



TIGTA

Language Access Plan

May 2023

Table of Contents

Table of Contents	2
Introduction	3
Language Access Policy Statement.....	3
Statutory Obligation to Language Access	3
Development of TIGTA’s Language Access Plan	5
Implementation of TIGTA Language Access Plan	6
Elements	7
Resources	9
Elements	10
Element 1: Assessment of Needs and Capacity	10
Element 2: Oral Language Assistance Services	10
Element 3: Written Translation.....	10
Element 4: Policies and Procedures	10
Element 5: Notification of the Availability of Language Assistance at No Cost	10
Element 6: Staff Training	11
Element 7: Stakeholder Consultation.....	11
Element 8: Digital Information	11
Element 9: Recipients of Federal Funds and Compliance	11
Element 10: Evaluation of LEP Program.....	12
Glossary	13
Appendix A: LEP Complaint Process	17
Appendix B: Position of Duty Locations	18
Appendix C: Sample Notices of Nondiscrimination	19
Full Version	19
Shortened Version	19
Appendix D: Samples of TIGTA’s Language Access Efforts	20
TIGTA Scam Alert - Spanish Language (June 2022).....	20
The Office of Investigation’s Foreign Language Proficiency Pay Program	20
Informational Brochure – Spanish Language (July 2016)	20
Appendix E: Workgroup Members and Acknowledgements	21
Acknowledgements.....	21

Introduction

The Treasury Inspector General for Tax Administration (TIGTA) is an independent bureau within the Department of the Treasury (Treasury or the Department). Established by Congress under the Internal Revenue Service (IRS) Restructuring and Reform Act of 1998, TIGTA's mission is to provide quality professional audit, investigative, and inspection and evaluation services that promote integrity, economy, and efficiency in the administration of the Nation's tax system. TIGTA maintains a highly skilled, proactive, and diverse Inspector General organization dedicated to working in a collaborative environment with key stakeholders to foster and promote fair tax administration.

TIGTA, through its efforts working in locations nationwide,¹ impacts the Nation's tax system and its taxpayers. As an example, from October 1, 2018, through September 30, 2022, TIGTA's Office of Audit completed 431 audits, and its Office of Investigations closed 12,049 cases. TIGTA's combined audit and investigative efforts resulted in the recovery, protection, and identification of monetary benefits totaling more than \$77.2 billion.²

Language Access Policy Statement

TIGTA is committed to providing effective communication to all persons, including persons who are limited English proficient (LEP), who seek to access or participate in TIGTA's programs and activities. It is the policy of TIGTA (or the Agency) to provide LEP individuals with timely, meaningful access to TIGTA-conducted programs and activities, in accordance with the Agency's needs, capacity, and this Plan.

A LEP individual is an individual: 1) who does not speak English as their primary language, and 2) who has a limited ability to read, write, speak, or understand English. Individuals who are LEP are limited in that they are unable to communicate effectively with TIGTA and thereby cannot have meaningful access to and/or participate in the services, activities, programs, or other benefits administered by TIGTA unless language assistance services are provided by the Agency.

Statutory Obligation to Language Access

TIGTA is deliberate in its efforts to meet its obligations related to Title VI of the Civil Rights Act of 1964 (Title VI),³ which prohibits discrimination on the basis of national

¹ See Appendix B for locations.

² [Treasury Inspector General for Tax Administration Semiannual Reports to Congress](#), (2018, 2019, 2020, 2021, and 2022).

³ In accordance with Title VI of the Civil Rights Act of 1964 that prohibits discrimination on the basis of race, color or national origin, including LEP individuals. The obligations under Title VI extend to recipients receiving Federal financial assistance (FFA) from TIGTA who must take reasonable steps to ensure that all individuals have meaningful access to the organization's programs and activities.

origin against individuals who are LEP. Although Title VI does not apply to Federally conducted activities, Executive Order (EO) 13166⁴ and EO 14091⁵ identify language access as applicable to Federally conducted programs and activities.

This Language Access Plan (Plan) establishes the action steps TIGTA will take to help ensure that LEP individuals have meaningful access to TIGTA programs and activities in accordance with all relevant Federal law and guidance, including EO 13166, which requires that each Federal agency “examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency.”

