



**Taxpayer Communications  
Project Committee Meeting  
Monthly Meeting Minutes  
September 8, 2020**

**Designated Federal Officer**

- Cedric Jeans 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 (Absent) | Member     |
| • Leigh Ann Wood       | Columbia, SC         | Member     |
| • Hercules Analitis    | Urbana, IL           | Member     |
| • Marlon Bell          | Pearland, TX         | Member     |
| • Ai Lin               | China Lake, CA       | Member     |
| • Cedric Obiaka        | Omaha, NE (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       |
| • Fred Smith             | TAP Program Analyst       |

**Roll Call**

Quorum was met.

**Public**

None

**Welcome Announcements/Acknowledgements**

Jeans opened the call and welcomed all who joined. Jeans reported that he will be speaking for Terrie English who is out today.

**Approval of Minutes**

August 11, 2020, Meeting Minutes. Ryan Groff’s last name was corrected in the roll call section. Buttonow motioned: Funair seconded.

**Action:** minutes approved as amended.



## **Subcommittee 1 Report out**

### **Approval of Issues**

- Issue 41883 Tax Lien Payoffs

Funair motioned; Buttonow seconded. Approved

**Action: Issue elevated to Joint Committee (JC)**

Issue 40148 Multiple Year Display Where's My Refund (WMR) Tool

Funair motioned; Buttonow seconded. Approved

**Action: Issue elevated to (JC)**

- Issue 40485 Tax Calendar

Anthony motioned; Buttonow seconded

**Action: Issue elevated to (JC)**

### **DFO Report/National Office Report**

Jeans reported limited budget information to report with restrictions made by the pandemic. Jeans is currently updating the Federal Advisory Committee Act (FACA) database. This includes program information such as recommendations, finances for the program and meeting information for TAP.

TAP will be working with W&I and Small Business Self Employed for new projects next year. We are also accepting any new project ideas from the committee as well. Jeans said that in preparation for the new member orientation we are looking for committee members to help with this process to improve these presentations. Let Holloway know if you want to help.

Jeans reminded the committee that the TAP National Chair and Vice-Chair elections are coming up for next year's leadership. Volunteer if you want this position. Jeans reminded the committee to reflect on the upcoming September 11, 2001 day of remembrance coming up Friday

### **Chair Comments**

N/A

### **Approval of Issues**

- Issue 43331 Improveirs.org link on IRS.gov

Buttonow motioned, Anthony seconded.

**Action: Issue Dropped**

### **Subcommittee 1 & 2 Updates**

- Issue 37272 IRS Communication for Military Personnel-already elevated to IRS.
- Issue 40613 Understanding Taxpayer Representative 2848 & 8821
- Issue 36435 Penalty Relief- Awaiting IRS response

### **Subcommittee 1 & 2 Report Out**

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

Buttonow reported that the National Taxpayer Advocate wrote a blog about this issue which is why we should focus on any additional feature sets; how do we accelerate the development and how do we accelerate the adoption for this issue. Buttonow said there was a Treasury Inspector General for Tax Administration (TIGTA) that indicated the budget was part of the issue.

This is being looked at as a Most Serious Problem (MSP) by the NTA according to Awalt. Buttonow said we should focus on ways to effectively influence the decision makers and this data will help make a more effective argument. Holloway said Martinez is developing a report of issues submitted to TAP. A focus group may be requested if needed after evaluating that information according to Jeans and Holloway.

### **Outreach Report**

Buttonow asked the members to send current and any legacy reports that may be outstanding. We are working on an article template to get articles published in local newspapers for more public outreach.

### **Internal Communications Committee**

The newsletter just released, and we are working on Annual Report. Buttonow plans to have it completed by September 25-26, 2020, to include a short window for the review. Holloway will share the article template with Analitis to be used in the Chicago Tribune as outreach.

### **Action Items Summary**

- August minutes posted.
- Forward approved issues for review then JC.
- Holloway to follow up with members regarding activity reports.
- Issue 36435 awaiting information from IRS.
- Issues related to 43331 will be reviewed during working meeting.

### **Closing**

Buttonow thanked everyone for a very productive meeting. Jeans thanked everyone and closed the meeting.

**The next monthly meeting for the Taxpayer Communications Committee will be on October 13, 2020, at 12:00 -1:00 PM EST.**

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