

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

- November 21, 2011
  - October 27, 2011
  - September 22, 2011
  - August 23, 2011
  - July 27, 2011
  - June 28, 2011
  - April 26, 2011
  - March 22, 2011
  - February 22, 2011
  - January 25, 2011
- 

**Taxpayer Advocacy Panel  
SBSE Toll-Free Project Committee  
SBTW  
Meeting Minutes  
November 21, 2011**

**Designated Federal Official**

- Linda Rivera – Acting TAP Program Manager

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett – Chair
- Richard (Rich) Bilancia
- Linda Gambardella

**Absent**

- Paulette Bekolo
- David Cain
- Deidre (DeDe) Jackson, Vice-chair
- John (Rodger) Lees
- Susan Lynn
- Anne Rasmussen
- Thomas (Tom) Wechter
- Clifford (Cliff) Young

**Staff**

- Tim Shepard, TAP Analyst

- Nina Pang, TAP Analyst
- Barbara Chambers-Brown, SBSE Senior Tax Analyst

### **Meeting Opening**

Linda opened the meeting. She thanked everyone for their work in TAP.

### **Welcome/Announcements/Review Agenda – Harlan Barnett**

Barbara announced that she was sitting in for Tonjua Menefee. Harlan welcomed and thanked everyone for attending the call.

### **Roll Call**

Nina took roll and quorum was not met.

### **Acknowledge Members of the Public on the Call – Harlan Barnett**

None

### **Approve October Minutes – Harlan Barnett**

The committee approved the October meeting minutes. (However, the committee did not have quorum and could not officially approve the October minutes.)

### **Action Item**

Tim will send out an email requesting approval from the rest of the committee members.

### **Program Owner Comments – Barbara Chambers-Brown**

Barbara provided an update for the committee. SBSE approved some of the committee's suggestions: a new lesson for international employment taxes, the requested language in the lesson to emphasize both the presenter strip and the on-screen graphics, making the lessons available on You-Tube and offline from the IRS portal, and including the workshops in a welcome package for EIN applicants.

### **Approve the Final Referral Write-up**

Harlan mentioned that he had email approval from ten of the twelve committee members, and declared the final draft of the project referral approved. Tim asked Harlan to send out an email about having email approval from ten of the twelve members. He also sent the preliminary copy to Tonjua Menefee and Carolyn Sanders-Walsh.

### **Final Comments**

Each committee and staff member shared their comments and thanks to both TAP staff and Project Committee leadership.

### **Closing – Linda Rivera**

Linda closed the meeting.

**Taxpayer Advocacy Panel  
SBSE SBTW Project Committee  
Meeting Minutes  
October 27, 2011**

**Designated Federal Official**

- Linda Rivera – Acting TAP Program Manager

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett – Chair
- Richard (Rich) Bilancia
- David Cain
- Deidre (DeDe) Jackson – Vice-chair (in part)
- Susan Lynn
- Anne Rasmussen
- Clifford (Cliff) Young

**Absent**

- Paulette Bekolo
- Linda Gambardella
- John (Rodger) Lees
- Thomas (Tom) Wechter

**Staff**

- Tonjua Menefee, SBSE Senior Analyst
- Tim Shepard, TAP Analyst
- Nina Pang, TAP Analyst
- Kymberly Hand, TAP Secretary

**Meeting Opening**

Linda opened the meeting.

**Welcome/Announcements/Review Agenda – Harlan Barnett**

Tim announced that Rodger will not be on the call and Tonjua indicated Carolyn Sanders-Walsh will not be either. Harlan welcomed and thanked everyone for attending the call.

**Roll Call**

Kymberly took roll and quorum was met.

**Acknowledge Members of the Public on the Call – Harlan Barentt**

None

**Approve September Minutes – Harlan Barnett**

The full committee, by consensus, approved the September 22 meeting minutes. They also approved the notes from the October 13 subcommittee call.

### **Program Owner Comments – Tonjua Menefee**

Tonjua informed the committee that she had a conversation with Carolyn Sanders-Walsh regarding the International piece of the project. That piece was being tweaked for a video shoot. Carolyn wanted to know if she needed to include that portion in her final report. Tonjua thought the committee would want the work included as one piece rather than piece meal. She asked if the committee wanted to a separate report for the International piece. Harlan thought the International piece could be recognized as a separate piece since it was done first and informally and when the committee finishes the piece they are working on, SBSE could recognize that piece as well.

