Breaking Down Barriers at the IRS – Meeting Customer Language Needs

MLI Live!

"Talking Taxes in Your Language"

The Hottest New Talk Show in the IRS!



The Multilingual Initiative

IRS' commitment to assist those taxpayers, who lack full command of the English language, meet their tax responsibilities.

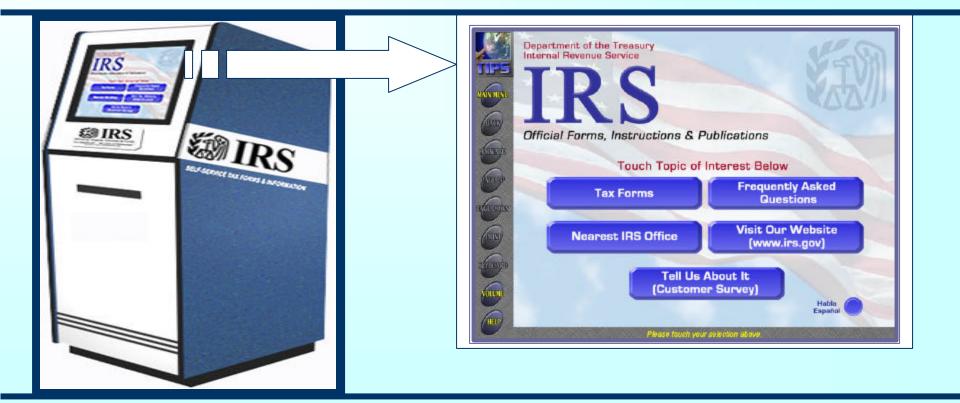


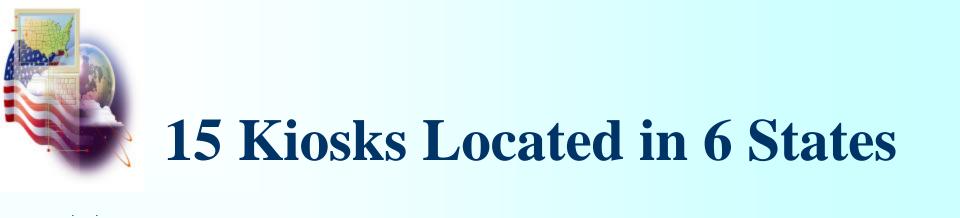
Today's Topics

IRS Kiosks Spanish Helpline/Tele-Tax Over-the-Phone Interpreter Service Translated Documents Spanish Webpage Hispanic Education & Outreach



IRS Kiosks





| Connecticut | New Jersey | New York |
|--|-------------------|----------|
| Michigan | Ohio | Texas |
| English & Spanish (Nationwide) Russian/Vietnamese/Korean (Queens Public Library) | | |



-Assistance in over 144 languages

-In 419 Tax Assistance Centers

-"I speak" card identifies language



Translated Products

More than 240 translated

-tax forms-publications-brochures

-notices-letters-stuffers



Translated Products

-Limited supply at Tax Forum
-Order by Phone (1-800-829-3676)
-Download from <u>www.irs.gov</u>
-Order by fax (703-368-9694)



Habla Espanol?

Links for Help in Spanish

- Spanish Helpline 1-800-829-1040
- Spanish Tele-Tax 1-800-829-4477
- Spanish Webpage accessible at www.irs.gov



Hispanic Education & Outreach

- Telemundo, Univision, local cable/radio
- Bilingual Tax Practitioner Seminars
- Hispanic Chamber of Commerce
- Hispanic Women's Group
- Business Professors (Community College)



Hispanic Education & Outreach

- -Religious groups (e.g. Catholic Diocese) -National Council of LaRaza
- -Federal Deposit Insurance Corporation
- -National Credit Union Administration -Bank One



Hispanic Education & Outreach

- -Volunteer tax preparation service
- -Community days (e.g. Farm Worker Day)
- -Partner with other government agencies
- -News releases (e.g. El Mundo)
- -Translated Tax Tips