



IRS Nationwide Tax Forum | 2022

Improving Access to the IRS

August 2nd, 2022

Start Time: 2:00pm Eastern / 1:00pm Central
12:00 Noon Mountain / 11:00am 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:

- Describe the objectives and mission of the IRS Office of Equity, Diversity, and Inclusion, Civil Rights Unit and related programs
- Explain how taxpayers can request a reasonable accommodation
- Describe the language access program including services and products available for limited English proficient taxpayers



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Office of Equity, Diversity and Inclusion Civil Rights Unit

Improving Access to the IRS





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Who Are We?

Office of Equity, Diversity and Inclusion





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Equity, Diversity, & Inclusion are critical to:





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 Unit Program Areas

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



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Reasonable Accommodations for Taxpayers



Providing a
reasonable
accommodation
is **THE LAW.**



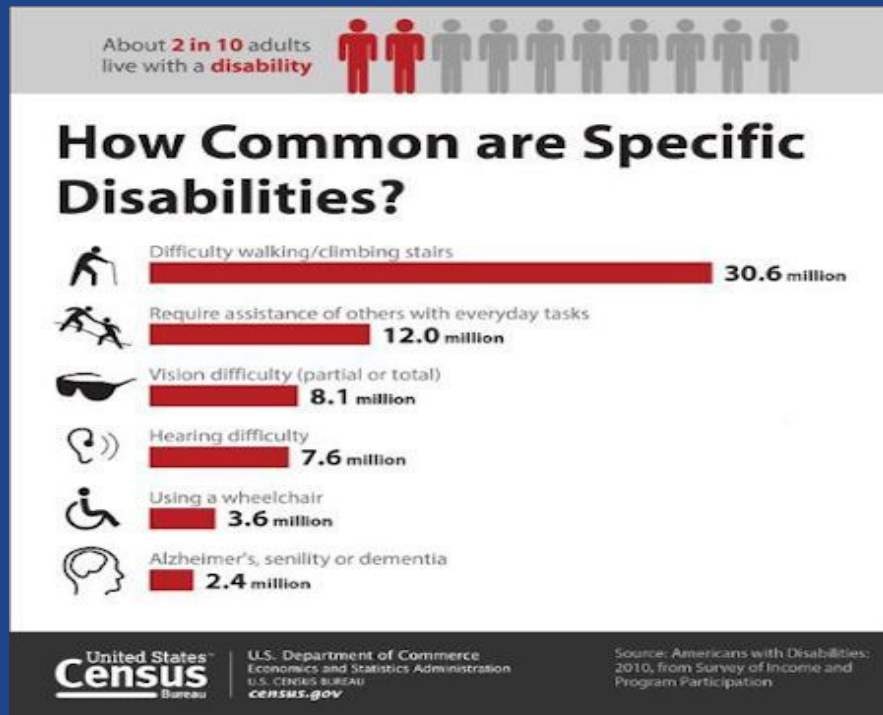
IRS Reasonable Accommodation Policy Statement P-1-47



(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.

Population Facts

- 56.7 million individuals with a disability
- Every 2 out of 10 adults live with a disability
- Largest “minority” group





Frequently Asked Questions

- What is a reasonable accommodation?
- Who is eligible for a reasonable accommodation?
- How do I request a reasonable accommodation?
- When should I request a reasonable accommodation?
- May someone request a reasonable accommodation on my behalf?



Types of Accommodations Provided





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Alternative Media Center

- The Alternative Media Center (AMC) provides a variety of accessible tax material to help people with print disabilities.
- AMC Vision Statement: Create a culture that provides an inclusive work environment through equal access to information.



Accessible Tax Products

- Hundreds of accessible tax products are available for download in Braille, text, large print, Section 508 compliant PDF files and ePub. In addition to the products available for download, HTML tax instructions and publications can be viewed online by visiting www.irs.gov/accessible.
- To request paper copies of tax forms, instructions or publications in Braille or large print, call the tax form toll-free telephone number at 800-829-3673 (FORM).



Form 9000 – Alternative Media Preference

- Taxpayers can complete Form 9000, *Alternative Media Preference*, to choose to receive their IRS tax notices and letters in Braille, large print, audio or electronic formats.
- Taxpayers can include the form with their tax return, mail it as a standalone form to the IRS or call 800-829-1040 to elect their preferred format.



Accessibility Helpline

- The IRS established an Accessibility Helpline to answer taxpayers' questions related to IRS accessibility services and alternative media formats. Taxpayers who need accessibility assistance can call 833-690-0598.
- Assistance for multilingual taxpayers is also available on the helpline via the Over-the-Phone Interpreter service.