Tonjua also indicated to Carolyn, that it would be nice if they could provide a quick response to the committee since some of them would be retiring this year. She thought it would be nice to know what happened to their recommendations and will work to accomplish that. Harlan informed Tonjua their last meeting will be November 21 and if possible, that would be the time to provide information regarding the project, the retiring members' last day will be November 30. Tonjua thanked the members for their work. She shared next year's new approved SBSE issues for TAP to work on.

**Action Item:** Tonjua will also share this info with Steve Berkey.

### **Review Preliminary Referral Write-up**

Harlan asked Tonjua if it was important to include the names of the members and which comments they made and keep each member's comments a different color for the report. Tonjua indicated that would be better in case the function needed to contact that member for clarification.

The committee discussed changes including adding the comments brought in by Rodger and Tim's acquaintances. Harlan will incorporate all changes and email the draft.

Cliff asked about how and offered suggestions on how small business owners would learn about the tutorial.

**Action Item:** Cliff will write up his suggestions and email them to Harlan.

**Action Item:** Harlan will incorporate the changes and email them to the members. He will also send the document to Tim so it can be posted on TAPSpace. Harlan would like each member to send him an acknowledgement/approval, even if there are no additional comments.

**Action Item:** Tim will post the document to TAPSpace.

**Discuss Target Completion Dates**

Harlan, with the groups' approval, cancelled the November 10 subcommittee call. He believed they could get email approval prior to sending their referral to the Joint Committee.

**Action Item:** Once Harlan has email approval, he will email a preliminary copy to Tonjua.

**Next Steps – Harlan Barnett**

The next meeting for the committee will be November 21 at 9:00 a.m. Pacific Time. He asked every member to attend the November 21 meeting.

**Closing – Linda Rivera**

Linda closed the meeting.

**Taxpayer Advocacy Panel  
SBSE Toll Free Project Committee  
Meeting Minutes  
September 22, 2011**

**Designated Federal Official**

- Linda Rivera – Acting TAP Program Manager

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett – Chair
- Richard (Rich) Bilancia
- Deidre (DeDe) Jackson – Vice-chair
- John (Rodger) Lees
- Susan Lynn
- Thomas (Tom) Wechter

**Absent**

- Paulette Bekolo
- David Cain
- Linda Gambardella
- Anne Rasmussen
- Clifford (Cliff) Young

**Staff**

- Tonjua Menefee, SBSE Senior Analyst
- Carolyn Sanders-Walsh, SBSE Supv Management and Program Analyst
- Tim Shepard, TAP Analyst
- Nina Pang, TAP Analyst
- Kymberly Hand, TAP Secretary

**Meeting Opening**

Linda opened the meeting.

**Welcome/Announcements/Review Agenda – Harlan Barnett**

Harlan welcomed everyone to the call and reviewed the agenda.

**Roll Call**

Kymberly took roll and quorum was met.

**Approve August Minutes – Harlan Barnett**

The full committee, by consensus, approved the August minutes.

**Acknowledge Members of the Public on the Call – Harlan Barnett**

None

### **Members Give Feedback on the SBTW**

Harlan asked each member to share their feedback on the SBTW. He had consolidated their comments into one document and sent it out to each member. He asked each member to review all the comments on the document and offer any additional comments or suggestions. Kirsten, Rodger, DeDe and Rich offered additional suggestions and will email them to Harlan. Carolyn also offered clarification to some of the members' feedback.

**Action Item:** Kirsten, Rodger, DeDe and Rich will email their additional comments to Harlan, so they can be consolidated into the document.

### **Program Owner Comments – Tonjua Menefee**

Tonjua did not have any comments, but complimented the committee for their fine work. Carolyn expressed her appreciation for the feedback provided regarding the international lesson. They decided to postpone shooting it so they could re-write the script based on the committee's comments and incorporate some of the committee's comments.

