TREASURY INSPECTOR GENERAL FOR TAX ADMINISTRATION

Implementation of Executive Order 14224, *Designating English as the Official Language of the United States*

July 29, 2026

Report Number: 2026-4S0-037

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HIGHLIGHTS: Implementation of Executive Order 14224, *Designating English as the Official Language of the United States*

Final Report issued on July 29, 2026 **Report Number 2026-4S0-037**

Why TIGTA Did This Review

In March 2025, the President issued Executive Order 14224 establishing English as the official language of the United States. However, Executive Order 14224 states that "nothing in this order requires or directs any change in the services provided by any agency. Agency heads should make decisions as they deem necessary to fulfill their respective agencies' mission and efficiently provide Government services to the American people. Agency heads are not required to amend, remove, or otherwise stop production of documents, products, or other services prepared or offered in languages other than English."

We assessed the IRS's efforts to comply with Executive Order 14224 and assist limited English proficiency taxpayers in meeting their tax obligations.

Impact on Tax Administration

A limited English proficiency taxpayer is defined as someone who does not speak or read English well or at all. To serve limited English proficiency taxpayers, the IRS translates certain written products into other languages, offers over-the-phone interpreter services, and translates the IRS website into different languages. These actions help taxpayers access tax information and meet their tax obligations.

Before the executive order, the IRS offered written and website services in 20 languages and over-the-phone interpreter services in 350 languages. The IRS now offers seven languages across all services.

What TIGTA Found

In response to Executive Order 14224, the Treasury Department recommended that the IRS continue to provide non-English compliance materials, *i.e.*, tax forms, instructions, letters, *etc.*, to not impair tax collection. The Treasury Department made four additional recommendations that it believes are consistent with Executive Order 14224 and unlikely to undermine tax compliance. These include:

- Placing a banner on all non-English forms, instructions, web pages, and products stating that the English language versions of all documents are the authoritative versions of all federal information.
- Eliminating non-English social media channels.
- Narrowing the scope of language services offered.
- Removing or revising references to prior multilingual expansion priorities.

The IRS has updated each non-English language web page to include the banner and will continue to update documents during their normal revision cycles with a projected completion date of January 2027. The IRS has also shut down all non-English social media accounts.

Efforts are also underway to remove references to prior executive orders on expanding multilingual services. For example, the IRS has updated sections of the Internal Revenue Manual to eliminate references for the previous executive order. The IRS will continue to review its products to ensure that references are updated.

Additionally, the IRS has reduced the number of supported languages available for multilingual services from 20 languages to 7 languages – Spanish, Simplified Chinese, Traditional Chinese, Russian, Korean, Vietnamese, and Haitian Creole. However, not all services are available in each language.

Although the IRS limited the number of languages supported and removed non-English social media accounts, it will continue to offer multilingual services. For example, the IRS will continue to offer written translation services in the seven languages. Taxpayers will also have access to the IRS website and over-the-phone interpreter services in the seven languages. Overall, many existing services will not change since the IRS offered limited products and services outside of the seven languages before Executive Order 14224. While taxpayers who relied on the languages that are no longer supported will be affected, the IRS's approach appears to strike a balance between complying with the executive order and providing services for the most used languages.

This report provides information only, so we made no recommendations.

U.S. DEPARTMENT OF THE TREASURY

WASHINGTON, D.C. 20024

TREASURY INSPECTOR GENERAL FOR TAX ADMINISTRATION

July 29, 2026

MEMORANDUM FOR: COMMISSIONER OF INTERNAL REVENUE

FROM: Diana M. Tengesdal
Deputy Inspector General for Audit

SUBJECT: Final Report – Implementation of Executive Oder 14224, *Designating English as the Official Language of the United States*
(Review No.: 20264S0011)

This report presents the results of our review of the Internal Revenue Service's plans to implement Executive Order 14224, *Designating English as the Official Language of the United States*. We performed this review during the period October 2025 through April 2026. We are issuing this report to document the Internal Revenue Service's efforts to comply with Executive Order 14224 and assist limited English proficiency taxpayers in meeting their tax obligations. This review is part of our Fiscal Year 2026 Annual Program Plan and addresses the major management and performance challenges of *Improving Taxpayer Service and Protecting Taxpayer Rights* and *Ensuring Tax Compliance*.

Although we made no recommendations in this report, we provided IRS officials with an opportunity to review the draft report. IRS management chose not to provide a formal response. If you have questions, please contact me or Deann Baiza, Assistant Inspector General for Audit (Returns Processing and Account Services).

