

Survey PCLIA Report

Date of Approval: April 17, 2017

Survey PCLIA ID Number: **2340**

A. Survey Description

1. Full name and acronym of the Survey. Tax Professionals Focus Groups, N/A
2. Is this a Survey, Telephone Interview or Focus Group? Focus Group

NOTE: the remaining questions will be simplified to refer to the Survey but still apply to Telephone Interview or Focus Group. If Telephone Interview or Focus Group, a copy of Interview Questions or the Moderators Guide will be requested by the Privacy Analyst.

3. Is this a new Survey? No

4. Is this a reoccurring Survey? Yes

4.a. If yes, list the schedule or requested operational date(s) of when the Survey will be administered. • Orlando, FL July 13, 2017 • Dallas, TX July 26, 2017 • National Harbor, MD August 23, 2017 • Las Vegas, NV August 31, 2017 • San Diego, CA September 13, 2017
Annually, we anticipate conducting the study as well.

5. Does this Survey have an SOI (Statistics of Income) control number? Yes

5.a. If yes, enter the number. SOI-509

6. Does the Information Collection Request require OMB Clearance? Yes

6.a. If yes, what is the OMB Clearance number? 1545-1349

A.1. General Business Purpose

7. What is the general business purpose of this Survey? Provide a clear, concise description of the Survey, the reason for the Survey, and the benefits to the IRS mission.
The Multilingual and Agency Services (MAS) Branch, Media and Publication (M&P) Division of the Internal Revenue Service (IRS) facilitates IRS's administration of policies and strategies supporting the delivery of language assistance to limited English proficient (LEP) taxpayers. The MAS Branch regularly researches the needs of LEP taxpayers as directed by Executive Order 13166 and works with the Business Operating Units within the IRS to identify improvements in products and services for the LEP community. This study will focus on the needs, preferences and level of awareness of tax practitioners who serve LEP taxpayers, and discuss IRS products and services for LEP taxpayers. This study's results will allow the development of suggestions for improvement to specific IRS products, services and communication strategies. The feedback received will not institute new policy, but rather enable the Service to more effectively meet taxpayer needs. The objectives of the focus groups are to gather input from tax practitioners who serve LEP taxpayers about their awareness and use of tax information, products and services. The feedback from the tax practitioners will be used to improve IRS's tax products and services to ensure they meet the needs of the LEP taxpayers. Results will be incorporated into the

2017 IRS LEP Customer Base Report, which is shared with IRS senior leaders to inform decisions regarding resources as they plan for future needs.

B. PII Details

8. Is Personally Identifiable Information (PII) used, collected, received, displayed, stored, maintained, or disseminated in the Survey; or is PII used to select participants? (i.e. names, addresses, email addresses, etc)? No

C. Privacy Act & System of Records

9. Is there a System of Records Notice(s) or SORNs that addresses the PII records in this Survey? No

9b. If No, explain why the Survey does not have a SORN? No information is retrieved by individual identifier.

C.1. Privacy Act Notice

9.1 Based on the information you have provided, does the Survey require a Privacy Act Notice to be provided to participants? Yes

9.1.a. If yes, please provide the Privacy Act Statement. For the IRS to speak with the public, we are required to have approval from the Office of Management and Budget. Their approval number for this project is 1545-1349. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: IRS Special Services Section, 1111 Constitution Avenue, NW, SE:W:CAR:MP:T:M:S - Room 6526, Washington, DC 20224. [Moderator: Post this bullet on newsprint/white board for each session.]There are no known risks to you for taking part in this focus group session. All the data the IRS collects will be kept private to the extent allowed by law. Your name will never be linked to your comments, nor will it appear in any written reports or publications.