### **Discuss Target Completion Dates**

Harlan asked the members to review the preliminary write-up before the October 13 call. He suggested emailing any comments and suggestions to him. The deadline for all written comments will be October 13. Once Harlan has all the comments, he will be able to finalize the preliminary write-up and have the document ready as a pre-read for the October 27 meeting.

### **Next Steps – Harlan Barnett**

The last meeting date for the committee will be November 21 at 9:00 a.m. Pacific Time. Harlan will ask the committee to finalize their comments at that time.

### **Closing – Linda Rivera**

Linda closed the meeting.

**Taxpayer Advocacy Panel  
SBSE Toll Free Project Committee  
Meeting Minutes  
August 23, 2011**

**Designated Federal Official**

- Linda Rivera – Acting TAP Program Manager

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett – Chair
- Richard (Rich) Bilancia
- David Cain
- Deidre (DeDe) Jackson – Vice-chair
- John (Rodger) Lees
- Susan Lynn
- Anne Rasmussen

**Absent**

- Paulette Bekolo
- Linda Gambardella
- Thomas (Tom) Wechter
- Clifford (Cliff) Young

**Staff**

- Tim Shepard, TAP Program Analyst
- Nina Pang, TAP Program Analyst
- Tonjua Menefee, SBSE Senior Analyst
- Carol Spencer, SBSE Tax Policy Analyst
- Travis Smith, SBSE Program Evaluation and Risk Analyst
- Barbara Chambers-Brown, SBSE Senior Analyst
- Carolyn Sanders-Walsh, SBSE Supv Management and Program Analyst (in part)

**Member of the Public**

None

**Meeting Opening**

Linda opened the meeting.

**Welcome/Announcements/Review Agenda – Harlan Barnett**

Linda explained that she is the acting manager for the Seattle TAP office. She is an analyst in the National Office. Harlan welcomed everyone to the call and reviewed the agenda.



### **Roll Call**

Tim took roll and quorum was met.

### **Approve July Minutes – Harlan Barnett**

The full committee, by consensus, approved the July minutes.

### **Acknowledge Members of the Public on the Call – Harlan Barnett**

None

### **Program Owner Comments**

Tonjua informed the committee that Carolyn Sanders-Walsh is the project manager for the new issue this committee will be working. She will join the call towards the end of the meeting to explain the new project. Tonjua thanked the committee for their hard work. She wanted the committee to know their work was not going unnoticed.

### **Self Help Subcommittee Report – Approved Completed Referral and Appendices – DeDe Jackson**

DeDe reported their project was completed ahead of schedule. They added an addendum to Appendix B and were seeking formal approval for their project.

**Decision:** The full committee, by consensus, approved the Self Help Subcommittee's referral.

### **ICM Subcommittee Report — Approved Completed Referral and Appendices – Rodger Lees**

Rodger reported their project was also completed. They made minor modifications to their document and they were seeking formal approval for their project.

**Decision:** The full committee, by consensus, approved the ICM Subcommittee's referral.

The final documents were forwarded to the Joint Committee (JC) pending the formal approval by the full SBSE Project Committee.

Tonjua received preliminary copies of both referrals and their appendices. She is waiting for JC approval before forwarding them to SBSE.

### **Discuss Next Short Term Project – Sept. – Nov. – Harlan Barnett and Carolyn Sanders-Walsh**

Harlan asked the full committee review the Virtual Small Business Tax Workshop and each lesson. Carolyn gave some background information on the project. The workshop is a major outreach product for SBSE and its purpose is to educate new small business owners.

Rodger asked if there was any statistical information or feedback from taxpayers who have used the product, which the Committee could use. He also inquired about any metrics which indicate the level of use for each lesson versus the level of use for the website itself.

Carolyn mentioned there was a survey and she will try and obtain that info and check for any metrics.

**Action Item:** Carolyn will try and obtain the survey results and any metrics for the Committee.

**Next Steps – Harlan Barnett**

Harlan discussed the project due date, it is a short time frame. Harlan suggested the committee work as a whole and meet again on Thursday, September 8<sup>th</sup> at 9 a.m. Pacific Time. He would like to utilize the former ICM meeting times and dates which is the second Tuesday of the month at 9 a.m. and the SBSE full committee calls on the fourth Thursday of the month at 9 a.m.

