

**2011 Meeting Minutes
Taxpayer Advocacy Panel (TAP)
SBSE Project Committee**

- November 23, 2011
 - October 26, 2011
 - September 28, 2011
 - August 2, 2011
 - June 22, 2011
 - May 23 – 24, 2011
 - April 27, 2011
 - March 23, 2011
 - February 23, 2011
 - January 26, 2011
-

**Taxpayer Advocacy Panel
SBSE Project Committee
Practitioner Engagement
Meeting Minutes
November 23, 2011**

Designated Federal Official

- Linda Rivera

Attendance

Staff

- Janice Spinks, TAP Analyst
- Kymberly Hand, TAP Secretary
- Tonjua Menefee

Absent

- Mary Jean (MJ) Potenzzone, Chair
- John (JR) Rodgers
- Jo Ann Gibbons
- Cindi Williams
- Marilyn Young
- Bradford Lee
- Joan Gustafson
- Mary Jo Werner
- Ralph Sacarello
- Karie Davis-Nozemack
- Lee Battershell

Opening/Welcome/Announcements

The meeting was convened; however there were only three individuals on the call. Those on the call waited for approximately fifteen minutes before making the decision to terminate the call.

Approval of October Meeting Minutes

The October meeting minutes were ultimately approved by the members via email.

Sub-committee Reports Updates

Avoiding appeals/Tax Court
Matching Correspondence

Program Owner Comments

Miscellaneous Issues

**Taxpayer Advocacy Panel
SBSE Project Committee
Practitioner Engagement
Meeting Minutes
October 26, 2011**

Designated Federal Official

- Linda Rivera, Acting TAP Manager

Attendance

- Mary Jean (MJ) Potenzzone, Chair
- Karie Davis-Nozemack
- Jo Ann Gibbons
- Joan Gustafson
- Mary Jo Werner

Staff

- Janice Spinks, TAP Analyst
- Nina Pang, TAP Analyst
- Kymberly Hand, TAP Secretary
- Kim Lawson, SBSE Senior Tax Analyst
- Michael (Mike) Landsmann, SBSE Senior Tax Analyst

Absent

- Lee Battershell
- John (JR) Rodgers
- Ralph Sacarello
- Cindi Williams

Opening/Welcome/Announcements

Linda opened the meeting and MJ welcomed the members. Kim Lawson announced that she was sitting in for Tonjua. Nina took roll and quorum was met.

Approval of Meeting Minutes

The September meeting minutes were approved as submitted.

Sub-committee Reports

Avoiding Appeals/Tax Court – Marilyn Young, Lead

Marilyn provided an update; their report was approved in September. They do not have any new recommendations. The subcommittee will forward two recommendations to reduce the number of appeals in tax court cases. The first one, expand the opportunities for taxpayers and practitioners to talk with the IRS, since there seems to be a lack of communication. The second, the subcommittee developed a flow chart which would be an enhancement to Publication 3498-A, *The Examination Process* which could be reviewed by the taxpayer before exhausting all opportunities and going forward to tax court. This report has not been approved by the full committee, but the subcommittee has reviewed and approved it, they just needed the other subcommittee's approval.

Action Item: MJ forwarded the report to the entire committee for their immediate review during the meeting.

Janice asked MJ if she wanted to send each report separately or together. MJ wanted to send them together. Mike mentioned that Tonjua indicated that it was okay for both reports to be forwarded together.

Action Item: Janice will transfer the report to an official referral document.

MJ indicated she will make every attempt to get the referral on the October 24th Joint Committee (JC) agenda.

Decision: The committee approved the Avoiding Appeals subcommittee report.

Action Item: MJ will contact Susan Gilbert and Tom Walker to get the report on the October 24 JC agenda.

Project Committee Chair Update

MJ reported that she wrote the cover letter for the Matching Correspondence report which was previously approved. She planned to send this cover letter and the report to Tonjua today.

Action Item: MJ to forward Matching Correspondence report to Tonjua today.

Program Owner Comments

Mike did not have any comments. He thanked everyone for their hard work.

Next Steps

None

Miscellaneous/Member Comments

Mike asked if there will be a November meeting. Janice did not know but will ask her manager and notify the committee by email.



Action Item: Janice will email the committee as to whether or not there will be a November meeting.

Janice thanked everyone for their hard work.

Closing

MJ thanked everyone for their work and the meeting was closed by Linda.

**Taxpayer Advocacy Panel
SBSE Project Committee
Practitioner Engagement
Meeting Minutes
September 28, 2011**

Designated Federal Official

- Linda Rivera, Acting TAP Manager

Attendance

- Mary Jean (MJ) Potenzzone, Chair
- Jo Ann Gibbons
- Joan Gustafson
- Karie Davis-Nozemack
- John (JR) Rodgers
- Mary Jo Werner

Staff

- Janice Spinks, TAP Analyst
- Kymberly Hand, TAP Secretary
- Barbara Chambers-Brown, SBSE Senior Tax Analyst
- Michael (Mike) Landsmann, SBSE Senior Tax Analyst

Absent

- Lee Battershell
- Ralph Sacarello
- Cindi Williams
- Marilyn Young

Opening/Welcome/Announcements

Linda opened the meeting and MJ welcomed the members. Kymberly took roll and quorum was met.

Approval of Meeting Minutes

The August meeting minutes were approved as submitted.

Acting TAP Manager Comments

Linda did not have any comments.

Sub-committee Reports

Avoiding Appeals/Tax Court – Marilyn Young, Lead

Marilyn was not present; Mary Jo provided a brief update. The subcommittee finished their white paper and included a flow chart. They believe the flow chart could accompany the Publication 3498-A, *The Examination Process* which could be reviewed by the taxpayer before exhausting all opportunities and going forward to tax court. These documents were forwarded to MJ for final review.

Action Item: MJ will review the documents and forward them to the entire committee for their review before being forwarded to the Joint Committee (JC).

Matching Correspondence

MJ did not have an update about this subcommittee's final report. Janice mentioned that the report was approved by the JC but she did not believe it had been sent forward. She is waiting for MJ's direction, whether there would be a cover letter and whether both subcommittee reports would be sent at the same time.

Action Item: MJ would like a cover letter and will provide the letter to Janice.

Program Owner Comments

Mike and Barbara did not have any comments. Mike mentioned that Tonjua was looking for a quick project for the committee to work on. Janice indicated if Tonjua does not come up with a quick project, the committee would be finished once the last project is completed.