D. Responsible Parties

10. Identify the individuals for the following Survey roles: # # Official Use Only

E. Incoming PII Interfaces

11. Does the employee/taxpayer PII come from the IRS, Treasury, or other Government system(s), application(s) or data base(s)? No

11.1. Does the data come from other sources? No

F. PII Sent to External Organizations

12. Are the Survey results disclosed to any other Federal or State Government? (For example the Federal Viewpoint Survey/Questionnaire – OPM gets the results.) No

13. Are any external resources used to create the database of the participants? No

G. Survey Participation

14. Will the Survey be administered to IRS, Taxpayers or Others ? Others

If Others, please explain. Tax practitioners at Tax Forums

15. Explain how participants are selected. Include a detailed description on the method and reason of selection. If selection is random, explain. Focus group participants are selected from the tax practitioners who serve LEP taxpayers and attend the 2017 IRS National Tax Forums.

16. How are participants notified of the Survey? IRS employees from the M&P Division will screen and invite participating tax practitioners using a screener's guide created by the MAS Branch.

17. Is the Survey voluntary? Yes

If yes, how is notice given that the Survey is optional? Selected tax practitioners will be invited in-person to participate in the focus group session.

18. How will the Survey be conducted?

No Electronically

No Web Based

No Phone

No Mail

Yes Other

Please explain. Focus groups will be conducting in-person in a conference room.

G.1. Survey Process

19. Does IRS administer or perform analysis of the survey? Both

Provide the name of the IRS office. Tax Forms and Publications/Multilingual and Agency Services Branch

20. Does Contractor/Vendor administer or perform analysis of the survey? No

I. Information Protection

21. What information/results will be provided to the business owners (IRS Requestors) of the Survey? MAS employees will transcribe the participant's feedback which will be delivered in a written report. The data from the focus groups will be used for the IRS LEP Customer Base Report that provides information on the tax products and service needs of the LEP community. Without this data, IRS will be unable to determine the actual needs of this segment of the taxpayer population or how to improve processes and offerings to meet their unique situations.

22. Can you confirm that employees or taxpayers who participate in the survey cannot be identified under any circumstances? Yes

23. Can you confirm that no adverse actions can be taken against participants regarding the participant's answers. Yes

24. For employee or taxpayer Satisfaction Surveys, can you verify that no “raw” or un-aggregated employee or taxpayer data will be provided to any IRS office? Yes

25. Are there any employee or taxpayer identifiers that are obtained as a result of responding to the survey? No

I.1 Records Schedule

26. Are the Survey records covered under the General Records Schedule (GRS), or have a National Archives and Records Administration (NARA) archivist approved a Record Control Schedule for the retention and destruction of official agency records stored in this Survey? No

26.b. If No, how long are you proposing to retain the records? Please note, if you answered no, you must contact the IRS Records and Information Management Program to initiate records retention scheduling before you dispose of any records in this Survey.

Tax professionals focus groups at Tax Forums is unscheduled. A request for records disposition authority for this Survey (and other similar external surveys Servicewide) will be drafted with the assistance of the IRS Records and Information Management Program Office. When approved by the National Archives and Records Administration (NARA), it is anticipated that instructions for this survey will include retentions for the datasets/raw data, background documentation, and summary/final reports, as appropriate. Cyber-security and NIST standards for records retention requirements state that documents must be securely maintained for seven years prior to destruction or until the end of the contract term (Period Of Performance), whereas the participation of the contractor under the CSS BPA has been terminated. These requirements will obviously be considered in drafting a final request for records disposition authority for NARA submission and approval.

P.1 Data Security

27. How does the administrator of the survey guarantee that the PII regarding employees or taxpayers will not be compromised, lost or stolen when housed on IRS computers? Where and how is it stored and protected? Upon completion of data collection and delivery of the report, the data will remain on a secured IRS server for three years.

28. Does a contractor/vendor administer or perform analysis of the survey? No

M. Civil Liberties

29. Does the Survey maintain records describing how an individual exercises rights guaranteed by the First Amendment (including, but not limited to information regarding religious and political beliefs, freedom of speech and of the press, and freedom of assembly and petition)? No

30. Will this Survey have the capability to identify, locate, and monitor individuals or groups of people? No

End of Report
