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Title: GAO Testimony at the Hearing on the IRS Backlog and 2022 Tax Filing Season

Description: GAO’s Jessica Lucas-Judy testified about the unprecedented rise in IRS’s workload, which has led to a backlog of millions in unprocessed tax returns.

Related GAO Works: GAO-22-105802 Tax Filing: Preliminary Observations on IRS’s Efforts to Address Persistent Challenges

 [ Ron Wyden, Chairman, U.S. Senate Committee on Finance ]

Once again, it is income tax filing season in America. There is a huge backlog of returns to work through.

[ Jessica Lucas-Judy, Director of Strategic Issues, Government Accountability Office ]

As of the end of 2021, IRS had about 10.5 million returns from that year that had not been fully processed.

[ James Lankford, Member, U.S. Senate Committee on Finance ]

The IRS has answered more calls than ever, but only 11% of the calls that actually were inbound were actually answered by an IRS customer service rep.

[ Jessica Lucas-Judy, Director of Strategic Issues, Government Accountability Office ]

There was a lot of confusion on the part of taxpayers that prompted calls to IRS. The backlog also was a big contributor to that. People were wondering, you know, they weren't getting enough information from IRS’s Where's My Refund application?

We've made a number of recommendations and worked with IRS on getting more information on its website, getting information into Where's My Refund? And also, we have a recommendation open to IRS to just put a plan out there, a strategy for managing the backlog that it still has from 2020.

[ End ]

For more info, check out our report GAO-22-105802 at: GAO.gov