Specifically, EO 13166 sets two overarching goals for each Federal agency:

1. Improve access to Federally funded programs and activities by LEP individuals; and
2. Implement a system by which LEP individuals can meaningfully access the agency’s services consistent with, and without unduly burdening, the fundamental mission of the agency.

While language access is aimed at preventing discrimination against LEP individuals, it intersects with several other initiatives that focus on communicating information in ways that are clear and effective, as well as non-discriminatory. Some examples of initiatives that enhancing communication include the effective communication standard under Section 504 of the Rehabilitation Act of 1973,⁶ Section 508 of the Rehabilitation Act of 1973,⁷ and the Plain Writing Act of 2010.⁸ Whenever possible, TIGTA will implement the actions in this Plan in conjunction with other agency initiatives to maximize access to TIGTA programs and activities.

⁴ [EO 13166 - Improving Access to Services for Persons with Limited English Proficiency](#) (Aug. 6, 2000).

⁵ [EO 14091, Further Advancing Racial Equity and Support for Underserved Communities Through the Federal Government](#) (Feb. 16, 2023). Section 8(e) references LEP.

⁶ Section 504 of the Rehabilitation Act of 1973 (Section 504) requires TIGTA and FFA recipients to provide services to persons with disabilities in a non-discriminatory manner. This includes providing [appropriate auxiliary aids and services to deaf and hard of hearing patients and their family members when necessary to ensure effective communication with service providers](#).

⁷ In 1998, Congress amended the Rehabilitation Act of 1973 to require Federal agencies to make their electronic and information technology accessible to people with disabilities. The law ([29 U.S.C. § 794 \(d\)](#)) applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Under [Section 508](#), agencies must give disabled employees and members of the public access to information that is comparable to access available to others.

⁸ [The Plain Writing Act of 2010](#) requires Federal agencies to use plain writing for all public communication, especially public communication about benefits and services. The use of plain language in any language used to communicate with LEP individuals will help ensure accurate, understandable interpretations and translations, and support the overall goal of meaningful access.

Development of TIGTA's Language Access Plan

The TIGTA Equal Employment Opportunity (EEO) Office convened the TIGTA Language Access Plan Workgroup (Workgroup). The Workgroup consisted of representatives from each Function. The Workgroup developed the 2023 TIGTA Plan based on the 2015 Treasury Language Access Plan and other Federal plans⁹ and guidance. Additionally, the Workgroup consulted Treasury's Office of Civil Rights, and Equal Employment Opportunity (OCRE). When constructing the Plan, the Workgroup focused on feasible implementation strategies for the Functions.

Statement of Scope

The TIGTA Plan applies to TIGTA Federally conducted programs and activities. Under this Plan, a TIGTA-conducted program or activity includes:¹⁰

1. Programs or activities involving the general public as part of ongoing TIGTA operations; and/or,
2. Programs or activities directly administered by TIGTA for program beneficiaries and participants.

In addition, this Plan outlines TIGTA's responsibility to educate and provide guidance to FFA recipients with regard to LEP obligations.

TIGTA Self-Assessment

The Workgroup completed a comprehensive needs and capacity assessment, in accordance with Element 1 of this Plan.

The Workgroup completed the assessment in accordance with the four-factor analysis established by the Department of Justice in its original LEP Policy guidance¹¹ and contained in OCRE's 2015 Language Access Plan titled, "*Improving Access to Treasury's Services by Persons with Limited English Proficiency*,"^{12 13} which advises agencies and recipients of Federal funds to consider four factors:

1. The number or proportion of LEP individuals in the eligible service area;

⁹ Plans found on [LEP.gov](https://www.lep.gov) through the [Max.gov](https://www.max.gov) portal.

¹⁰ This statement of scope is based on the definition of Federally conducted programs under EO 13166, which is the same as the definition used under the regulations for application of Section 504 of the Rehabilitation Act of 1973 to Federally conducted programs. Activities in the first category include communication with the public (i.e., telephone contacts, access to the main landing pages of the TIGTA website) and the public's use of TIGTA's physical facilities. Activities in the second category include TIGTA programs that provide Federal services or benefits. See [28 C.F.R. § 39.102](https://www.e-regs.gov/28-C.F.R.-39-102), [28 C.F.R. § 0.51\(b\)\(4\)](https://www.e-regs.gov/28-C.F.R.-0-51(b)(4)), and [31 C.F.R. § 22](https://www.e-regs.gov/31-C.F.R.-22).

