



Stakeholder Partnerships, Education & Communication

Who We Are (SPEC)

IRS's Stakeholder Partnerships, Education and Communication (SPEC) office works with a national network of partners serving low-to-moderate income taxpayers.

Consider Becoming a VITA/TCE Partner

Rural Partner Action Days/Taxpayer Assistance Events are a great way to bring services and resources to your community. These events make resources accessible and reduce burden on customers, however, events come and go. Establishing a VITA/TCE partnership is a great way to establish lasting resources in your community through:

- Hosting an accessible free tax preparation site (seasonally or year-round).
- Recruit Volunteers for existing VITA/TCE partners.
- Become an outreach and marketing partner.

Promote free online tax preparation services.

If you would like information on establishing a VITA/TCE partnership, please speak to your Stakeholder Tax Consultant.

Resources:

- *Publication 4225: Impact Lives by Building Strong Communities*
 - *Publication 3676-A: IRS Certified Volunteers Providing Free Tax Preparation*
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Rural Partner Action Day Initiative

Local Taxpayer Assistance & Resource Events



Through our existing Volunteer Income Tax Assistance (VITA), Tax Counseling for the Elderly (TCE), and other stakeholder relationships we work together with organizations to develop tax assistance and/or resource events for underserved communities. We strive to bring accessible services to communities that address customer needs.



Taxpayer Service

Re-Envisioning Taxpayer Service

Whether it is a payment plan, debt dispute, hardship, or you just need access to records; there are numerous reasons why customers need to contact the IRS. Physical IRS locations are not always accessible and while phone and internet assistance options exist, our customers sometimes do not know who to talk to, or what exactly it is that they need to do to resolve their question or issue.

Consider Hosting an Event

A Rural Partner Action Day Event or Taxpayer Assistance Event can provide your community with consolidated access to assistance and resources in an accessible community location:

- Events are held locally.
- Events include a variety of IRS divisions/resources.
- Events may also include external organizations.

Accessibility

Assistance Events can be held anywhere. We will work to incorporate the resources and needs of your community into the event. Your Stakeholder Tax Consultant will coordinate with both internal and external organizations to establish desired event services.

Building the Event Around the Customer

We work with organizations to build events and bring in services that cater to your community needs. Our events have included: legal services, broadband internet service providers, financial institutions, Community Action Programs; all in addition to IRS services & support.

Adding Value

At a minimum these events provide: free tax preparation supported by an existing VITA/TCE tax preparation partner, help with establishing an online installment agreement, assistance with establishing an online IRS account (ID.me) and referrals for assistance (i.e., Taxpayer Advocate Service).

Establishing an Assistance Event

Taxpayer Assistance Events can operate as a standalone event, or we can supplement your organization's existing events.

Consider adding the Taxpayer Assistance Element to a job fair event. Customers can get questions answered about Form W-4, Employee's Withholding Certificate.

Consider adding the Taxpayer Assistance Element to a health fair or health screening clinic.

Consider adding the Taxpayer Assistance Element to a back-to-school or education program. Customers can ask about dependent care credits and education credits.

Consider adding the Taxpayer Assistance Element to resource fairs/events.

Each Taxpayer Assistance Event is unique because it is built around the needs of your organization and your community. Your Stakeholder Tax Consultant can organize and establish the event, or they can bring services and resources to an existing event which you have already organized and established.

Prior events have taken place at community colleges, libraries, commercial buildings, gymnasiums, event halls, etc...

Stakeholder Tax Consultant Contacts:
