



## 2010 Meeting Minutes Area 4

- December 8, 2010
- November 16, 2010
- October 19, 2010
- September 21, 2010
- August 17, 2010
- July 20, 2010
- June 15, 2010
- May 18, 2010
- April 22, 2010
- March 16, 2010
- February 16, 2010

### Area 4 Committee Annual Meeting Minutes December 8, 2010

#### Designated Federal Official

- Donna Wess                      Memphis, TN                      Designated Federal Official

#### Committee Members Present

- |                          |                 |            |
|--------------------------|-----------------|------------|
| • Akbar, Sandra          | Chicago, IL     | Member     |
| • Brandewie, Shaun       | Sidney, OH      | Member     |
| • Eng, Harry             | St. Charles, IL | Member     |
| • Granger, Jackie        | West Bend, WI   | Member     |
| • Hayden, Robert         | Monroe, MI      | Member     |
| • Kelly, Eileen          | Wilmette, IL    | Member     |
| • Kosanovich, Matt       | Columbus, OH    | Member     |
| • Mackie, Wayne          | Frankenmuth, MI | Member     |
| • Marshalek, Mark        | Powell, OH      | Member     |
| • Oetken, Todd           | Louisville, KY  | Vice Chair |
| • Petersen-Grosse, Chris | Elkhart, IN     | Member     |
| • Purkayastha, PK        | Saline, MI      | Member     |
| • Rhyan, Joyce           | Cleveland, OH   | Member     |
| • Spiotto, Ann           | Lincolnwood, IL | Chair      |
| • Vanderver, Steve       | Evansville, IN  | Member     |
| • Wechter, Thomas        | Glencoe, IL     | Member     |
| • Werner, Mary Jo        | LaCrosse, WI    | Member     |

#### TAP Staff

- |                 |               |                 |
|-----------------|---------------|-----------------|
| • Block, Roy    | Milwaukee, WI | Manager         |
| • Robb, Patti   | Milwaukee, WI | Program Analyst |
| • Smiley, Ellen | Milwaukee, WI | Program Analyst |
| • Gabriel, Lisa | Milwaukee, WI | Program Analyst |
| • Gold, Annie   | Milwaukee, WI | Secretary       |



## **Opening/Welcome / Pledge of Allegiance/ Review Agenda (Spiotto)**

Quorum met. Ann Spiotto reviewed the agenda with the panel members.

## **Introductions were made by the panel members and staff**

### **Staff Roles and Responsibilities (Spiotto/Block)**

- **Methods of Communication**
- **Ground Rules and Telephone Etiquette**
- **Minutes/Minutes Approval**
- **Establish Meeting Quorum**
- **Meeting Assessment Surveys (How often)**
- **Designated Federal Official (DFO) Responsibilities**

**METHODS OF COMMUNICATION:** The main method of communication is a teleconference call. In spring there will be a face-to-face meeting, which gives the panel members opportunities to interact. Communication can also be made by email and phone calls. Subcommittees can also communicate via telephone or if needed may set up a teleconference call.

**GROUND RULES AND TELEPHONE ETIQUETTE:** On Teleconference calls please announce who you are before you speak. Do not put the call on hold as the phone system you use may have hold music and is it disruptive to the conference call. We do not work the issues on the conference call. The subcommittee calls are for working the issue. If you are not talking please use the mute button on your phone to minimize background noise.

**MINUTES/MINUTES APPROVAL:** Ellen Smiley will email draft minutes approximately two weeks after the conference call. The members have about one week to notify Smiley of changes.

**ESTABLISH MEETING QUORUM:** Quorum will be 50% plus one.

**MEETING ASSESSMENT SURVEYS:** Assessments are done at both face-to-face meetings, including the Annual Meeting. We do not conduct assessments after teleconference calls. Assessments are an opportunity to share your concerns. One does not need a formal assessment to share a concern. If you have a concern, bring it up to your analyst.

**DFO RESPONSIBILITIES:** DFO's are present to make sure the committee stays on track.

### **Outreach (Spiotto/Block)**

- **Many Issues Come from Outreach**
- **Different Kinds of Outreach**
- **Outreach Reporting Requirements**
- **Not All Identified Problems Will be Issues**
- Outreach is what you make of it. The idea behind Outreach is to promote TAP, to get TAP into view of taxpayers. If you are associated with a local group, such as the rotary club, talk about TAP. You are not expected to give speeches. Panel Members can do one on one.

**ACTION ITEM:** Smiley will email the Outreach Report Form to all Area 4 Panel Members. This form is also available on TAPSpace.



#### **Area 4 Teleconferences (Spiotto)**

- **Agenda and Pre-read Information**
- **Feedback to Writers before the Teleconference**
- **Developing Consensus**
- **Not a Time to “work the issues”**

AGENDA AND PRE-READ INFORMATION: About 10 days before the call Smiley emails the draft agenda to the chair and vice chair for review. One week before the conference call, the agenda and pre-reads are emailed to all members and posted on TAPSpace. The email will include date and time of the meeting, as well as the call in number.

FEEDBACK TO WRITERS BEFORE THE TELECONFERENCE: Smiley noted if there is a referral up for discussion, it is always a part of the pre-reads. If a panel member has any comments or suggested changes on the issue, they should email a member of the subcommittee working the issue and discuss it with them before the teleconference call.

DEVELOPING CONSENSUS: The committee reaches a consensus to work an issue and to elevate the issue to the Joint Committee. If someone doesn't agree with the consensus they need to speak up.

NOT A TIME TO “WORK THE ISSUE”: As noted earlier, the teleconference calls are not meant to work the issue. The issue needs to be worked among the subcommittee members assigned to the issue outside the teleconference call.

#### **Standing Subcommittees**

- **New Issues (Werner)**
  - **New Issue Report** – A handout was provided titled “Area 4 New Issue Committee Process”. If a panel member has a suggestion for an issue they need to provide it to their analyst for it to be entered into the database. A new issue report will be sent out to the members of the New Issue Committee (NIC). The NIC will meet on a teleconference call to review the report and make recommendations to the full committee to change the status to active, drop, or place the issue in the parking lot. The NIC conference call has been held the first Tuesday of each month in the past.
- **Internal Area 4 Quality Review (Kosanovich)**
  - **Writing the Recommendation**
  - **Quality Review**
  - **Addressing Internal Quality Review Comments**

Matt Kosanovich explained there is an internal quality review process for the Area 4 Committee. The reviewers would review the write up and provide comments on the document electronically. A referral is reviewed for clarity and consistency. The Internal Area 4 Quality Review Committee looks at style, grammar, format, and content.

Kosanovich went over how to write an issue referral and provided instructions on the Issue Statement, Goal Statement, Proposed Solution and Background.

Smiley passed out an informational document on the approach to the Quality Review Process. When writing the recommendation follow the format indicated on the handout and use short statements.

The Quality Review team checks the document to make sure it makes sense and then sends it back to the subcommittee with their suggestions. The subcommittee can accept the changes or suggestions or not. The template is on TAPSpace.

**ACTION ITEM:** Smiley will email out the newest version of this form and requested the format be followed.



The process is as follows:

1. Panel Members work the issue.
2. Panel Members write up the issue.
3. The issue write up is sent to the Internal Quality Review Committee
4. After the issue is reviewed, the Internal Quality Review Committee provides comments and suggested changes.
5. When the subcommittee agrees to comments or not they send one final referral to Smiley.
6. The analyst sends the issue write up to the database analyst Russ Pool who gives it to the Joint Committee Quality Review.

- **To Joint Committee Quality Review (Smiley)**
- **Feedback to Writers**
- **Addressing Joint Committee Quality Review Comments**
- **Final Referral to Joint Committee For Review**

The Joint Committee Quality Review is looking to make sure spacing and grammar are correct. Once they review it, the issue is sent back to the area analyst who in turn sends it back to the subcommittee. The subcommittee can agree to accept the changes or not accept the changes. The issue is then sent back to the analyst who in turns sends it to the Joint Committee analyst Susan Gilbert to put the issue on the next Joint Committee Agenda for review and discussion. One member from the subcommittee will present the issue to the Joint Committee on their conference call.

MENTORING PROGRAM: The Joint Committee has recommended the establishment of a mentoring program for each Area. New panel members coming on board will be able to have one on one contact with a returning member.

### **New Issue Report**

#### **Issue 19138 – Form 720, Change Instructions**

Subcommittee formed: Bob Hayden and Todd Oetken.

**ACTIVE - Medium**

#### **Issue 19197 – Form 1099 Generates CP 200 0-Business Name Change**

TAP now has a project committee that will deal with this issue.

**DROP**

#### **Issue 19259 – Form Needed to Notify IRS of Business Name Change**

Form 8822 allows people to notify IRS of name changes, but not business. Subcommittee formed: Harry Eng, Mary Jo Werner, and Tom Wechter.

**ACTIVE - Medium**

### **Active Issue Discussion**

#### **Issue 18396 – Wording on Form W-4 (Werner)**

Form W4, *Employee's Withholding Allowance Certificate*, allows a taxpayer to select how much tax withholding should be taken out of their pay. However, if part way through the year a person finds they don't need anymore withholding, there is no place on the W-4 form to stop having taxes withheld from their pay. This puts a burden on the employee not employer. A discussion took place among panel members regarding this issue.



Subcommittee: Harry Eng, Mary Jo Werner, PK Purkayastha (PK).

The subcommittee reconvened with a tweaked version of the Form W-4. The suggested line 8 was eliminated and line 7 was modified for workable statement to stop withholding during the year.

Issue will be forwarded to Internal Quality Review.

### **Issue Rebuttal (to be written)**

#### **Issue 16731 – First Time Penalty Abatement**

Subcommittee will prepare a rebuttal. Subcommittee: Steve Vanderver, Wayne Mackie, and Mary Jo Werner.

### **Active Issues to be Worked**

#### **Issue 16703 – Streamline Offer in Compromise (OIC) (Kosanovich, Mackie, and Werner)**

Kosanovich gave an overview of the issue. Smiley invited Sara Parton, Revenue Officer Technical Advisor (ROTA) to work with the subcommittee. When the subcommittee reconvened they commented they received good information from Sara and will be writing a draft issue for discussion.

#### **Issue 17628 – Notice Error with Use of Schedule J, Farm Income Averaging (Werner)**

Unable to proceed with this issue until Area 4 receives more information from the preparer. No response has been received from the preparer.

**DROP**

#### **Issue 18632 – Form 2290, Where to Send Depending on Filing Type (Granger, Vanderver)**

The subcommittee is still working on this issue. Mark Marshalek volunteered to be included on subcommittee. When the subcommittee reconvened they noted they will need additional time to work this issue.

### **Unassigned Active Issues to be Worked**

#### **Issue 18611 – ERS/E-file Return**

Roy Block provided a brief explanation of the Error Resolution System (ERS). ERS holds returns and should be corresponding with taxpayers. Why would an e-filed return be held up by ERS?

Subcommittee: Bob Hayden (lead), PK, Sandra Akbar, and Steve Vanderver, Shaun Brandewie. When the subcommittee reconvened they had written up the issue, however wish to do more research.

#### **Issue 18699 – Acknowledgement of Payment Received and Balance Due**

Subcommittee: Jackie Granger (lead), Todd Oetken, Joyce Rhyan, and Matt Kosanovich. When the subcommittee reconvened it was noted if the taxpayer entered into an installment agreement they do get a monthly statement reflecting payment.

**DROP**

#### **Issue 18851 – Get a Copy of IRS CP 2000 Notice through E-Services**

Subcommittee: Sandra Akbar (lead), Chris Grosse, Eileen Kelly, and Wayne Mackie.

Subcommittee reconvened, Akbar will be writing up the issue referral for discussion next month.

#### **Issue 18986 – Mail Tax Forms / Update Notice 1400**

**DROP**



**Parking Lot Issues to be Worked (or Dropped)**

**Combination of Toll- Free Issues and Customer Service**

Subcommittee will call the toll free number and keep a log of the results.  
Subcommittee: Matt Kosanovich (lead), Mark Marshalek, Jackie Granger, Shaun Brandewie, Chris Petersen-Grosse, and Eileen Kelly.

**Issue 16734 – IRS Focus on Tax Preparers Who Prepare Returns Incorrectly**

AICPA has contacted IRS and appears this issue has been resolved.

**DROP**

**Issue 16870 and 18647 – Tested Paid Preparers Should have POA and E-Services Access / Represent in Collection**

Subcommittee: Harry Eng (lead), PK, Steve Vanderver, and Wayne Mackie

**Issue 17491 – Pub 587 Deduction for UPE (Unreimbursed Partnership Expense), Sch E vs. Sch F**

Issue will be reviewed next month.

**ACTION ITEM:** Smiley will contact Tax Forms and Pubs Project Committee and question if this is a typo.

**Issue 18434 – form 8868 Part II Requires Signature**

Subcommittee: Bob Hayden (lead), Todd Oetken, and Eileen Kelly. This subcommittee will review the form.

**Issue 18438 – Filing Information Returns Electronically (FIRE)**

Subcommittee: Jackie Granger, Chris Grosse, and Joyce Rhyan. When subcommittee reconvened it was shared all necessary information is provided on the irs.gov website.

**DROP**

**Election of Chair and Vice-Chair for 2011 (Spiotto)**

Elected Chair – Mary Jo Werner

Elected Vice Chair – Harry Eng

**Establish Standing Subcommittees (2011 Area 4 Chair)**

**New Issue Subcommittee Members:** Jackie Granger (chair), PK, Chris Petersen-Grosse, Joyce Rhyan, Harry Eng, and Sandra Akbar. The new issue committee teleconference call will take place the first Tuesday of every month at 1pm Central Time.

**Area 4 Quality Review Subcommittee Members:** Matt Kosanovich (lead), Eileen Kelly, Shaun Brandewie, Todd Oetken, Tom Wechter, and Steve Vanderver. This subcommittee will establish a teleconference call as needed.

**Scout for New Issues:** Chris Grosse

**Joint Committee Quality Review:** Matt Kosanovich



## **Calendar**

### **Establish Date and Time of Monthly Teleconferences (2011 Area 4 Chair)**

The first teleconference call is scheduled to take place Tuesday, January 18, at 1pm Central Time. The meeting was set to ensure the Federal Register could be completed timely. All future teleconference calls will take place the third Tuesday of each month at 1pm Central Time.

### **Establish Dates for Face-to-Face meeting (2011 Area 4 Chair)**

The face to face meeting has been established to take place June 8 – 10, 2011. June 8 will be a travel day; the committee will meet all day June 9-10, 2011 and fly back in the evening of June 10 if possible or travel back on June 11.

Possible Meeting Locations:

Milwaukee, WI  
Indianapolis, IN  
Cincinnati, OH  
Chicago, IL

### **Clarify Travel Arrangement Procedures – Travel Vouchers (Gold)**

Annie Gold went over the requirements for filing a voucher.

**Meeting Assessments** – Assessments were handed out.

**Meeting Adjourned**

**Next Teleconference will be Tuesday, January 18, 2011, 1:00 pm CT / 2:00 pm ET**



**Area 4 Committee Teleconference  
1:00 PM CST/2:00 PM EST  
November 16, 2010**

**Designated Federal Official**

- Block, Roy Milwaukee, WI Manager

**Committee Members Present**

- Adams-Dodd, Carolyn Detroit, MI Member
- Akbar, Sandra Chicago, IL Member
- Buschmann, Ray Lake Forest, IL Member
- Granger, Jackie West Bend, WI Member
- Kosanovich, Matt Columbus, OH Member
- Mackie, Wayne Frankenmuth, MI Member
- Martyniuk, Lev Cincinnati, OH Member
- Monnier, David Indianapolis, IN Member
- Oetken, Todd Louisville, KY Vice Chair
- Rhyan, Joyce Cleveland, OH Member
- Spiotto, Ann Lincolnwood, IL Chair
- Turner, Dianne Knoxville, TN Member
- Vanderver, Steve Evansville, IN Member
- Wingard, Kelly Decatur, IL Member
- Young, Marilyn Nashville, TN Member

**Committee Members Absent**

- Mull, Bob Ann Arbor, MI Member
- Taylor, Rita Cincinnati, OH Member
- Werner, Mary Jo La Crosse, WI Member

**TAP Staff**

- Smiley, Ellen Milwaukee, WI Program Analyst
- Gabriel, Lisa Milwaukee, WI Program Analyst
- Robb, Patti Milwaukee, WI Program Analyst
- Berkey, Steve Plantation, FL Acting TAP Director

**Guest**

- Hayden, Robert
- Kelly, Eileen
- Purkayastha, Prabel

**Welcome/Announcements/Review Agenda (Spiotto)**

Quorum met.

**Area 4 Chair Report (Spiotto)**

Monday night, December 6, 2010 will be the new member dinner. Ann Spiotto advised it will be at Georgia Brown's. Tuesday evening will be the Area 4 dinner; McCormick and Schmick's was suggested. If you are not able to attend the dinner or if you are bringing a guest please send an email to Ellen Smiley. Otherwise reservations will be made for all Area 4 members.

Tom Walker is our new TAP Chair and John Kim is our new TAP Vice Chair.





Steve Berkey is the Acting Director for TAP. He thanked the third year members who are retiring this year for their volunteer time. Area 4 has eight individuals retiring. We appreciate the dedication and passion the panel members had for this program. Because of your efforts you will be recognized and will be receiving a Presidential Volunteer Certificate and Lapel Pin.

Retiring panel members each said a few farewell words.

#### **DFO Report**

Area 4 has a new DFO, Donna Wess.

#### **New Issue Report (Akbar)**

##### **Issue 18648 – Education Needed on Fiduciary Tax Returns**

IRS toll-free representatives do not recognize the Bank is the Trustee for Irrevocable Trusts or Grantor Trusts and do not need Power of Attorney (POA). This is a training issue and will be worked with the toll-free and customer service issues at the annual meeting.

**ACTIVE – MEDIUM PRIORITY.**

##### **Issue 18691 – Update Publication 463 for Transportation Expenses**

The information is provided in the IRS Publication 463.

**DROP**

##### **Issue 18699 – Acknowledgement of Payment Received and Balance**

Whether or not there is an installment agreement, if a taxpayer makes a partial payment, a notice should be sent advising the payment has been received and listing the remaining balance due.

**ACTIVE LOW PRIORITY**

##### **Issue 18703 – Timing of When Notices are Sent**

Area 2 recently submitted this issue.

**DROP**

##### **Issue 18705 – IRA Rollover Issue**

This is a decision to be made between the taxpayer and their financial advisor.

**DROP**

##### **Issue 18849 – Hold on Accounts & Notices until IRS Research Done**

Area 2 is currently working on this.

**DROP**

##### **Issue 18851 – Get a Copy of IRS Notice if TP Loses Theirs**

You can get a copy of a CP 2000 notice if you call and wait for an assistor. E-Services should provide a copy.

**ACTIVE MEDIUM PRIORITY**

##### **Issue 18986 – Mail Tax Forms to those that File on Paper**

Notice 1400 should be redesigned to clearly list the toll-free forms order number.

**ACTIVE LOW PRIORITY**

##### **Issue 19005 – Toll Free Services for Hearing and Speech Impaired**

According to the TIGTA report the IRS is already addressing this.

**DROP**

#### **Active Issues**



**16703 – Streamline Offer-in-Compromise (OIC)**

(Kosanovich, lead, Mackie, Werner, Martyniuk)

We are waiting to hear from Walter Ryan from District Counsel on our questions. We'll work on the issue at the annual meeting.

**17628 – Notice Error with Use of Schedule J, Farm Income Averaging**

(Werner)

Roy Block has followed up with the accountant who submitted this issue. Additional information is needed before working this issue.

**18396 – Wording on Form W-4**

(Turner, Werner)

A referral was completed and provided as part of the pre-reads. The committee discussed what would be the best approach as there is a concern about employers having to do a system change, which could be an additional burden on employers. Committee will review this issue further at the annual meeting. .

**18798 – Establish P.O. Box for Disaster Area Amended Returns**

(Young)

A referral was completed and provided as part of the pre-reads. There were a group of Certified Public Accountants (CPAs) who identified there were excessive delays on disaster area amended returns. Committee consensus is to move to Area 4 quality review. Matt Kosanovich and Todd Oetken from the Quality Review Committee will have this reviewed before the Annual Meeting.

Area 4 Quality Review

**18632 – Form 2290, Where to Send Depending on Filing Type**

(Granger, Vanderver, Monnier)

The subcommittee held one meeting to discuss the issue. Further discussion will be held at the annual meeting.

**SAMS Referrals – Response Received**

**17621 – Extend Due Date for Filing Form 990**

**17626 – Correspondence Audits and Charitable Contributions**

Both of these issues are legislative and will be forward to Nina Olson and her lawyers for review and consideration in the Annual Report to Congress.

**18949 – New On line PTIN Registration Software**

The registration software did not list enough space for the Centralized Authorization File (CAF) number. This problem was fixed based on the immediate intervention referral.

**Responses Received from IRS**

**16706 – Taxpayer Notification of Third Party Disclosure Rules** – Partial Acceptance. The IRS has already implemented or will implement 4 of the 5 recommendations.

**16731 – First Time Event Penalty Abatement** – IRS rejected. The subcommittee thinks the IRS missed the point. A rebuttal will be completed at the annual meeting.

**17016 – Publication 505 / Confusing Language** – Partial Acceptance. IRS is making a change in the language.

**Issue in Joint Committee Quality Review (JC QR)**

**16851 – Federal/State Tax Law Confusion**



The JC QR was received yesterday and sent out to the subcommittee for review.

**17392 – Statement of Levy to Notify Employer of Amount to be Paid**

The JC QR was received yesterday and sent out to the subcommittee for review.

**Issues Approved by Joint Committee on October 26, 2010 call**

**17354 – Amount Due Collection Notices**

**16728 – Marketing the “Understanding Taxes” Program**

Both issues have been elevated to IRS.

**Issues for Joint Committee Review on November 23, 2010 call**

**16885 – Publication 15 / 15A**

This issue will be presented on the November 23 Joint Committee call. Dave Monnier will present the issue to the Joint Committee.

ACTION ITEM: Smiley to send an email to Sandra Akbar regarding Issue 16885.

**Outreach**

Please send all outreach reports to Smiley by Friday November 19, 2010.

**Office updates (Block)**

TAP received approval from Treasury for the new members selected. Block congratulated the Area committee on a successful year, especially addressing the issue First Time Event Penalty Abatement. The committee is heading in the right direction and thanked them for a great year.

Should anything happen while in travel status please call Roy Block’s cell phone number (414) 350 -3882. If a panel member is unable to attend the annual meeting, please cancel your airline and hotel reservation.

The Joint Committee is establishing a mentoring program to help new members get acquainted with the program. The mentoring program will be brought up during orientation. We are looking for volunteers to help with this and will accept retiring panel members to help.

Anyone is welcome to join the new member dinner, if interested please let Smiley know.

Smiley added she will miss the retiring members and Dianne Turner and Marilyn Young whose state is joining the Area 3 Committee.

**Next Meeting: Annual Meeting in Washington D.C. December 6 – 10, 2010**



**Area 4 Committee Teleconference  
1:00 PM CST/2:00 PM EST  
October 19, 2010**

**Designated Federal Official**

- Roy Block Milwaukee, WI Designated Federal Official

**Committee Members Present**

- Adams-Dodd, Carolyn Detroit, MI Member
- Akbar, Sandra Chicago, IL Member
- Granger, Jackie West Bend, WI Member
- Kosanovich, Matt Columbus, OH Member
- Mackie, Wayne Frankenmuth, MI Member
- Martyniuk, Lev Cincinnati, OH Member
- Monnier, David Indianapolis, IN Member
- Oetken, Todd Louisville, KY Vice Chair
- Rhyan, Joyce Cleveland, OH Member
- Spiotto, Ann Lincolnwood, IL Chair
- Turner, Dianne Knoxville, TN Member
- Vanderver, Steve Evansville, IN Member
- Werner, Mary Jo La Crosse, WI Member
- Young, Marilyn Nashville, TN Member

**Committee Members Absent**

- Buschmann, Ray Lake Forest, IL Member
- Mull, Robert Ann Arbor, MI Member
- Taylor, Rita Cincinnati, OH Member
- Wingard, Kelly Decatur, IL Member

**TAP Staff**

- Smiley, Ellen Milwaukee, WI Program Analyst
- Patti Robb Milwaukee, WI Program Analyst
- Haywood, Annie Milwaukee, WI Management Assistant

**Guest**

- Brandewie, Shaun
- Eng, Harry
- Hayden, Robert
- Kelly, Eileen
- Purkayastha, Prabel

**Welcome/Announcements/Review Agenda**

Quorum met.

**Area 4 Chair Report (Spiotto)**

Ann Spiotto stressed the importance of using the correct Joint Committee Issue Referral form dated August 2010. The annual meeting is fast approaching so please think about specific topics you would like addressed.

TAP Chair and Vice Chair Sabby Jonathan and Tom Walker recently went to Washington D.C., however Commissioner Shulman was not able to meet with them. They presented the TAP 2009 Annual Report to Steven T. Miler, Deputy Commissioner for Services and Enforcement, and Nina Olson.

Voting for our next TAP Chair and Vice Chair ended as of November 18, 2010. Members will be notified of the outcome soon.



**Public Input**

None

**DFO Report (Block)**

Roy Block welcomed the guests on the call.

**New Issue Report (Werner)**

**18599 - Warning Required on 2<sup>nd</sup> Rollover**

The IRS is not in a position to know when a taxpayer might rollover his own IRA.

**Drop**

**18602 – 21<sup>st</sup> Century Communication - Use Email – Not Just Mail**

Taxpayer lives out of the country, but is able to contact the international telephone number or visit the nearest U.S. Embassy.

**Drop**

**18611 - E-File Return Name Change & Turn Around Time**

If the name and SSN do not match then the e-filed return should be rejected immediately. Block stated IRS is intercepting returns under the Error Resolution System (ERS). This is just one example of a return selected for ERS review. The issue should not be just because of a name change, but because the return has been accepted when originally e-filed. If there is a problem with the return, it should be sent back to taxpayer for correction. The IRS will tell you a letter has been sent out but the taxpayer never receives a letter. IRS should cancel the ERS program. We are trying to change their policy. The question was asked if this is a policy or procedure change. We will not know until we actually work the issue. This is a great subject for the annual meeting

**Active – High Priority**

**18632 – Form 2290, Where to Send Depending on Filing Type**

Taxpayers are getting confused trying to figure out where to pay or file their returns when two different addresses are given. This issue should be expanded to include other tax returns including income tax, payroll, etc. Subcommittee: Jackie Granger, lead, Steve Vanderver, and David Monnier.

**Active – High Priority**

**18636 – ITIN Not Matching SSN When Filing**

This issue is already a project being worked by Systemic Advocacy Management System (SAMS)

**Drop**

**18643 – Separate Phone Numbers for Each Language**

**Drop**

**18644 – IRS to Code Toll Free Options Based on Form Number**

The IRS used to have a telephone system where the taxpayer could choose a number to access a specific type of assistance such as payroll, income tax, excise tax, etc. Include this issue with all toll-free issues and service issues at annual meeting.

**Parking Lot**

**18645 – Form 5405, Attached Checklist of Documents Needed**

Subsequent instructions for the forms were updated with this information. Smiley will make sure the notes are updated to show future law changes should be completed with instructions to the taxpayers on what is needed to be included for processing the form.

**Drop**

**18646 – IRS to Operate Like a Business/Cookie Cutter Process**

The IRS already implements training for its employees.

**Drop**



### **18647 – Unenrolled Preparer to Represent in Collection**

Guest Harry Eng added testing will not take place for up to three years. If you are not an enrolled agent, you cannot represent a taxpayer. Ellen Smiley mentioned Mary Jo Werner feels strongly that to be able to deal with the tax collection process, and unenrolled return preparer needs to take the steps and complete the requirement for becoming an enrolled agent. Discussion led to reviewing the issue at the annual meeting.

#### **Parking Lot**

### **18432 – IRS to Move Quicker if Payroll Taxes not Paid**

The IRS does have processes in place to send pyramiding business taxpayers to the field for Revenue Officer contact.

#### **Drop**

### **Active Issues**

#### **16709 – Streamline Offer-in-Compromise (OIC)** (Kosanovich, lead, Mackie, Werner, Martyniuk)

Matt Kosanovich asked if information had been received from District Counsel. Ellen Smiley explained Mark Miller, local District Counsel has been very busy, and so the subject matter expert (SME) on code section 7122 who is with District Counsel in Washington D.C. has been contacted. He will provide information within 30 days.

#### **17628 – Notice Error with Use of Schedule J** (Werner)

We are working on this issue and will contact the preparer for further information. We need to determine if the IRS calculation or the preparer's calculation is correct before we can determine if there is an issue or not.

#### **17912 – Fiscal Agents and Form 941** (Turner, lead, Adams-Dodds, Block)

Dianne Turner advised the subcommittee recommends dropping, as the instructions are clear for fiscal agents.

#### **Drop**

#### **18396 – Wording on Form W-4** (Turner, lead, Werner)

Turner advised they will have write up for next month's call.

#### **18798 – Establish P.O. Box for Disaster Area Amended Returns** (Young)

Marilyn Young advised when flood victims file an amended return; it is part of normal processing and can take many weeks to process. These should be processed quicker. Providing a separate P.O. Box for disaster area amended returns would expedite processing. A write up will be completed for the November meeting.

### **SAMS Referral (Immediate Intervention)**

#### **18979 – New Online PTIN Registration** (Werner)

When registration opened for PTINs, the program would not allow for the full Centralized Authorization File (CAF) Number to be entered. After waiting on hold for some time, the IRS representative advised to complete the application without the CAF number. The program needs to be fixed or place a notice on the website to complete the application without it.

### **Issue in Joint Committee Quality Review**

#### **16885 – Publication 15 / 15A** (Monnier, lead, Taylor, Akbar)



We should receive this issue from JC QR early next week.

**Subcommittee to Decide on Area 4 QR comments**

**16851 – Federal / State Tax Law Confusion** (Werner, lead, Kosanovich, Martyniuk) **and**  
**17392 – Statement on Levy to Notify Employer Amount to Be Paid** (Werner, lead, Martyniuk)  
We are still working on both of these issues.

**Issues Approved by Joint Committee on September 28, 2010 Call**

**16727 - Reducing Nonproductive Campus Correspondence Audits** (Adams-Dodds, lead, Young, Granger, Werner) **and**  
**17625 – Empowering Taxpayers: New Approach to VITA/TCE Tax Return Preparation** (Mull, lead, Spiotto, Oetken, Vanderver, Wingard, Martyniuk)  
Both issues were approved for elevation to IRS.