¹¹ [Department of Justice's Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons](https://www.dhs.gov/department-of-justice-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against-national-origin-discrimination-affecting-limited-english-proficient-persons).

¹² [Improving Access to Treasury's Services for Persons with Limited English Proficiency](https://www.dhs.gov/improving-access-to-treasury-s-services-for-persons-with-limited-english-proficiency) (2015).

¹³ Department of the Treasury DEIA-016, [Providing Language Access to Limited English Proficient Individuals](https://www.dhs.gov/providing-language-access-to-limited-english-proficient-individuals) (2023).

2. The frequency with which LEP individuals come into contact with the program;
3. The importance of the service provided by the program; and
4. The resources available.

When applying the four-factor analysis, the Workgroup placed substantial weight on the second and third factor of the four-factor analysis. Throughout the self-assessment process, the EEO Office provided tools and technical assistance to help ensure the Workgroup's compliance with relevant guidance.

Implementation of TIGTA Language Access Plan

TIGTA's Plan sets out a general implementation strategy; however, as noted below, TIGTA is responsible for executing the Plan at the Agency and sub-component levels.¹⁴

TIGTA's organizational structure is comprised of the Office of the Inspector General and six functions (Functions): the Office of Audit (OA); the Office of Inspections and Evaluations (OIE); the Office of Investigations (OI); the Office of Mission Support (OMS); the Office of Information Technology (OIT); and the Office of Chief Counsel (Counsel).

- Office of the Inspector General (OIG) – leads and provides direction for the Agency's programs and activities.
 - The EEO Office reports directly to the Inspector General. The EEO Office administers the Agency's non-discrimination processes and diversity, equity, inclusion, and accessibility (DEIA) programs.
- OA - identifies opportunities to improve the administration of the Nation's tax laws by conducting comprehensive, independent performance and financial audits of IRS programs, operations, and activities.
- OI - administers investigative programs that protect the integrity of Federal tax administration and detect and prevent fraud and other misconduct within IRS programs.
- OIE - identifies opportunities for improvement in IRS and TIGTA programs by performing inspections and evaluations that report timely, useful, and reliable information to decision makers and stakeholders.
- OMS – provides a variety of management services to enable TIGTA to accomplish its mission effectively and efficiently. Within OMS, the following functions report directly to the Deputy Inspector General for Mission Support.
 - Human Capital and Personnel Security – is responsible for a variety of programs including talent management, employee engagement, emergency preparedness, and other personnel programs.
 - Communications – provides support for public affairs and media relations, as well as document review for the agency.

¹⁴ Subcomponent should be interpreted to mean Function and/or TIGTA physical office as defined in Appendix B.

- Facilities Management and Support Services – is responsible for facilities services, physical security, real estate space operations, records management, and a variety of other support services.
- Finance and Procurement Services – oversees accounting operations, budget formulation, procurement services, the risk management program, and additional financial operations.
- Counsel - provides legal guidance for the full range of TIGTA's activities. In addition, the Office of Chief Counsel's Disclosure Branch processes requests for records maintained by TIGTA made pursuant to the Freedom of Information Act and the Privacy Act.
- OIT - provides information technology products and services that support the successful accomplishment of TIGTA's mission and strategic goals. OIT is responsible for TIGTA's telecommunications network, technology standards, information security, and integrated application development.

Elements

The TIGTA Plan has ten elements. The elements identify and describe the way in which TIGTA will ensure its objective of providing meaningful access to LEP individuals.

ELEMENT 1: Assessment of Needs and Capacity

ELEMENT 2: Oral Language Assistance Services

ELEMENT 3: Translation of Written Materials

ELEMENT 4: Policies and Procedures

ELEMENT 5: Notification of the Availability of Free Language Assistance

ELEMENT 6: Staff Training

ELEMENT 7: Stakeholder Consultation

ELEMENT 8: Digital Information

ELEMENT 9: Recipients of Federal Funds and Compliance

ELEMENT 10: Evaluation of LEP Program

Point of Contact

The EEO Office is the TIGTA point of contact responsible for modifying the Plan. The EEO Office is also responsible for establishing and implementing operational procedures and guidance as required under Department of the Treasury policy.¹⁵

¹⁵ Department of the Treasury DEIA-016, [Providing Language Access to Limited English Proficient Individuals](#) (2023).

