

**National Taxpayer Advocate Public Forum – Los Angeles, CA
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Written statement by Audrey Casillas, Koreatown Youth and Community Center

The Future State of the IRS looks promising and I am excited to see the IRS address taxpayers' need to communicate and resolve issues more efficiently. However, for certain segment of the population, the Future State of the IRS Taxpayers appear more daunting, as technology and language barriers our clients face will create problems. Volunteer Income Tax Collaborative at Koreatown Youth & Community Center has helped over 40,000 families with free tax preparation services, provided trainings to numerous site coordinators and volunteers and expanded the scope and delivery of services to hard to reach. The member organizations of the Collaborative provide linguistically and culturally appropriate services to low income, monolingual immigrant communities. These taxpayers, with limited English and technology proficiency will be greatly impacted by the transition of IRS services to the online portal, and will require more support.

In recent years our families have struggled to communicate with the IRS, either in person at a local office or over the phone because lengthy wait times. The lack of accessibility has resulted in taxpayers asking for more than just tax preparation from VITA sites. We are bombarded with requests for assistance in accessing tax transcripts, setting-up payment plans, resolving issues related with identity theft and lost refunds, amending and correcting returns prepared by unregulated and predatory tax preparers, and applying for taxpayer identification numbers. We hope that the Future State of the IRS includes increased support for VITA programs to provide supportive services to ensure that our clients understand their Taxpayer Rights, and access all appropriate services throughout the year.

It is my wholehearted belief that a vast majority of taxpayers want to comply with IRS. The Volunteer Income Tax Assistance has a near 94% accuracy rate – among the highest accuracy rates of any type of tax practitioner. It is my hope that the Future State of the IRS includes plans for taxpayers with limited language and technology proficiency, reasonable concerns for identity theft, and wants to be tax compliant. With increased access to free, quality tax services, such as those provided by VITA, many more working families can file accurate returns, pay taxes, and claim tax credits.

About Koreatown Youth and Community Center

Koreatown Youth and Community Center's programs and services are directed toward recently immigrated, economically disadvantaged children, youth and families and promote community

socioeconomic empowerment. KYCC serves families with a variety of program and services, such as early childhood education; affordable housing; mental health counseling; youth academic and leadership enrichment; gang, drug, and alcohol prevention and education; community beautification and conservation; and financial education and asset building programs.