Next Steps

MJ mentioned that there will be an October 26 meeting so they can wrap-up the Avoiding Appeals/Tax Court report and approve it. If they do not receive another quick project, the committee will be finished. They wanted members to know quorum will be needed for the October meeting.

Linda mentioned that there will be a November meeting.

Closing

MJ thanked everyone for their work and the meeting was closed by Linda.

**Taxpayer Assistance Centers (TAC) Committee
Teleconference Meeting Minutes
Tuesday, September 27, 2011**

Program Owners

- | | |
|--|--|
| <ul style="list-style-type: none"> • Toni Horton • Beth Braddock | <p>Program Analyst
Program Analyst</p> |
|--|--|

Committee Members Present

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> • Baldwin, Barbara • Bohrer, Herbert • Cabusora, Haidee • Eik, Nancy • Janci, Jerry • Levine, David • O'Neill, Patricia • Palmer, George • Smith, Toni | <p>Auburn, CA
Springfield, ID
New York, NY
Missoula, MT
Pittsboro, MS
Reno, NV
San Jose, CA
McCloud, OK
Omaha, NE</p> | <p>Member
Chair
Member
Vice Chair
Member
Member
Member
Member
Member</p> |
|--|---|--|

Committee Members Absent

- | | | |
|---|--|-------------------------------------|
| <ul style="list-style-type: none"> • Acero, Antonio • Kosanovich, Matt • McPeak, Catherine | <p>Myrtle Beach, SC
Columbus, OH
Plano, TX</p> | <p>Member
Member
Member</p> |
|---|--|-------------------------------------|

TAP Staff

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> • Block, Roy • Gabriel, Lisa • Smiley, Ellen • Annie Gold | <p>Milwaukee, WI
Milwaukee, WI
Milwaukee, WI
Milwaukee, WI</p> | <p>Manager
Analyst
Analyst
Secretary</p> |
|--|--|--|

Welcome/Announcements/Review Agenda (Eik)

Nancy Eik opened the meeting.

Roll Call (Gold)

Quorum met.

Approval of Minutes (Eik)

August minutes approved.

TAC Report Introduction (Baldwin)

Barbara Baldwin said she briefly went through the comments and asked if everyone would like to discuss them now or another time. Roy Block agreed right now would be a good time to discuss.

- Page 5: where the IRM is listed should also include IRM 21.3.4.9.
- Page 6: talks about the elderly not being computer savvy with the internet, however having broadband does not mean you do not have access to the internet. Jerry Janci sent in other wording we can work with it. Janci advised only 42 percent of Americans over age 65 go on line at all. Seniors are comfortable with familiar ways of doing things. Baldwin will go ahead and incorporate that. The committee discussed the fact that senior citizens will at some point stop requesting paper forms from the IRS.
- Page 7: where it talks about the cost. How much does this adds to the message? Unless we are going to recommend send out another post card, this is a mute point. It would be better to leave this out.

Herb Bohrer joined the call. Apologized for being late.

- Page 8: the information on multilingual assistance will be included.
- Page 9: how many postal workers made this comment? Baldwin said we do not want to make a decision on one or two complaints. Remove or alter this line of thought. Remove this sentence otherwise it may weaken our point.
- Page 11: mobile forms racks are another one of the core findings. Mobile racks are not outside of security. Smiley stated some places had them on racks but not mobile racks. They liked the mobile racks during the tax seasons. The mobile racks could be put outside of security. Bohrer said both points should be made. Placing the racks outside the security zone and still be placed in the building where building layout permits.
- Page 12: include the other IRM.
- Page 14: on the SFA taxpayers can request an account transcript and/or a tax return transcript, but they cannot check their account.
- Page 13: split the second recommendation in two. It includes two different recommendations. Recommendation 5, delete the later part of the recommendation.

Baldwin said she did not have a chance to go over the executive summary. She will go through it at a later date.

Block asked why we did not pick up on the bar coding process for the forms located within the TAC. Baldwin said she removed it wondering what was to be gained by it. Block explained there are a number of discretionary forms both in the Milwaukee and New York TACs. In this case it was a change of address form. In New York City, they had large boxes instead of racks. This must be an older location. They must have at least 4 thousand of these forms. They had been in place for so long they were turning yellow. TAC does a very good job at counting the forms being ordered. IRS needs to look at how many of them are actually being processed. The forms in VITA and even the banks, post office and library programs were marked with an acronym showing where the form came from. The IRS has gotten away from this practice but they need to revisit it.

Herb gave a special thank you to Baldwin for all the work she has put into the report.

Administrative Meeting to Discuss any Changes for the Final Report (Bohrer)

Bohrer said our goal is to approve the report at the October teleconference meeting. We will have an administrative call to review the draft report. Everyone's concurrence is needed for a date and time for the administrative call. Baldwin suggested October 13 at 1:00 EST, 12:00 CST, 11:00 ST, 10:00P ST.

Action item: Smiley she will provide an updated version of the draft with a reminder email for the administrative call.

Report Cover Options

Smiley asked if there were any suggestion on cover option. We can change the title to whatever you want. The executive summary will cover what is in the report. Smiley suggested everyone email her with their thoughts. The report is going out to all of TAP, Field assistance will post on their website and it will appear on TAP Space.

It was suggest that our TAC trademark be on the cover. It was voted on to have the green one with the wording on it. So it is written so it is done said Block. Green it is.

Program owner comments (Horton)

Toni Horton said she believes the report will be well received and thank you all for your time in trying to help improve our service. If there is anything else she can assist you with, everyone does know how to reach her.

Office Updates (Block)

Block said we are trying to bring projects to an end. Areas 4 and 5 were are wrapping up, Web page for comments and preparing for the Annual meeting.

Meeting Adjourned

Next Teleconference is Tuesday, October 25, 2011 at 2:00 pm CT

**Taxpayer Advocacy Panel
SBSE Project Committee
Practitioner Engagement
Meeting Minutes
June 22, 2011**

Designated Federal Official

- Judi Nicholas, TAP Program Manager

Attendance

- Mary Jean (MJ) Potenzzone, Chair
- John (JR) Rodgers
- Jo Ann Gibbons
- Bradford Lee
- Joan Gustafson
- Mary Jo Werner
- Lee Battershell
- Marilyn Young

Staff

- Janice Spinks, TAP Analyst
- Kymberly Hand, TAP Secretary
- Michael (Mike) Landsmann, SBSE Senior Tax Analyst
- Martha Tobias, SBSE Senior Tax Analyst

Guest

- Wendy Handin, SBSE Supervisory Social Scientist
- Suzan Rush, SBSE Program Analyst

Absent

- Ralph Sacarello
- Cindi Williams
- Karie Davis-Nozemack

Opening/Welcome/Announcements

Judi opened the meeting and MJ welcomed the members. Kymberly took roll; quorum was met.