**Issues for Joint Committee Review on October 26, 2010**

**17354 – Amount Due Collection Notices** (Vanderver, lead, Buschmann)  
Steve Vanderver advised he may not be able to present the issue as he is teaching at a conference at that time. Smiley will check to see if Ray Buschmann will be able to present the issue.

**16728—Marketing the “Understanding Taxes” Program**  
Kelly Wingard and Sandra Akbar will present the issue to Joint Committee.

**Outreach**

Members are encouraged to send outreach reports to Smiley by November 15, 2010.

**Project Committee Highlights**

Updates provided and projects are being completed.

**Office Updates**

Block emphasized if there are any problems with travel to the annual meeting please call him at 414-350-3882 to let him know. Also, cancel your hotel rooms and plane tickets if you are unable to attend for some reason

We will be working active issues during the annual meeting. We will select a new Chair and Vice chair for Area 4. We will schedule our face-to-face meeting and monthly teleconference calls for the year at the annual meeting so please be sure to bring your calendar. You should think of three choices where you would like to hold the face-to-face meeting next year. Last year it was held in Chicago and the year before in Milwaukee. Please send your choices to Annie Haywood, our staff secretary. She will complete a cost comparison, measure the cost and determine the lowest cost of the three choices.

The Communication Committee came up with a mentoring plan where the assignment of an existing panel member would pair up with a new member.

There will be a new member dinner by Areas on Monday December 6, 2010

**Next Meeting: November 16, 2010 at 1:00pm, CT**



**Area 4 Committee Teleconference  
1:00 PM CST/2:00 PM EST  
September 21, 2010**

**Designated Federal Official**

- Martin, Betty Nashville, TN Designated Federal Official

**Committee Members Present**

- Adams-Dodd, Carolyn Detroit, MI Member
- Akbar, Sandra Chicago, IL Member
- Buschmann, Ray Lake Forest, IL Member
- Kosanovich, Matt Columbus, OH Member
- Mackie, Wayne Frankenmuth, MI Member
- Monnier, David Indianapolis, IN Member
- Mull, Bob Ann Arbor, MI Member
- Oetken, Todd Louisville, KY Vice Chair
- Rhyan, Joyce Cleveland, OH Member
- Spiotto, Ann Lincolnwood, IL Chair
- Taylor, Rita Cincinnati, OH Member
- Turner, Dianne Knoxville, TN Member
- Vanderver, Steve Evansville, IN Member
- Wingard, Kelly Decatur, IL Member
- Young, Marilyn Nashville, TN Member

**Committee Members Absent**

- Granger, Jackie West Bend, WI Member
- Martyniuk, Lev Cincinnati, OH Member
- Werner, Mary Jo La Crosse, WI Member

**TAP Staff**

- Smiley, Ellen Milwaukee, WI Program Analyst
- Gabriel, Lisa Milwaukee, WI Program Analyst
- Haywood, Annie Milwaukee, WI Management Assistant
- Block, Roy Milwaukee, WI Program Manager

**Guest**

- Brandewie, Shaun
- Eng, Harry
- Hayden, Robert
- Kelly, Eileen
- Purkayastha, Prabel
- Marshalek, Mark





**Welcome/Announcements/Review Agenda (Spiotto)**

Quorum met.

**Area 4 Chair Report (Spiotto)**

Elections for Chair and Vice Chair of TAP will begin October 1, 2010.

The TAP Correspondence Audit Task Force has been established which includes Mary Jo Werner and Marilyn Young as the Area 4 representatives on the committee. The Joint Committee is hoping this may become a Project Committee for 2011. If not, it will remain a Task Force.

For 2011 there will be a realignment of the TAP Areas. The realignment's goal is to equalize the number of members in each Area.

The 2009 Annual Report will be distributed at the Annual meeting, which is schedule for December 6-10, 2010.

**DFO Report (Martin)**

Betty Martin welcomed the guests to the call and noted Nina Olson recognizes Advocacy as our biggest focus. We are making sure we are doing all we can for the Taxpayer. Overall TAS is busy.

**New Issue Report (Wingard)**

**Issue 18408 – Foreign Banking and Financial Accounts (FBAR) Phone Number on IRS.gov Q & A Goes Nowhere**

The number does work.

**DROP**

**Issue 18409 – FBAR Form Doesn't Fit Rules of Reporting Instructions**

This is a Department of the Treasury Form, not IRS. This is out of scope for TAP

**DROP**

**Issue 18412 – IRS to Notify TP they Received Form 5405, Homebuyer Credit Form**

The IRS notifies the taxpayer either they need additional information or the refund is issued. The credit will be obsolete after this year.

**DROP**

**Issue 18432 – IRS to Move Quicker if Payroll Taxes are not Paid**

We need to look at tolerance amounts. Is it the number of missing payments or the total dollar amount that triggers a field visit? Or the number of returns not filed?

**ACTION ITEM: Smiley will research tolerance amount.**

**Issue 18434 – Form 8868, Application for Extension of Time to File an Exempt Organization Return, Part II Needs Signature**

The individual, corporate, and first exempt organization extension requests do not require a signature. Requirement for signature for second exempt organization extension is inconsistent.

**PARKING LOT (tabled to be worked during the Annual Meeting)**

**Issue 18438 – Filing Information Returns Electronically (FIRE)**

Legislation is still up for debate in Congress whether it will be included or not. Wait until the issue is formally decided.

**PARKING LOT**



**Issue 18533 – Add “Questions about Ext” Prompt to Phone System**

The taxpayer would like a prompt added to the automated phone system for questions about extensions.

**PARKING LOT (AKA Jackie File) and discuss all Service Issues at the Annual Meeting.**

**Issue 18535 – Incorrect or Bad Phone Number for Offer in Compromise**

Lisa Gabriel called the number provided on the notice and reached a recorded message and menu selection with additional numbers to contact for Offer in Compromise

**DROP**

**Issue 18554 – Innocent Spouse - IRS no Longer Splits Accounts**

IRS does separate accounts for Innocent Spouse, they are “split” or “mirrored” depending in the situation.

**DROP**

**Issue 18557 – Letters Don’t Fit in Window Envelopes for Response**

Area 7 same issue approved for elevation in April 2010

**DROP**

**Active Issues**

**16703 – Streamline Offer-in-Compromise (OIC)**

(Kosanovich, lead, Mackie, Werner, Martyniuk)

Matt Kosanovich advised the subcommittee has discussed areas of focus for streamlining the OIC process. The subcommittee is currently waiting for a response from District Counsel in Milwaukee for clarification of Code Section 7122 on the National and Local Allowances. Does the code say these will be allowed and substantiation only needed if a higher amount claimed? The Collection Division allows up to the local allowance and substantiation required in all cases – the national allowance is always used even if the taxpayer claims less.

**17030 – Change Start date for Filing Returns**

(Akbar, lead, Wingard, Granger, Vanderver, Buschmann, Spiotto)

There is not enough data to substantiate changing the start date. The subcommittee recommends dropping this issue.

**DROP**

**17628 – Notice Error with Use of Schedule J**

(Werner)

Ellen Smiley provided update: computation if very difficult for determining if the taxpayer figures were correct or the IRS figures were correct. Source for this case is a taxpayer whose account has still not been reviewed by IRS. As a result, TAP forwarded information to TAS to review computations and advise TAP which figures are correct (and advise taxpayer and / or correct account). Once it is determined which figures are correct, we’ll know if this is an issue to pursue or not.

**17912 – Fiscal Agents and Form 941**

(Turner, lead, Adams-Dodds, Block)

Subcommittee will meet and discuss issue on next months call.

**18395 – New Requirement for Filing Form 1099**

(Werner, lead, Kosanovich, Spiotto)

Since the issue is still under discussion in Congress, subcommittee recommends dropping issue.

**DROP**



**18396 – Wording on Form W-4**

(Turner, lead, Werner)

Write up will be provided by next month's call.

**Issues in Area 4 Quality Review**

**16851 – Deductions passed by Federal Government**

(Werner, lead, Kosanovich, Martyniuk)

**17392 – Statement on Levy to Notify Employer Amount to Pay**

(Werner, lead, Martyniuk)

The Quality Review comments for both issues are under discussion by the subcommittees. Once revised and agreed upon by the subcommittee, they will be forwarded to Joint Committee Quality Review.

**ACTION ITEM: Smiley to follow up with Werner**

**Issue in Joint Committee Quality Review**

**16727 – Reducing Nonproductive Campus Correspondence Audits**

(Adams-Dodds, lead, Young, Granger, Werner)

The Quality Review has been received and the revisions made. This issue may be discussed on Septembers Joint Committee call; otherwise will definitely be discussed on the October call.

**16728 – Marketing the "Understanding Taxes" Program**

(Wingard, lead, Vanderver, Turner, Akbar, Rhyan)

**Issues for Joint Committee Review on September 28, 2010**

**17354 – Amount Due Collection Notices**

(Vanderver, lead, Buschmann) Steve Vanderver will present the issue.

**17625 – Empowering Taxpayers: New Approach to VITA/TCE Tax Return Preparation**

(Mull, lead, Spiotto, Oetken, Vanderver, Wingard, Martyniuk) Bob Mull will present the issue.

**IRS response received to TAP counter-response**

**16730 – Refer for Preparer Advice**

(Taylor, Granger, Turner)

IRS has no further interest.

**Close - Rejected**

**Outreach**

Panel members need to submit all outreach information to Smiley no later than November 1, 2010 for all outreaches completed in 2010.

**Project Committee Highlights**

**Communications Committee:** is focused on helping the panel members by improving the handbook, improving www.improveirs.org website for taxpayers, creating the bio book, and a list of skill sets.



**EITC:** presented the Program Owner with three sets of slides for explanation of the process based on the audience. This is an on going process.

**Forms and Publications:** just completed reviewing and correcting Publication 15, (*Circular E*) *Employer's Tax guide* and 15-A, *Employer's Supplemental Tax Guide*. We proposed revision to the publication which will reduce the number of pages and therefore reduce printing cost.

**SBSE:** has a conference call scheduled for Thursday, September 23, 2010 to discuss providing assistance to taxpayers with disabilities.

**TAC:** has completed all their subcommittee reports. The TAC was charged with the evaluation of signs in the TACs and requests any suggestions on using other forms of communication. One suggestion is to have more on-site supervision for IRS employees.

**VITA:** has two subcommittees. We completed and reviewed our recommendations, and it was unanimously passed and forwarded to the Joint Committee.

**Office updates (Block)**

There will be a reorganization of the TAP Areas. This was a decision of the management and our staff did not have any input. Area 4 and Area 5 panel members are great and are raising good issues. Members in their final year have been recommended to receive a Presidential recognition for service.

A special thanks to all new member for coming on board. We are very excited to have each of you.

Next Meeting: October 19, 2010 at 1:00pm, CST



**Area 4 Committee Teleconference**  
**1:00 PM CST/2:00 PM EST**  
**August 17, 2010**

**Designated Federal Official**

- Block, Roy Milwaukee, WI Designated Federal Official

**Committee Members Present**

- Akbar, Sandra Chicago, IL Member
- Buschmann, Ray Lake Forest, IL Member
- Granger, Jackie West Bend, WI Member
- Kosanovich, Matt Columbus, OH Member
- Mackie, Wayne Frankenmuth, MI Member
- Monnier, David Indianapolis, IN Member
- Rhyan, Joyce Cleveland, OH Member
- Spiotto, Ann Lincolnwood, IL Chair
- Taylor, Rita Cincinnati, OH Member
- Turner, Dianne Knoxville, TN Member
- Werner, Mary Jo La Crosse, WI Member

**Committee Members Absent**

- Adams-Dodd, Carolyn Detroit, MI Member
- Martyniuk, Lev Cincinnati, OH Member
- Mull, Bob Ann Arbor, MI Member
- Oetken, Todd Louisville, KY Vice Chair
- Vanderver, Steve Evansville, IN Member
- Wingard, Kelly Decatur, IL Member
- Young, Marilyn Nashville, TN Member

**TAP Staff**

- Smiley, Ellen Milwaukee, WI Analyst
- Patti Robb Milwaukee, WI Analyst
- Gabriel, Lisa Milwaukee, WI Analyst
- Haywood, Annie Milwaukee, WI Management Assistant

**Welcome/Announcements/Review Agenda (Spiotto)**

Quorum met. Ann Spiotto welcomed all members.

**Area 4 Chair Report**

Spiotto informed everyone of a video presentation available on TAPSpace completed by TAPs Audit Video Committee. The Audit Video helps taxpayers understand the audit process.

Each Area Chair provided a list of achievements for their Area to the Joint Committee.

**DFO Report**

Roy Block advised the entire Taxpayer Advocate Service (TAS) and Taxpayer Advocacy Panel (TAP) employees attended their annual training symposium held in Philadelphia. There were a number of



workshops available to the staff to aide in their assistance to taxpayers. The analysts had opportunities to speak with other analysts and staff members. Nina Olson wants all of you to know she appreciates the work you are doing and TAP is doing an outstanding job

### **Public Input**

None.

### **New Issue Report (Werner)**

#### **17643 – Lack of Availability of Forms 1099 MISC from IRS**

Research shows when ordering Form 1099 on irs.gov there is the option of ordering 2009 and 2010 forms. It appears the taxpayer inadvertently checked the wrong year. Mary Galloway, Technical Advisor for the Distribution Division advised there are no plans to change their ordering system.

**DROP**

#### **18174 – Toll-free Option to Speak to IRS Employee at First Menu**

Recommend placing issue in parking lot with other toll-free call service issues.

**PARKING LOT**

#### **18374 – IRS Employee Voice Mail Message Tone**

Recommend changing status to active with low priority. Is there a standard greeting used on voicemail? Smiley responded there is no standard greeting. The only requirement is to state your employee identification number. During discussion, decided this is a service issue to be placed in the parking lot and addressed with other service issues annually.

**PARKING LOT**

#### **18388 – SSN on Transcripts**

This issue was addressed previously.

**DROP**

#### **18329 – Allow Practitioners to View Estimated Payments Online**

Recommendation is to place in parking lot to see how other related issues are resolved. Smiley advised there was IRS response sent with the New Issue Report. Smiley will contact Werner to discuss further.

#### **18395 – New Requirement for Filing Form 1099**

Recommendation is to drop, as the issue is legislative. However members do have the opportunity to comment on this requirement. Decision to change status to active for SAMS referral.

**ACTIVE** Subcommittee: Werner, lead, Kosanovich, Spiotto.

#### **18396 – Wording on Form W-4**

Recommend active, low priority. The issue is when a taxpayer already has enough withholding for the year; there is not an option to indicate not required to have withholding for the rest of the year. It may be a line item change.

**ACTIVE** Subcommittee: Turner, lead, Werner.

#### **18397 – Faxing Documents to IRS**

The issue is requirement to be on a land line with the IRS when faxing information to the IRS. For small businesses, may only have one line. The taxpayer suggests they should be able to call on a cell phone. Recommend active with high priority. Smiley explained there is a section in the manual on the use of cell phones. IRS can speak to a taxpayer on a cell phone after explaining the security issues with cell phones.

**DROP**



**18398 – Why Can't IRS send Acknowledgement Letter**

Recommend dropping this issue. The taxpayer needs to be referred to TAS. Smiley advised there are time frames for responding to taxpayers and if the time frame cannot be met, an interim response should be sent. It is in the Internal Revenue Manual (IRM).

