

## **Supporting Statement**

### **OMB Information Collection (ICR) Approval Request to Conduct Customer Satisfaction Research (OMB #1545-1432)**

**Title of Research: Language Services Needs Assessment 2017 Tax Forum Survey**

#### **A. JUSTIFICATION**

##### **1. Circumstances Making the Collection of Information Necessary**

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 operating 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.

##### **2. Purpose and Use of the Information Collection**

The objective of the survey is to gather input from tax practitioners who serve LEP taxpayers regarding their awareness and use of IRS information, products and services designed for the LEP community. 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.

##### **3. Consideration Given to Information Technology**

MAS staff will administer paper survey in person at the MAS Branch language services booth at the IRS National Tax Forums in each of the five cities where the forums are being held (Orlando, Dallas, National Harbor, Las Vegas and San Diego).

##### **4. Duplication of Information**

No similar data are gathered or maintained by M&P or are available from other sources known to M&P.

## **5. Reducing the Burden on Small Entities**

The Language Services Needs Assessment Tax Forum Survey has been designed to minimize the burden on small entities. The time that a respondent takes to complete the survey has been carefully considered and only the most important areas are being surveyed.

## **6. Consequences of Not Conducting Collection**

The data from the survey 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.

## **7. Special Circumstances**

There are no special circumstances relating to this request. The information collected is voluntary and will not be used for statistical purposes.

## **8. Consultations with Persons Outside the Agency**

There were no consultations with persons outside of the Agency.

## **9. Payment or Gift:**

No payment or gifts will be given to the participants.

## **10. Confidentiality:**

All participants will be subject to the provisions of the Taxpayer Bill of Rights II during this study and all participants will be treated fairly and appropriately.

The security of the data used in this project and the privacy of taxpayers as allowed by law will be carefully safeguarded at all times. Security requirements are based on the Computer Security Act of 1987 and Office of Management and Budget Circular A-130, Appendices A & B. Physical security measures include a locked, secure office. Notes are stored in locked cabinets or shredded. Data security at the C-2 level is accomplished via the Windows NT operating system. Systems are password protected, users profiled for authorized use, and individual audit trails generated and reviewed periodically.

The survey will not contain tax return or taxpayer information. Survey participants will not be individually identified in any of the documents or files used for this project. We will limit and control the amount of information we collect to those items that are necessary to accomplish the research questions. We will carefully safeguard the security of data utilized as well as the privacy of the survey respondents as allowed by law. We will apply the fair information and record-keeping practices to ensure protection of all survey respondents. The criterion for disclosure laid out in the Privacy Act, the Freedom of Information Act, and section 6103 of the Internal Revenue Code will be used for the protection of information as well as its releases to authorized recipients.

### 11. Sensitive Nature

No Personally Identifiable Information (PII) is collected.

### 12. Burden of Information Collection

The survey questionnaires will be administered in person by IRS employees to tax practitioners at the IRS National Tax Forums. We will attempt to achieve an overall 30% response rate.

The average time of survey completion is expected to be 5 minutes. Based on a sample of potential respondents of 3,300 and a response rate of 30%, we expect 1,000 survey participants, leaving 2,300 non-participants. The contact time to determine participants could take up to 2 minutes to invite the participants to take the survey, with the resulting burden being  $3,300 \times 2 \text{ minute}/60 = \underline{110 \text{ burden hours}}$ .

For participants, total time to complete the survey is 5 minutes. The time burden for participants is  $1,000 \times 5/60 = \underline{84 \text{ burden hours}}$ .

The total burden hours for the survey is  $(110 + 84) = \underline{194 \text{ burden hours}}$ .

Survey	Participation	Response Time (minutes)	Total Burden (hours)
Potential Respondents Contacted	3,300	2	110
Expected Participants Taking the Survey	1,000	5	84
<b>Grand Total Burden</b>			<b>194</b>

### 13. Costs to Respondents

There are no capital/start-up or ongoing operation/maintenance costs for respondents associated with participating in this information collection effort.

### 14. Cost of Federal Government

The cost to the federal government is \$11,000 which includes employee travel, electricity at the tax forum booth and cost to print and ship material.

### **15. Reason for Change**

No change is being requested. This is a new request.

### **16. Tabulation of Results, Schedule, Analysis Plans**

At the completion of the five National Tax Forums, the survey responses will be released as part of the IRS LEP Customer Base Report. The survey will not contain any individually identifying information such as name, address, or tax practitioner identification numbers. Upon completion of data collection and delivery of the report, the survey data will remain on a secured IRS server for three years.

### **17. Display of OMB Approval Date**

IRS is seeking approval to not display the expiration date for OMB approval, as this is a one-time, limited-duration collection.

### **18. Exceptions to Certification for Paperwork Reduction Act Submissions**

These activities comply with the requirements in 5 CFR 1320.9.

### **19. Dates Collection of Information will Begin and End**

Data collection will begin July 11, 2017 and end September 14, 2017.

## **B. STATISTICAL METHODS**

### **1. Universe and Respondent Selection**

Survey participants are screened and selected from the tax practitioners attending the 2017 IRS National Tax Forums at Orlando, Dallas, National Harbor, Las Vegas and San Diego.

### **2. Procedures for Collecting Information**

IRS employees from W&I Media & Publication Division will screen and invite tax practitioners using a screener's guide created by M&P staff. Selected tax practitioners will be invited to take the survey at the W&I M&P IRS Tax Forum booth. IRS employees will collect the surveys and secure the data.

### **3. Methods to Maximize Response**

We will attempt to achieve an overall 30% response rate in the surveys. Since the surveys will be administered in person, the MAS staff will proactively work to recruit tax practitioners at the IRS National Tax Forums and invite them personally to take the survey.

### **4. Testing of Procedures**

M&P staff will test the survey exactly as it will be viewed by the respondents. Upon launch, the M&P Staff will monitor the number of completed surveys and the dispositions. The surveys include several rating questions evaluating service and document use as well as several demographic questions. In addition, ample space will be provided for suggestions for improvement. Satisfaction questions will utilize a 5-point rating scale, with 1 being very dissatisfied and 5 being very satisfied.

### **5. Contacts for Statistical Aspects and Data Collection**

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#### **Attachments:**

Screener Guide  
 Survey