



## 2002 Meeting Minutes Area 7

- November 20, 2002
  - October 8, 2002
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### **Area 7 Committee Meeting Minutes November 20, 2002**

The TAP members met for the first meeting of the Area Committee on Tuesday, October 8, 2002 in Alexandria, VA at the Hilton Mark Center. The purposes of the meeting were to receive an orientation on the TAP Guidance, the Area 7 California organization and begin to lay the foundation for the development for their Committee (California).

#### **Members in Attendance:**

- Norma Bishop, Santa Barbara, CA
- Curtis Feese, Covina, CA
- Yvonne Gallegos-Bodle, Oxnard, CA
- James Griffin, Walnut Creek, CA
- Cheyanna Jaffke, Placentia CA
- Christopher Lowe, Placentia, CA
- Howard Perkins, Suisun City, CA
- David Robinson, San Francisco, CA
- Charles Taylor, San Diego, CA
- Laurie Keleman (Local Taxpayer Advocate), Los Angeles, CA

#### **Members Absent:**

- Michelle Nelson, Mission Viejo, CA

#### **Staff in Attendance:**

- Mary Peterson O'Brien: TAP Program Analyst Seattle, WA

#### **Welcome/Announcements/Review Agenda:**

Charles Taylor opened the business meeting. Charles welcomed all members and introduced David Robinson and Jams Griffin as new committee members. All panel members introduced themselves. The agenda was reviewed.

#### **Roll Call**

Mary Peterson O'Brien took a roll call of all panel members present.

#### **Review/Approve Minutes**

The October Meeting minutes were approved with no changes.



**Review of Orientation:**

Charles Taylor led the discussion of the October Orientation highlights.

- Talk by David Williams, Chief of Communication and Liaison, changing the IRS.
- Independence of the Panel
- Introduction of the IRS program owners for Issues

**Area 7 Policies and Procedures:**

The operating procedures, was opened for discussion. Some Changes were made and the discussion was put on hold for the interest of time. ACTION ITEM: Changes to the procedures will be emailed to Mary O'Brien (TAP analyst) by December 13th. Changes will be incorporated and sent to the panel members for review and comment before approval. Some of the changes included the roles of the chair and vice chair.

**IRS Guest Speaker:**

Victor Omelczenko, Media Relations officer for Los Angeles, CA, touched on the role of the IRS media relation office has with the Taxpayer Advocacy Panel (TAP).

- Discussed who the media specialist is for each of the panel members
- Asked the TAP if the IRS media specialist can refer reporters to the TAP.
- Discussed News Release about the California TAP.
- Reviewed and corrected Panel Member Biographies.
- Discussed consultant role of local Media Specialist.

**Panel Member concerns:**

- Tips and guidelines for media training.
- Report to the TAP of when a news release is released, who it is released to and any source that runs the release.

**ACTION ITEM:** Laurie Keleman will email information she receives from Victor to all the panel members.

**CAP Video**

Panel members viewed the video presentation produced by the former Citizen Advocacy Panel. Thoughts on producing a video for the TAP were discussed. The Outreach subcommittee will consider this in their action plan.

**Action Items/New Issues:**

It was decided to put new issues on hold until the Area 7 Subcommittee decided on how to work new issues.

**Outreach:**

A marketing action plan for the former Pacific-Northwest CAP was disseminated to the group for reference. The subcommittee brainstormed about what sorts of outreach should be included in a marketing action plan. Some suggestions were:

- Rural areas
- Develop Individual plans for outreach.
- Develop articles and marketing materials



- Leverage other interest groups, i.e. California Tax Board. Laurie Keleman is on this board and could talk about partnering marketing activities.
- Partnering with IRS in their outreach.
- Website surveys
- List of Contacts
- List of potential events
- Holding public meetings

It was decided that each panel member would come up with an individual Outreach goal (marketing plan) for the coming year. The plan will be due by December 13, 2002 and will be used in-group plan.

**ACTION ITEMS:**

1. Laurie Keleman will compile a list of Chamber of Commerce's and other Outreach opportunities.
2. Mary O'Brien will email a marketing plan template.

**Election of Chairperson:**

By consensus, Charles Taylor was elected Area 7 chairperson and Norma Bishop was elected vice-chairperson.

**Administrative Issues:**

Mary O'Brien discussed:

- Government Credit Cards. The decision has not been made on if and when panel members can obtain government credit cards for travel.
- Business Cards. Temporary cards can be made until a logo for the TAP has been approved.
- Phone Cards. An application for each panel member has been completed for phone cards for TAP business.
- Possibility for an Internet reading room for panel members.

**Subcommittees:**

The panel decided by consensus to form and populate subcommittees.