**DROP**

**Issue Reviewed by Joint Committee – Further Discussion by Area 4**

**16964 - TCE Program Income Limits**

Joint Committee did not approve the issue as they were concerned it did not help a section of taxpayers. Steve Vanderver contacted Bonnie Speedy, AARP Tax-Aide National Director, to determine the official position of AARP. The issue is not new to AARP. Ms. Speedy suggested high income taxpayers could opt out to free up limited resources. Without setting a dollar limit, the judgment is left to the Site Coordinator if the tax return is out of scope.

**DROP**

**Issues Reviewed by Internal Quality Review – Decide on Changes**

**16727 – Campus Correspondence Audits**

Smiley advised this issue was reviewed and revised by the subcommittee and forwarded to the Joint Committee Quality Review on August 11, 2010.

**16728 – Marketing “Understanding Taxes”**

Smiley will call Kelly Wingard to discuss issue.

**Active Issue Discussion**

**16703 – Streamline Offer-in-Compromise (OIC)**

Matt Kosanovich explained the subcommittee is scheduled to meet this Thursday to discuss the issue and write a referral. They will have information for discussion next month.

**ACTION ITEM: Ellen will send copy of the issue report to subcommittee members.**

**16734 – IRS Focus on Tax Preparers who Prepare Returns Incorrectly**

Werner indicates there is so much going on with different professional groups and it is not know how IRS will proceed. The issue should be tabled to see what IRS does.

**PARKING LOT**

**19870 – Paid Preparer Required Testing Should Allow POA Status and E-Services**

For the same reasons as issue 16734, this issue should be tabled.

**PARKING LOT**

**16851 – Deductions Passed by Federal Government**

Werner reviewed referral.

**APPROVED Forward to Internal QR**

**16885 – Mailing of Publication 15**

Monnier gave kudos to Rita Taylor for preparing the referral. Spiotto pointed out we need to revise the referral to recognize Form and Pubs is looking at each publication for format. The goal statement and conclusion also needs to be rewritten. Block emphasized a lot of employers outsource their payroll. The suggestions in the referral will reduce some of the printing/ mailing costs.

**APPROVED with rewrites**

**ACTION ITEM: Taylor will revise issue and send to Smiley**



**17030 – Change Start date for Filing Returns**

Sandra Akbar explained the subcommittee has not discussed the issue yet. Will report next month.

**17392 – Statement on Levy to Notify Employer Amount to Pay**

Werner reviewed issue, which was sent as pre-reads.

**APPROVED Forward to Internal QR**

**17912---Fiscal Agents and Form 941**

The subcommittee has not yet discussed the issue; will table for discussion at next month’s meeting.

**Status of Elevated Issues**

**16730 – Refer for Preparer Advice**

Taylor explained the subcommittee responded to the IRS response, as the IRS missed the point of the issue.

There has not yet been a response from the IRS for the following Issues:

**5471 – IRS Identity Theft Advice Clarification**

**16731 – First Time Event Penalty Abatement**

**16706 – Taxpayer Notification of Third Party Disclosure Rules**

**17016 – Publication 505 – Confusing Language**

**Status of Issues Referred to SAMS**

**17804 – Schedule M Instructions Error**

Smiley stated SAMS sent a response the Area 4 Issue will be included in the main SAMS project addressing all Making Work Pay (MWP) issues.

**ACCEPTED**

**Outreach**

Block expressed the need to continue reporting all outreach activities to Smiley. TAPs outreach budget has been depleted; therefore only local travel will be reimbursed. We are not approving any overnight travel at this time. October 1st starts the new fiscal year and there will be a budget for outreach available at that time.

LTAs provide a list each fiscal year of outreach activities available to them. This list will be shared with TAP panel members in the event they are interested in attending the outreach, the member can contact the LTA to make arrangements.

**Project Committee Highlights**

N/A

**Office updates—(Block)**

Great work, great progress in raising issues. Go Area 4! Good job!

Next Meeting: September 21, 2010 at 1:00pm, CST





**Area 4 Committee Teleconference  
1:00 PM CST/2:00 PM EST  
July 20, 2010**

**Designated Federal Official**

- Martin, Betty Nashville, TN Designated Federal Official

**Committee Members Present**

- Adams-Dodds, Carolyn Detroit, MI Member
- Akbar, Sandra Chicago, IL Member
- Buschmann, Ray Lake Forest, IL Member
- Kosanovich, Matt Columbus, OH Member
- Martyniuk, Lev Cincinnati, OH Member
- Mackie, Wayne Frankenmuth, MI Member
- Monnier, David Indianapolis, IN Member
- Mull, Bob Ann Arbor, MI Member
- Spiotto, Ann Lincolnwood, IL Chair
- Taylor, Rita Cincinnati, OH Member
- Turner, Dianne Knoxville, TN Member
- Vanderver, Stephen Evansville, IN Member
- Werner, Mary Jo La Crosse, WI Member
- Young, Marilyn Nashville, TN Member

**Committee Members Absent**

- Wingard, Kelly Decatur, IL Member
- Granger, Jackie West Bend, WI Member
- Oetken, Todd Louisville, KY Vice Chair
- Rhyan, Joyce Cleveland, OH Member

**TAP Staff**

- Block, Roy Milwaukee, WI Manager
- Smiley, Ellen Milwaukee, WI Analyst
- Patti Robb Milwaukee, WI Analyst
- Haywood, Annie Milwaukee, WI Management Assistant

**Welcome/Announcements/Review Agenda (Spiotto)**

The Joint Committee face-to-face meeting was held in Chicago July 8-10, 2010. Ann Spiotto advised they discussed the Annual Meeting in December. They also discussed recruiting, the number of hours our Project and Area committees report, and the election of next years Chair and Vice Chair and the nomination process. More information will be provided in the next couple of weeks on how the election will work. Steve Vanderver added the Joint Committee talked about reducing the number of Chair people on the Joint Committee by having only the Area Chairs present, but most agree it should be all Chair people, including the Project Committee Chairs.

Area 4 Issue 16731 – First Time Event Penalty Abatement was approved for elevation to the IRS. Issue 16964 – TCE Program Income Limits was not approved for elevation, which will be discussed later on this call.



Spiotto advised each Area was asked to provide a report on the significant achievements within their Area. She requested an email be sent to her no later than July 23, 2010.

### **DFO Report (Martin)**

The National Taxpayer Advocate Report to Congress Fiscal Year 2011 objectives contains Nina Olsen's comments on the Health Care bill and how it will affect the IRS. There is also some information on funding issues for small businesses in regards to Form 1099 and the incredible burden it has on taxpayer's record keeping.

During the first two weeks in August, everyone in the Taxpayer Advocate Service (TAS) will be going to Philadelphia for one of the weeks for their annual symposium.

### **NO Public Input**

N/A

### **New issue report (Werner)**

#### **17643—Lack of Availability of Form 1099 MISC from IRS**

Mary Jo Werner advised Ellen Smiley contacted Distribution Analyst Sue Moser for information and we are waiting for a response. Smiley also noted when ordering Form 1099 on irs.gov there is the option of ordering 2009 and 2010 forms. It is possible the taxpayer checked the wrong tax year. Smiley will provide information on any changes to the forms order process when a response is received from Moser.

#### **Postponed**

#### **17912—Fiscal Agents and Form 941**

The 941 instructions should read ...check box...

Recommending issue remain active..., gathering point for employers. Each employer may not have scheduled B requirements due to number of employees.

**ACTIVE – High Priority** Subcommittee: Diane Turner, lead, Carolyn Adams-Dodds, with assistance from Roy Block.

#### **17962—Casualty Loss & Midwestern Disaster Area**

This issue was addressed by Systemic Advocacy Management System (SAMS) during 2009 for the 2008 tax year and action was taken to address the many problems encountered. The submitter of this issue had two examples. The Midwest Disaster Area Casualty Loss expires after the 2009 tax year.

#### **DROP**

### **Issue Reviewed at Joint Committee Face-to-Face Meeting July 8-10, 2010 (Spiotto)**

#### **16964 - TCE Program Income Limits**

This issue was sent back to the Area for further information. Vanderver advised he has a call scheduled with Bonnie Speedy, National Director of AARP Tax-Aide to discuss this issue. Speedy is very interested in this TAP issue. Vanderver will provide information on their discussion. Wayne Mackie stated after reading the regulation there is nothing to indicate if this is legislative or if there are income limits. The income limit is for Volunteer Income Tax Assistance (VITA). There is a provision in the authorization for the IRS to prescribe rules to govern the program, but there is the concern of bad publicity. Currently there are scope limits. The issue is very political. All agreed to postpone this issue until after Vanderver's discussion with Speedy.

### **Issues Reviewed by Internal Quality Review Subcommittees to Decide on Change**



### **16727 – Correspondence Audits**

Carolyn Adams-Dodds pointed out the update from Marilyn Young on this issue advised there is an official name change to Campus Correspondence Audits. Young agreed to rewrite the issue incorporating necessary changes and will send it to the subcommittee for review. Block advised this issue is on target and has already been approved for elevation. Once the rewrite is completed it will be forwarded to Joint Committee Quality Review.

**ACTION ITEM: Block will send email to Spiotto for the significant achievement report.**

**ACTION ITEM: Young will complete rewrite.**

### **16728 – Marketing “Understanding Taxes”**

Vanderver stated the changes proposed by internal quality review have been accepted. Smiley advised the subcommittee discussed the issue with the Stakeholder Partnership, Education & Communication (SPEC) Territory Manager and Kelly Wingard indicated she would incorporate information and rewrite the issue. The Territory Manager believes this is a great issue would like to see this elevated soon in order to include it in their annual conference

**ACTION ITEM: Smiley to email Wingard on status of rewrite**

### **Issue Discussion (Active Issues)**

#### **16703 – Streamlined Offer In Compromise (OIC)**

Matt Kosanovich will set up call with subcommittee for discussion the week of August 9th and will report next month.

#### **16734 – IRS Focus on Tax Preparers who Prepare Returns Incorrectly**

Werner advised the subcommittee will work discuss issue and report next month.

#### **16851 – Deductions Passed by Federal Government**

Werner advised draft sent to Martyniuk for review and will discuss next month.

#### **16870 – Paid Preparer Required Testing Should Allow POA Status and E-Services**

Rita Taylor advised a draft has been sent to the subcommittee for review and discussion. Taylor and Werner will discuss to see if this issue should be consolidated with Issue 16734 and will discuss next month.

#### **16885 – Mailing of Publication 15**

Dave Monnier advised Taylor prepared a referral form but was not submitted soon enough for inclusion in pre-reads. Taylor advised the Tax Forms & Publication (TFP) Project Committee is reviewing Publication 15 and 15A, however the Area 4 issue is not just about content but how the publication should be made available to taxpayers. The draft write up will be provided for discussion next month.

#### **17030 – Change Start Date for Filing**

Sandra Akbar advised the subcommittee has requested statistics from Smiley. Smiley advised an email was sent to the subcommittee explaining the statistics they requested are not available. The subcommittee will meet to discuss next steps and report next month.

#### **17370 – Reporting Other Income to Support EITC Entitlement**

Vanderver advised in looking at the issue from all angles, all other income is considered in computing the Earned Income Tax Credit (EITC). However, he noticed there was a specific dollar limit on the amount of investment income, which would disqualify a person from receiving EITC. Research by Smiley showed the investment income limit is legislative. Vanderver advised issue should be dropped and it was agreed by consensus.

**Drop**



**17392 – Statement on Levy to Notify Employer Amount to Pay**

Werner explained although the levy notice does have wording about the amount to pay, it is not clear and employers fear they will send incorrect amount and be held accountable. Subcommittee will meet and discuss next month.

**17621 – Extend Date for Filing Form 990**

Werner will discuss with Smiley and provide write up for discussion next month.

**17628 – Notice Error with Use of Schedule J, Farm Income Averaging**

Werner will discuss with Smiley and provide write up for discussion next month.

**17716 – Change TAP Charter to Extend Panel Member Term**

Vanderver discussed this issue with Steve Berkey at the Joint Committee face-to-face meeting and was advised the term is stated in the TAP Charter and it is up to Shawn Collins and Nina Olsen to make any changes to the charter. Berkey will provide the information to Collins. Agreed by consensus to drop.

**DROP**

**Status of Elevated Issues**

No response to date for the following elevated issues:

**5471 – IRS Identity Theft Advice Clarification**

**16730 – Refer for Preparer Advice**

**16706 – Taxpayer Notification of Third Party Disclosure Rules**

**17016 – Publication 505 – Confusing Language**

**Status of Issues Referred to SAMS**

No response to date for the following issue(s) referred to SAMS:

**17804 – Schedule M Instructions Error**

**Tax Forum – Chicago (Buschmann)**

Ray Buschmann advised Kelly Wingard, Lisa Gabriel, Collins and Smiley provided information on TAP to over one thousand people. Akbar jointed the group for a discussion session with about 7 practitioners and many issues were received. .

**Outreach**

Spiotto advised to report to Smiley outreach activities as they are completed. Block stated it is more important to raise issues. Smiley advised everyone has a strong suite: for some it is outreach, for some it is writing issues, for others it is reviewing issues. As long as everyone brings something to the table, the committee will continue to succeed.

**Office Updates (Block)**

Block stated half of the staff is out of the office due to illness. Area 4 is on target raising very significant issues; leading TAP right where we are supposed to be. Buschmann shared one of the main concerns raised during Tax Forum was the lack of service provided by the IRS. How long does it take to actually get a live person on the telephone? Block replied some of the issues we are currently working will give IRS the opportunity to shift personnel. If IRS approves the Correspondence Audit issue, instead of employee working on audits could be shifted to man the phones. It will change the way IRS does business.



**Issues Forwarded to Joint Committee Quality Review**  
**17354 – Amount Due Collection Notices**

**17625 – Empowering Taxpayers: New Approach to VITA/TCE Tax Return Preparation**

**Note:**

**17626 – Correspondence Audits and Charitable Contributions**

This issue will be sent to SAMS at the same time 16727 – Correspondence Audits is elevated to Joint Committee (QR not required for SAMS issues).

Next Meeting: August 17, 2010 at 1:00pm, CST



**Area 4 Committee Meeting Minutes  
Tuesday, June 15, 2010  
Teleconference 1:00 CST**

**Designated Federal Official**

- Martin, Betty - Nashville, TN - Designated Federal Official

**Committee Members Present**

- Buschmann, Ray - Lake Forest, IL - Member
- Granger, Jackie - West Bend, WI - Member
- Kosanovich, Matt - Columbus, OH - Member
- Monnier, David - Indianapolis, IN - Member
- Mull, Bob - Ann Arbor, MI - Member
- Spiotto, Ann - Lincolnwood, IL - Chair
- Taylor, Rita - Cincinnati, OH - Member
- Vanderver, Stephen - Evansville, IN - Member
- Werner, Mary Jo - La Crosse, WI - Member
- Wingard, Kelly - Decatur, IL - Member

**Committee Members Absent**

- Adams-Dodds, Carolyn - Detroit, MI - Member
- Akbar, Sandra - Chicago, IL - Member
- Mackie, Wayne - Frankenmuth, MI - Member
- Martyniuk, Lev - Cincinnati, OH - Member
- Oetken, Todd - Louisville, KY - Vice Chair
- Rhyan, Joyce - Cleveland, OH - Member
- Turner, Dianne - Knoxville, TN - Member
- Young, Marilyn - Nashville, TN - Member

**TAP Staff**

- Smiley, Ellen - Milwaukee, WI - Analyst
- Gabriel, Lisa - Milwaukee, WI - Analyst

**Welcome/Roll Call/Review Agenda (Spiotto)**

Quorum met.