Plan Implementation

As needed, the EEO Office will issue data calls to the Functions to assess Plan implementation. Further, the EEO Office will convene biannual meetings with the Functions to monitor progress and provide technical assistance. The EEO Office will also monitor and evaluate TIGTA's effectiveness in meeting its obligations under Title VI, EO 13166, EO 14091, and supporting guidance. TIGTA's implement of the Plan, including action steps, will be documented and maintained by the EEO Office. Functions have the responsibility of implementing this Plan, and any necessary action steps, within the Function.

Timeline for Implementation (Fiscal Years 2023-2024)

The EEO Office will establish specific timelines for completion of relevant action items. In the second half of Fiscal Year (FY) 2024, the EEO Office will assess progress of the Plan's implementation across TIGTA. By the end of FY 2024, the EEO Office will brief TIGTA senior leadership on the assessment results and will be responsible for submitting a proposal to ensure continued compliance with EO 13166, EO 14091, and related guidance.

Plan Updates

The FY 2024 briefing to TIGTA senior leadership shall contain a recommended process for updating this Plan.

Resources

TIGTA will consider the needs of LEP individuals in all policies and long-range business and strategic plans. The service needs of LEP individuals will be carefully considered in resource allocation, and the Agency will adopt service delivery initiatives that are fully funded and are sustainable. As TIGTA delivers more services electronically, it will continue to assess the allocation of resources for LEP services. TIGTA will reevaluate its LEP resource allocations on an annual basis.

Elements

Element 1: Assessment of Needs and Capacity

TIGTA uses the four-factor analysis to assess its needs and capacity to provide services to LEP individuals. In Element 1, TIGTA establishes a process to regularly identify and assess the language assistance needs of current and potential customers and TIGTA's capacity to meet these needs according to this Plan. Element 1 serves as the foundation for TIGTA's Plan.

Element 2: Oral Language Assistance Services

TIGTA will provide oral language assistance services to ensure meaningful access and an equal opportunity for LEP individuals to participate fully in Agency programs and activities.

Oral language assistance services may be provided through a variety of means, including but not limited to, contract and/or staff interpreters and telephonic/video interpretation. TIGTA will confirm that the oral language assistance services are provided by contract and/or staff interpreters whose proficiency in non-English languages has been documented in face-to-face, video, and telephone encounters. Additionally, TIGTA will verify that the interpreters understand interpreter ethics and client confidentiality needs.

Element 3: Written Translation

TIGTA will establish and maintain an infrastructure to provide written translations of documents to ensure meaningful access and an equal opportunity to participate fully in the services, activities, programs, or other benefits administered directly by the agency. TIGTA will identify, translate, and make accessible in various formats, including print and electronic media, documents in languages other than English. To achieve this goal TIGTA will use the services of qualified translators.

Element 4: Policies and Procedures

TIGTA will develop, implement, and regularly update written policies and procedures that ensure LEP individuals have meaningful access to TIGTA programs and activities. Policies and procedures provide an infrastructure to implement and improve language assistance services within the Agency.

Element 5: Notification of the Availability of Language Assistance at No Cost

TIGTA will proactively inform LEP individuals, in plain language, that language assistance is available at no cost. Notification methods may include multilingual posters, signs, brochures, statements on forms, and informational material distributed to the public (including electronic forms such as agency websites, taglines, written documents, *etc.*).

Element 6: Staff Training

TIGTA will commit resources and provide training, as necessary, to ensure management and staff understand and can implement the policies and procedures of this Plan, at both the Agency and Function-levels. Training will help ensure designated TIGTA employees understand the importance of, and are capable of providing effective communication to, LEP individuals in all TIGTA programs and activities. TIGTA will maintain and update a language access training curriculum to help both management and staff implement and improve language assistance services within the Agency.