1. Policies and Procedures including issues (Norma, Charles, and Howard)
2. Annual Report (Norma, Yvonne, David, Curtis, Chris and Charles)
3. Outreach, Marketing and Event Committee (Cheyenna, Laurie, Chris, Jim, and Curtis)

Each subcommittee will develop a written report/action plan by December 13th, 2002.

**Future Meetings:**

The following meetings were decided on by consensus:

- 14th of January Conference call at 12:30 pm PST. Duration: 2 hours
- Fresno March 7th and 8th Tour the Fresno Campus, Public Meeting and Business meeting.
- May 12th Telephone Conference at 12:30 to 2:30 PST. Duration: 2 hours
- July (face to face and input) 10th partner with Fullerton meeting North Orange County of Business Group.
- September in San Francisco the week of the 15th. Will look at Federal Executive Board.



Commonwealth Club.

**Needs of the committee:**

- **IRS Liability for panel members while on TAP business**
- **How to handle Individual Problems that are given to TAP members**
- **Develop Form Letters for problems and issues presented to the TAP**
- **Letter of appointment from the Department of the Treasury**



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### **Members in Attendance:**

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- Curtis Feese - Covina, CA
- Yvonne Gallegos-Bodle - Oxnard, CA
- Cheyanna Jaffke - Placentia CA
- Christopher Lowe - Placentia, CA
- Howard Perkins - Suisun City, CA
- Charles Taylor - San Diego, CA
- Laurie Keleman (Local Taxpayer Advocate/DFO) - Los Angeles, CA

### **Members Absent:**

- Michelle Nelson - Mission Viejo, CA

### **Staff in Attendance:**

- Mary Peterson O'Brien: TAP Program Analyst - Seattle, WA

### **Facilitator:**

- Paul Rice

### **Meeting Minutes:**

Committee Members expressed their goals and expectations of the first meeting and for the Committee:

Facilitator gave an overview of the Agenda including administrative tasks to be completed.

1. Consensus
2. Define a quorum
3. Agenda Format
4. Set meeting schedule
5. Establish meeting behavior
6. Establish between meeting behavior
7. Identify at least three measures of success
8. Identify committee needs
9. Review lists of questions
10. Select temporary chairperson
11. Debrief (pluses/debits)



### **Consensus**

Facilitator discussed consensus building including the history of consensus and gave examples of how consensus works. The panel agreed to use consensus for decision-making.

### **Quorum**

Discussed the issue of: "How many panel members comprise a quorum for decision making. The decision by consensus is:

- If team membership is 11 then a quorum is 7 panel members.
- If team membership is 10 or below, then a quorum is 6 panel members.

### **Agenda Format**

Suggested Agenda Format

- Name of committee and chairperson
- Meeting date and time
- Meeting location
- Timekeeper/gatekeeper
- Scribe
- Welcome
- Intros/Icebreaker
- Approval of minutes (previous meeting)
- Review status of action items
- Agenda items
  - Be specific (what type: report,
  - Who has ownership/responsibility for item
  - Time allocated for item
- Parking lot (dispose of, acted on, remove, etc.)
- Next meeting date/time/location
- Review New action items
- Debrief (pluses/deltas)
- Adjourn

### **Area 7 (California) Committee Meeting Dates for 2002/2003**

Discussed various meeting alternatives and dates. Decided to try to have face-to-face meetings. Mary will cost out locations.

Meeting times and dates:

- November: Wednesday the 20th Face to Face Los Angeles (10 to 2pm) As part of the agenda: time, place and date for all subsequent meetings will be set
- January
- March
- May
- July
- September

### **Established behaviors during and between meetings**

See Attached



## **Development of the Area 7 (California) Operating Procedures**

The Committee developed Area 7 (California) Committee Operating Procedures (see Attachment).

*The procedures are in draft form pending approval*

## **Measurements of Success**

- Implementation of recommendations
- In statement: Include specific achievement by a certain date.
- If we accomplish the goals we have established for the committee within a year time frame.

## **Needs of the committee**

- Annual report
- Introducing CAP video
- Marketing plan/products
- List of IRS services to the public
- List of the unresolved issues that CAP left
- Report of Area 7 members on their issue committee

## **Election of Chairperson**

- Chair: Charles Taylor
- Vice Chair: Norma Bishop

## **Pluses**

- There was no hostility
- We accomplished everything and didn't get hung up
- Lots of synergy and bonding
- Like having one state!!
- Having a great facilitator
- Breath of experience
- Come from such different backgrounds
- No throwing eggs at DFO
- Felt intimidated first day came today and got answers.
- Task oriented
- Fun
- Committed
- Great ability to listen and use for resolution

## **Deltas**

- Room was too cold
- Time commitment for two committees - Concern that serving two committees will compete time wise.
- Only have 7 members out of 10