Background

A limited English proficiency (LEP) taxpayer is defined as someone who does not speak or read English well or at all. To serve LEP taxpayers, the Internal Revenue Service (IRS) translates certain written products into other languages, offers over-the-phone interpreter (OPI) services, and translates the IRS website into different languages. Taxpayers can also use Schedule LEP (Form 1040), *Request for Change in Language Preference*, to request communications in an available language of their choice. These actions help LEP taxpayers access tax information and meet their tax obligations.

In March 2025, the President issued Executive Order (EO) 14224 establishing English as the official language of the United States.[1] This order revoked EO 13166 that required improvements to services for LEP taxpayers.[2] However, EO 14224 states that:

> …nothing in this order…requires or directs any change in the services provided by any agency. Agency heads should make decisions as they deem necessary to fulfill their respective agencies' mission and efficiently provide Government services to the American people. Agency heads are not required to amend, remove, or otherwise stop production of documents, products, or other services prepared or offered in languages other than English.

In July 2025, the U.S. Attorney General issued a memorandum providing guidance on the implementation of EO 14224. The memorandum encouraged all federal agencies to:

- Review guidance issued by EO 13166 and rescind anything contradicting EO 14224 and not mandated by law.
- Consider offering programs, grants, and policies in English only.
- Use technology to save costs.
- Include disclaimers on multilingual services that English is the official language.
- Redirect cost savings from reduced services into English education.

In response, the Department of the Treasury (hereafter referred to as the Treasury Department) tasked the IRS with producing an inventory of non-English materials and evaluating the use of translation and interpretation resources across the agency.

In August 2025, U.S. Senators wrote a letter to Treasury Secretary Bessent expressing concern about the IRS potentially reducing multilingual services to comply with EO 14224. The U.S. Senators requested the Treasury Secretary provide details of the IRS's efforts to implement the EO and the potential impact on LEP taxpayers. The Treasury Department responded to the letter by stating that "the IRS will implement the policy in a manner that is consistent with [the Attorney General's memo]."

[1] Exec. Order 14224, *Designating English as the Official Language of the United States*, 90 CFR 11363 (2025). See Appendix I for a glossary of terms.

[2] Exec. Order 13166, *Improving Services for Persons with Limited English Proficiency (LEP)*, 3 CFR 50121 (2000).

Objective

The overall objective of this review was to assess the IRS's efforts to comply with EO 14224 and assist LEP taxpayers in meeting their tax obligations. This report provides information only, so we made no recommendations.

Results of Review

Before the issuance of EO 14224, the IRS offered written translation and website services in 20 alternative languages and provided OPI services in 350 alternative languages. The IRS planned to translate the top 32 notices into the top 6 languages, *i.e.*, Spanish, Simplified Chinese, Traditional Chinese, Korean, Vietnamese, and Russian, over a 5-year period ending in Fiscal Year (FY) 2028. However, they were only able to translate the top 32 notices into Spanish before funding was stopped in Calendar Year (CY) 2023. Subsequently, the Inflation Reduction Act Strategic Operating Plan included Haitian Creole as a top language for notice translation.[3] Based upon the limited availability of written products in other languages, EO 14224 should have minimal impact on the IRS and taxpayers.

Steps Have Been Taken to Comply with Executive Order 14224

In response to the Treasury Department's request, the IRS provided a list of services, conducted internal and external assessments, and provided recommendations and justifications for keeping, changing, or removing existing LEP services. Based on the information provided, the Treasury Department recommended that the IRS continue to provide non-English compliance materials, *i.e.*, tax forms, instructions, letters, *etc.*, to not impair tax collection. The Treasury Department made four additional recommendations that it believes are consistent with EO 14224 and unlikely to undermine tax compliance. This report provides the status of the IRS's efforts to implement these four recommendations.

Recommendation 1: Place a banner on all non-English tax forms, instructions, web pages, and products

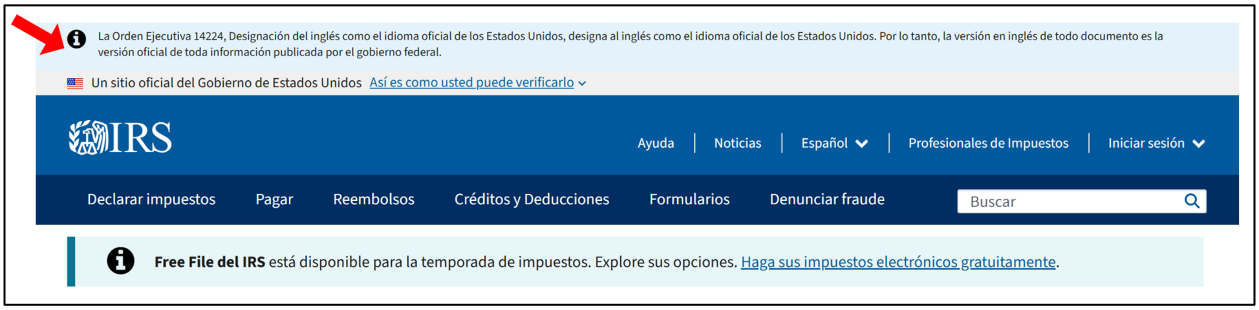
The Treasury Department recommended a banner be placed on non-English products stating that English is the official language. The banner should state the following:

> English is the official language of the United States. Accordingly, the English language versions of all documents are the authoritative versions of all federal information.

The IRS has updated each non-English language web page to include the EO 14224 banner. Figure 1 provides an example of the banner on the Spanish version of IRS.gov.

[3] IRS Publication 3744, *Internal Revenue Service Inflation Reduction Act Strategic Operating Plan*, p. 52 (April 2023).

Figure 1: Excerpt of the Spanish Version of IRS.gov with the Executive Order Banner



Source: Excerpt from IRS.gov/es accessed on March 30, 2026.

Taxpayer Services management stated that they will continue to add the banner to non-English instructions and other products during their normal revision cycles with a projected completion date of January 2027. Management decided not to update tax forms with the banner because the tax forms direct the taxpayer to review the instructions, which will have the banner.

Recommendation 2: Eliminate non-English IRS social media channels.

As of January 2026, the IRS shut down all non-English social media accounts. The IRS offered information and videos in different languages through various social media platforms. Before shutting down the social media accounts, the IRS reported approximately 20,000 multilingual subscribers. The IRS also reported 2.8 million lifetime views of IRS's multilingual videos and more than 43,000 followers on Spanish social media.

Recommendation 3: Narrow the scope of language services offered.

The IRS limited the languages it supports for written and oral translation services to seven of the most used languages within the United States, *i.e.*, Spanish, Simplified Chinese, Traditional Chinese, Korean, Russian, Vietnamese, and Haitian Creole. The IRS previously offered written translation services for 20 different languages and oral translation services for 350 different languages. The IRS has retained the ability to provide services, *i.e.*, written and oral, for languages outside of the top seven if needed for mission critical or compliance-related issues. This includes services related to assisting taxpayers with making payments or filing information returns, international tax cases, treaty negotiations, and communication with taxpayers in litigation.

Recommendation 4: Remove or revise references to prior multilingual expansion priorities.

The IRS has started to remove references to prior executive orders on expanding multilingual services. For example, the IRS has updated sections of the Internal Revenue Manual to eliminate references to EO 13166. The IRS will continue to review IRS products to ensure that references are updated.

Reducing Multilingual Services to Seven Languages Should Have a Limited Impact on Taxpayers

Although the IRS has limited the number of languages it will support and removed non-English social media accounts, they will continue to offer most of its multilingual services to taxpayers. For example, the IRS will continue to offer:

- Written translation services, including forms, instructions, publications, and correspondence.
- Access to the IRS website in alternative languages.
- Access to OPI services.

Our review of translated documents, Schedule LEP, IRS.gov, and OPI service data show that most LEP taxpayers use services in the seven supported languages. Additionally, the products previously available outside of English and Spanish were already limited, thereby minimizing the actual impact of the reduction in languages. The subsequent sections provide the status and taxpayer impact of each multilingual service area.

Most non-English documents are in the seven supported languages

According to Taxpayer Services, the IRS has over 11,000 tax forms, instructions, publications, and correspondence documents available in English. As of October 2025, the IRS had 1,677 documents available in other languages. The seven supported languages account for over 94 percent (1,582) of the available non-English documents, with Spanish being the most widely available. The remaining 6 percent (95) of the available non-English documents were translated in a language that is no longer supported. Figure 2 shows the number of available non-English documents by language.

Figure 2: Majority of non-English Documents Are in Spanish

Languages	Documents Available	Percent of Total Documents Available
Spanish	1,231	73%
Simplified Chinese	81	5%
Traditional Chinese	61	4%
Vietnamese	60	4%
Korean	58	3%
Russian	55	3%
Haitian Creole	36	2%
Languages No Longer Supported[4]	95	6%
Total	**1,677**	**100%**

Source: Information provided by IRS's Taxpayer Services division as of October 2025.

In addition, most Schedule LEP requests for non-English documents are for the seven supported languages. Taxpayers use Schedule LEP to request communications, such as letters and notices, from the IRS in an alternative language. Analysis of Schedule LEP data identified more than

[4] The 13 languages no longer supported are Arabic, Bengali, Farsi, French, Gujarati, Italian, Japanese, Khmer, Polish, Portuguese, Punjabi, Tagalog, and Urdu.