Element 7: Stakeholder Consultation

TIGTA can obtain important information and insight from consultation with stakeholder communities¹⁶. Stakeholders can provide agencies with first-hand data on the needs of LEP individuals. TIGTA will consult with stakeholder communities, in accordance with TIGTA's Plan and other Federal policies to: 1) ensure the LEP program meets its intended purpose; and 2) learn about community-based needs from LEP individuals.

Consultations can be formal and informal (e.g., gathering information, town-hall style webcasts, conference calls, letters, in-person meetings with stakeholder advocacy groups, posting information on websites for public comment). In addition, TIGTA may use studies, reports, or other relevant material produced by stakeholders. Information gained through stakeholder consultation will be used to evaluate and improve TIGTA's Plan and its implementation to best meet stakeholder needs.

Element 8: Digital Information

TIGTA will ensure that digital information¹⁷ is made accessible to LEP individuals by establishing, maintaining, and distributing information online in a manner that provides meaningful access to LEP individuals.

Element 9: Recipients of Federal Funds and Compliance

In the event that TIGTA provides Federal financial assistance to any entity, TIGTA will help ensure that such recipients of Federal funding¹⁸ are aware of their obligations

¹⁶ The term "Stakeholders" should always include beneficiaries but also be viewed more broadly to include recipients of FFA, vendors, advocacy organizations, and representatives from a broad cross-section of the language access community, including individuals with disabilities.

¹⁷ Information that the Government produces and provides digitally to help individuals access TIGTA-conducted programs and activities in which they are individually eligible to participate. OMB Circular A-130 defines Digital Information as any communication or representation of knowledge such as facts, data, or opinions in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audiovisual forms.

¹⁸ FFA includes monetary funding in the form of grants. It can also include training, use of equipment, and donations of surplus property.

under Title VI and its implementing regulations, as well as applicable policies related to language access and program accessibility.¹⁹

Element 10: Evaluation of LEP Program

TIGTA will evaluate the LEP program and metrics, on an annual basis, to ensure quality and availability of language assistance services. In addition, TIGTA will use the results of LEP program metric analysis²⁰ to implement recommendations from the annual LEP program evaluation.

¹⁹ Examples include training on nondiscrimination provisions of compliance forms (e.g., assurances that recipients of FFA will comply with Federal civil rights laws including Title VI or other laws).

²⁰ This element will be implemented in accordance with the Paperwork Reduction Act.

Glossary

For the purpose of TIGTA's Plan, the terms listed below shall have the following meanings:

- Agency**A term used to refer to TIGTA or other Department of the Treasury Bureaus (such as the U.S. Mint, IRS, etc.) and may be used interchangeably with the term "Bureau." Agencies focus on specific programs and activities as authorized by Congress.
- Applicant**.....Any person who inquires about or applies for public assistance benefits under any program or service.
- Contractor**.....Any individual or other legal entity that is awarded a Federal Government contract or subcontract under a Federal Government contract. The term refers to both a prime contractor and all of its subcontractors of any tier on a contract with the Federal Government. The term also includes lessors and lessees, as well as employers of workers performing on covered Federal contracts.²¹
- Digital Information**.....Information, as defined in Office of Management and Budget (OMB) Circular A-130, which the Government produces and provides digitally to help individuals access TIGTA-conducted programs and activities in which they are individually eligible to participate. OMB Circular A-130 defines digital information as any communication or representation of knowledge such as facts, data, or opinions in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audiovisual forms.
- Effective Communication**Communication sufficient to provide the LEP individual with substantially the same level of access to services received by individuals who are not LEP. For example, staff must take reasonable steps to ensure communication with an LEP individual is as effective as communications with others when providing similar programs and services.
- Function**The Offices of Audit, Chief Counsel, Information Technology, Inspections and Evaluations, Investigations, and Mission Support. Functions are

²¹ [29 C.F.R. § 10.2](#)

led by Senior Executives often referred to as Function Heads.