MJ had no announcements. She reiterated to the members to provide input to Tom regarding the TAP restructure. Information can be sent to Tom Walker, Judi Nicholas, or Janice Spinks. Third year members were also encouraged to send forward any feedback.

Approval of Meeting Minutes

The May 2011 face to face meeting minutes were approved as submitted.

IRS Taxpayer Burden Reduction Office – Wendy Handin & Suzan Rush

Responsibility for IRS Taxpayer Burden Reduction (TBR) oversight recently returned to the Small Business/Self-Employed Division (SB/SE). TBR's transition back to SB/SE presents a good time to examine current needs as well as identify how we can leverage burden reduction activities across the IRS.

On behalf of Faris Fink, IRS SB/SE commissioner, Wendy Handin from SB/SE Research requested to meet with the TAP to discuss taxpayer burden issues that affect their constituents.

Wendy is leading a comprehensive TBR program review. The goal is to evaluate what has been done in the past and determine current stakeholder needs, both internally and externally. A key aspect of this assessment involved gathering ideas from panel members about how this program can support the TAP in addressing TBR issues as well as identifying ways to leverage burden reduction activities.

Wendy is currently serving as the Program Manager. The following questions were posed to the panel members. Feedback received is noted accordingly.

1. From your perspective/observations, please describe the top 3-5 taxpayer burden issues.

- Reduce the number of cases that go to Appeals/Tax Court
- How complicated it is to file/pay taxes...taxpayers have to hire someone
- Once there is a problem w/IRS and the return how complicated it is to resolve the problem...they usually end up paying so it will go away
- People go on line to use templates...heard several comments regarding template for 1099SSA, issue has been written up a few times, but still does not see it

2. Where do you think the IRS has the greatest opportunities to reduce taxpayer burden while balancing other aspects of tax administration?

- When something new arises (i.e. first time homebuyer credit) there was a lot of extra work that had to be done on the taxpayer's part
- IRS recognizing co-habitation situation/split income...California recognizes separate income but not noted in IRS publications
- Business owners – challenge is understanding options without having to hire an attorney all of the time...outreach and communication; there is a lack of both...there is not enough of this out in the public when facing financial problems
- TACs – people found that the IRS personnel were not well trained in procedures, there should be the opportunity for improved training and development within the TACs
- Something to educate people in what to do when certain things happen (i.e. what to do when you get audited, what to do when you can't pay the bill or what response to provide)

3. What actions/outcomes would you expect from an IRS Taxpayer Burden Reduction point person?

- Would be nice for someone to push back to Congress to alleviate some of the things that make filing difficult
- One thing that would be good for the TAP and the program, would be involve the TAP along the way in the process

4. How can the IRS show external audiences its strong commitment to taxpayer burden reduction?

- Commercials
- Take feedback and actually start reducing burden
- For those who have expressed a problem – if a response is provided that would help
- Utilize large stakeholder groups (AARP, Chambers of Commerce etc.) this would enable them to pass the information along
- Generally burden issues begin with legislation – could this office perhaps consult with Congress before legislation is enacted

5. Other considerations?

Wendy suggested that anyone with other thoughts to send them to her via email by July 8th.

MJ thanked Wendy for joining the meeting and asking for the panels input in reducing taxpayer burden. Wendy noted that she appreciated the input.

Sub-committee Reports

Avoiding appeals/Tax Court – Marilyn Young

The subcommittee's primary work was done during the face to face meeting. They are currently working on completing the tasks identified at that time

- They have divided the work for compiling a final report – will suggest changes to Letters (566 and CP 75) offer suggestion for TP to go to LITC.
- Mary Jo is drafting the letter & a flow chart being is being done by MJ & Marilyn
- Lee brought forward several Area 7 issues pertaining to Correspondence Exam...some of the information from those issues will be folded into their project
- One issue still up for debate deals with fast track mediation – they had a lengthy discussion about this issue and will continue the conversation in their July call to see if they can put forward a recommendation that would be a compromise

Matching Correspondence – Brad Lee

The subcommittee accomplished a lot during the face to face as well

- Goal was to get a draft project referral to present...a copy of the draft was part of the pre-read material – recommending that IRS use existing technology to utilize bar coding on correspondence
- **Decision:** The draft was approved for elevation – draft will have to go through quality review first

- **Next project** – Their next task will be to look at how mail is processed when it comes into the service and the e-fax system

Action Item: Janice will ensure the information related to e-fax is provided prior to their next subcommittee meeting.

Program Owner Comments

Martha indicated Tonjua did not provide any information for her to report

Mike Landsmann – Mike thanked everyone for their input on the Letter 525. He has met with the committee; they are still in the middle of revising the letter. He wanted to know what kind of feedback the committee was looking to receive. It was noted that they wanted feedback on which comments were accepted and if possible, they would like to see the final draft.

Mike asked the group reviewing the letter to address the points, at least the suggestions. The letter itself has two big layers to go through. He asked the team to send him the results.

Action Item: Mike will obtain something for the project committee by July 1.

Next Steps

- Sending draft proposal up to Joint Committee (JC) Quality Review (QR)
- Brad's group will begin working their next issue
- Avoiding Appeals/Tax Court – will work on flow chart
- People with further comments regarding burden reduction can send information to Wendy
- Members with comments regarding the restructure should get that information to their respective Area/Project Chairs

Miscellaneous Issues

MJ reminded everyone that the August meeting has been changed to August 2

Closing

DFO, Judi Nicholas had to leave the meeting early; in her absence the Project Program Analyst, Janice Spinks was designated DFO and closed the meeting.



**Taxpayer Advocacy Panel (TAP)
SBSE Project Committee
Correspondence Exam - Practitioner Engagement
FTF Meeting Minutes
May 23 - 24, 2011
Denver, CO**

Designated Federal Official

Judi Nicholas, TAP Program Manager

Attendance

Mary Jean (MJ) Potenzzone, Chair
Cindi Williams
Marilyn Young
Bradford Lee
Joan Gustafson
Mary Jo Werner
Lee Battershell
Gary Iskowitz

Staff

Shawn Collins, TAP Director
Janice Spinks, TAP Analyst
Kymberly Hand, TAP Secretary
Jean, Wetzler, Stakeholder Liaison (attended on behalf of Tonjua Menefee)
Michael (Mike) Landsmann, Senior Tax Analyst

Absent

Karie Davis-Nozemack
Ralph Sacarello
Jo Ann Gibbons
John (JR) Rodgers

Opening/Welcome/Announcements

The building's emergency/evacuation procedures were provided by the host training officer, Rivers Brue.

