

NOTE: Pursuant to P.L. 116-136 15011(B) – Treasury submits this spend plan detailing the use of covered funds. This provision limits covered funds to only those “that are made available in any form to any non-Federal entity, not including an individual.”

Families First Coronavirus Response Act and CARES Act Division B Appropriations – Internal Revenue Service

Appropriation	FY 2020	FY 2021	Total	Treasury Account Fund Symbol
Taxpayer Services				
CARES Act - Supplemental (H.R. 748, P.L. 116-136)	\$2,000,000		\$2,000,000	20-0912 2020/2021
Enforcement				
CARES Act - Supplemental (H.R. 748, P.L. 116-136)		\$1,500,000	\$1,500,000	20-0913 2020/2021
Operations Support				
CARES Act - Supplemental (H.R. 748, P.L. 116-136)	\$109,720,000	\$15,000,000	\$124,720,000	20-0919 2020/2021
Subtotal - Cares Act Supplemental	\$111,720,000	\$16,500,000	\$128,220,000	
Operations Support				
Families First Coronavirus Response Act (P.L. 116-127)	\$15,000,000		\$15,000,000	
Total Funding (CARES and Families First)	\$126,720,000	\$16,500,000	\$143,220,000	

Coronavirus Aid, Relief, and Economic Security (CARES) Act (Public Law 116-136)

IRS Administrative Provision – Coronavirus Response: \$128,220,000

Programs, Applications, Systems (\$86,160,000 – Operations Support)

Funds will be used to address the expansion of telework capabilities, support IRS operations, and program changes to systems and applications needed to implement the coronavirus legislation as follows.

Network/Remote Access: Due to the expansion of telework, IT must expand the network infrastructure to ensure no degradation of service for employees accessing the network remotely to execute mission essential work affecting both IRS operations and taxpayers. Funds will be used to support the monitoring of devices employees use for teleworking to identify issues and resolve problems quickly.

Video/Audio Conferencing and Webcast Services: Funds will be used to expand the bandwidth of the Voice Over Internet Protocol (VOIP) circuitry to accommodate the communications needs of IRS teleworkers; provide additional audio/video conference equipment and maintenance as more conference calls are held; expand audio, video and Webcast Services to support the increase in the number of large virtual meetings; and expand the use of audio conferences.

System/Application Development and Enhancements: Funds will be used to deliver programming, applications, and infrastructure modifications, as well as end-to-end testing to ensure all changes are implemented properly. These changes will accommodate processing of the *Refundable Credit to Employers for Sick Leave Paid to Employees*. They also will assist businesses in receiving refunds for sick leave paid and for retaining employees before filing their return via the submission of Form 7200 *Advance Payment of Employer Credit Due to COVID-19*; provide the ability to claim a refundable credit for sick leave paid quarterly via Form 941 *Employer's Quarterly Federal Tax Return*; and provide the ability to claim a refundable credit for sick leave via Forms 943, *Employer's Annual Federal Tax Return for Agricultural Employees*, and Form 944, *Employer's Annual Federal Tax Return*. Additionally, IRS will change its downstream compliance systems to detect, deter, and address potential abuse of the coronavirus-related credits and payments.

Customer Callback: Toll-free demand increases significantly during times of tax changes and the IRS expects a similar demand increase with the coronavirus tax relief. To help address increased call volume, the IRS will use funds to expand the customer callback capability. Customer callback allows taxpayers choose between waiting on the line or receiving a return phone call when an assistor becomes available. This will improve the caller's experience and will help manage high call volumes.

Contact Recording Centralization: The IRS call sites are being configured manually to enable customer service representatives to telework and to ensure all taxpayer contacts are recorded per Congressional Mandate. Funds will be used to migrate the IRS Contact Centers to a centralized contact recording platform.

Conversion of Paper Processes to Electronic/Digital Processes: Funds will be used to digitize and modernize how the IRS collects forms. Currently the IRS receives tens of millions of fax transmittals each year. The IRS will use these resources to develop a solution that will read the faxed information and automate its capture and loading to the receiving system. For example, IRS currently receives, prints, distributes and transcribes more than 15 million fax documents annually, including Form 2848 *Power of Attorney and Declaration of Representative*, Form 8821 *Tax Information Authorization*, and Form 706 *United States Estate (and Generation Skipping Transfer)*.