**Area 4 Chair Report (Spiotto)**

Issue 16730 and Issue16706 were approved by the Joint Committee for elevation to IRS.

**DFO Report**

The office inventory is at an all time high. Many cases are regarding the "First Time Home Buyer Credit" as well as amended returns.

**New Issue Report (Werner)**

Issue 17621 – Extend Date for Filing Form 990

Hospitals must report information to the federal Department of Health and Human Services, through a Medicare Cost Report, by May 31st. It would be beneficial to have the federal Form 990, Return of



Organization Exempt from Income Tax, due after that date as the information on the Medicare Cost Report is also needed for Form 990. Changing the due date would reduce the number of extensions filed.

ACTIVE Subcommittee: Mary Jo Werner

Issue 17628 – Notice Error with Use of Schedule J

Taxpayer filed schedule J for Farm Income Averaging. IRS calculated the tax using schedule D and issued a refund the taxpayer was not entitled to. This should be referred to SAMS as it may impact many taxpayers.

ACTIVE Subcommittee: Werner

Issue 17643 – Lack of Availability of Forms 1099 MISC from IRS

Taxpayer did not timely receive Form 1099 MISC when ordered online.

**ACTION ITEM: Smiley to find out if there was problem with sending these forms and will there be any changes to the ordering system.**

Issue 17644 – Change Social Security Tax Limit

The limits for taxable social security benefits have been the same since the mid 1980s. Taxpayer wants limits to increase like other limits do, such as Earned Income Tax Credit (EITC). This is legislative. DROP

Issue 17716 – Change TAP Charter to Extend Panel Member Term

Extend term to four years, as it takes time to understand the whole process. The TAP Charter states the term for members. Discussion by the committee concluded there should be an option to renew for a fourth year, but not mandatory.

ACTIVE Subcommittee: Steve Vanderver, lead, Dave Monnier

Issue 17801 – Divorce Taxpayer with Estimated Payments Can't File Electronically

At this time, the IRS does not set up taxpayers which have unique situations for e-file, as the paper filing of a return is reviewed by a person at the IRS. Divorced taxpayers meet "unique" status.

DROP

Issue 17804 – Schedule M Instructions Error

Error in Schedule M Instructions caused people using the Schedule SE optional method to receive math error notices and a change in the amount of refund. Kelly Wingard wrote up a referral to SAMS, which was forwarded to SAMS June 11, 2010.

ACTIVE

Issue 17820 – Adoption Subsidies Not Listed in Pub 501

The instructions do provide the information.

DROP

### **Issues Reviewed by Internal Quality Review – Subcommittees to Decide on Changes:**

Issue 16727 – Correspondence Audits (Adams-Dodds)

The Subcommittee liked the quality review changes; however the write up will require more information. Marilyn Young agreed to make the required changes. The subcommittee hopes to have the referral completed so it can be presented at the Joint Committee Face to Face meeting in July.

**ACTION ITEM: Smiley will follow up with Young.**

Issue 16728 – Marketing "Understanding Taxes" (Wingard)

The subcommittee will have a conference call with the SPEC Territory Manager to discuss the current and past marketing of the Understanding Taxes Program in the schools.



Issue 16964 – TCE Program Income Limits (Buschmann)

The Internal Quality Review changes have been accepted and Ray Buschmann suggested changes to the Issue Statement and Proposed Solution, which have been incorporated. The issue will be sent to Joint Committee Quality Review.

Issue 16731 – First Time Event Penalty Abatement (Werner)

The write up will be discussed in a conference call today to incorporate final changes and then will be forwarded to Joint Committee Quality Review.

#### **Issue Discussion – Active Issues**

Issue 16703 – Streamline Offer in Compromise

Matt Kosanovich will schedule a conference call with the subcommittee and provide write up for review at the next meeting.

Issue 16734 – IRS Focus on Tax Preparers who Prepare Returns Incorrectly

The subcommittee will meet and discuss this issue and provide update next month.

Issue 16851 – Deductions Passed by Federal Government

The subcommittee is finishing up the referral and will complete it by the next meeting.

Issue 16870 – Paid Preparer Required Testing Should Allow POA Status and E-Services

Rita Taylor has a draft under review by the subcommittee and will provide up date next month.

Issue 16885 – Mailing of Publication 15

Taylor and Monnier had conference call with the publication owner. Taylor will prepare referral form for the subcommittee to review and then discuss referral at the next meeting.

Issue 17030 – Change Start Date for Filing

Staff has requested statistical information the subcommittee requested but has not received a response.

**ACTION ITEM: Block will follow up on request for information.**

Issue 17354 – Amount due Collection Notices

Referral reviewed and agreed by consensus to elevate. Issue will be sent to Area 4 internal QR.

Issue 17625 – Empowered Taxpayers: New Approach to VITA/TCE Tax Return Preparation

Reviewed and agreed by consensus to elevate. Issue will be sent to Area 4 internal quality review

Issue 17370 – Reporting Other Income to Support EIC Entitlement

The issue is still under discussion by subcommittee. Vanderver will take lead on this issue.

Issue 17392 – Statement on Levy to Notify Employer Amount to Pay

Werner prepared Joint Committee referral and forwarded it to Martyniuk for review. Subcommittee will discuss issue at the next teleconference.

Issue 17491 – Pub 587, Business Use of Your Home, Deduction for Unreimbursed Partnership Expenses (UPE), Schedule E vs. Schedule F

Committee agreed to change status to Parking Lot.

#### **Status of Elevated Issues**

Issue 5471 - IRS Identity Theft Advice Clarification

No response to date.





Issue 16730 - Refer for Preparer Advice  
No response to date.

Issue 16706 - Taxpayer Notification of Third Party Disclosure Rules  
No response to date.

**Project Committee Highlights**

VITA – Vanderver noted they are at the end of the testing phase and will continue to work on two other initiatives of quality and financial education and asset building.

Forms and Pubs – Is having their face to face at the end of this month.

TAC – Is having their face to face meeting at the end of this month.

**Office Updates**

The TAP Staff is busy this month with face to face meetings. Last week Area 5 had their face-to-face meeting in St. Paul; Communications has their face-to-face this week in San Diego; and TAC will have their face-to-face meeting at the end of June in Milwaukee. Interviews with TAP applicants are currently taking place. Thanks to all panel member who participated with the interviews.

Meeting Adjourned

Next Meeting, July 20, 2010 at 1:00 pm CT



**Area 4 Committee Teleconference  
1:00 PM CST/2:00 PM EST  
May 18, 2010**

**Designated Federal Official**

- Block, Roy - Milwaukee, WI - Manager

**Committee Members Present**

- Adams-Dodds, Carolyn - Detroit, MI - Member
- Buschmann, Ray - Lake Forest, IL - Member
- Kosanovich, Matt - Columbus, OH - Member
- Martyniuk, Lev - Cincinnati, OH - Member
- Monnier, David - Indianapolis, IN - Member
- Mull, Bob - Ann Arbor, MI - Member
- Oetken, Todd - Louisville, KY - Vice Chair
- Rhyan, Joyce - Cleveland, OH - Member
- Spiotto, Ann - Lincolnwood, IL - Chair
- Taylor, Rita - Cincinnati, OH - Member
- Turner, Dianne - Knoxville, TN - Member
- Vanderver, Stephen - Evansville, IN - Member
- Werner, Mary Jo - La Crosse, WI - Member
- Wingard, Kelly - Decatur, IL - Member

**Committee Members Absent**

- Akbar, Sandra - Chicago, IL - Member
- Granger, Jackie - West Bend, WI - Member
- Mackie, Wayne - Frankenmuth, MI - Member
- Young, Marilyn - Nashville, TN - Member

**TAP Staff**

- Smiley, Ellen - Milwaukee, WI - Analyst
- Gabriel, Lisa - Milwaukee, WI - Analyst
- Haywood, Annie - Milwaukee, WI - Management Assistant
- Robb, Patti - Milwaukee, WI - Analyst

**Welcome/Chair Report**

Ann Spiotto provided an update that during the April Joint Committee call, five projects and twelve issues were approved. They can be found on TAPSpace in the minutes. Mary Ann Delzer is leaving Taxpayer Advocacy Panel (TAP) and going to Taxpayer Advocate Service (TAS) as a manager. We wish her well.

Panel members were asked to complete a Strength, Weakness, Opportunities, and Threats (SWOT) analysis. A few responses were received and forwarded to the person doing the strategic planning for TAP. Ellen has a copy and will forward to anyone who would like to review it.

Recruitment is now closed. About 500 applications are currently being ranked by the staff.



## Public Input

None.

## New Issue Report

Mary Jo Werner led the new issue discussion.

Issue 17349 - Tax Instructions – Write at 5th Grade Level

IRS has worked hard at making the instructions understandable – it’s already written at about the 6th or 7th grade level.

**DROP**

Issue 17350—Include List of Definitions in the 1040 Instructions

The national definition of tax terms is listed in publications. Bob Mull and Steve Vanderver both agreed the publication(s) are clear.

**DROP**

Issue 17354—Include Offer-in-Compromise (OIC) Verbiage in Fourth Notice

It was noted a Revenue Officer (RO) will only review an OIC if the collection case has been assigned to them. A suggestion was made by Vanderver to add verbiage encouraging taxpayers to look on [www.irs.gov](http://www.irs.gov) for additional information. He requested to see a copy the fourth notice to see if it is feasible to add the language or not. Panel will discuss at next months call.

**ACTION: Ellen will email a copy of the 1st, 2nd, 3rd and 4th notice to Vanderver.**

Issue 17370—Reporting Other Income to Support EIC Entitlement

Household income based on tax return information determines the amount of EIC. The suggestion was made the IRS should ask for more information to better capture the total household income including food stamps, disability, SSI, and all other assistance. Vanderver suggested the IRS should balance EIC against all sources of income which is not captured on the tax return. This issue is legislative and therefore out of TAP’s scope, but appears to be a good issue and should not get lost. Kelly Wingard will draft a recommendation for referral to SAMS.

**ACTIVE Subcommittee: Wingard, lead, Vanderver, Dave Monnier**

Issue 17392—Need Statement on Levy to Let Employers Know When the Levy is Paid in Full

A levy release is not always sent to the employer; therefore the levy should state the pay off date and amount to be paid. The question was asked, “When can an employer stop paying?” Smiley advised the levy does state the total amount due and the date it is figured to and specifically states don’t send more than the total amount due. If there is more penalty and interest due, the IRS works with the taxpayer rather than the employer. If necessary the IRS can levy again.

**ACTIVE Subcommittee: Mary Jo Werner, lead, Lev Martyniuk.**

Issue 17424—No Interest to Date Provided on Notice of Levy

The date is listed.

**DROP**

Issue 17459 – Abandoned Property – Income Could be Taxable

Is IRS database cross checked with unclaimed property, both Federal and State? Issue is out of scope.

**DROP**

Issue 17491 - Pub 587 Not Clear How to Report Unreimbursed Partnership Expense (UPE)

Pubs have almost no instructions on how to report income from flipping homes. Clarification is needed in the instructions and the issue needs to be addressed. There is a question about reporting it on Schedule E or Schedule F. If you routinely flip homes, it is a business; if you do not it could be 4797 property (capital gains). Depending on the time involvement, would it be a hobby?

**ACTIVE Subcommittee: Wingard, lead, Todd Oetken**



Issue 17492 – Pub 463, Standard Meal Allowance

Taxpayer states the information is unclear on amount of meal allowance on the first and last day. Taxpayer is misreading the instructions.

**DROP**

**Issue Discussion – Active Issues**

Issue 16703—Streamline Offer in Compromise (OIC)

The subcommittee has not yet met on this issue. Table for discussion next month. .

Issue 16734—IRS Focus on Tax Preparers who Prepare Returns Incorrectly

The subcommittee has not yet met on this issue. Table for discussion next month.

Issue 17625—Empowered Taxpayers: New Approach to VITA/TCE Tax Return Preparation Bob Mull

obtained research information which was forwarded to the whole committee. As a result, the recommendation was rewritten by Mull, updating the issue and goal statements. The more taxpayers have an operational knowledge of completing a tax return, the more likely they will seek it out and do it correctly. This is a very good issue and the committee should keep working it. Vanderver is concerned about the means of implementing and the initial expenses. The resources from TCE and VITA are very limited. Mull thinks this will result in better productivity in the long run. Ray Buschmann agrees, but it should be included in the barrier section there is limited resources and training. Concerns will be forwarded to Mull. Discussion tabled for next month, either to move forward or drop.

Issue 16851 – Deductions Passed by Federal Government

Werner will have Martyniuk review language on the referral. Will discuss at the June meeting.

Issue 16870 - Allowance to be listed as POA on Form 2848 and to Use E-Services

The issue is about un-enrolled preparers who will be required to take a mandatory test should be able to gain access to e-services and be able to be POA. Smiley will change title of issue.

Issue 16885 – Mailing of Publication 15

Monnier obtained information from prior contact Patrick Morrissey. The new contact is Cheryl Moe at (202) 622-6607 (202) 622-6607 . Moe is new at the position and does not have a lot of knowledge at this point. Monnier is trying to combine Pub 15, Employer’s Tax Guide, and Pub 15A, Employer’s Supplemental Tax Guide. Roy Block stated there are a lot of withholding tables to consider, and that 98% of businesses outsource their payroll and therefore never look at the tables. The companies that do the payroll use computer programs. Monnier advised, the IRS has looked at this issue but have not been able to figure out what to do about it. They said that there are a lot of people who still want the tables. Monnier estimated that about 2% of taxpayers use these tables. Monnier will write up a draft referral to be reviewed next month.

Issue 17030 - Change Start Date for Filing

We will address this issue at next month’s meeting.

**Status of Issue(s) Referred to Forms and Pubs**

Issue 5562 – MFJ vs. MFS List of Items Affected.

Forms and Pubs accepted the referral and plans to add information to Pub 17, Your Federal Income Tax and Pub 501, Exemptions, Standard Deduction, and Filing Information on this topic.

**Status of Elevated Issues**

Issue 5471 – IRS Identity Theft Advice Clarification

Ray Buschmann advised he and Kelly Wingard had a conference call with the owner of this issue who originally missed our point. They spent an hour discussing the issue and were advised the issue would be taken back to management to see if our recommendation could be implemented. Buschmann stated to keep this in mind that sometimes discussing the issue with the IRS is invaluable and dialog



can be helpful in clearing any misunderstandings of the actual recommendation. Wingard explained it is very important to state a clear goal in our issues.

**Outreach**

We need to take a look at possible outreach activities.

**Office Updates**

Roy Block advised all the new applicants have been ranked. We are currently looking in Michigan and Illinois for Area 4 alternates. If any panel members would like to assist in the interviewing process Please send a response to Block via email.

Meeting Adjourned

Next Meeting June 15, 2010 at 1:00 pm CT

**ACTION ITEMS:**

Ellen will email a copy of the 1st, 2nd, 3rd and 4th notice to Vanderver.



