



**Treasury
Inspector
General for
Tax
Administration**

Inspections and Evaluations

Highlights

Highlights of Report Number: 2016-IE-R001 to the Internal Revenue Service Commissioner for the Wage and Investment Division.

WHY TIGTA DID THIS STUDY

TIGTA initiated this project to determine whether Taxpayer Assistance Centers were professional, organized, and stocked and whether sensitive information and equipment was properly secured.

WHAT TIGTA RECOMMENDED

TIGTA made no recommendations.

IRS management reviewed the draft report and elected not to provide a formal written response.

Issued on October 2, 2015

SELECTED TAXPAYER ASSISTANCE CENTERS WERE PROFESSIONAL AND ORGANIZED, AND SENSITIVE INFORMATION AND EQUIPMENT WERE PROPERLY SECURED

IMPACT ON TAXPAYERS

Taxpayer Assistance Centers traditionally provide taxpayers with face-to-face assistance to resolve tax issues, answer tax law questions, make adjustments to tax accounts, accept completed tax returns and payments, establish payment agreements for qualified individuals, and provide tax forms and publications. In Fiscal Year 2014, the Taxpayer Assistance Centers had approximately 5.5 million taxpayer contacts, down 16 percent from the prior year. The Fiscal Year 2015 Service Approach continued from the prior year to identify and implement other opportunities for promoting online services so that staff would be available for taxpayers who require face-to-face assistance.

WHAT TIGTA FOUND

TIGTA found that the 34 Taxpayer Assistance Centers visited were generally clean, well organized, uncluttered, and professional. At two locations, TIGTA observed people in long lines waiting for assistance; however, the lines did not prevent entry and egress to the buildings, and what TIGTA observed was orderly. Fewer forms were available than in previous years, but the IRS provided alternatives to obtain forms. At seven of the locations, some of the employees were not wearing the required name tags, and only 10 locations had the current versions of all required signs displayed. Taxpayer Assistance Centers generally completed follow-up procedures to ensure the delivery of all payments and taxpayer correspondence shipped to other IRS facilities, and in most cases, employees adequately secured IRS stamps and other material required for document authentication.

READ THE FULL REPORT

To view the report, including the scope and methodology, go to:

<http://www.treasury.gov/tigta/iereports/2016reports/2016IER001fr.pdf>