In addition, the IRS will accelerate and expand the implementation of Secure Messaging/File Transfer capabilities to additional IRS employees. The Secure Messaging/File Transfer capability allows certain IRS employees to securely share files and messages with taxpayers and other third parties. In some instances, the capability allows taxpayers to send documents to the IRS electronically. This would allow the IRS to continue to meet taxpayers' needs during a period when IRS's ability to retrieve and process mail is severely limited because of the crisis.

Notices: IRS will implement IT system changes to allow for new and modified notices needed because of the coronavirus legislation.

Infrastructure/Telecommunication: Funds will be used to expand the telecom infrastructure environment, including hardware and software costs for the enterprise, and to implement solutions to enable coronavirus-related legislation. For example, establishing the "Get my Payment?" capability for taxpayers to check on the status of their payment and provide additional direct deposit bank information. Funds will be used to cover increased telecommunication costs and toll-free phone demand.

Verification and Collection (\$1,500,000 - Enforcement)

These resources will be used to for contractor support to conduct data analysis.

Program Management (\$2,000,000 – Taxpayer Services)

This funding will be used to provide management support to help IRS with implementing digitization in support of the CARES Act, including standing up a digitization project management office and providing project management support for up to seven pilots.

Continuity of Operations (\$16,960,000 – Operations Support)

These funds will be used to purchase more wireless devices, additional software license, and laptops for IRS employees. This will allow IRS to meet taxpayer expectation and ensure the safety of its workforce. In addition, the IRS will use these funds to support the IRS Continuity of Operations Planning (COOP).

Other Emerging and Future Needs (\$21,600,000 – Operations Support)

The IRS has set aside \$21.6 million of the \$128.2 million appropriated for a Phase 2 implementation for emerging and future needs. This funding will be allocated as follows:

Ensure Facilities Are Safe for IRS Employees (\$10,000,000): This funding will be used to support a safe work environment for employees who report to an IRS office as well as building support to resume normal operations. This includes supplies for employees such as masks, hand sanitizer, disinfectant wipes, and workplace signage; additional custodial or contractor support for cleaning services in locations that may have been contaminated by COVID-19; and mail support at closed building sites.

Procurement Support (\$7,500,000): Funds will be used for contract support for procurement. As a result of COVID-19 legislation, IRS anticipates that it will have additional procurement activity of about \$200 million which will be executed via new contracts and/or modifications. This contract support funding will ensure rapid delivery of COVID-19 funds, spend transparency, and regular reporting to safeguard taxpayer dollars. It will also ensure that normal IRS procurement actions (\$1.5 billion base requirements and at least \$125 million Taxpayer First Act requirements), are not delayed.

IT Support for e-Learning (\$3,590,000): With travel limitations due to COVID-19, the IRS continues to promote e-learning so that the workforce can enhance its skills and increase productivity. Funds will be used to implement/enhance capabilities to download plugins, such as ActiveX and Java, to access external websites for training, web conferences and product demonstrations. Currently, employees and contractors are unable to take web-based training and attend external web-based conferences and collaboration sessions from IRS workstations.

Medical Expertise (\$510,000): Funds will be used for a contract medical consultant who will provide support responding to medical questions and feedback to the IRS work-life and wellness manager. This consultant will help IRS properly and fairly act on medical issues and decisions that affect its workforce.

Families First Coronavirus Response Act (Public Law 116-127): \$15,000,000

Continuity of Operations (\$15,000,000 – Operations Support)

The \$15 million in Operations Support will allow the IRS to offer maximum telework flexibilities for employees to work from home to minimize community spread of the Coronavirus. The IRS quickly implemented policies to “telework enable” thousands of employees starting with the Customer Service Representatives (CSRs) in call sites to address existing and anticipated significantly increased toll-free demand. Information Technology (IT) will use the funds to purchase laptops, headsets, and other equipment necessary for employees to become telework ready to perform their work. This funding partially addresses the equipment needed to “telework enable” employees and the remaining requirement is reflected under the CARES Act—Supplemental (P.L. 116-136), Continuity of Operations section.