**Area 4 Face to Face Committee Meeting Minutes  
Chicago, IL  
April 22 – 24, 2010**

**Designated Federal Official**

- Martin, Betty - Nashville, TN - Designated Federal Official

**Committee Members Present**

- Adams-Dodds, Carolyn - Detroit, MI - Member
- Akbar, Sandra - Chicago, IL - Member
- Buschmann, Ray - Lake Forest, IL - Member
- Granger, Jackie - West Bend, WI - Member
- Kosanovich, Matt - Columbus, OH - Member
- Martyniuk, Lev - Cincinnati, OH - Member
- Monnier, David - Indianapolis, IN - Member
- Mull, Bob - Ann Arbor, MI - Member
- Oetken, Todd - Louisville, KY - Vice Chair
- Rhyan, Joyce - Cleveland, OH - Member
- Spiotto, Ann - Lincolnwood, IL - Chair
- Taylor, Rita - Cincinnati, OH - Member
- Vanderver, Stephen - Evansville, IN - Member
- Werner, Mary Jo - La Crosse, WI - Member
- Wingard, Kelly - Decatur, IL - Member
- Young, Marilyn - Nashville, TN - Member

**Committee Members Absent**

- Mackie, Wayne - Frankenmuth, MI - Member
- Turner, Dianne - Knoxville, TN - Member

**TAP Staff**

- Block, Roy - Milwaukee, WI - Manager
- Smiley, Ellen - Milwaukee, WI - Analyst
- Gabriel, Lisa - Milwaukee, WI - Analyst
- Haywood, Annie - Milwaukee, WI - Management Assistant

**Welcome/Announcements/Review Agenda (Spiotto)**

Ann Spiotto noted the agenda was designed based on the goals we hope to achieve during the meeting. The goals are: to review and analyze all outstanding issues and to the extent possible, completely write up and quality review the issues to be elevated; reach consensus to drop issues that are not high quality issues; and determine which Area 4 members want to work remaining issues and identify timelines for completion. Friday most of the day will be spent working issues in subcommittee groups and Saturday morning the full committee will review the finished products.

**Local Taxpayer Advocate (LTA) – Chicago (Taylor)**

Selma Taylor has been with the IRS for 25 years, of which 15 were spent in the Examination Division. In 1999 she came to the Taxpayer Advocacy Service (TAS), where today they have nine Case Advocates and one Lead Case Advocate. They are in the process of hiring a Senior Analyst, who plays



a critical role with researching and providing information to case workers to improve their cases. The Chicago TAS will soon be hiring a Junior Analyst, an Intake Advocate, and a Case Advocate. The office has about 700 cases, however at the beginning of the year the inventory was about 1,000. The most common types of issues are: collection issues, exam issues, audit reconsideration, and stolen identity. Stolen identity cases take a long time to resolve. Taylor commented on how as a TAS employee she relates to TAP. She starts by inviting panel members to come and meet in the Chicago TAS office. Taylor feels the work the panel members do is profound and has been able to work together with them on Town Hall Meetings and with interviewing TAP Applicants. She added the lien issue is high on the radar for Nina Olson, who believes it should not be a one size fits all; instead compliance history should be reviewed. There have been a lot of cases on the first time home buyer credit, and it is an issue tracked for fraud. There have been 185 criminal schemes identified so far. This year Chicago is the site for one of the tax forums and Taylor will be working in the tax resolution room. She has also been working on EITC as it is the portfolio assigned to her.

**Q: What is the current case load?**

A: The case load is very high with about 100 cases per case advocate.

**Q: Do you triage cases?**

A: Yes, we have just implemented this process to reduce the burden on the case advocates.

**Area 4 Chair Report/Joint Committee Update (Spiotto)**

The Joint Committee met on March 23rd. The Joint Committee was informed Shawn Collins is now the permanent TAP Director. There were three Area issues discussed. Spiotto noted the person to make the best presentation of an issue is someone from the subcommittee who worked the issue. She also added we need to ensure quality issues are elevated. There is currently a task force headed by Judi Nicholas, tracking what IRS implements from TAP's recommendations, to see if there is a purpose for TAP. Meeting minutes from the Joint Committee are on TAPSpace. Something else to see on TAPSpace is the National Taxpayer Advocate testifying before the finance committee about the phone problem. Also presented were issues about liens and levies. Committees need to look at what Olson is saying so we are not raising issues she is already working on.

**DFO Report (Martin)**

Martin explained the Federal Advisory Committee Act (FACA) controls how federal committees are regulated. Because TAP is a Federal Advisory Committee, the provisions of FACA require TAP to have a Designated Federal Official (DFO) to make sure the rules of FACA are followed. Since Martin is required to be here, she tries to add some perspective based on experience. Martin noted she is an LTA like Taylor and wanted to piggy back on the message stating TAS does help people who are experiencing hardships. It can be an individual or a business.

**New Procedures for Area Issues Relating to Forms & Pubs (Smiley)**

Issues will no longer be referred to the Forms and Pubs Project Committee, or to any project committee. If an Area Committee agrees to elevate an issue, the Area works it and elevates it to the Joint Committee. However, if there is a need for information from a project committee, the analyst can ask questions through the project committee analyst. These procedures were effective March 17, 2010.

**New and Parking Lot Issues Report (Werner)**

**Issue 16957 – Social Security Taxation**

Description: Since about 1983 the dollar amount used to determine what portion of Social Security income is taxable has been \$25,000 and \$32,000 without any Cost of Living Adjustment (COLA).

Recommendation: New Issue Committee recommended dropping this issue as it is legislative – see Code section 86(C) (1). ITEM DROPPED



**Issue 16964 – TCE Program Income Limits**

Description: The IRS Volunteer Income Tax Assistance (VITA) Program offers free tax help to people who earn less than \$49,000. The Tax Counseling for the Elderly (TCE) Program offers free tax help to taxpayers who are 60 and older. I think the TCE program should also have income limits.

Recommendation: Can TAP request changes to Federal Regulations? If yes, New Issue Committee recommends changing status to Active – Medium priority

**ACTIVE, Subcommittee: Rita Taylor (chair), Lev Martyniuk, Ray Buschmann and Matt Kosanovich**

**Issue 16978 – IRS Image**

Description: Being a tax preparer for 16 years I find there is an overwhelming fear of dealing with the IRS involving the public. There is a need to build a better self image. It would be great to improve the public's perception to view the IRS as not the enemy, but part of the process necessary for the success of our country.

Recommendation: New Issue Committee recommends changing status to Active – Low Priority.

Discussion: Cannot pay for advertising. ITEM DROPPED

**Issue 17016 – Publication 505 – Correction**

Description: Caller stated there is an error in the Publication 505, Tax Withholding and Estimated Tax. On page 22 and 23 the publication gives instructions on making estimated tax payments especially when there is a change during the year. He says there is an example; however it also says they will assess an underpayment penalty. He says that's a contradiction and would like to recommend it be changed.

Recommendations: The example is not a contradiction, but it is confusing the way it is presented. New Issue Committee recommends changing status to Active – High Priority.

**ACTIVE, Subcommittee: Bob Mull (chair), Ann Spiotto, Kelly Wingard, and Todd Oetken**

**Issue 17030 – When is the Right Time to File a Return**

Description: A local Milwaukee tax practitioner indicates he would like to see IRS delay the e-file acceptance date to February 1st each year; this would prevent bad paid tax professionals from filing returns with the client's payroll stubs.

Recommendations: New Issue Committee recommends changing status to Active – Medium Priority.

**ACTIVE, Subcommittee: Sandra Akbar (chair), Jackie Granger, Ann Spiotto, Kelly Wingard, Steve Vanderver and Ray Buschmann**

**ACTION ITEM: Subcommittee needs more information. Roy Block noted will get figures on number of returns efiled by January 31st.**

**Issue 17065 – Ability to Contact the IRS**

Description: I have tried many times to contact a LIVE HUMAN BEING at IRS through the voice mail system. There is no prompt in the voice mail to connect to a live operator. The only way to do this is if you know the common way to cheat almost any voice mail system. I called 1-800-829-1040 1-800-829-1040 . This voice mail does not give the caller the option of connecting to a live operator and eventually frustrates and irritates the caller. I would appreciate any thing that can be done to correct this situation and I am certain I am not alone in my frustration

Recommendations: This is another toll-free issue and should be placed in the "Jackie File". New Issue Committee recommends changing status to Parking Lot.

PARKING LOT, collect toll free complaints. Spiotto suggested raising this idea to the Joint Committee of having each Area Committee keep toll free line/customer service complaints in the parking lot under a specific file name and track how many we get over a certain time period. Once there is an accumulation of these types of issues, then each committee should raise them to the Joint Committee at one time, as these are on going issues.

**ACTION ITEM: Block to raise this issue to the Joint Committee on this process.**

**Issue 17249 – Secure Site Option to Find Out What You Owe IRS**

Description: Why doesn't the IRS have a secure site option where you could log on and find out what





they say you owe them on your account?

Recommendations: This issue was raised by Area 2 on February 18, 2009 and the IRS response was Partially Accepted. New Issue Committee recommends changing status to Dropped.

Discussion: The IRS does not have a timeframe for delivery on an on-line account tool; however they are working on a strategic approach to implement this option. ITEM DROPPED

**Issue 17264 – Free File Forms – Dial Up**

Description: Free-file Fillable forms are a plus, however in states like Illinois high speed internet is not an option. Please find a system that will work with dial up.

Recommendations: New Issue Committee recommends dropping this issue. The taxpayer can go to the library.

ITEM DROPPED

**Issue 17305 – Getting 1040 Instructions**

Description: I have trouble getting 1040 Instructions. I use forms and publication off the Internet because I can't get them anywhere else. The instructions have too many pages to print and are difficult to read and reference on the computer. Since the government is trying to save money by making it harder to get these documents, I would think they can use a numbering scheme that only changes the few lines that change on a year's basis and would not change all the rest of the lines. Use blank number of lines in key areas to be modified occasionally or use a numbering scheme with sublines. For example 20 20.a 20.b. I believe ordinances use a scheme like this, then each year one would only have to get an addendum to the instructions for the actual line changes. It would spell out the precise line change for the year and save the cost of printing the whole set of instructions. Also, since I use my own spread sheet, it would be nice to have an electronic file of each table so it could be downloaded and entered into a spread sheet, especially the tax table.

Recommendations: New Issue Committee recommends dropping this issue. It would be more confusing. ITEM DROPPED

**Issue 17314 – Refund Not Received Timely**

Description: The IRS website gave 3-23-10 as the expected deposit date. On 3-23-10 the deposit was not made. I called 1-800-829-1954 1-800-829-1954 to find out why the deposit wasn't made. The system kept referring me to 1-800-829-1040 1-800-829-1040 . The representative could only tell me it was a minor error, but couldn't tell me what the "minor error" was. On 3-24 I called the other number with the referral code and was advised again it was a minor error. For a minor error it certainly was a circular experience both on the website and on the phone. The delay in my refund really cost me over a "minor error" and the system was not friendly. You should be able to find out what the error was, and a minor error should not delay your refund another 2-3 weeks as I was told it would. Tweak the system a little and let me know what's going on and cut the delay.

Recommendations: New Issue Committee recommends changing status to Parking Lot. This is another example of customer service on the toll-free line.

Discussion: A discussion took place about the language being used by IRS employees to the taxpayer. It was decided to keep this issue in the parking lot to see if more comments are received on this issue. PARKING LOT

Kelly Wingard brought up two issues to potentially add to the database, one regarding adoption subsidies and the other about children buying a house but it is put in the parent's name. A discussion took place on the subjects on how to possibly handle these two unique tax filing issues. **ACTION ITEM: A new issue will be added regarding what is considered support and that publication 501 should list all items considered support.**

**Issue Discussion – Active Issues**

Issue 16730– Refer for Preparer Advice (Taylor): To Internal Quality Review.



Issue 16728 - Understanding Taxes (Wingard): Issue will be written up Friday.

Issue 16727 – Correspondence Audits (Adams-Dodds): Issue to be written up Friday.

Issue 16933 – Tax Practitioner Hotline Availability (Vanderver): Referred to Parking Lot.

Issue 16731 – First Time Penalty Abatement (Martyniuk / Werner): To Internal Quality Review.

Issue 16706 – Disclosure of Taxpayer Information by Preparers (Young):

Issue was in Internal Quality Review. Changes on the issue have been accepted and can now go to the Joint Committee Quality Review.

### **Resurrection of Prior Issue Approved Issue for Elevation**

- Issue 4760 – Installment Agreement Policy Changes (Monnier)

The \$25,000 ceiling for participation in the Installment Agreement (IA) program was set in 1999. Increasing this cap and the length of the payback period (currently 60 months) would ease taxpayers' payment burdens and may increase the collection of unpaid taxes. Per Dave Monnier since 1999 workers average pay has gone up 38% and loan repayment timeframes, such as car loans, have been extended. It use to be you could only get a car loan for five years, but now loans are for six and seven years. If we follow the economic data why not offer 72 months and \$30,000, which is about \$470 a month depending on interest rate. A taxpayer could pay more and IRS could increase the dollar amount collected. If the amount paid is smaller, then taxpayers would be able to pay it over a longer period of time. After discussing this issue it was decided by consensus to drop the issue.  
ITEM DROPPED

### **Status of Issues Referred to Forms and Pubs**

- Issue 5562 – MFJ vs. MFS List of Items Affected (Taylor)

No response yet

### **Status of Elevated Issues**

- Issue 5471, IRS Identity Theft Advice Clarification (Buschmann)

No response yet

### **How to Write an Effective/Quality Issue**

A handout was provided to be used as a guide. Wingard went through the hand out with the panel members and offered the following comments: when writing up the issue be as brief as possible and be sure to go through the checklist. Omit needless words. Keep the Issue Statement as distinct as possible. In the issue statement the problem is in the last sentence. Sometimes the Goal Statement and Proposed Solution blend together and it is hard to distinguish the two. For the goal statement start it with "to", and list to do what. In the Proposed Solution list step by step what you want to have done.

In the Background and Analysis section is where you show your work. Put in the relevant facts and leave out opinions. You cannot presume the Joint Committee will know all the details and the issue will need to go through the Joint Committee before it goes to the IRS. In the Benefits and Barriers section



don't gloss over the barriers, ignoring hurdles doesn't remove them. The Summary and Conclusion section is where you wrap it all up.

Hand the draft to someone who doesn't know anything about the issue and if they understand it, then you have hit your mark.

(Subcommittees broke out and worked on issues.)

### **Progress Update**

NEW ISSUE – A new issue was brought up by Spiotto with the Issue Number TBD, entitled “Empowered Taxpayers: New approach to VITA/TCE Tax Return Preparation.” After much discussion in the committee about past experiences with VITA and the customer base, it was decided a write up will be completed requesting a pilot program. The subcommittee consists of Bob Mull, lead, Ann Spiotto, Todd Oetken. Issue pending: to be entered into the TAP Database.

#### Issue 16727 – Correspondence Audits

This is actually two issues in one. It will be added to the TAP Database (Issue Number TBD) and will be referred to SAMS at the time Issue 16727 is raised to the Joint Committee. Issue 16727 has been raised to Internal Quality Review.

#### Issue 16728 – Understanding Taxes

Approved and will be sent to Internal Quality Review

#### Issue 16731 – First time Penalty Abatement

Approved for elevation to the Joint Committee Quality Review

#### Issue 17016 – Publication 505 Correction

Approved for elevation to the Joint Committee Quality Review

#### Issue 16730 – Refer for Preparer Advice

Approved for elevation to the Joint Committee Quality Review

#### Issue 16706 – Disclosure of Taxpayer Information by Preparers

Approved for elevation to the Joint Committee Quality Review

#### Issue 16964 – TCE Program Income Limits

Approved and will be sent to Internal Quality Review

#### Issue 17030 – When is the Right Time to File a Return

Subcommittee will work on this issue pending information provided by Smiley

**ACTION ITEM: Ellen Smiley to send needed information to work this issue**

#### Issue 16851 – Deductions passed by the Federal Government

Subcommittee is in the process of writing this issue.

