



**Toll Free Phone Lines Project Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
Wednesday, November 12, 2020**

**Designated Federal Officer**

- Susan Jimerson Chief, TAP West

**Attendance**

- Donna Burris New York, NY Member
- Joseph “Joe” Edelen Vermillion, SD Member
- Terrill Flakes Waynesboro, GA Member
- Phillip Kleiber Roswell, GA Member
- Bernard Peterson Cazenovia, NY Member
- Cynthia Pinkney Tyler, TX Member
- Andrea Price Sylvania, OH Chair
- Lacy Rice, Jr. Radcliff, Ky Vice Chair

**Staff**

- Rosalind Matherne Program Analyst
- Robert Rosalia Program Analyst
- Michael Odom Wage & Investment
- Dale Hawkins Wage & Investment
- Annie Gold Administrative Assistant

**Quorum**

Quorum was met

**Welcome**

Susan Jimerson welcomed everyone to the call. Terrie English TAP Director was not able to attend the call. Overview of the Agenda was shared and the following upcoming meetings:

- This is the final meeting for TAP year 2020. Appreciation was expressed to the committee for their hard work and commitment shown
- Retiring members Phil Kleiber and Bernard Peterson were acknowledged and congratulated on a job well done. Members were encouraged to attend the retirement ceremony to be held on November 20, 2020 beginning at 11:00 am, EDT
- Members were informed Terrie English sent her appreciations and thank you to the retiring members and the members of TFPL
- The mentorship program will meet on November 13, 2020 at 12:00 pm, EDT

- Internal Communications Committee (ICC) last meeting of the year is scheduled for November 17, 2020 beginning at 3:00 pm, EDT
- The Outreach Committee meeting is scheduled for November 19, 2020 beginning at 12:00 pm, EDT
- Joint Committee final meeting for the TAP year will be held on November 19, 2020 beginning at 1:30 pm, EDT and lead by Phil Kleiber
- The end of the year survey for members will be available soon. Members were encouraged to participate with comments

### **Chair Report**

Andrea Price welcomed members to the last meeting of the TAP year 2020. She thanked each member of the committee for their leadership, dedication and hard work for the year.

- The Joint Committee had their meeting on October 22, 2020. TFPL had two referrals that were both approved by the Joint Committee
- Tax Forms and Publications submitted one referral for approval
- TAC had one referral for approval
- Special Projects had four referrals submitted
- Reminder shared IRS is backlogged with mail. Taxes paid by mail may not be opened. The electronic option is still available for Taxpayers to submit payments

### **Minutes Approval**

Joe Edelen motioned and Phillip Kleiber seconded approval of October 14, 2020 Minutes.

### **Public Comments**

None

### **Screening Report**

Price stated the Screening committee dropped all the issues.

**Lacy Rice motioned and Joe Edelen seconded to accept the Screening Report as submitted**

**Decision: Full Committee Consensus approve Screening Report as submitted**

### **Subcommittees Report**

#### **Subcommittee 1**

Bernard Peterson expressed gratitude for being a part of TFPL and thank you to Rosalind Matherne for her assistance. Subcommittee 1 discussed the following issue:

- **Issue #43221, IRS telephone numbers should be listed in the 1040 Instructions** Subcommittee 1 completed the referral. They recommend this issue be forwarded to the Joint Committee for approval. Matherne

added the approval from the Attorney Advisor was received and anticipate Systemic Advocacy would not have any objections.

**Peterson motioned and Edelen second to move Issue #43221 to the Joint Committee**

**Decision: Full Committee Consensus forward Issue #43221 to the Joint Committee for consideration**

## **Subcommittee 2**

Cynthia Pinkney expressed appreciation working with all the committee members and thanked everyone for doing a great job. Subcommittee 2 discussed referrals in the Parking Lot.

## **Outreach**

Rice stated the Outreach Committee met and discussed issues for the upcoming year.

- Returning members were reminded their Outreach hours will continue and continue to record Outreach hours to be carried over to the next TAP year
- Rice complimented everyone for a job well done doing Outreach
- Peterson and Kleiber were thanked for invaluable assistance
- Members were encouraged to continue doing a great job
- The current Activity reports are at one hundred percent
- Reports are due on the 25th of each month
- Corrections to the report should be done as soon as possible
- Members were encouraged to utilize social media to do Outreach to get the word out about TAP. Matherne expressed appreciation to Rice for his dedication and hard work

## **Internal Communications Committee (ICC)**

Edelen stated ICC discussed six items. Three were covered by Laurie on the November Newsletter.

- During the October 27, 2020 meeting, they discussed Zoom meetings approved for next year by IRS. Jimerson added there are a limited number of licenses. At this point, there are not enough for each committee. Information will be shared as it becomes available
- The November Newsletter has been published and December is pending
- TAP Facebook administrator was discussed during that meeting. Laurie Brock volunteered to be one of the administrators. The second person has yet to be determined
- The new member check list was discussed and will be determined by another committee

### **Roundtable**

- Edelen spoke on how appreciative he was with the welcome he received at the beginning of the TAP year. Matherne has been very helpful. Jimerson is always available and helpful.
- Donna Burris shared her appreciation for commitment shown to volunteers. The attendance and dedication have been impressive.
- Kleiber recognized Peterson and members for leadership roles
- Peterson stated the value of the Face to Face meeting is so valuable. He stated his appreciation for working on the committee
- Pinkney expressed her appreciation

### **Action Items**

Rosalind Matherne thanked members on the call for a job well done and she stated that she looked forward to working with members next year. The following Action items will be done:

- Post October 14, 2020 approved Minutes onto [www.TAPSpace.org](http://www.TAPSpace.org)
- Drop the issues from the Screening Report

Members were thanked for the good work being done and a reminder to members to attend the graduation ceremony next week.

### **Close**

Matherne officially closed the meeting for Jimerson.

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