Judi opened the meeting and MJ welcomed the members. It was indicated that four members (noted above) would not be attending the meeting.

There was discussion about reviewing cross over issues sooner on the agenda rather than later. Adjustments to the agenda were made accordingly.

MJ announced that Gary will be resigning from the committee effective May 31, 2011.

Introductions – Members and staff took time to introduce themselves.

Comments from TAP Director

Shawn informed the members that she recently returned to the TAP after completing a 6 month detail as the EEO Director for TAS, which was a good experience. She is happy to be back with the panel and thanked everyone for the time they devote to the panel and noted we (the staff) appreciate the extra time given to the program. Shawn noted how the TAP has made a significant impact on the IRS and is highly respected. She indicated the restructure the program is going through will prove to better serve the overall intend of the program.

Shawn recognized the members whose term will be ending and thanked them for their service and commitment to the program. Those members were Mary Jo Werner, Joan Gustafson, Ralph Sacarello and John Rodgers.

Shawn thanked the Subject Matter Experts; Mike and Jean for their time and commitment to the program.

Approval of April Meeting Minutes

The meeting minutes were approved as submitted.

Review Project Timelines

MJ noted there is less than 6 months to complete the respective projects. The focus now is to narrow down time to complete the projects and get them submitted; noting this project may not be finished and could possibly carry over to next year.

Judi noted that some kind of report/recommendation has to go forward by the end of November. It can take the form of a verbal recommendation heard by Mike in subcommittees; however, the information must also appear in written form.

MJ would like final proposals submitted by Nov 1st so a review can be done by the entire committee before going forward. She stated Mike and Tonjua will take verbal recommendations as they are identified and then include as part of the final report. Judi added that the commitment to SBSE is that we will provide a written report at the end of the TAP year; this is our responsibility even if issues are worked and completed before the year ends.

Gary inquired about the status of the white paper completed by the taskforce. MJ noted there are still a few tweaks needed, once done it will go from MJ to Tom and then sent forward to Shawn for elevation to the Program Owners.

Action item: A copy of the referral form will be posted on TAPSpace by Janice for committee members.

Program Owner Opening Comments – Jean

Jean indicated she was attending the meeting on behalf of Tonjua and was intrigued by the diversity and experience of the panel members. Having varying backgrounds among the panel members will make a better resolution for the taxpayers. As the year goes on she wanted the panel to know if there is any additional support needed to let them know without hesitation.

Mike thanked the members and indicated he will be available to provide whatever assistance is needed in getting the projects completed.

Meeting/Project Subcommittee Focus Expectations

Matching Correspondence – Brad Lee, Subcommittee Lead

Brad thanked the staff for all of their hard work and for getting all of the pre-read materials prepared for the meeting. He noted the focus for the matching correspondence subcommittee will be to review the process from the beginning to the end of when correspondence is received. Judi noted one other piece they wanted to look at was how long it takes for information to get to an examiner and how long it actually takes for the examiner to work the case.

Avoiding Appeals – Lee Battershell

Marilyn Young will be serving as the Lead for this subcommittee; however, due to her absence at the last meeting, Lee provided the report on the focus of their project.

The Avoiding Appeals group will be looking at ways to streamline the process and ways to prevent cases from ended up in appeals unnecessarily. They will also look at the level of managerial involvement before cases reach the appeals process.

Subcommittee Breakout Sessions

The members spent approximately seven hours in their respective subcommittees identifying the direction of their respective projects.

End of Day Discussion/Subcommittee Reports

MJ noted that since Gary is leaving there is a need to vote on a new Vice Chair. Members were advised they could self-nominate or nominate others to serve in this capacity. Elections took place on the following day.

The subcommittees reported on the progress made during their respective meetings.

Avoiding Appeals - Marilyn Young, Subcommittee Lead

Marilyn noted that the more they discussed the issues the less cross-over issues they saw. They agreed on the following in addressing recommendations for this issue.

- Some of the language and several grammatical changes were made to the Letter 525; these changes will be sent forward to Mike to present to the team working on the draft

- Publication 3498 A - The Exam Process...the enclosure with Letter 566 lays out the process fairly well; however, they would like some enhancements via a flow chart with the ability to request manager review before reaching the appeal process. They will make recommendations to the publication, which will be submitted to TFP and referenced in their final report
- The version of Letter 566/CP 75 will recommend language to direct people to (Low Income Tax Clinics if assistance is needed
- They will be investigating broader use of fast track mediation for the CE process
- They reviewed two Area 7 issues (dealing with CE) where the IRS responded unfavorably to the recommendations ...in looking at them they agreed that Area 7 should not rebut the issues; however the SBSE committee would continue to address them by incorporating the information in their project

Matching Correspondence – Brad Lee

Cross over issues – They looked at the Letter 525 as well and would like to see the following incorporated;

- The name of the auditor on the letter
- That the taxpayer has 30 days to respond
- Indication that the taxpayer can call in and specifically ask for the auditor
- Take out the language that the taxpayer can go to a library for particular forms
- For the paragraph “what to do if you have questions” ...they recommend it say, “What should you do if you need to talk to someone about your issue”

Action item: Marilyn will incorporate the other subcommittee’s comments into one document to present to Mike. Judi asked the members to provide information regarding their thought process for the revisions to the letter.

Action item: MJ will do the write up regarding the thought process for Avoiding Appeals and asked Brad to do the same for his subcommittee.

The subcommittee will recommend the following in their final report;

- Use of bar coding via return address label and on the letters as well
- Automatically trigger a letter indicating the IRS received the information
- Automatically update the status code in the computer to show the system that documents have been received
- Ability to work from any location/campus where the letter is received
- Do not increase correspondence exam cases until problems/glitches are reviewed and resolved

They will also discuss the timeframes of when correspondence is received and how long it takes to get to the tax examiner.

A concern was raised in relation to faxing documents; specifically, *if documents go through e-fax will there be a central database to show information was received if it came during after hours etc.?* Judi indicated she has documents about the e-fax pilot program for review before going further with this issue.