Subcommittee: Mary Jo Werner, lead, Lev Martyniuk, Matt Kosanovich.

#### Issue 16671 – Call Center Options

Referred to Parking Lot

#### Issue 16668 – Forms Availability

DROPPED



Issue 16703 – Streamline Offer in Compromise

Subcommittee working on this issue

Subcommittee: Matt Kosanovich, lead, Wayne Mackie, Mary Jo Werner, Lev Martyniuk, Kelly Wingard

Issue 16870 – Allowance to be listed as POA on Form 2828 and to Use E-Services

Subcommittee still is working on this issue.

Subcommittee: Rita Taylor, lead, Joyce Rhyan, Todd Oetken, Carolyn Adams-Dodds, Bob Mull

Issue 16885 - Mailing of Publication 15

Subcommittee still working on this issue

Subcommittee: Dave Monnier, lead, Rita Taylor, Sandra Akbar

**Parking Lot Issue Discussion**

Issue 16734 – IRS Focus on Tax Preparers who Prepare Returns Incorrectly

Mary Jo Werner noted there were ten thousand letters sent out on this. A retired preparer received such a letter which states the IRS may visit him. According to Smiley the letter is based on the type of returns you have prepared. Werner is interested in finding out if this is a one time letter or will this happen annually.

ACTIVE

Subcommittee: Mary Jo Werner, lead, Marilyn Young, Kelly Wingard

Issue 16795 – Where Did All the Local Telephone Service Go?

Keep in Parking lot in the customer service file

Issue 16849 – List VITA sites on IRS Website

The website has been a work in progress to add VITA sites in each state. ITEM DROPPED

Issue 16850 – Too Many IRS Addresses for Mailing Returns

Returns are processed by the service center receiving the return, except for international returns.

ITEM DROPPED

**Outreach**

Mull spoke briefly on outreach and how to bring up TAP. He believes everyone has done an outreach event but has not documented it. A suggestion is to just take a few minutes at the end of the day to fill out the Outreach form and email it to Smiley. Mull and Smiley will work together to create a one page report to show names and their total outreaches to be used as a motivational tool.

**Project Committee Highlights**

Communications – Joyce Rhyan works more specifically with the Internal Communications Subcommittee. The assignment she has specifically been working on is the TAP Membership Bio Booklet. This booklet will be handed out to each panel member at the Annual Meeting and will be an ongoing assignment. Block added the External Communications Subcommittee has been working on getting the [www.improveirs.org](http://www.improveirs.org) link on business and congressional websites. Vanderver noted he had this link added to a website.

Forms and Pubs – Lev Martyniuk noted they are working on several improvements on forms such as the Home Buyers Credit and 1099s for third party payers. Rita Taylor is specifically working on the Form

K-1 for Partnerships (Form 1065).



TAC – Monnier noted the assignment for this committee this year is to look at the signage in the TACs and to look at possible new technologies to provide the same information as the paper signs. Spiotto added the panel members speak to the managers of the TACs and it has been very interesting. Last year this committee looked at the payment process and made some meaningful recommendations. Werner took the final TAC Report on the payment process and gave it to her local Congressman and pointed out one of the hot buttons was the section on the 8109-B, FTD Deposit coupon. This coupon comes from the IRS and if a taxpayer went to their local TAC they would only receive one or two coupons. As a result, payments could be late. The committee wanted to make the 8109 B coupon more accessible for all taxpayers. Werner’s local congressman and his chief of staff thought everyone should have the ability to download it from the internet. An example of the convenience of being able to print it off the internet would be a semi driver driving their truck around trying to find an office to make a cash payment using the 8109 B Form. This has been assigned to Harry Stein who works in Senator Kohl’s office and specifically works on tax issues. If this bill passes, all taxpayers could take this coupon to a bank to make a payment.

SBSE – Carolyn Adams-Dodds is working on the voluntary agreements for the waiters and waitresses who are not reporting their tips. Werner is working on the Audit Technique Guides which have not been changed for 30 years.

VITA – Vanderver noted they are tasked with three projects, but are only working on two now. One is financial education and asset building and the other is the quality review process. The third involves a training issue. On the quality side we are looking at IRS tools to measure the quality of returns. The measurement process in the IRS is well developed. Matt Kosanovich is on the financial education and asset building subcommittee and with direction from the program owner they are able to identify areas to provide feedback. They are also looking at TAC sites and seeing what other services can be provided to the taxpayer.

EITC – Sandra Akbar and Jackie Granger are both on the same subcommittee. They are working on how to communicate what EITC is to the novice and to the experience taxpayer. The other project a subcommittee is working on is a slide presentation IRS can use at VITA sites.

## **OPEN FORUM**

Mull spoke on a class he took on Tax Policy and the Economy. A hand out was provided.

### New Member Comments

Granger noted this face to face meeting was so different compared to the Annual Meeting and suggested next time at the Annual Meeting have a new person sit in-between two experienced panel members. Marilyn Young felt the Annual Meeting was overwhelming, but this meeting met her expectations. Martin suggested members that will become second year members, be on a conference call with new panel members to provide insight. Akbar suggested the use of Skype video teleconferencing.

Spiotto added it would be more conducive to have two face to face meetings in a year as opposed to having just one. Block explained the budget doesn’t allow for two face to face meetings in a year.

### Returning Member Comments-

Monnier noted when he first came on board he didn’t know what he should be doing during the first three months. Rita Taylor added there is not lot of time between being selected and the Annual Meeting. There is no time to read information prior to the meeting so when you get there you are overwhelmed. Vanderver stated he feels a little down because he knows he is half way done and knows it has to end. Adams-Dodds found the TAP experience to be very rewarding, and was at first confused about the term Parking Lot, but once she was familiar with the terms it became easier. Werner suggested there be mentoring for the new members. Martyniuk said it has been a wonderful



experience. Wingard noted she is happy for the experience and stated the staff is wonderful. Rhyan also felt this has been a wonderful experience and appreciates how everyone works together.

Healthcare Reform – Block spoke briefly on Healthcare Reform and how it will be handled under the Department of the Treasury and more specifically the IRS. We don't know how this will affect us at the IRS level, but thinks the IRS will be involved with assessing penalties.

**Meeting Assessment**

Survey handed out to be returned to Todd Oetken.

Adjourned

Next Teleconference Meeting, May 18, 2010 at 1:00 pm CT



**Area 4 Committee Meeting Minutes  
Tuesday, March 16, 2010  
Teleconference 1:00 CST**

**Designated Federal Official**

- Martin, Betty Nashville, TN Designated Federal Official

**Committee Members Present**

- Adams-Dodds, Carolyn Detroit, MI Member
- Akbar, Sandra Chicago, IL Member
- Kosanovich, Matt Columbus, OH Member
- Mackie, Wayne Frankenmuth, MI Member
- Martyniuk, Lev Cincinnati, OH Member
- Monnier, David Indianapolis, IN Member
- Mull, Bob Ann Arbor, MI Member
- Oetken, Todd Louisville, KY Vice Chair
- Rhyan, Joyce Cleveland, OH Member
- Spiotto, Ann Lincolnwood, IL Chair
- Taylor, Rita Cincinnati, OH Member
- Vanderver, Stephen Evansville, IN Member
- Werner, Mary Jo La Crosse, WI Member
- Young, Marilyn Nashville, TN Member

**Committee Members Absent**

- Buschmann, Ray Lake Forest, IL Member
- Granger, Jackie West Bend, WI Member
- Turner, Dianne Knoxville, TN Member
- Wingard, Kelly Decatur, IL Member

**TAP Staff**

- Block, Roy Milwaukee, WI Manager
- Smiley, Ellen Milwaukee, WI Analyst
- Robb, Patti Milwaukee, WI Analyst
- Gabriel, Lisa Milwaukee, WI Analyst

**Welcome/Roll Call/Review Agenda (Spiotto)**

Quorum met.

**Area 4 Chair Report (Spiotto)**

The Area 4 face-to-face meeting will be April 22 -24, 2010 starting at 1 pm on Thursday, April 22 and ending 12 noon on Saturday, April 24. The agenda for the face-to-face meeting is a work in progress, but the main focus of the meeting is to work on issues to the point where they are ready for Quality Review. Carolyn Adams-Dodds requested the Correspondence Audit issue be added to the agenda.

Ann Spiotto has made dinner reservations for both evenings during the face-to-face in Chicago. Reservations will be for 6:30 pm. If you know that you will not be able to join the group for dinner, please let Spiotto know in order to provide a more accurate count to the restaurant.



There will be no Area 4 teleconference call on Tuesday, April 20, 2010.

Spiotto provided an overview of the Joint Committee Meeting and advised the minutes are posted on TAPSpace. The 2010 TAP charter was approved. The only change to the charter is Project Committees issues now need to be reviewed by Joint Committee.

Sabby Jonathan is requesting panel members to add their picture to the bios on TAPSpace.

Jonathon drafted a response to an IRS Announcement 2010-9 proposing new reporting requirements for business taxpayers regarding uncertain tax positions. He has received approval from the Joint Committee to respond. IRS allows responses before any implementations. The response was sent to IRS and is posted on TAPSpace.

Recruitment for TAP Panel Members has begun and the applications will be accepted from March 15, 2010 through April 30, 2010. Area 4 is recruiting in Illinois and Michigan. In addition, we need participation from Area 4 panel members for the interview process. If interested email Ellen Smiley.

Spiotto noted since the Austin tragedy, there is increased security in the TAC offices.

#### **DFO Report**

Betty Martin thanked everyone for attending the conference calls. Their TAS office continues to be inundated with inventory and her case advocates tell her they have reached an all time high dealing with taxpayers with financial problems.

#### **New and Parking Lot Issues Report (Werner)**

**Issue 16668** – IRS needs to be ready to conduct business

Description: Taxpayer has been to a Taxpayer Assistance Center (TAC) on two different occasions and both times the 2009 1040 instructions were not available.

Recommendation: New Issue Committee recommended this be moved up to Active, Low Priority. TAC offices have form bins in each office, but this is a customer service issue.

ACTIVE LOW PRIORITY

**Subcommittee:** Ann Spiotto and Dave Monnier

**Issue 16671** – Call Center options

Description: Field offices should answer phones rather than return messages in 24-48 hours. Call centers need to give options such as go to a field office.

Recommendation: New Issue Committee recommended this be separated into two issues. The First issue, requesting IRS employees answer the phone rather than return messages in 24 – 48 hours after the call has been placed, should be dropped. The Second issue, involved requesting additional options on the toll-free phone message should be moved up to Active, Low Priority. One New Issue Committee member suggested that the IRS message on the answering service call center could have additional language to include: suggesting that the individual taxpayer go to the TAC office nearest them.

First issue – ITEM DROPPED

Second Issue - ACTIVE LOW PRIORITY

**Issue 16696** – Expiration Date on Refund Checks

Description: A taxpayer called and suggested that an expiration date be placed on refund checks. She works at a bank and is hesitant to cash the check because it is dated 2007. She fears the check could have been reported lost or stolen and already replaced.

Recommendation: New Issue Committee recommended this issue be dropped. There currently is language on the check that says "void after one year".

ITEM DROPPED





**Issue 16702 – VITA Sites**

Description: Train VITA Volunteers to complete Offers in Compromise (OIC) for taxpayers.

Recommendations: New Issue Committee recommended that this be dropped. Offers in Compromise are a complex area, and this would be an undue hardship on VITA Volunteers.

ITEM DROPPED

**Issue 16703 – Streamline Offer in Compromise (OIC)**

Description: Have a streamlined Offer in Compromise (OIC) process, if the taxpayer is over 65 years old and has no assets.

Recommendations: New Issue Committee recommended this be moved to Active, Medium priority. With the recession and high unemployment, it is anticipated that more people will be applying for offers in compromise. In addition, streamlining the offer in compromise process will reduce costs for IRS.

ACTIVE MEDIUM PIRORITY

**Subcommittee:** Mary Jo Werner, Wayne Mackie, and Matt Kosanovich (lead)

**Issue 16704 – User fee for filing amended returns**

Description: Charge a user fee for filing an amended return if the original return was filed before February 15th. People file too early, before receiving all income statements. Taxpayers should receive all income documents by February 15th.

Recommendations: New Issue Committee recommended moving this issue to Active, Low Priority. After discussion during teleconference meeting consensus was to drop the issue.

ITEM DROPPED

**Issue 16705 – Locating IRS employees by badge number or employee number**

Description: There is no easy way to track an IRS employee by their badge or employee number. The employee always provides the badge number but it cannot be tracked. Either provide easy access to locate employees by badge number or have employees use their SEID which can be easily located on our Outlook system.

Recommendations: New Issue Committee recommending Drop. Area 2 is already working this exact same issue.

ITEM DROPPED

**Issue 16708 – Assistor did not know new Tax Law**

Description: Caller waited 35 minutes to have a question answered about the new tax laws regarding donations for Haiti. Caller suggests that the IRS employees be more informed of new laws.

Recommendations: New Issue Committee recommended dropping this issue. A short discussion occurred regarding providing more education for IRS employees, but the Haiti issue was one that the Legislature provided information on after the first of the year. This relates to customer service. New Issue Committee noted that a number of TAP issues are related to customer service, as a general theme.

ITEM DROPPED

**Issue 16734 – Tax preparers who prepare returns incorrectly**

Description: A tax preparer is worried about the IRS coming to his home, posing as a phony taxpayer, wanting their tax return completed. He doesn't prepare any tax returns anymore. In reading the letter, the IRS' style of writing is a little "strong arm tactic" oriented, which may not be the best approach. The IRS is trying to find the tax preparers who prepare returns incorrectly, whether intentionally or unintentionally. Is there a way to sort out the sample tax preparer group and find out the ones that prepare incorrect returns, as opposed to using a sample of the entire tax preparer group?

Recommendations: New Issue Committee recommended moving this issue up to Active, Low priority. Currently, there is a new requirement for tax year 2010 that tax preparers who prepare more than 10 tax returns for pay are required to obtain continuing education. However, this issue is taking a closer



look at the competency of the preparers in general.  
PARKING LOT. Review at the face to face meeting.

**Issue 16795** – Where did all the local telephone service go to?

Description: A frequent caller to IRS TAP service indicates he would like to see IRS telephone service returned to the control of the local IRS offices across the country. He remembers calling the IRS toll free line and being able speak to a local employee who knew what the issues were all about and could deliver great customer service.

Recommendations: New Issue Committee recommended this be moved up to Active, Low priority.  
PARKING LOT. Review at the face to face meeting.

Jackie Granger requested all issues raised about the toll-free service be placed in the PARKING LOT and review them all every six months or once a year. The committee agreed.

**Issue 16849** – VITA Locations

Description: On the IRS website, to get a VITA location you have to call the 1-800-829-1040 1-800-829-1040 phone number. When the number is called, the main menu does NOT mention VITA at all. The person then directed my call to get an answer. Via a recording, I was informed that the wait time was 7 to 10 minutes. Is there an easier way to find all VITA location in Wisconsin? Recommend that IRS put VITA locations on-line. (Another item that would not tie up the IRS 1040 phone lines)

Recommendations: New Issue Committee recommended that this be dropped. The IRS website has been updated since this issue came in – 19 states have been added; seems to be a work in process. There is a VITA site number to call 1-800-906-9887 1-800-906-9887 per information in IRS Tax Tips 2010-41 dated 3-1-2010, but it is not yet listed on [www.irs.gov](http://www.irs.gov). During discussion, Steve Vanderver advised the VITA site number is now listed on [www.irs.gov](http://www.irs.gov).

