

## **Project description: Process Improvement for Voluntary Disclosure Program**

This project would involve identifying opportunities to streamline the MTC Voluntary Disclosure Program.

*Problem:* The Voluntary Disclosure Program is often labor-intensive for taxpayers, state personnel and the MTC National Nexus Program staff. In addition, the process can take a significant amount of time before a taxpayer can expect action on a voluntary disclosure application. There are opportunities to streamline the voluntary disclosure program to make it more useful for both the states and taxpayers.

*Risks:* A labor-intensive process that takes a significant amount of time is less likely to be of value to either the states or taxpayers. It is less likely to be used by taxpayers. The MTC Voluntary Disclosure Program is currently the primary program offered by the National Nexus Program. If it isn't being used by significant numbers of states or taxpayers, it cannot return the best value to both constituencies.

### *Issues for review:*

- How does the current process work?
- How is communication between the taxpayer, MTC and affected states handled?
- Where are the opportunities to shorten time lines?
- How do taxpayers and practitioners view the process?
- How might we increase the likely return on investment to the states?
- Do we have the right staff (both number and skill sets)?
- Are there opportunities to condense and standardize the information requested of taxpayers? Could templates be developed and used?
- How do the states view the process, especially those state employees who process voluntary disclosure applications?
- What can be learned from how states handle their own voluntary disclosure programs?
- How might the program be better publicized?
- What improvements would give the best return for the cost of implementing them?
- What components of the program take more effort than the value perceived for both states and taxpayers, and at what cost to the program?

### *Expected outcomes from the project:*

- List of opportunities for improvement to the MTC Voluntary Disclosure Program.
- Estimate or description of likely costs and benefits of any recommended changes.

### *Who should be involved:*

- State staff who work with voluntary disclosure
- MTC staff