Written products – It was suggested that assignments be given for the various written pieces so that the stated project timelines can be met.

It was reiterated that each subcommittee will submit a final report; each has an issue assignment number in the database. The Letter 525 will be addressed in the Avoiding Appeals report.

Subcommittee Focus Project/Issue Focus

Tuesday May 24, 2011

Judi officially opened the second day of the meeting.

The day began with reviewing the suggested changes to the Letter 525 completed by Marilyn and Mary Jo. There were a few additional changes suggested, which are to be incorporated before sending the document forward.

Elections for a new Vice Chair – The floor was open for nominations. Cindi Williams was the only nominee; she was appointed the Vice-Chair thusly.

The subcommittees resumed work in their breakout sessions.

Day 2 Subcommittee Reports

Avoiding Appeals/Tax Court – Marilyn Young

Brad provided the following update;

- They will incorporate the Area 7 issue related to fast track mediation and will potentially request a Subject Matter Expert to discuss the process further...JR will be asked to take the lead on this piece
- They will address cases to CE that are not appropriate and will look at ACE
- They assigned portions of the recommendations to be written up
- They will work on dates for the final projects during their next conference call

Matching Correspondence – Brad Lee

Marilyn provided the following update;

- They are on track to have a next step follow up meeting in June
- They will do a draft report for presentation in July
- They will get information on the internal workings on how the mail is processed – the tool that is supposed to change documents and the status of account

- Joan will do rough draft of proposal related to bar coding; the Area 7 issue will be referenced in their proposal (17398 – Communication in Correspondence Exams)

The committee decided that Area 7 issue 17276 (Erroneous Correspondence Exam Letters) – will not be incorporated into their proposal.

They looked at the other Area 7 issues and will build on those issues in their final report as applicable.

The SBSE Project Committee will recommend to Area 7 that they accept the IRS' response to each of the referrals.

MJ noted that the committee did a wonderful job addressing issues in the white paper and thanked everyone for their time and efforts

Program Owner Comments

Next Steps

The subcommittees will continue to meet in their respective groups and work on finalizing their reports.

Date for July Committee Meeting – Due to the JC face to face meeting, the July meeting had to be changed. It was proposed to have the meeting August 2nd @ 9:00 am and forego the regularly scheduled August 24th meeting.

Action: Janice will send an email to those not present to ensure this date meets their approval. She will also send Leasia a notice that the August meeting will be cancelled/changed for the Federal Register.

Closing

Judi and MJ thanked everyone for a productive meeting. Judi officially closed the meeting.

**Taxpayer Advocacy Panel
SBSE Project Committee
Practitioner Engagement
Meeting Minutes
April 27, 2011**

Designated Federal Official

Judi Nicholas, TAP Program Manager

Attendance

Mary Jean (MJ) Potenzzone, Chair
John (JR) Rodgers
Jo Ann Gibbons
Marilyn Young
Brad Lee
Joan Gustafson
Mary Jo Werner

Staff

Janice Spinks, TAP Analyst
Kymberly Hand, TAP Secretary
Barbara Chambers, Tax Analyst
Michael (Mike) Landsmann, Senior Tax Analyst

Absent

Lee Battershell
Gary Iskowitz
Cindi Williams
Ralph Sacarello
Karie Davis-Nozemack

Opening/Welcome/Announcements

Judi opened the meeting and MJ welcomed the members. Barbara Chambers indicated she was attending the meeting on Tonjua's behalf

Kymberly took roll; at which time, a quorum was not met. The meeting continued noting the fact that besides approving the March meeting minutes, there were no committee decisions that needed to be made.

As other members joined the call a quorum was met.

Approval of March Meeting Minutes

The meeting minutes for March were approved as submitted.

Subcommittee Reports

Avoiding Appeals/Tax Court –MJ noted they had a very good and informative meeting. Tonjua and Mike provided some very useful information to help them get on track.

JR provided a brief synopsis of the meeting;

- They reorganized the issue so they could work on something substantive
- The focus will be to identify particular issues to keep taxpayers out of appeals and to improve the process
- Judi added that one area discussed was the observation of the understanding in relation to supervisor involvement; this may need some work...on the part of taxpayer or practitioner in terms of the ability/interest in talking to a supervisor before a case gets to appeals or tax court to discuss any disagreements...this will be part of the focus as well

Matching Correspondence - Brad provided an overview of their project...the spent time on their call defining/brainstorming how to approach the issue of matching correspondence with the automated process. They discussed a select group of pre-reads to review prior to the FTF...following is a summary of what they discussed/agreed to work on

- Mike to send flow chart of entire matching process
- They will look at receipt and control & Automated process; comparing the two
- Possible (down the road) solution of bar coding
- All information to be sent by 5-13-11
- In preparation for FTF they will concentrate on routing in general, receipt and control of correspondence and once documents are received, compare to the timeline of the IRS to see where process falls down and how to improve on the process
- Judi added a big piece discussed was looking at how quickly does documents get in hands of examiner and how long it takes the examiner to work it

MJ indicated her subcommittee should be reminded to review pre-read documents prior to the FTF as well.

Judi noted that staff will ensure all pre-read documents are provided for both subcommittees well in advance of the face to face meeting. MJ asked for the section of the IRM that speaks to the standards for which an employee can bring matters before a supervisor. MJ will send additional information on how tax court works for members to review.

MJ noted that the white paper had some input from the service (Mike and Tonjua) and they updated them on some misconceptions and lack of information. In order for the paper to have an impact, correct and be informative, the changes were necessary. The changes have been made and MJ will send the updated/final draft out to the committee and task force members. Judi noted the final copy can be sent to this group, the task force and then to Shawn and Tom as final.

Program Owner Comments

Barbara indicated Tonjua did not provide her with any information to report.