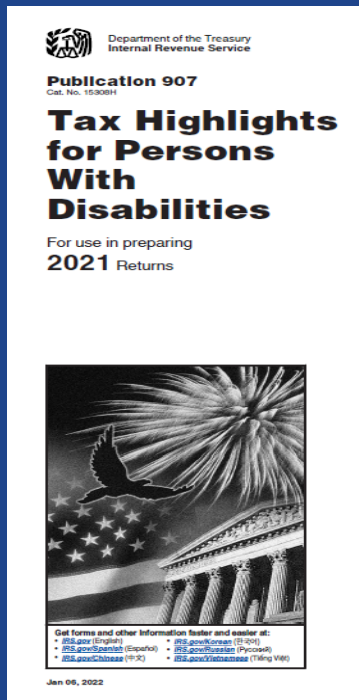
Service Animal General Guidelines

A service animal is any guide dog, signal dog or other animal that is individually trained to provide assistance to an individual with a disability.

- Questions that can be asked, if necessary:
 - Is the service animal required because of a disability?
 - What work or task has the animal been trained to perform?



Tax Highlights for Persons with Disabilities



Publication 907 is a helpful resource for people with disabilities and those who care for them when preparing a tax return. The publication covers:

- Income
- Itemized deductions
- Tax credits
- Household employers
- Business tax incentives and
- ABLE (Achieving a Better Life Experience) accounts

Accessible Products

The screenshot shows the IRS website's 'Disability Related Products' page. The top navigation bar includes the IRS logo, 'Help', 'News', 'English', 'Charities & Nonprofits', and 'Tax Pros'. Below this is a secondary navigation bar with 'File', 'Pay', 'Refunds', 'Credits & Deductions', 'Forms & Instructions', and a search box. The main content area features a breadcrumb trail: 'Home / Forms and Instructions / Accessible / Disability Related Products'. The title 'Disability Related Products' is prominently displayed. A left-hand sidebar contains a menu with categories: 'Current Year', 'Prior Year', 'Accessible' (highlighted), 'eBooks', 'Browser Friendly', 'Post Release Changes to Forms', 'Order Forms and Pubs', 'Help with Forms and Instructions', and 'Comment on Tax Forms and Publications'. The main content area contains a paragraph stating that the page contains a collection of IRS tax forms and publications for persons with disabilities, followed by a note about link availability. Below this are five sections, each with a title and a list of links to accessible formats (PDF and ZIP):

- Itemized Deductions, Form 1040 Schedule A**
 - [Itemized Deductions, Form 1040 Sch A in Accessible PDF Format](#) PDF
 - [Itemized Deductions, Form 1040 Sch A in Braille and Text Formats](#) ZIP
- Credit for the Elderly or the Disabled, Form 1040 Schedule R**
 - [Credit for the Elderly or the Disabled, Form 1040 Sch R in Accessible PDF Format](#) PDF
 - [Credit for the Elderly or the Disabled, Form 1040 Sch R in Braille and Text Formats](#) ZIP
- Work Opportunity Credit, Form 5884**
 - [Work Opportunity Credit, Form 5884 in Accessible PDF Format](#) PDF
 - [Work Opportunity Credit, Form 5884 in Braille and Text Formats](#) ZIP
- Disabled Access Credit, Form 8826**
 - [Disabled Access Credit, Form 8826 in Accessible PDF Format](#) PDF
 - [Disabled Access Credit, Form 8826 in Braille and Text Formats](#) ZIP

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.

Frequently Asked Questions

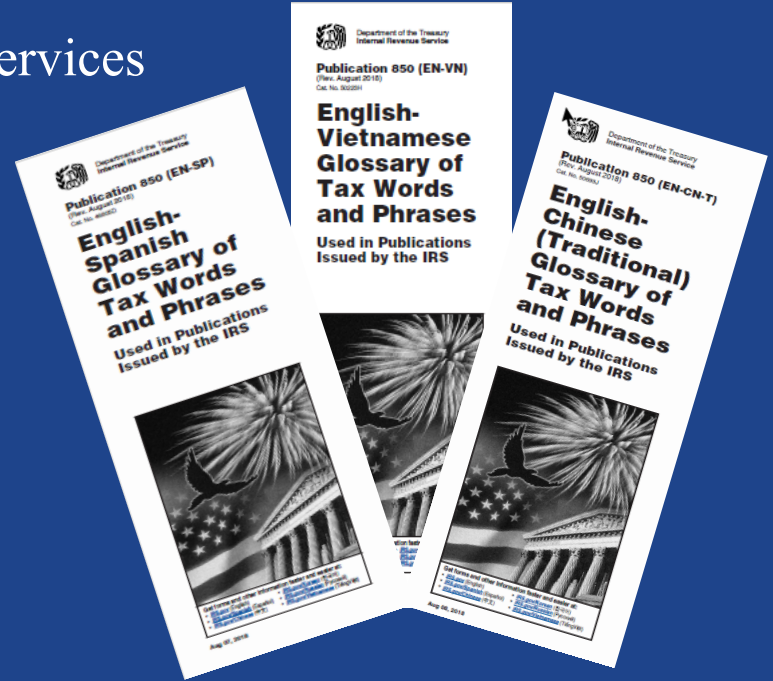
- What laws address language access for persons with LEP?
- Who is considered an individual with LEP?
- Can I bring my own interpreter to meet with the IRS or an IRS funded partner?
- Will I have to pay for use of an interpreter provided by the IRS or IRS funded partner?
- What types of oral language assistance services are available to taxpayers with LEP?



