



STATE OF CALIFORNIA  
**Franchise Tax Board**

# Taxpayers' Rights Advocate's Office

## Annual Report Highlights

### Education and Outreach Activities



Susan Maples, Taxpayers' Rights Advocate

Alvaro Hernandez, Education and Outreach Manager

December 10, 2018

# Agenda

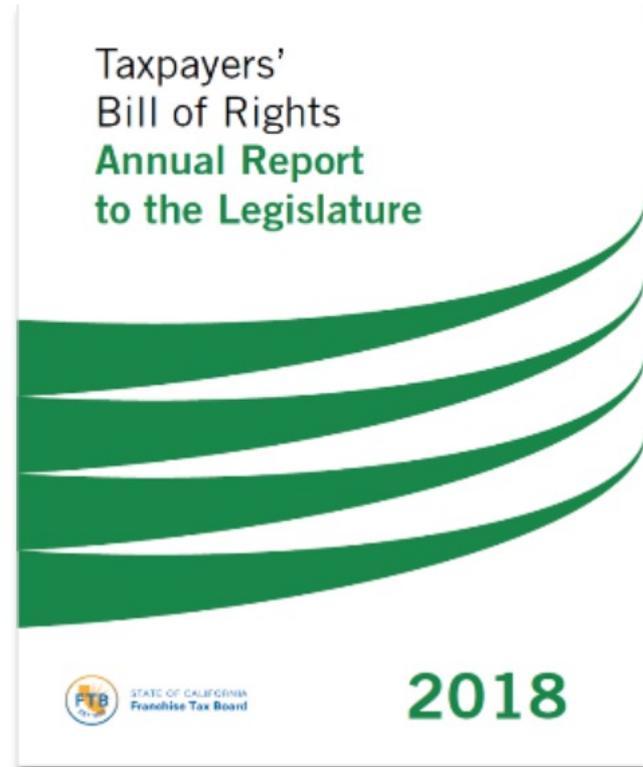
- Annual Report
- Education and Outreach
- Tax News
- 2018 Accomplishments



# TBOR Annual Report

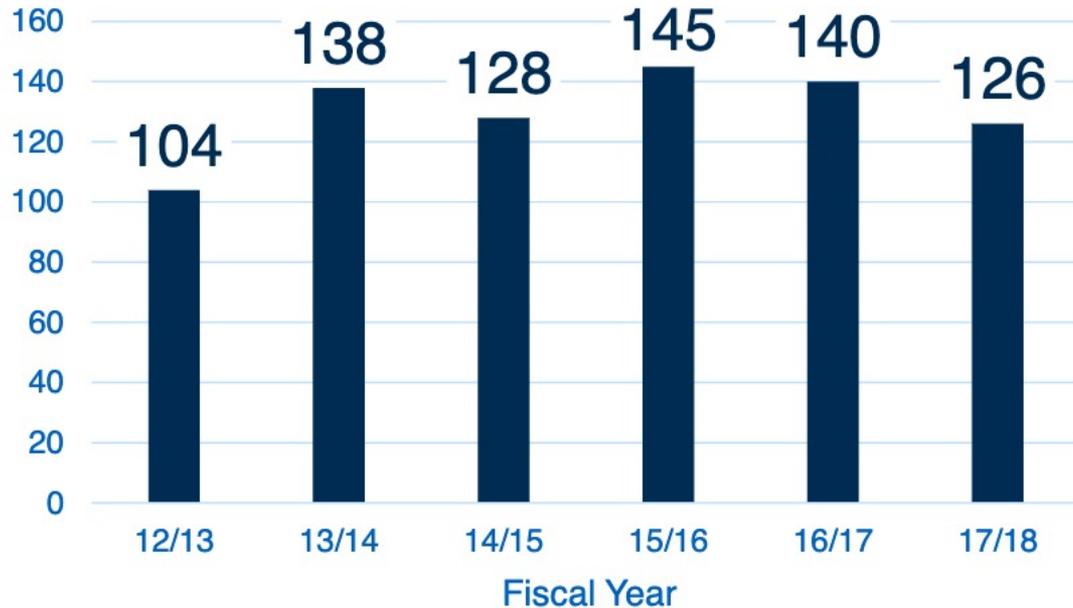
## Advocate's Address

- Power of Attorney (POA) Process
- Filing Enforcement
- Offer in Compromise
- Protests Update
- Case Resolution
- [Taxpayers' Bill of Rights Annual Report to the Legislature](#)



# Education and Outreach Events

## 6 Year View of Events



# Education and Outreach Audience

## Tax Practitioners/ Professionals

- Tax Attorneys
- Accountants/CPAs
- Enrolled Agents
- CTEC Registered Tax Preparers
- Organizations for Tax Professionals

60 Events  
5476 Attendees

## Small Business (SB)/ Industry Groups

- CDTFA sponsored Small Business Seminars
- IRS, SBA, Small Business Seminars
- Spanish SB Seminars
- Cannabis

