

Hello. It looks like you're using an ad blocker that may prevent our website from working properly. To receive the best experience possible, please make sure any blockers are switched off and refresh the page.

If you have any questions or need help you can email us

the highest collection potential are identified, selected, and assigned to be worked, according to a new report.

Isaac M. O'Bannon • Oct. 09, 2014



The **Internal Revenue Service's** (IRS) field workload selection process is not designed to ensure that cases with the highest collection potential are identified, selected, and assigned to be worked, according to a new report from the the Treasury Inspector General for Tax Administration (TIGTA).

In Fiscal Year 2013, the IRS collected over \$3 billion dollars from delinquent

Hello. It looks like you're using an ad blocker that may prevent our website from working properly. To receive the best experience possible, please make sure any blockers are switched off and refresh the page.

If you have any questions or need help you can email us

declined and many balance-due modules have been closed as currently not collectible. TIGTA performed this audit to determine whether the IRS's workload identification, selection, and assignment practices ensure that the cases with the greatest collection potential are worked in the field.

In Fiscal Year 2013, 40 percent of the taxpayer delinquent accounts closed by the field were written off as currently not collectible. There are several contributing factors limiting the effectiveness of the IRS's collection efforts:

- The IRS does not measure productivity or establish specific goals to evaluate case selection criteria.
- Information systems do not track case source data, so management cannot fully assess the effectiveness of field case selection criteria.
- Case selection criteria do not consider the age of associated delinquencies, so many assigned cases include older delinquencies that will not likely be collected.
- Case selection criteria do not consider the financial condition (such as income) of the delinquent taxpayers, so many of the assigned cases involve taxpayers with no ability to make payments.
- Case selection criteria do not consider unsuccessful prior attempts to contact or locate the taxpayers.

Management has begun some initiatives intended to improve the workload selection process. While these initiatives could provide benefits, TIGTA believes that further action is warranted.

TIGTA recommended that the IRS: 1) reexamine the field case selection criteria and strategy, 2) ensure that field personnel are aware of the new strategy, 3) establish a method to measure the effectiveness of the field case selection criteria, and 4) conduct a study of the cases routed to the Automated Collection System to determine

whether there are certain types of cases that should instead be routed directly to the

Hello. It looks like you're using an ad blocker that may prevent our website from working properly. To receive the best experience possible, please make sure any blockers are switched off and refresh the page.

If you have any questions or need help you can email us

[The full report can be read on TIGTA's website.](#)

[Auditing](#) • [Income Tax](#) • [Taxes](#)

CPA Practice Advisor is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors.

© 2024 Firmworks, LLC. All rights reserved