



A Message from Chuck Rettig

IRS Commissioner

During the last two years, the IRS has experienced unprecedented challenges, and employees across the agency have worked hard to answer the call. I am incredibly proud of everything you've been able to accomplish during this period, but more critical work remains to help people struggling to file their tax returns and receive refunds or pay taxes due.

The pandemic and resulting emergency closures as well as three rounds of pandemic-related relief legislation have affected every aspect of our operations since spring 2020, and we continue to feel its lingering effects. One area affected involves our correspondence inventory and amended returns.

With the 2022 filing season underway, our Accounts Management (AM) function is still facing unprecedented inventory levels, which will continue to contribute to higher call volumes and related inquiries. Despite steady progress, AM's current internal resources are not sufficient to overcome this challenge. A Servicewide initiative is underway to quickly establish an Inventory Surge Team that will help us address the inventory, recover from this tremendous challenge and improve the taxpayer experience.

This is an all-hands-on-deck situation to help people as quickly as possible and reduce the stress on employees who have been and continue to face unprecedented levels of inventory to be worked. As part of this, we identified employees with the unique skills and experience who previously worked in AM. Our previous AM employees are in the best position to provide the much needed skills and support to serve the taxpayers represented in these inventories. The bottom line is we need this help. We are detailing many employees who left AM within the last two fiscal years back to AM, where they will be expected to use their skills in support of this surge team. Throughout the pandemic we have used Article 3 of the 2022 National Agreement to better serve employees and taxpayers quickly. NTEU has been briefed on this important initiative and negotiations are commencing shortly.

We are one IRS, and this effort presents yet another opportunity to come together to overcome a challenge during this unprecedented period.

We have identified employees throughout the IRS who, based on recent experience in AM, will be asked to support this effort. Employees who were former AM customer service representatives, tax examiners, clerks or had Campus Support experience within the last two fiscal years are included. Other positions such as managers and analysts that would not directly impact case closures were excluded. We anticipate employees will return to their current organizations at the end of September, when fiscal year 2022 ends.

I know that this will require many managers and their teams to quickly adjust to accommodate this request, and it will mean adjustments by employees. If you or your staff are among those identified with the important skills necessary to help make this initiative successful, I'd like to thank you, in advance, for your participation. This step is part of a larger effort that gets to the core of the IRS mission to serve the nation. Your efforts will positively help thousands of taxpayers.

Thank you for your continued efforts on behalf of taxpayers and the nation during this challenging period.

-Chuck