- Interpreter**An individual who has been assessed for professional skills, demonstrates a high level of oral proficiency in at least two languages, and has the appropriate training, experience, and certification (if available) to render a message spoken or signed in one language into a second language and who abides by a code of professional ethics.
- Language Access**.....Language access is achieved when LEP individuals can communicate effectively with TIGTA employees and/or contractors to facilitate participation in TIGTA supported and conducted activities.
- Language Assistance**All oral and written language services needed to assist LEP individuals to communicate effectively with TIGTA staff and/or contractors and gain meaningful access and an equal opportunity to participate in the services, activities, programs, or other benefits administered by TIGTA.
- Language Access Services**Oral and written language services needed to assist LEP individuals to communicate effectively with TIGTA staff, and to provide LEP individuals with meaningful access to, and an equal opportunity to participate fully in, the services, activities, or other programs administered by the Agency.
- LEP Individual**An individual who does not speak English as their preferred language and who has a limited ability to read, write, speak, or understand English in a manner that permits them to communicate effectively and have meaningful access to and participate in the services, activities, programs, or other benefits administered by TIGTA.
- Meaningful Access**.....Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual.
- Participant**.....Any person seeking information or services, or in contact with any TIGTA program or service.
- Plain Language**.....Plain Language, as defined by the Plain Writing Act of 2010, is writing that is “clear, concise, and well organized.”
- Preferred Language**The language that an LEP individual identifies as the language that they use to communicate effectively.

Qualified Bilingual / Multilingual Staff

A staff member who has oral and/or written proficiency in English, at least one other language, and can use specialized terminology necessary for effective communication. A staff member who only has a rudimentary familiarity with a language other than English shall not be considered Bilingual/ Multilingual Staff.

Significant Publications and Significant Communications

Documents where an Agency is required to post the notice of individuals’ rights (or nondiscrimination statement, where applicable) and taglines in the top 15 languages. Items that do not constitute significant publications and significant communications may include: Identification cards (used to access benefits or services); Appointment cards; Business cards; Banners and banner-like ads; and Envelopes.

Stakeholders..... Individuals and organizations who have an interest in TIGTA’s work and/or TIGTA’s language access program. This should be viewed more broadly to include recipients of FFA, vendors, advocacy organizations, and representatives from a broad cross-section of the language access community. It can also include individuals with disabilities.

Taglines..... Brief messages that may be included in or attached to a document or webpage. Taglines in languages other than English can be used on documents and webpages that are written in English to describe how LEP individuals can obtain translation of the document or an interpreter to read or explain the document.²²

Translator..... An individual or service that has been assessed for professional skills, demonstrates a high level of written proficiency in at least two languages, and has the appropriate training and experience to render a written document from one language into a second language.

Vital Documents A subset of Significant Publications and Significant Communications. Vital documents include, but are

²² An example of a Federal best practice for taglines includes the [Department of Health and Human Services \(HHS\) Office of Civil Rights \(OCR\) Translated Notices and Taglines.](#)

not limited to: critical records and notices as part of emergency preparedness and risk communications; consent forms; complaint forms; letters or notices pertaining to the reduction, denial, or termination of services or benefits that require a response from a LEP individual; documents that must be provided by law; and notices regarding availability of language assistance services for LEP individuals at no cost to them.

WebpageAn individual HTML document.

WebsiteA collection of webpages and related content, identified by a common domain name (e.g., TIGTA.gov).

Appendix A: LEP Complaint Process

When any complaint is received from a LEP individual with respect to 1) language assistance services, 2) language assistance products/materials, or 3) other services provided by the Agency, the following process applies:

- Functions will forward all complaints received to the EEO Office, within two business days of receipt of the complaint. The Function must provide the language spoken by the LEP individual, the individual's full name, the city and State in which they reside, and their phone number and/or address.
- The EEO Office will review, and triage, complaints referred by the Functions to 1) ensure that the complainant is a LEP individual, and 2) gather information to improve the Agency's LEP program. All LEP individuals will then be referred to Treasury's OCRE within two business days of receipt of the complaint. This includes cases where the EEO Office has been unable to reach the individual who lodged the complaint.
- OCRE processes all complaints filed by LEP individuals in accordance with Departmental policy.²³

²³ Department of the Treasury CRD-006, [External Civil Rights Responsibilities and Complaint Process](#) (Sep. 2017).

Appendix B: Position of Duty Locations

TIGTA has a physical presence in the following locations nationwide.