PARKING LOT

**ACTION ITEM: Smiley will check the status before the face-to-face meeting and if there is no progress issue may be worked.**

**Issue 16850** – Provide a labeled mailing envelope for taxpayers

Description: In preparing mailing labels for our Tax-Aide volunteers to provide a labeled mailing envelope for the taxpayer, I was checking the various address. Per the 1040 booklet, back page, if you live in Indiana you submit paper returns to the Fresno, CA Service Center. However, if there is a balance due, in Tax-Wise the 1040V shows the Cincinnati address for payment. If it is an E-File return, this is not a problem. However, for a paper return, the instructions in the 1040 book say to include your payment with the 1040V and mail the return. I tried a Texas residence, the back of the booklet says mail return to Austin Service Center, yet the 1040V (In Tax-Wise) prints the Charlotte, NC address. As I understand, the 1040V address is usually a "drop-box" rather than a processing center. The differences in the addresses for paper returns could be confusing to the taxpayer when he/she is ready to file and send the return. What happens if a return shows up at a drop box address? Is it then forwarded to the proper Service Center? This could cause delays in processing the return. Obviously, it's too late to change the 1040 series packages.

Recommendations: New Issue Committee recommended this issue be dropped. IRS provides this information already.

PARKING LOT

**ACTION ITEM: Smiley to research what actually happens to returns when sent to the incorrect address.**

**Issue 16851** – Deductions passed by the Federal Government

Description: IRS should inform the practitioners in the IRS new releases they issue that all deductions passed by the federal government may not be deductible by local state taxing bodies.

Recommendations: New Issue Committee recommended that this issue be moved up to Active, Low priority.



ACTIVE LOW PRIORITY

**Subcommittee:** Mary Jo Werner (lead), Lev Martyniuk

**Issue 16870** – Allowance to be listed as POA on Form 2848

Description: If an un-enrolled return preparer passes the proposed test, then shouldn't they be allowed to be listed as POA on Form 2848.

Recommendations: New Issue Committee recommended this be moved up to Active, Medium priority.

ACTIVE MEDIUM PRIORITY – Combined this with Issue 16871

**Subcommittee:** Joyce Rhyan, Rita Taylor, Bob Mull (lead)

**Issue 16871** – Allowance to use e-services

Description: If an un-enrolled return preparer passes the proposed test, then shouldn't they be allowed to use e-services getting all the products a "tax professional" receives.

Recommendations: New Issue Committee recommended this be moved up to Active, Medium priority. Combined with Issue 16870

**Issue 16885** – Mailing of Publication 15

Description: Part 1: In Publication 15, Employer's Supplemental Tax Guide (Circular E) has 19 pages of tables. Very few employers use this paper publication as most have payroll services that use software. IRS should eliminate the 19 pages of tables on the printed publication. Part 2: If those 19 pages can be eliminated then perhaps Publication 15 and Publication 15a can be combined as one Publication, as some of the pages are also duplicate information.

Recommendations: NIC recommended that this be moved to Active, High priority.

**ACTIVE HIGH PRIORITY**

**ACTION ITEM: Run it by Forms and Pubs to get feedback. If they say work it, we will at the face to face.**

**Subcommittee:** Rita Taylor, Dave Monnier

### **Issue Discussion – Active Issues**

Issue 16732 (aka 5569) – VITA/TCE Grant Applications (Vanderver)

The subcommittee got together and decided it is a non issue, and recommend dropping.  
ITEM DROPPED

Issue 16730 (aka 5638) – Notices (Taylor) –

On hold until face-to-face meeting

Issue 16728 (aka 5658) – Understanding Taxes (Turner) –

On hold until face-to-face meeting

Issue 16727 (aka 5859) – Correspondence Audits (Adams-Dodds) –

Meeting weekly on Saturday mornings

Issue 16936 – Form 8925, Report of Employer – Owned Life Insurance Contracts (Turner) –

The information is available; it is a matter of the taxpayer reading it.  
ITEM DROPPED

Issue 16933 – Tax Practitioner Hotline Availability (Vanderver) –

On hold until face-to-face meeting



### **Approved Issue for Elevation**

- Issue 16731, First Time Event Penalty Abatement (Martyniuk//Werner) – Issue will be finish at the face-to-face meeting.

### **Status of Issues Referred to Forms and Pubs**

- Issue 5260 / 5664, Form 8863 Education Credits and Forms – Issue 5260 was combined with Forms and Pubs (F&P) Issue 5664 and many of the items from Issue 5664 accepted by F&P, however F&P did not accept specific points from Issue 5260.
- Issue 5562, MFJ vs. MFS List of Items Affected – Taylor noted Forms and Pubs requested additional information which she sent to Smiley for Forms and Pubs consideration.

### **Status of Elevated Issues**

- Issue 4945, Tax Law Access – IRS Rejected. Area 4 agreed to close as rejected.
- Issue 5471, IRS Identity Theft Advice Clarification – IRS missed the point and Ray Buschmann wrote a response to IRS. Approved to forward Response back to IRS.

### **Outreach**

Joint Committee is putting more emphasis on outreach.

### **Project Committee Highlights**

Communications – Rhyan is working on the membership directory.

VITA – VITA has two subcommittees and they are looking at quality returns and asset building.

Forms and Pubs/MLI – Is getting ready to do a Focus Group with the program owner. The committee members are waiting on how the new process will work out.

### **Office Updates**

The director will be attending the face-to-face meeting in Chicago.

A new secretary has been hired. Her name is Annie Haywood.

Travel arrangements have been sent to each panel member for the meeting in Chicago and if there is anyone who has not received their hotel or airline arrangements please let Lisa Gabriel know.

Meeting Adjourned

Next Meeting – face to face April 22 -24, 2010 in Chicago, IL



**Area 4 Committee Meeting Minutes  
Tuesday, February 16, 2010  
Teleconference 1:00 CST**

**Designated Federal Official**

- Martin, Betty Nashville, TN Designated Federal Official

**Committee Members Present**

- Adams-Dodds, Carolyn - Detroit, MI - Member
- Buschmann, Ray - Lake Forest, IL - Member
- Kosanovich, Matt - Columbus, OH - Member
- Mackie, Wayne - Frankenmuth, MI - Member
- Mull, Bob - Ann Arbor, MI - Member
- Oetken, Todd - Louisville, KY Vice - Chair
- Rhyan, Joyce - Cleveland, OH - Member
- Spiotto, Ann - Lincolnwood, IL - Chair
- Turner, Dianne - Knoxville, TN - Member
- Vanderver, Stephen - Evansville, IN - Member
- Werner, Mary Jo - La Crosse, WI - Member

**Committee Members Absent**

- Akbar, Sandra - Chicago, IL - Member
- Granger, Jackie - West Bend, WI - Member
- Martyniuk, Lev - Cincinnati, OH - Member
- Monnier, David - Indianapolis, IN - Member
- Taylor, Rita - Cincinnati, OH - Member
- Wingard, Kelly - Decatur, IL - Member

**TAP Staff**

- Block, Roy - Milwaukee, WI - Manager
- Smiley, Ellen - Milwaukee, WI - Analyst
- Gabriel, Lisa - Milwaukee, WI - Secretary

**Welcome/Roll Call/Review Agenda (Spiotto)**

Quorum met.

**Area 4 Chair Report (Spiotto)**

On the January Joint Committee call it was announced the Annual Meeting is scheduled the week of December 5th.

Also Commissioner Shulman has recommended new reporting of uncertain tax position by corporations. Sabby Jonathan is preparing a draft on behalf of TAP which will be discussed on the next Joint Committee call. The Area 4 panel members that volunteered to have input on this report are Marilyn Young and Mary Jo Werner.

Recruitment for TAP takes place March 15 to April 30. Roy Block noted that the Milwaukee office is moving the current alternates up to Panel Member positions for the 2011 year.



Ann Spiotto noted there has been a major step forward in the Taxpayer Assistance Center (TAC) offices based on recommendations from TAP. A pilot program is now available in 10 TAC offices allowing appointments for tax return preparation to be made online.

### **DFO Report**

Block filled as DFO for Betty Martin (who joined the call later). Block noted from his observations the inventories of the TAS offices have leveled off. Each employee now has an average of 50 open cases.

### **New and Parking Lot Issues Report (Werner)**

#### **Issue 5736 – IRS should recommend change in EFTPS software**

Description: Correct EFTPS. The teleprompt needs additional description for fiscal taxpayers that have tax years ending in a different year than the current year that the electronic estimated payment is being made.

Recommendation: TAP is not able to make recommendations to EFTPS. The issuance of CP 108 is a courtesy to prevent misapplication of payments. The taxpayer should be notified to contact his Senator as they have the ability to raise issues to all Treasury Agencies.

**ITEM DROPPED.**

#### **Issue 5813 – IRS Toll-Free referring calls to TAP instead of TAS**

Description: IRS employees need to be educated on the difference between TAS and TAP.

Recommendation: Ellen Smiley advised on February 11, 2010, Steve Berkey requested an alert sent to all employees explaining the difference between TAS and TAP. Berkey also requested a modification to the script for the TAP Aspect Toll-free Line to include TAS standard language to direct the taxpayers qualifying for TAS assistance to the National Taxpayer Advocate Case Intake line.

**ITEM DROPPED.**

#### **Issue 5857 – Tax Practitioner Hotline Availability**

Description: The wait time on the Tax Practitioner Hotline is increasing. Last time this practitioner called it resulted in a 20 minute wait time before someone was available to assist. In anticipation of more people having issues with delinquent accounts and IRS notices, is it possible that we need more man/woman power to answer the Tax practitioner hotline?

Recommendation: Calls are increasing and service is decreasing. Recommend: active - medium priority. The subcommittee members opting to work this issue are Steve Vanderver (lead), Bob Mull, and Mary Jo Werner.

#### **Issue 5926 – Form 8925, Report of Employer-Owned Life Insurance Contracts**

Description: On Form 8925, Report of Employer-Owned Life Insurance Contracts, the form is not clear on what is required and in what format written notification providing consent should be.

Recommendations: Active - low priority. The subcommittee members are Dianne Turner (lead) and Carolyn Adams-Dodds.

#### **Issue 5927– Turn around time for additional documents**

Description: As soon as a return is received by IRS, there should be a quick review and a request sent out immediately if more supporting documents are needed.

Recommendations: For IRS to have a triage department to go through returns would be more costly than the process currently being used. **ITEM DROPPED.**

#### **Issue 16706 – Disclosure of Taxpayer Information by Preparers**

Description: Urge IRS to widely publicize these new provisions to make taxpayers aware their tax preparer may disclose their tax return data to third parties without their consent.

Recommendations: Active - high priority. Marilyn Young prepared a referral that will be discussed later in the active issue discussion.



### **SAMS II New Database**

Smiley explained the TAP new database is called SAMS II, which is different than SAMS. SAMS is used for TAP issues that need immediate intervention or a TAP issue the Area wants to pursue that is a legislative issue. SAMS II contains all TAP issues.

### **Issue Discussion – Active Issues**

#### Issue 16732 (aka 5569) – VITA/TCE Grant Applications (Vanderver)

Vanderver noted not sure what direction to take on this issue.

ACTION ITEM: Block will set up a conference call with the subcommittee to discuss further.

#### Issue 16730 (aka 5638) – Notices (Taylor)

Table for next month

#### Issue 16729 (aka 5855) – 1099-Q/Qualified Tuition Payments (QTP) (Wingard)

Spiotto advised after the subcommittee received additional information indicating the number of underreporter notices issued regarding 1099-Q is minimal, the subcommittee recommends to drop the issue.

**ITEM DROPPED.**

#### Issue 16728 (aka 5658) – Understanding Taxes (Turner)

Smiley contacted the Area 1 analyst on this issue as it is similar to this one. The Area 1 analyst agreed to drop their issue if Area 4 will include colleges, in addition to high schools, in their write up. ACTION ITEM: Block will work with Turner to write referral to have subcommittee review.

#### Issue 16727 (aka 5859) – Correspondence Audits (Adams-Dodds)

This subcommittee will be meeting via teleconference Saturday, February 20, 2010, and will report next month. ACTION ITEM: Block will share what data he has on this issue with the subcommittee.

#### Issue 16706 – Disclosure of Taxpayer Information by Preparers (Young)

The Issue referral was reviewed and discussed. Area 4 agreed by consensus to elevate. First send to Area 4 Internal Quality Review.

### **Approved Issue for Elevation**

- Issue 16731, First Time Event Penalty Abatement (Martyniuk//Werner)

Werner will work with Martyniuk and report next month.

### **Status of IRS Response to Elevated Issues**

- Issue 5434, Check Box for Form 1065 (Smiley)

Committee agreed to close as Under IRS Consideration. If no final response received by August 2010, analyst will follow up with the IRS Operating Division. If still no response, we'll add to SAMS II and elevate again.

### **Status of Issue Referred to SAMS**

- Issue 16695 (aka 5901), Tie Breaker Rules for Qualifying Child (Smiley)



TAP received clarification from Chief Counsel it is not mandatory to use the tie breaker rules for a qualifying child. This issue was sent to SAMS as an intermediate intervention as two different sites on [www.irs.gov](http://www.irs.gov) list different information. SAMS' response is they agree the information on the web site linked to Publication 4012 is not clear, however, cannot change the web site until the publication is corrected. SAMS did alert VITA of this issue as well as Forms and Publication's, however it is unlikely the corrections will be made this year. The committee agreed to close issue: Accepted.

### **Status of Issues Referred to Forms and Pubs**

- Issue 5443, Release Date for Form 5227, Split Interest Trust Information (Mull) – The original proposal was rejected.  
**ITEM DROPPED.**
- Issue 5260/5664, Form 8863 Education Credits and Forms (Smiley) – no updates
- Issue 5561, Income Classification – The head of SPEC, Julie Garcia did respond back. The committee agreed the issue is Partially Accepted.
- Issue 5562, MFJ vs. MFS List of Items Affected – no update
- Issue 5563, Simplified Method Worksheet – The response back indicated an explanation will be put in the instructions; there will not be any changes to the worksheet. The committee agrees this issue is Partially Accepted.

### **Status of Elevated Issues**

- Issue 4945, Tax Law Access – No response
- Issue 5471, IRS Identity Theft Advice Clarification – A response was received, but IRS may have missed the point. Subcommittee will respond to IRS. This issue is being tabled for next months call.

### **Outreach**

Area 4 is doing well with outreach. Continue to provide your outreaches to Smiley.

### **Office Updates**

Issue 5368 - Security of Taxpayer information on Form 8879 was an issue submitted by Ray Buschmann, however Area 4 dropped this issues. All issues are TAP issues, so Area 5 pursued it. The IRS has announced that effective beginning withfiling season 2010, sites/volunteers sending forms 8879 to their local SPEC Territory Office for storage must notify their local SPEC relationship manager by email when these documents are mailed. Upon receipt, the relationship managerwill reply to the email confirming receipt. Ray had a good issue and we wanted to say Thank You to Ray for submitting the issue.

Meeting Adjourned

Next Teleconference Meeting, March 16, 2010 at 1:00 pm CT