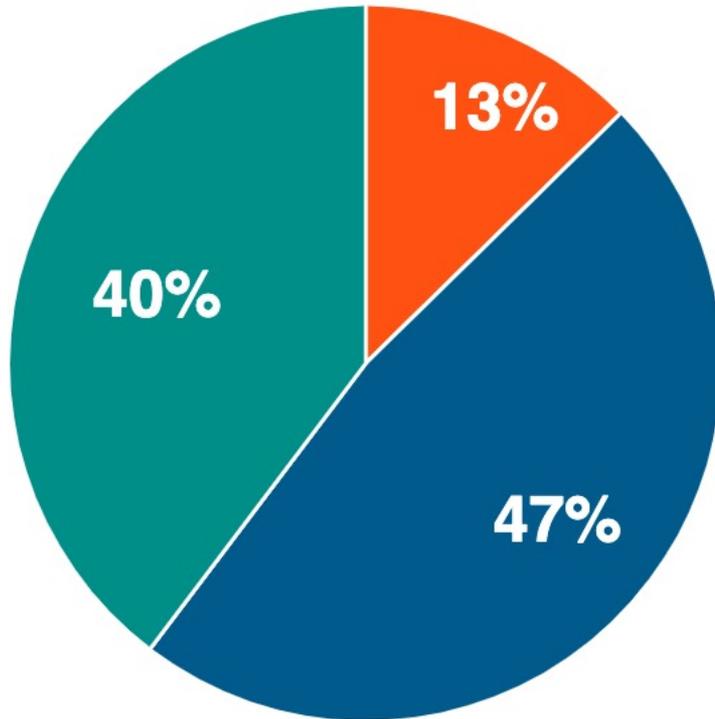
50 Events  
5230 Attendees

## Taxpayer Outreach

- Financial Literacy Events
- Immigrant Resource Forums
- SoCal State Fair
- EITC Events
- Elected Official Events

16 Events  
1395 Attendees

# Education and Outreach Audience



- Taxpayer Outreach
- Tax Practitioners/ Professionals
- Small Business/ Industry Groups

# E & O Topics Covered

- Taxpayers' Rights Advocate
- Communication with FTB
- Current and Future Issues
- Earned Income Tax Credit (EITC)
- Fraud and ID Theft
- Legislation
- Preparation and Representation: Power of Attorney
- Forms of Ownership
- LLCs



## Where is Tax News today?

- Over 30,000 subscribers
- Facebook Live

### Tax News Live Videos



#### **TNL: Offer in Compromise**

307 views • 5 months ago



#### **Close Business Entity in CA**

28,359 views • 2 years ago

### Facebook Live Videos

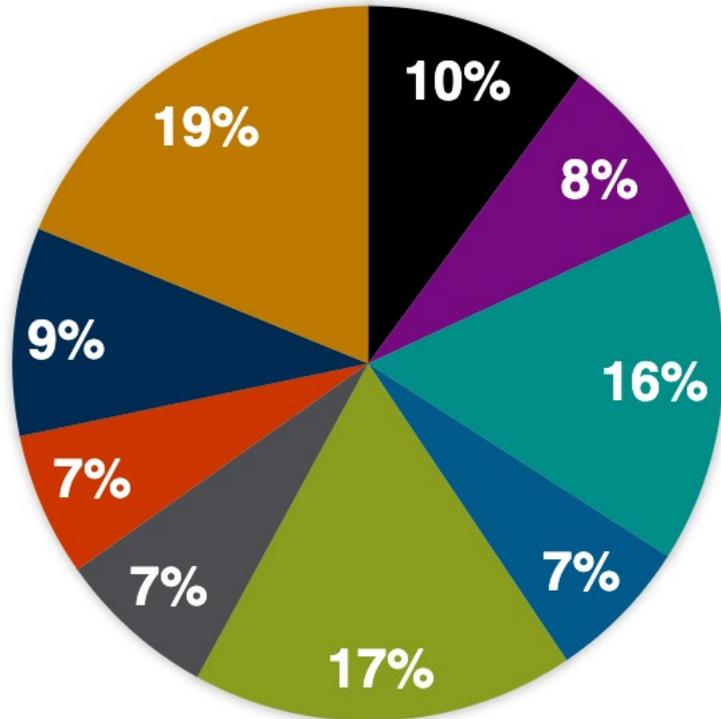


#### **Cash Based Small Business**

130 views • 9 months ago

# Tax News

## Articles by Topic



- Compliance
- Public Meetings
- Self Service
- Audit/Legal Processes
- Filing Information
- Business Entities (BE)
- Credits
- Sister Agencies
- Hot Topics

# 2018 Accomplishments



- Right to Representation Policy
- Business Dissolution/Cancellation
- Tax Appeals Assistance Program
- GIG Economy Tax Center

The screenshot shows the California Franchise Tax Board (FTB) website. At the top, there is a search bar and the FTB logo. Below the logo, there are navigation links for 'Individuals', 'Businesses', 'Tax Professionals', and 'Contact Us'. The main content area features a blue header for the 'California Gig Economy Tax Center'. Below this header is a photograph of a car's interior, showing a smartphone mounted on the dashboard displaying a map, and a tablet mounted on the dashboard displaying a map. Below the photograph, there is a blue box with the text 'What is the gig economy?' and a short paragraph explaining the gig economy.

# Questions?



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