436,000 unique taxpayers who requested written communication from the IRS in a language other than English from CYs 2023 through 2025. Of the 170,923 taxpayers who filed a Schedule LEP in CY 2025, 97 percent (165,849 taxpayers) requested one of the seven supported languages. The remaining 3 percent (5,074 taxpayers) selected a language that is no longer supported. Figure 3 shows the language selection made by taxpayers who filed Schedule LEP.

Figure 3: Language Selection by Taxpayers Who Submitted a Schedule LEP for CYs 2023 through 2025

Languages	CY 2023	CY 2024	CY 2025
Spanish	104,417	122,750	152,020
Simplified Chinese	5,068	4,896	4,765
Russian	1,442	3,140	2,690
Korean	2,826	2,478	1,835
Traditional Chinese	2,132	2,032	1,720
Vietnamese	1,514	1,467	1,626
Haitian Creole	226	492	1,193
Languages No Longer Supported	5,455	5,097	5,074
Total	**123,080**	**142,352**	**170,923**

Source: Analysis of CYs 2023 through 2025 Schedule LEP data available on TIGTA's Data Center Warehouse as of December 2025.

Tax forms, instructions, and publications are translated in-house by IRS bilingual tax law specialists. As of October 2025, the IRS had 31 full-time equivalent bilingual employees in the Tax Forms and Publications function spanning the seven supported languages. The IRS did not have bilingual employees that covered the other 13 languages that are no longer supported. The IRS does not plan to develop any additional tax products outside of the seven languages. Existing tax products in languages outside of the seven will be maintained but not updated. For example, IRS Publication 1, *Your Rights as a Taxpayer*, is translated into 20 languages.[5] However, if the publication is updated, it will only be updated for the seven supported languages.

The IRS also plans to update the Schedule LEP for Processing Year 2027 from the current 20 languages to the 7 supported languages. However, there will be limited impact on taxpayers. Although the taxpayer can request communication in different languages, Taxpayer Services management stated that they do not issue taxpayer correspondence in any languages other than English or Spanish. The Schedule LEP instructions notify taxpayers that they may not immediately receive written communication in their requested language due to the availability of correspondence in the language selected. As a result, taxpayers who request a language other than Spanish will continue to receive letters and notices in English because the other languages have not been translated yet.

The IRS reported that 199 different letters and notices totaling more than 900,000 documents were issued in Spanish for FY 2025.

[5] IRS Publication 1, "*Your Rights as a Taxpayer*" (September 2017).

Over-the-phone translation services remain intact for most taxpayers

Taxpayer Services management stated that OPI services will be limited to the seven supported languages for taxpayer inquiries. However, this should have a limited impact on LEP taxpayers because most OPI services are requested in the top seven languages.

As of October 2025, the IRS employed approximately 2,200 customer service representatives with a bilingual position description, *i.e.*, English and Spanish, that can provide translation services over-the-phone. The IRS attempts to route telephone calls requesting Spanish translation to these assistors. However, if a bilingual assistor is unavailable or if another language translation service is needed, the IRS can use a contractor to provide OPI services. The OPI service provided translation for 350 different languages before EO 14224. The contract for OPI services has no fixed costs and is billed by the minute with varied rates for different languages.

During FY 2025, 93 percent of OPI calls (98,753 calls) requested translation for the seven supported languages. The remaining 7 percent of OPI calls (7,523 calls) requested a language that is no longer supported. Figure 4 shows the number of calls and annual cost of OPI services sorted by the language requested for FYs 2024 and 2025.

Figure 4: Number of Calls and Annual Cost of Languages Selected by OPI Users for FY 2024 and 2025

Languages	FY 2024 Calls	FY 2024 Cost	FY 2025 Calls	FY 2025 Cost
Spanish	74,902	$744,446	84,275	$820,089
Haitian Creole	4,030	$60,412	5,571	$98,727
Mandarin[6]	3,527	$62,662	3,984	$71,868
Russian	2,053	$34,548	2,465	$45,355
Vietnamese	1,210	$21,427	1,419	$27,095
Korean	906	$13,896	944	$15,563
Cantonese	176	$3,290	95	$2,019
Languages No Longer Supported[7]	7,469	$128,214	7,523	$137,292
Total	**94,273**	**$1,068,894**	**106,276**	**$1,218,008**

Source: Information provided by the IRS's Taxpayer Services division as of February 2026. Totals may not match due to rounding.