Mike indicated from his standpoint he wanted clarification on the information he was to provide

- Information for documenting receipt of documents – Brad noted this had to do with a problem when paperwork came in and how long it took to reach the auditor, which is apparently different by each campus....Brad noted the information he's sending regarding Philadelphia should address this
- Philadelphia's process flow chart
- Overage statistics...we have mail in house & not responded to it in 30 days
- Time frames from the IRM; Janice is to pull this information together
- Flow chart of existing automated process – this was part of the presentation Mike gave in December...this will show timeframes for when the automated process kicks in and generates the next letter
- Mail processing improvement initiative – what's being done here to prevent reinventing the wheel
- Possible advance copy of the revisions to Letter 525 – Mike informed Barbara that Tonjua was following up to ensure it is ok to share the draft at this point

Next Steps – FTF Meeting Preparations

- Judi asked Janice to post the draft FTF meeting agenda on TAPSpace
- Judi noted most of the time will be spent in subcommittee meetings...will have about 7 hours of subcommittee meeting time with about 2 hours to provide an update to the entire committee and program owners
- Travel arrangements have been made and hotel information/meeting location has been sent via email...meeting room assignments at the IRS office have yet to be determined; that information will be provided once received

Travel Questions

- Jo Ann asked if a van will be arranged for travel to and from the hotel to the IRS cite. Judi indicated no arrangements are being made in this regard; cabs can be taken and arrangements will be individual responsibility
- Anyone wanted to alter their length of stay should let Kymberly know and she will contact the hotel

Miscellaneous Issues/Member Comments

Janice indicated the draft meeting minutes for the two subcommittees have been posted on TAPSpace and asked that those present please review them/provide feedback so that final drafts can be posted.

**Taxpayer Advocacy Panel
SBSE Project Committee
Practitioner Engagement
Meeting Minutes
March 23, 2011**

Designated Federal Official

Judi Nicholas

Attendance

Mary Jean (MJ) Potenzzone, Chair

John (JR) Rodgers

Jo Ann Gibbons

Cindi Williams

Brad Lee

Gary Iskowitz

Mary Jo Werner

Karie Davis-Nozemack

Lee Battershell, Vice-Chair

Ralph Sacarello

Staff

Janice Spinks, TAP Analyst

Kymerly Hand, TAP Secretary

Barbara Chambers-Brown, SBSE Senior Tax Analyst

Tonjua Menefee, SBSE Senior Tax Analyst

Michael (Mike) Landsmann, SBSE Senior Tax Analyst

Absent

Marilyn Young

Joan Gustafson

Opening/Welcome/Announcements

Judi opened the meeting and MJ welcomed the members. Kymerly took roll and a quorum was met.

MJ began the meeting indicating there was great disappointment about the Policy/Procedures call where only two of the members called in. She asked everyone to please mark their calendars to join the scheduled calls.

MJ announced (for the members on the task force), that the Campus Correspondence Exam (CCE) White Paper will be going forward to Doug Shulman, Chris Wagner, Rick Byrd and Nina Olson the week of March 28, 2011.

Action Item: After Tom Walker copies MJ, she will forward copies of the CCE White Paper to Mike and Tonjua. The TAP staff will forward a copy to Carol Spencer, the Subject Matter Expert for who supports the other SBSE committee.

Approval of February Meeting Minutes

The minutes were approved as submitted.

Sub-committee Reports

Communications Subcommittee

Gary reported that during their last meeting, they discussed whether the two subcommittees should be combined. They believed they could be more productive if both subcommittees were combined into one.

MJ wanted to discuss this later in the meeting.

Policy & Procedures Subcommittee

The Policy & Procedures call was cancelled because there was no one on the call.

Judi added that during the conversation in the Communication Subcommittee, it was noted that there is an overlap in what the two subcommittees were working on and the feeling was that they could work as a single group.

MJ asked if anyone had any objections or comments why the subcommittees should stay separate or become one.

Gary gave a reason the Communications subcommittee felt it should be one when they started looking at all the letters and the timeframes between each letter was the procedural side, thus overlapping procedures. They believed the initial communication was a priority issue and that was where it all started.

Ralph agreed that there should be one group, which is based on the research he did prior to the meeting.

Judi/MJ – laid out the process to follow going forward

- Operate much like the taskforce – come up with a topic (notices, comm.) create little subgroups and have individuals work on a piece of a larger issue
- Could then work on other issues
- When people grouped up they identified research needed which was sent to the analyst

They discussed possibly focusing on topics such as bar coding or an acknowledgment letter.

Mike indicated there is an acknowledgement letter that is sent out. He expressed his concern about sending information piece meal. He would prefer one report rather than 10 recommendations spread out over the year. This way he could dedicate enough resources for the report that would have potential.

Tonjua indicated that there was nothing that prevented the IRS from acting on feedback at any time. It is called feedback until the report is made public.

Decision: There was consensus to work as a single group and use the format utilized by the taskforce.

Judi asked Mike what areas had possibilities such as the matching. Mike said matching was a very major problem three years ago, but it is not as major now. . Mike thought they made corrections for this. Mike thought if the IRS and the committee were both working on the same topic, there would be overlap.

MJ asked Mike if it was possible to get an update of what issues they are working on so that they don't duplicate the effort.

Action Item: Judi will email out the CCE White Paper in final form which had nine topics and at the same time, ask the members to vote on which three topics the members would like to circle up around. She will whittle down the topics so the members can decide what topics they would like to work.

Action Item: Judi will think over what was discussed today. She will speak with MJ, Mike and Tonjua about this and figure out how to help get the committee to continue moving forward.

Program Owner Comments

Tonjua had nothing to add and was waiting to see what was going to develop.

Miscellaneous Issues

TAP staff is In process of securing hotel for face to face meeting, when the name of the hotel is known, Judi will inform the committee.

**Taxpayer Advocacy Panel
SBSE Project Committee
Practitioner Engagement
Meeting Minutes
February 23, 2011**

Designated Federal Official

Judi Nicholas, TAP Program Manager

Attendance

Mary Jean (MJ) Potenzzone, Chair
Lee Battershell
John (JR) Rodgers
Jo Ann Gibbons
Cindi Williams
Marilyn Young
Gary Iskowitz, Vice Chair
Joan Gustafson
Mary Jo Werner
Ralph Sacarello
Karie Davis-Nozemack

Staff

Janice Spinks, TAP Analyst
Kymberly Hand, TAP Secretary
Barbara Chambers, Tax Analyst
Tonjua Menefee, Tax Analyst
Michael (Mike) Landsmann, Senior Tax Analyst
Carol Spencer, Tax Analyst

Guest

Allen Lund, TIGTA
Michelle Philpott, TIGTA
Tom Beers, TAS Research Advisor
Karen Sheely, TAS Examination Technical Liaison

Absent

Brad Lee

Opening/Welcome/Announcements

Judi opened the meeting and MJ welcomed the members. Kymberly took roll and a quorum was met.

Project Committee Chair Updates – Mary Jean Potenzone

MJ indicated the Whitepaper that was completed by the Correspondence Exam Taskforce has been sent to the Joint Committee seeking approval for elevation to the Internal Revenue Service.

