



**Taxpayer Communications
Project Committee Meeting
Monthly Meeting Minutes
October 13, 2020**

Designated Federal Officer (DFO)

- Terrie English Designated Federal Officer

Member Attendance

- Patricia Anthony Garland, TX Member
- James “Jim” Buttonow Summerfield, NC Vice Chair
- Lindsey Funair Dubois, PA Chair
- Matthew (Ryan) Groff Beverly, MA Member
- Leigh Ann Wood Columbia, SC Member
- Hercules Analitis Urbana, IL Member
- Marlon Bell Pearland, TX (Absent) Member
- Ai Lin China Lake, CA (Absent) Member

Staff

- Debra “Debbie” Awalt Wage and Investment (W&I)
- Kevin Brown TAS CSO Secretary
- Conchata Holloway TAP Program Analyst
- Antonia “Toni” Keeling TAP Program Analyst
- Michael Odom W&I Program Analyst
- Antoinette “Toni” Ross TAP Program Analyst
- Alton “Al” Burger Public Affairs Supervisor
- Mioshi Banks TAS Program Specialist

Roll Call

Quorum was met.

Public

None

Welcome Announcements/Acknowledgements

Holloway opened the call and welcomed all who joined. English will be the DFO and Buttonow will chair today’s call. The committee congratulated Groff on taking the BAR exam.

DFO Report/National Office Report

English reported that the extension filing date is October 15, 2020. Taxpayers experiencing homeless may qualify for Economic Impact Payments (EIP) and should register by November 21, 2020. This information is available on



www.irs.gov. The Commissioner and the National Taxpayer Advocate (NTA) testified on Capitol Hill on October 7, 2020, English encouraged members to view this online. English reported that the Business toolkit link was sent out last week for review.

Chair Comments

N/A

Approval of Minutes

September 8, 2020, Meeting Minutes. Buttonow motioned, Funair seconded.

Action: minutes approved as submitted.

Subcommittee 1 Report out

Approval of Issues

- Issue 40613 Understanding Taxpayer Representative 2848 & 8821

This project recommends adding a link to Publication 4019 and to provide a chart on page two on the webpage. Buttonow motioned; Groff seconded.

Action: Issue elevated to Joint Committee (JC)

Members Approve TCC Summary of TAP Annual Report Date

Buttonow summarized some of the committee's annual report to include the Free File program which resulted in a 51 percent increase in usage from the prior year. Buttonow spoke of the stimulus payment recommendations like the online tool and recommendations for "Where's my refund?" projects. There were also recommendations to benefit military personnel; there was visibility for the www.improveirs.org site.

There was a recommendation to help taxpayers get their balances from the IRS. Next year the online service accounts will be a major issue for this committee. Awalt asked that the committee continue to promote the Free File next year.

Outreach Report

Buttonow encouraged members to submit any missing activity reports. Holloway is available if anyone needs help with their activity reports. Buttonow spoke about how members are doing outreach such as public outings and events with tax professionals. We are still working on the newspaper template for media contacts with Holloway. Jeans will follow up with Buttonow directly about this project.

Patricia Anthony will head the election program this year. They will send information soon.

Subcommittee: Report Out

- Issue 41900 Accelerate Online Accounts for Taxpayers
- Issue 41768 Accelerate Online Accounts for Professionals

Both issues are still being worked.



- Issue 36435 Penalty Relief
This issue is still being worked with Subject Matter Experts.

Internal Communications Committee

- TAP Newsletter was released October 5, 2020
- Next Newsletter Article is due October 25, 2020

Buttonow asked members to send any information for the newsletters to him and Holloway. Groff will work on the November newsletter.

Action Items Summary

- Buttonow, Wood, Anthony and Analitis to respond by October 31, 2020 regarding issues related to online accounts.
- Additional information is forthcoming about running for Chair or Vice Chair.
- Mentorship meeting on October 21, 2020 at 3pm ET.
- Get activity reports to Holloway and Buttonow by October 26, 2020.
- Forward issue 40613 to Joint Committee.
- Post September minutes.

Closing

Buttonow encourage members to read the annual report. English thanked the committee for all they did this year and closed the meeting.

The next monthly meeting for the Taxpayer Communications Committee will be on November 10, 2020, at 12:00 - 1:00 PM EST.

These minutes have been approved and certified by the committee chairperson.