- Andover, MA
- Atlanta, GA
- Austin, TX
- Baltimore, MD
- Baton Rouge, LA
- Beltsville, MD
- Birmingham, AL
- Boston, MA
- Brunswick (Glynco), GA
- Buffalo, NY
- Chamblee, GA
- Chicago, IL
- Cincinnati, OH
- Cleveland, OH
- Columbia, SC
- Denver, CO
- Detroit, MI
- Edison, NJ
- Farmers Branch, TX
- Fresno, CA
- Grand Rapids, MI
- Greensboro, NC
- Guaynabo, PR
- Hartford, CT
- Holtsville, NY
- Honolulu, HI
- Houston, TX
- Indianapolis, IN
- Jacksonville, FL
- Kansas City, MO
- Laguna Niguel, CA
- Lanham, MD
- Las Vegas, NV
- Little Rock, AR
- Los Angeles, CA
- Louisville, KY
- Martinsburg, WV
- Memphis, TN
- Miami, FL
- Nashville, TN
- New York City (Manhattan), NY
- Oakland, CA
- Ogden, UT
- Philadelphia, PA
- Phoenix, AZ
- Pittsburgh, PA
- Plantation, FL
- Portland, OR
- Richmond, VA
- Sacramento, CA
- Saint Louis, MO
- Saint Paul, MN
- San Antonio, TX
- San Diego, CA
- Seattle, WA
- Syracuse, NY
- Tampa, FL
- Washington, D.C. (Headquarters)

Appendix C: Sample Notices of Nondiscrimination

Full Version

Discrimination is Against the Law

The Treasury Inspector General for Tax Administration (TIGTA) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. TIGTA does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

TIGTA:

- Provides free aid and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters, and
 - Information written in other languages.

If you need these services, contact TIGTA's EEO Office.

If you believe that TIGTA has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: EEO Manager, 901 D Street SW. Suite 600, Washington D.C. 20024. You can file a grievance by mail or by e-mail at *tigtaeorequests@tigta.treas.gov. If you need help filing a grievance, TIGTA's EEO Manager is available to help you.

You can also file a civil rights complaint with the U.S. Department of the Treasury, Office for Civil Rights and Equal Employment Opportunity (OCRE):

U.S. Department of the Treasury, Office for Civil Rights and Equal Employment
Opportunity

1500 Pennsylvania Avenue NW.

Washington, D.C. 20220

E-mail: OCRD.comments@treasury.gov

Shortened Version

The following nondiscrimination statement should be used for publications and communications that are smaller in size but still vital in the information relayed to the U.S. public.

The Treasury Inspector General for Tax Administration complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Appendix D: Samples of TIGTA’s Language Access Efforts

TIGTA Scam Alert - Spanish Language (June 2022)

This Spanish-language video provides tips on how to avoid IRS-related personal scams.

- [Video](#)
- [English language press release on the video.](#)

The Office of Investigation’s Foreign Language Proficiency Pay Program

TIGTA’s [Operations Manual \(400\)-420](#) “establishes TIGTA policy and procedures for granting cash awards to law enforcement officers who possess and make substantial use of one or more foreign languages in the performance of their official duties.” It also defines foreign language proficiency testing and recertification under the program.

Informational Brochure – Spanish Language (July 2016)

Titled "TIGTA: Promoting Integrity in American's Tax System," the brochure provides information on TIGTA's Office of Audit, the Office of Investigations, and the Office of Inspections and Evaluations. Each section provides an overview of TIGTA's oversight of the Internal Revenue Service (IRS).

- [Brochure](#)
- [English language press release on the brochure.](#)

Appendix E: Workgroup Members and Acknowledgements

Workgroup Members	Function
Michael Curtis	Office of Audit
Thomas Lipski	Office of Audit
Christa Lemelin	Office of Chief Counsel
Virgen Rivera	Office of Chief Counsel
Casey Bates	Office of Investigations
Honesty Normal	Office of Investigations
Meghann Noon-Miller	Office of Inspections and Evaluations
Matthew Pham	Office of Inspections and Evaluations
Buddy Rapczynski	Office of Information Technology
Jesus Cantu	Office of Information Technology
Chinita Coates	Office of Mission Support/ Office of Communications
Angelia McCoy	EEO Office
Katherine Slye-Griffin	EEO Office

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