Judi introduced the guests on the call. There were two individuals from the Treasury Inspector General for Tax Administration (TIGTA), Allen Lund and Michelle Philpott. The purpose of them joining was to listen to issues being addressed by the TAP. Also joining the call were Karen Sheely, TAS Examination Technical Liaison and Tom Beers, TAS Research Advisor; they joined the call to share their work with Correspondence Audits over the years.

Special Presentation – Tom Beers, Karen Sheely and Mike Landsman

Karen shared some of the projects she has worked on in relation to the Campus Correspondence Exam program;

- Customer satisfaction surveys were reviewed to see what areas needed attention, what could be done better etc...the project was called “Phone Optimus Project” and was worked at the Brookhaven and Cincinnati campuses...the project focused on three areas; soft skills training, employee business expense audits, and employee business expense training
- On the Wage and Investment side she has been involved with another customer satisfaction improvement team which is looking at all of the campus compliance areas; automated under-reporter (matching of income to returns), correspondence exams and innocent spouse...the goal is to enhance the communication process

Tom Beers shared some of the projects he has worked on in relation to the Campus Correspondence Exam program. He shared information regarding studies completed in relevant to the Earned Income Tax Credit (EITC) Correspondence Audit process. Tom shared information in relation to five studies TAS was involved in

- The first study was published in the 2004 ARC Volume II...this study involved Audit Reconsiderations
- A Challenge for Taxpayers
- Impact of Taxpayer Representation
- Challenges for Claiming EITC – based on interviews with Low Income Tax Clinics
- EITC Examination and Documentation Requirements – results of a focus group at IRS Tax Forums June – September 2205

Tom indicated he provided copies of all the reports to Judi, which can be shared with the panel.

Mike Landsman shared information that he has been working on in relation to the Campus Correspondence Exam program;

- Two phases are being worked on, one involves out going calls to taxpayers; a second round of contacts will be conducted after issuance of the 90 day letter...the idea is to be proactive and to bring the taxpayer into the process

At the end of the studies being conducted the results will be reviewed to see if this special test group is being handled any different/better from the general IRS population. If the test group proves favorable, that will provide evidence that the examination process can be improved. It was noted that the results of the study will not be known well into the next calendar year.

Action Item: Staff will provide copies of the reports discussed by Tom to the panel members.

Approval of January Meeting Minutes

Mary Jo sent some changes which will be incorporated. Lee indicated she is listed as the Vice Chair, which is incorrect. The final minutes will be posted on TAPSpace.

Decision: The meeting minutes were approved noting the aforementioned corrections.

Subcommittee Reports

The two subcommittees held their first meetings in February. Following is a summary of what was discussed in the respective meetings.

Communications – Brad Lee was selected to serve as the Lead. However this has to be confirmed with him as he was absent during the meeting. Cindi Williams agreed to serve as the backup Lead.

Cindi provided an overview of what the group discussed:

- They decided to focus on two major pieces of communications; written and oral and decided that taken care of written communications will take care of oral piece
- On the written side they will begin with focusing on four key areas; time frame for responding to letters, associating correspondence to the taxpayer through the system, accountability for who is assigned to the account, response to letters taxpayers get
- On the oral side Gary suggested a mantra for the subcommittee “resolving cases at the lowest possible level”...being able to speak with person who completed the audit and managerial involvement, being able to contact the manager to discuss un-agreed cases

Policy & Procedures – Ralph Sacarello was selected to serve as the subcommittee Lead. Marilyn Young agreed to serve as the backup Lead.

Ralph provided the following overview of what the group discussed:

- Agreed there is little written guidance in the IRM specifically devoted to correspondence exams
- Going forward their focus will be to get involved in developing such procedures
- Gary suggested they focus on the flow chart that was provided by Mike

It was noted that all of the information provided by Mike Landsman (links to the IRM, reports, studies etc.) had been sent to everyone by Janice. Anyone who does not have the information should contact staff.

Program Owner Comments – Tonjua Menefee

Tonjua had no additional comments to add.

Update regarding the Face to Face Meeting

Judi indicated the dates are set; May 23rd and 24th ...the location is based on cost projections between Seattle and Denver. As it stands, Denver is the lowest. However, due to the continuing resolution no confirmations for a travel budget have or can be made at this time.

Gary asked if Philadelphia could be considered as an option. Since they have a campus it may be good to schedule a visit.

Action item: Judi will have Kymberly do a cost comparison for Philadelphia.

MJ asked if a visit to a campus could be arranged. Judi noted that campus visits have been arranged in the past and would have to be worked through Tonjua.

Closing

Judi thanked everyone for their time and participation and officially closed the meeting.

**Taxpayer Advocacy Panel
SBSE Project Committee
Practitioner Engagement
Meeting Minutes
January 26, 2011**

Designated Federal Official

Judi Nicholas, TAP Program Manager

Attendance

Mary Jean (MJ) Potenzzone, Chair
Lee Battershellr
John (JR) Rodgers
Jo Ann Gibbons
Cindi Williams
Marilyn Young
Bradford Lee
Gary Iskowitz, Vice Chair
Joan Gustafson
Mary Jo Werner

Staff

Janice Spinks, TAP Analyst
Kymberly Hand, TAP Secretary
Diane Jackson, Tax Analyst
Michael (Mike) Landsmann, Senior Tax Analyst

Absent

Karie Davis-Nozemack
Rafael Sacarello

Opening/Welcome/Announcements

Judi opened the meeting and MJ welcomed the members. Kymberly took roll and the quorum was met.

MJ welcomed everyone to the meeting and provided a brief overview of what would be discussed in the meeting. She indicated assignments will be made once it is determined which issues the committee agreed to focus on.

Approval of December 2010 Annual Meeting Minutes

The meeting minutes were approved as submitted.

Program Owner Comments – Dianne Jackson

Diane indicated she was sitting in for Tonjua and was asked to take notes regarding any items of interest and or action items needing Tonjua's attention.

Mike indicated he sent TAP staff all of the information that he committed to sending out.

Action: Janice will ensure Mike is added to the distribution list for all meeting pre-read documents.

Review Project Outline

MJ noted that the Joint Committee has asked for a monthly update each month of what is going on in the project committees; chairs are sending a small written report each month for their respective committees. She provided a brief overview of the charge before the committee;

- The committee's mission is to make recommendations to the IRS to get higher enhancement of what can maximize practitioner involvement/satisfaction with the campus correspondence exam process
- The committee will pick certain issues and make recommendations to enhance the correspondence exam process

Review CE Taskforce White Paper

MJ indicated the committee would be looking at the document prepared by the Campus Correspondence Exam Taskforce as a starting point in determining which issues the committee would address. She noted that Karen Sheely, SBSE Technical Liaison reviewed the document and provided very positive feedback for the team to consider in enhancing the content, the summary and certain other points in the document.

