





Communications & Liaison
STAKEHOLDER LIAISON

Issue Management Resolution System

Leslie Chambers
Senior Stakeholder Liaison

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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

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Issue Submission

- Gather all information
- Contact local stakeholder liaison staff
 - Visit IRS.gov
 - Search keyword “stakeholder liaison”

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Elevating an Issue

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

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Response and Resolution

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

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Identified Trends

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

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Collector Issues

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

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Search “Stakeholder Liaison” on IRS.gov

Stakeholder Liaison local contacts

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Contact information

- ***Leslie Chambers,***
Senior Stakeholder Liaison
- **267-941-6245**
- **Leslie.A.Chambers@irs.gov**