



**Communications & Liaison
STAKEHOLDER LIAISON**

Issue Management Resolution System

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What is IMRS?

- Provides mechanism for raising concerns
 - IRS policies, practices and procedures
 - Systemic problems
- Facilitates issue identification, resolution and feedback



Issue Submission

- Gather all information
- Contact local stakeholder liaison staff
 - Visit [IRS.gov](https://www.irs.gov)
 - Search keyword “stakeholder liaison”



Elevating an Issue

- Is it an IRS issue?
- Is clarification needed?
- Are policy or procedural changes needed?
- How widespread is the issue?



Response and Resolution

- Direct response from Stakeholder Liaison
- Changes to policy and practices
- Expanded education and outreach



Identified Trends

- Authorizations and powers of attorney
- Automated Underreporter program
- Correspondence exam and CP notices



Collector Issues

- Coordinates internal and external questions
- Establishes single point of contact for responses
- Provides feedback to develop additional outreach and education messages



**Search “Stakeholder Liaison” on
IRS.gov**

Stakeholder Liaison local contacts





Contact information

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