabilitation Act
- The Age Discrimination Act of 1975
- Executive Order 13160
- Executive Order 13166
- Restructuring and Reform Act of 1998





Civil Rights Poster

Your
Civil Rights
are
PROTECTED



Sus Derechos Civiles
están **PROTEGIDOS**

The Department of the Treasury – Internal Revenue Service prohibits discrimination against taxpayers based on race, color, national origin (including limited English proficiency), sex, religion, disability, and age in its programs and activities. Additional bases, such as sexual orientation and status as a parent, apply in education and training programs conducted by the Internal Revenue Service.

Taxpayers with a disability may request a reasonable accommodation and taxpayers with limited English proficiency may request language assistance to access service.

El Departamento del Tesoro – Servicio de Impuestos Internos (*IRS*, por sus siglas en inglés), prohíbe la discriminación basada en raza, color, origen nacional (incluso el dominio limitado del inglés), discapacidad, género, religión o edad, en sus programas o actividades. Las bases adicionales que incluyen la religión, orientación sexual y la condición como padre o madre, se aplican a los programas educativos, de adiestramientos o actividades realizadas por el *IRS*.

Los contribuyentes con una discapacidad pueden solicitar acomodo razonable y los contribuyentes con dominio limitado del inglés pueden solicitar asistencia con el idioma para tener acceso al servicio.

**Operations Director,
Civil Rights Division
Internal Revenue Service
Room 2413
1111 Constitution Avenue, NW
Washington, DC 20224**



If a taxpayer believes he or she has been discriminated against, a written complaint should be sent to the address referenced within. For all other inquiries concerning taxpayer civil rights, contact us at the mailing address or e-mail us at ed.civilrights.division@irs.gov

Do not send tax returns or other tax-related information to the Civil Rights Division office or e-mail address.

Si un contribuyente cree que él o ella ha sido discriminado, debe enviar una queja por escrito al *IRS*, a la dirección de referencia. Para todas las demás consultas relacionadas a los derechos civiles del contribuyente, comuníquese a la dirección que aparece a la izquierda o envíenos un correo electrónico a ed.civilrights.division@irs.gov

No envíe declaraciones de impuestos u otra información que no esté relacionada con los derechos civiles, a la oficina de la División de Derechos Civiles o al correo electrónico.



Civil Rights Unit Program Areas

- **Taxpayer Discrimination Complaints and Investigations**
- **Taxpayer Reasonable Accommodations**
- **Language Access for Limited English Proficient Taxpayers**
- **Compliance and Accessibility Program**
- **Civil Rights Education and Outreach**





IRS Civil Rights Unit Responsibilities

- Investigate Taxpayer Complaints of Discrimination
- Conduct RRA'98 1203 Reviews
- Facilitate Taxpayer Reasonable Accommodations
- Monitor Agency Language Access Program
- Conduct Grant Application Reviews
- Conduct Compliance and Accessibility Reviews
- Deliver Civil Rights Outreach and Education
- Provide Civil Rights Technical Assistance
- Respond/Refer to Taxpayer Contacts and Inquiries





Reasonable Accommodations for Taxpayers





IRS Reasonable Accommodation Policy Statement P-1-47



- (2) The IRS shall take necessary action to make sure that members of the public with disabilities have an equal opportunity to participate effectively in its programs, activities and services.



Taxpayer Reasonable Accommodations

- Section 504 of the Rehabilitation Act
- Applies to Physical and Cognitive Disabilities
- Applies to Federally Conducted and Assisted Programs
- Ensures Accessibility and Inclusivity
- Interactive Process between Agency and Taxpayer
- Free of Charge to Taxpayers



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Types of Accommodations Provided





IRS Language Access Program

Executive Order 13166

Improving Access to Services for Persons with Limited English Proficiency (LEP)





IRS Language Assistance Policy Statement 22-3



- (2) The IRS commits to provide top quality service to each taxpayer, including those who lack a full command of the English language. The needs of these taxpayers will be included in the agency strategic and tactical plans consistent with available resources. Our workforce will have the essential tools necessary to interact appropriately with our diverse taxpayer base.



Language Access Resources

Examples...

- Over the Phone Interpreter (OPI) Services
- Translation Services
- Bilingual Assistants
- Telephone Help Lines
- Multilingual Gateway on [irs.gov](https://www.irs.gov)





Filing A Taxpayer Complaint of Discrimination

Civil rights complaints filed against IRS federally conducted or federally assisted programs can be submitted in writing to:

- Internal Revenue Service, Office of Equity, Diversity and Inclusion, CRU, 1111 Constitution Avenue, NW, Room 2413, Washington, DC 20224
- Complaints may also be filed via e-mail to: edi.civil.rights.division@irs.gov
- Complaint form can be found online: <http://www.irs.gov/uac/Your-Civil-Rights-Are-Protected>

TAXPAYER CIVIL RIGHTS RESOURCES

- [Reasonable Accommodations for Taxpayers Mailbox](#)
- [Taxpayer Civil Rights Language Access FAQs](#)
- [Taxpayer Accessibility Guide](#)
- [Your Civil Rights Are Protected Pub 4454 \(English\)](#)
- [Your Civil Rights Are Protected Pub 4454 \(Spanish\)](#)
- [Executive Order 13166](#)

