



**Taxpayer Communications
Project Committee Meeting
Monthly Meeting Minutes
November 10, 2020**

Designated Federal Officer (DFO)

- Terrie English Designated Federal Officer

Member Attendance

- | | | | |
|------------------------|-----------------|----------|------------|
| • Patricia Anthony | Garland, TX | (Absent) | 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 | (Absent) | Member |
| • Marlon Bell | Pearland, TX | (Absent) | Member |
| • Ai Lin | China Lake, CA | | Member |
| • Phillip Kleiber | National Chair | | |

Staff

- | | |
|--------------------------|---------------------------|
| • Kevin Brown | TAP Secretary |
| • Conchata Holloway | TAP Program Analyst |
| • Antoinette “Toni” Ross | TAP Program Analyst |
| • Steven Thompson | CSO |
| • Debra “Debbie” Awalt | Wage and Investment (W&I) |
| • Dale Hawkins | W&I Program Analyst |
| • Michael Odom | W&I Program Analyst |
| • David Thompson | CSO |

Roll Call

Quorum was not met.

Public

None

Welcome Announcements/Acknowledgements

Jeans opened the meeting at 12:00pm ET. Funair thanked everyone for joining the call. Kleiber thanked the committee for all it has done this year. Funair recognized Buttonow running for National Chair for next year. Funair thanked Jeans, Holloway and English for all their assistance this year.

DFO Report/National Office Report

English thanked everyone for this year and noted how different experiences,



personalities and skills help to appreciate this committee. English reminded the committee of the retirement ceremony November 20, 2020 and encouraged members to join. English admired Buttonow for joining because it takes a lot of courage to put yourself out there accepting a leadership position in TAP.

Jeans thanked the committee for all the hard work this year to include the video about the CARES act along with many other accomplishments this year. Jeans thanked veterans and recognized Veteran's day tomorrow. He also encouraged members to complete the end of year survey. Jeans asked members to submit their activity reports and reminded returning members they can still do outreach before the next TAP year officially begins. Jeans thanked the IRS for working very hard with us in this partnership.

Chair Comments

N/A

Approval of Minutes

October 13, 2020, Leigh Ann Wood changed to present. Buttonow motioned, Woods seconded.

Action: minutes approved as amended.

Outreach/Internal Communications Report

Buttonow thanked Funair for her leadership and thanked the committee for all of their effort during this challenging year. Activity Report Submission by November 25, 2020. Buttonow encouraged members to read the newsletter to learn what is going on in other committees. Buttonow and Holloway continue to work on getting media outlet templates to help members get more outreach opportunities.

Subcommittee Report out

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

Buttonow reported how online accounts and many other issues that could be quickly and easily resolved with online accounts. Kleiber suggested highlighting taxpayer wait time complaints. Buttonow recommended showing the impact of taxpayer's time as part of our reporting. Awalt indicated that these complaints are being looked at by IRS on several different levels to include the National Taxpayer Advocates (NTA) Most Serious Problems (MSP). Funair suggested members share any ideas for issues for next year. Buttonow spoke of a strategic approach for these issues helping the NTA to be able to push for the IRS to move forward on online accounts.

- Issue 36435 Penalty Relief- No update yet.



Buttonow spoke of how it is important to make taxpayers aware of their penalty relief options since many taxpayers are not aware of this. It is important for us to continue to push this information being made available to taxpayers to help improve their experience. This issue will continue to be worked next year.

Preview of Potential Issues for 2021:

- Issue 42909 Improving IRS Technology
- Issue 43804 Communicating with IRS via Email for Hearing Impaired
- Issue 43806 TDC Online Account
- Issue 42954 & 42958 Injured Spouse Claim via Online Account
- Issue 42966 Change of Address via Online Services

Chair and/or Vice Chair Closing Comment

N/A

Action Items Summary

- Send minutes to be posted.
- Members should submit activity reports by November 25, 2020.
- 41900 to be resent by Holloway for member recommendations.
- Holloway will follow up with MSP analyst and invite them to the next meeting.
- Follow-up with media relations about TAP member news release.

Closing

Funair thanked everyone for their efforts. Jeans thanked everyone for all their hard work the closed the meeting at 1:02pm ET.

The next monthly meeting TBD.

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