Language Access Resources

Examples...

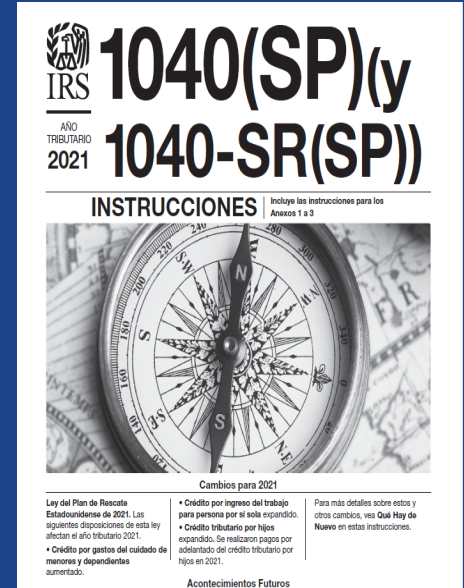
- Over the Phone Interpreter (OPI) Services
- Translation Services
- Bilingual Assisters
- Publication 850





IRS Multilingual Improvement Approach

- Expanded availability of tax forms and publications such as Form 1040
- Enhanced customer outreach to multilingual communities
- Correspondence provided in the preferred language



IRS Website

Multilingual Resources on IRS.gov include:

- Taxpayer Rights Publication
- Forms and Publications
- IRS2Go
- Online Tools
 - Where's My Refund?
 - Make a Payment
 - Get Transcript



Schedule LEP (Form 1040) Request for Change in Language Preference

- Schedule LEP (Form 1040), *Request for Change in Language Preference*, is for limited English proficient (LEP) filers
- Allows for individuals to indicate a preference for correspondence in a language other than English
- Correspondence will be sent in the indicated preferred language after filing Schedule LEP

| | | | |
|---|--|---|--|
| SCHEDULE LEP (Form 1040) <small>(Rev. December 2021)</small> Department of the Treasury Internal Revenue Service | | Request for Change in Language Preference OMB No. 1545-0074 | |
| ▶ Attach to Form 1040, 1040-SR, 1040-NR, 1040-PR, or 1040-SS. ▶ Go to www.irs.gov/ScheduleLEP for the latest information. | | Attachment Sequence No. 77A | |
| Name of person making request (as shown on tax return) | | Social security number of person making request | |
| 1 I would prefer to receive written communications (see instructions) from the IRS in the following language. Check only one. | | | |
| <input type="checkbox"/> 000 English | | <input type="checkbox"/> 011 French (Français) | |
| <input type="checkbox"/> 001 Spanish (Español) | | <input type="checkbox"/> 012 Japanese (日本語) | |
| <input type="checkbox"/> 002 Korean (한국어) | | <input type="checkbox"/> 013 Gujarati (ગુજરાતી) | |
| <input type="checkbox"/> 003 Vietnamese (Tiếng Việt) | | <input type="checkbox"/> 014 Punjabi (ਪੰਜਾਬੀ) | |
| <input type="checkbox"/> 004 Russian (Русский) | | <input type="checkbox"/> 015 Khmer (ខ្មែរ) | |
| <input type="checkbox"/> 005 Arabic (العربية) | | <input type="checkbox"/> 016 Urdu (اُردو) | |
| <input type="checkbox"/> 006 Haitian Creole (Kreyòl Ayisyen) | | <input type="checkbox"/> 017 Bengali (বাংলা) | |
| <input type="checkbox"/> 007 Tagalog (Tagalog) | | <input type="checkbox"/> 018 Italian (Italiano) | |
| <input type="checkbox"/> 008 Portuguese (Português) | | <input type="checkbox"/> 019 Chinese (Traditional) 中文(繁體) | |
| <input type="checkbox"/> 009 Polish (Polski) | | <input type="checkbox"/> 020 Chinese (Simplified) 中文(简体) | |
| <input type="checkbox"/> 010 Farsi (فارسی) | | | |
| For Paperwork Reduction Act Notice, see your tax return instructions. Cat. No. 74174D Schedule LEP (Form 1040) (Rev. 12-2021) | | | |



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](#)



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>

Contact Information

Improving Access to the IRS

IRS Civil Rights Unit
Room 2413

1111 Constitution Avenue, NW
Washington, DC 20224

Tele: 202-317-6925

TTY/TTD Tele: 202-289-4394

Email: edi.civil.rights.division@irs.gov

IRS Alternative Media Center
Room G39

400 North 8th Street
Richmond, VA 23219

Accessibility Helpline:

Tele: 833-690-0598