

The Internal Revenue Service (IRS) looks forward to your participation in the 2020 IRS Nationwide Tax Forums. As we have in prior years, we invite you to share your experiences and discuss innovative ideas with us in our focus groups. IRS Small Business/Self-Employed Research will conduct focus groups virtually this year, using a telephone conference line. The three focus group topics are listed below, along with the qualifying criteria for participation in each focus group. Please review the topics below and let us know if you are interested in participating.

Focus groups are scheduled for one hour, with eight to ten participants. Participants who meet the qualifying criteria are selected on a first come, first serve basis. If you are selected, you will receive a confirmation email with information on how to join the focus group. We appreciate you taking time to meet with IRS research staff to share your thoughts and ideas on the topics below.

### ***Focus Group Topic 1: Reaching Limited English Proficient Small Business Customers***

Description: More than 20 percent of U.S. residents speak a language other than English at home. Of these approximately 66.6 million people, 26 million describe themselves as speaking English “less than very well” and are considered limited English proficient (LEP). IRS strives to provide the best service possible to our LEP small business and self-employed customers. We would like to gather feedback from tax practitioners on ways to improve the LEP customer experience and help facilitate enhancement to the tools and services we provide.

Qualifying Criteria: Tax practitioners with small business clients who have Limited English Proficiency. If you assist small business clients who have difficulty communicating in English, we invite you to join this focus group. Please indicate the preferred date in your email response.

- Tuesday, July 21, 2020 at 12:30 PM – 1:30 PM EST
- Tuesday, July 28, 2020 at 12:30 PM – 1:30 PM EST
- Tuesday, August 4, 2020 at 12:30 PM – 1:30 PM EST
- Tuesday, August 11, 2020 at 12:30 PM – 1:30 PM EST
- Tuesday, August 18, 2020 at 12:30 PM – 1:30 PM EST

If you would like to participate in a focus group on this topic: *Reaching Limited English Proficient Small Business Customers*, please send an email to [SB/SE Research Topic 1](mailto:SB/SE Research Topic 1) or [sbse.research.survey.administrator@irs.gov](mailto:sbse.research.survey.administrator@irs.gov). Please include the focus group session you prefer to attend.

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### ***Focus Group Topic 2: Barriers for Timely and Accurate Tax Return Filing***

Description: IRS would like to gather feedback from tax practitioners about experiences with clients who filed tax returns without fully reporting all income or received a notice from the IRS regarding potential unreported income. We are collecting this feedback to help the IRS identify issues and assist taxpayers with filing timely and accurate tax returns.

Qualifying Criteria: Tax practitioners assisting clients who filed tax returns without reporting fully all income or received a notice from the IRS regarding potential unreported income. If you assist clients who have difficulty with filing timely and accurate tax returns, we invite you to join this focus group. Please indicate the preferred date in your email response.

- Wednesday, July 22, 2020 at 12:30 PM – 1:30 PM EST
- Wednesday, July 29, 2020 at 12:30 PM – 1:30 PM EST
- Wednesday, August 5, 2020 at 12:30 PM – 1:30 PM EST
- Wednesday, August 12, 2020 at 12:30 PM – 1:30 PM EST
- Wednesday, August 19, 2020 at 12:30 PM – 1:30 PM EST

If you would like to participate in a focus group on this topic: *Barriers for Timely and Accurate Tax Return Filing*, please send an email to [SB/SE Research Topic 2](#) or [sbse.research.survey.administrator@irs.gov](mailto:sbse.research.survey.administrator@irs.gov). Please include the focus group session you prefer to attend.

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### ***Focus Group Topic 3: Improving the Collection Customer Experience and Payment Options***

Description: The IRS is seeking feedback from tax practitioners on the IRS collection case resolution, payment plan, and installment agreement processes. We are collecting feedback to help the IRS improve the collection customer experience.

Qualifying Criteria: Tax practitioners assisting clients with IRS collection case resolution, payment plans, and installment agreements. If you assist clients with IRS collection case resolution, payment plans, and installment agreements, we invite you to join this focus group. Please indicate the preferred date in your email response.

- Thursday, July 23, 2020 at 12:30 PM – 1:30 PM EST
- Thursday, July 30, 2020 at 12:30 PM – 1:30 PM EST
- Thursday, August 6, 2020 at 12:30 PM – 1:30 PM EST
- Thursday, August 13, 2020 at 12:30 PM – 1:30 PM EST
- Thursday, August 20, 2020 at 12:30 PM – 1:30 PM EST

If you would like to participate in a focus group on this topic: *Improving the Collection Customer Experience and Payment Options*, please send an email to [SB/SE Research Topic 3](#) or [sbse.research.survey.administrator@irs.gov](mailto:sbse.research.survey.administrator@irs.gov). Please include the focus group session you prefer to attend.

If you have any questions regarding the focus groups, please email IRS Research at [SB/SE Research](#) or [sbse.research.survey.administrator@irs.gov](mailto:sbse.research.survey.administrator@irs.gov).

The Paperwork Reduction Act requires that the IRS display an OMB Control Number on all public information requests. The OMB Control Number is 1545-1349. We estimate the time required to be one hour. Also, if you have any comments regarding the time estimates associated with this survey or

suggestions on making the process simpler, please write to Internal Revenue Service, Special Services Section, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Ave. NW, Washington, DC 20224.