The approach will be to go over the top issues that the taskforce decided to focus on as a starting point. MJ asked all to provide additional issues that they may deem appropriate.

The issues raised by the taskforce include;

- Communication between the IRS and the practitioners
- Transferring Correspondence to field exam
- Policy and procedures for correspondence exams
- Management involvement
- Automated Correspondence Exam procedures (ACE)
- Accountability
- Appeals procedures/tax court issues,
- Repetitive exams
- Matching taxpayer correspondence with case files
- Non-productive examinations

MJ indicated the goal was to solicit other issues not raised by the taskforce and focus on five issues that would be prioritized. From there they would zero in on the top three, create subcommittees, work those issues, and see how far they can get by the time of the face to face meeting. Depending on the progress of the three subcommittees, it is possible that a couple more issues could be addressed by the end of the year.

Gary indicated he wanted everyone to understand the IRS' side of this issue. The IRS wants to increase audit coverage, and the only way to do this is with volume and to expedite cases through the system, which is what's working against them. The challenge will be trying to find a happy medium; the IRS' needs vs. the taxpayer's needs. The committee will have to look at this in a balanced way.

MJ reiterated that for now they will focus on five issues, prioritizing them and focus on the top three, forming subcommittees around those.

Mike noted the list does not appear complete to him. MJ indicated that part of their goal was to identify additional issues.

Judi provided Mike with background regarding the correspondence exam taskforce; what they were charged with, and how their information is being utilized by the project committee.

Mike indicated that he provided a research study that was done from the 2008 Nationwide Tax Forums where they solicited feedback from practitioners regarding correspondence exams. That information should provide assistance in determining which issues to begin addressing.

Action: Janice will send the report out to the members.

JR indicated he was impressed with the white paper and how it is structured. He noted (in his opinion) that the correspondence exam process needs to be overhauled and felt it was important that the committee focus on more than just five issues. Judi indicated the document will be sent to the IRS for their consideration of what the taskforce sees as some immediate issues that need to be addressed. In the short run, the goal is to go forward with the key issues that need to be addressed.

Jo Ann asked for clarification as to how many issues will be focused on; three or five and asked to receive all of the information that is on the board.

MJ indicated all of the documents will be sent out to everyone by Janice. The goal for this meeting was to walk away with three issues to begin working on and form subcommittees before delving into the documents and any other related information.

Judi asked Mike to summarize the highlights of the issues in the report. Mike summarized the information accordingly;

- Practitioner's own experiences

- Inconsistent treatment between campuses
- Accountability
- From practitioner standpoint what is best use of their time/involvement in the process
- They would like more access to e services

MJ indicated she would like to address the five issues from the taskforce (page 13 of the whitepaper) and allow the others to provide input as what they feel should be addressed. The five issues highlighted in the whitepaper are;

- Better Communication between the IRS and taxpayer
- Written IRM policy/procedures; specifically for correspondence examinations
- Computer programmed flags identifying prior audits and exceptions
- Better procedures for matching information that comes in with case files
- Management involvement in unagreed cases prior to the 90 day letter

Each person was asked to indicate their preference of what issues they felt should be addressed immediately. Following are the responses received;

- **Cindi** – Agreed with the list of five...she noted it might be best to combine matching process and better communication – however, policy and procedures should be the first priority
- **Jo Ann** – Communication, practitioners looking for better access to e-services/materials the IRS has on their clients, and better procedures in every single area
- **Joan** – Agreed with communications but thinks that will be addressed when new written policies/procedures are in place, her priorities are written IRM policy procedures, communication & management involvement
- **Brad** – Communications, policy/procedures....Brad asked Mike if anyone has asked the IRS what they think the problem is...Mike stated the IRS knows what some of the issues are but the point is to address them from the outside in...when done TAP will make recommendations and if they have worked on the issues and fixed them then fine, but if there is still work to be done then TAP's recommendations would cause them to address them more diligently
- **Lee** – Policy/procedures, automated correspondence exam procedures (ACE), the rest will feed into that, management involvement and written IRM policy/procedures...Lee indicated she would like to see ACE as the second issue to address
- **Marilyn** – Non-productive audits, communication, and enhancing the IRM
- **JR** – Policy/procedures and communication....JR also noted he didn't think the committee should focus on e-services
- **Gary** – Communication, policy/procedures, associating correspondence with case file and lack of managerial involvement
- **Mary Jo** – Non-productive audits, enhancing the IRM, communication

MJ indicated based on the responses from those present, policy procedures, and communication tallied as the top two issues to address. Based on the responses, this is where the committee will begin.

Mike reiterated that Exam & AUR are two separate programs; if there is a document matching issue, chances are its AUR and not exam.

Next Steps

Appoint subcommittees and include individuals from the correspondence exam taskforce on each, which will give benefit of their research etc.

The subcommittees will be as follows;

- **Policy/procedures including changes IRM etc.**
- **Communications between IRS and the TP**

MJ asked for any other comments/feedback before proceeding.

Lee asked that the ACE procedures be included as a separate issue. She noted that once the committee looks at how the procedures go this will be a key factor and will involve both; she suggested looking at it as a cause of one of the problems and felt it could be addressed that way.

Judi indicated they will not be able to form any more than two subcommittees at this time.

JR indicated once the committee delves into policy/procedures they can look at ACE and how it is not following policy/procedures as a way of addressing the issue. Lee agreed with this strategy.

Action: Each person was asked to send Judi their 1st and 2nd preference for subcommittee assignments.

Judi suggested an email to the committee to lay out the two subcommittees and ask members for their preferences and if they are willing to be on either of the two. Once the replies are in, staff will schedule meetings in advance of the February project committee meeting.

MJ asked for draft notes of the meeting so that those not present could see how the issues were identified

Action: Judi indicated staff will extract some of that information to include in the email that she will send out to the members.

Gary asked for clarification about the upcoming meeting on February 1st. Judi noted that meeting is specifically for the correspondence exam taskforce which is totally separate and apart from this committee.

Other comments

MJ indicated they accomplished a lot on the call and if any one has follow up comments and or questions to send them to her or Judi for consideration.

Closing

Judi and MJ thanked everyone for their time and participation; the meeting was officially closed.