The IRS website is available in the seven supported languages

As of October 2025, IRS.gov is only available in the seven supported languages, plus English. The seven supported languages offer thousands of translated pages for taxpayers. Before EO 14224 was issued, IRS.gov could be viewed in 20 non-English languages. However, only the homepage was translated into some languages. During FY 2025, over 99 percent (21.1 million) of the visits to IRS.gov in an alternate language were in the seven supported languages. The remaining 61,990 visits (less than 1 percent) to IRS.gov in an alternate language were in a language that is no longer supported. Figure 5 shows the number of sessions using the various language pages on IRS.gov in each language for FYs 2024 and 2025.

[6] Mandarin and Cantonese are the two main spoken dialects of Chinese.

[7] OPI services includes 350 languages. As a result, the languages no longer supported include the 13 languages not supported for written translations services as well as other unsupported languages.

Figure 5: Number of Sessions on IRS.gov for Non-English Languages in FYs 2024 and 2025

Languages	FY 2024 Sessions	FY 2025 Sessions
Spanish	13,833,320	15,136,530
Simplified Chinese	1,037,032	1,538,378
Russian	828,131	1,306,652
Traditional Chinese	623,258	1,032,434
Korean	473,956	833,457
Vietnamese	364,158	710,503
Haitian Creole	193,790	574,222
Languages No Longer Supported	78,032	61,990
Total	**17,431,677**	**21,194,166**

Source: Information provided by IRS Technology Services as of March 2026.

Conclusion

The IRS has begun implementing recommendations made by the Treasury Department to align with EO 14224. Specifically, the IRS placed a banner on non-English web pages and will continue to translate documents. Additionally, the IRS has shut down the non-English social media channels. The IRS is eliminating development of tax products outside of the seven languages and is working to remove all references to the prior executive order. Furthermore, OPI services will still be available to LEP taxpayers.

The IRS's decision to focus services on the seven languages appears to reflect an effort to align resources with taxpayer demand. Overall, these changes may have limited overall impact on LEP taxpayers because many of the languages that are no longer supported were used by relatively small numbers of taxpayers. For example, correspondence is only provided in English and Spanish and limited tax products are translated into other languages. In FY 2025, more than 99 percent of the non-English IRS.gov websites and 93 percent of the OPI calls used the seven supported languages. However, the impact on the taxpayers who did rely on the discontinued languages should not be dismissed. While taxpayers have lost access to some written documents, the IRS has retained translation services for languages outside of the top seven if needed for mission critical or compliance-related issues. Considering EO 14224 requirements, the IRS's approach appears to strike a balance between complying with the executive order, maintaining meaningful access for most LEP taxpayers, and focusing resources on the languages most frequently used.

Performance of This Review

We conducted this review in accordance with the Council of the Inspectors General on Integrity and Efficiency *Quality Standards for Federal Offices of Inspector General*. Those standards require that the work adheres to professional standards of independence, due professional care, and quality assurance and follow procedures to ensure accuracy of the information presented. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on the objectives of our review.

Appendix I

Glossary of Terms

Term	Definition
Data Center Warehouse	A collection of IRS databases containing various types of taxpayer accounts and IRS and TIGTA employee information that is maintained by TIGTA for the purpose of analyzing data for ongoing audits.
Executive Order	Written instructions through which a President can issue directives to shape policy.
Fiscal Year	Any yearly accounting period, regardless of its relationship to a calendar year. The federal government's fiscal year begins October 1 and ends on September 30.
Full-Time Equivalent	A measure of labor hours in which one full-time equivalent is equal to eight hours multiplied by the number of compensable days in a particular fiscal year.
Internal Revenue Manual	The primary source of instructions to employees relating to the administration and operation of the IRS. The Manual contains the directions employees need to carry out their operational responsibilities.
Multilingual Services	Services available or expressed in several different languages.
Processing Year	The calendar year in which a tax return or document is processed by the IRS.
Revision Cycle	The IRS's annual process of updating tax forms and publications for the next year's filing season.
Sessions	The total IRS.gov visits during which a user viewed web pages in a specific language.

Appendix II

Abbreviations

CY	Calendar Year
EO	Executive Order
FY	Fiscal Year
IRS	Internal Revenue Service
LEP	Limited English Proficiency
OPI	Over-the-Phone Interpreter
TIGTA	Treasury Inspector General for Tax Administration

To report fraud, waste, or abuse,
contact our hotline on the web at
https://www.tigta.gov/reportcrime-misconduct.

To make suggestions to improve IRS policies, processes, or systems
affecting taxpayers, contact us at
TIGTACommunications@tigta.treas.gov.

Information you provide is confidential, and you may remain anonymous.