**The following are the new committee meeting times and dates:**

Tuesday, September 8 at 9 a.m. Pacific Time

Thursday, September 22 at 9 a.m. Pacific Time

Tuesday, October 13 at 9 a.m. Pacific Time

Thursday, October 27 at 9 a.m. Pacific Time

Tuesday, November 10 at 9 a.m. Pacific Time

Because the fourth Thursday in November is Thanksgiving, we will probably meet Monday, November 21 at 9 a.m. Pacific Time. Tim said he would send an email out about this closer to the date of the call

If an additional meeting is necessary, the meeting dates for the Self Help group can be utilized.

Harlan asked the committee members to review the workshop on the website and submit written observations/comments in a Word document to Harlan and Tim.

Due to the short timeframe, Rodger suggested and Harlan agreed, the ICM team will review the lessons for all small business owners and the Self Help team will review the lessons for small business owners with employees.

**Closing – Linda Rivera**

Linda closed the meeting.

**Taxpayer Advocacy Panel  
SBSE Toll Free Project Committee  
Meeting Minutes  
July 27, 2011**

**Designated Federal Official**

- Judi Nicholas, TAP Program Manager

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett, Chair
- Linda Gambardella (in part)
- Deidre (DeDe) Jackson, Vice-chair
- John (Rodger) Lees
- Susan Lynn

**Absent**

- Richard (Rich) Bilancia
- Paulette Bekolo
- Thomas (Tom) Wechter
- Clifford (Cliff) Young
- Anne Rasmussen (excused)
- David Cain (excused)

**Staff**

- Tim Shepard, TAP Program Analyst
- Kymberly Hand, TAP Secretary/Note taker
- Mike Landsman, SBSE Program Analyst
- Tonjua Menefee, SBSE Program Owner
- Carol Spencer, SBSE Program Analyst
- Travis Smith, SBSE Program Evaluation and Risk Analyst

**Member of the Public**

None

**Meeting Opening**

Judi opened the meeting.

**Welcome/Announcements/Review Agenda – Harlan Barnett**

Harlan welcomed everyone to the call and reviewed the agenda. Harlan stated the ICM Subcommittee will be on the second Thursday of every month beginning in August and the SBSE Toll-Free full committee will be moved to the third Thursday beginning in September. The August SBSE Toll Free committee will remain the third Tuesday as regularly scheduled.

**Action Item:** Tim will send out an email to all members to suggest a different date for the SBSE Toll Free Full Committee Meeting in November.

### **Roll Call**

Kymerly took roll and quorum was met.

### **Approve June Minutes – Harlan Barnett**

The full committee, by consensus, approved the June minutes. Anne Rasmussen and David Cain indicated before the meeting they approve of the minutes.

### **Acknowledge Members of the Public on the Call – Harlan Barnett**

None

### **Program Owner Comments**

Tonjua stated she is still working on trying to locate smaller projects for the group to begin working on for the remainder of the year. She said a lot of the projects she is getting are more long term projects that would take the group to the next year.

Carol stated she had spoken with the Joint Operations Center (JOC) staff to start implementing suggested changes to the scripts and the JOC had pushed back on length of the scripts for the EITC/IMF/ETNF. The JOC wanted these moved back to the first queue announcement, because the time the taxpayers are on the phone listening to the scripts would affect the total length of the call. Carol said she changed the scripts to reflect their suggestions and sent it to Tim for distributing. Carol stated the changes still provided the taxpayers with the same information, just in a different location.

Tim stated he had posted the changes on the TAPSpace.

**Action Item:** All members would review the proposed changes and respond back to Carol with any suggestions by Friday, Aug 5.

### **Self Help Subcommittee Report – DeDe Jackson**

DeDe provided a brief report of the progress of the subcommittee. She stated the group had completed the project referral form, along with the appendixes and combined two of their appendixes, because the information in them overlapped.

She stated the biggest challenges to the project would probably be technology and funding, because the IRS would not have the funding to upgrade to the newest technology to better assist the taxpayers. She also stated social media would be a key in making improvements because everyone these days use it.

The full committee, by consensus, approved the project referral form, along with the appendixes for the content with minor corrections.

### **ICM Subcommittee Report – Rodger Lees**

Rodger provided a brief report of the progress of the subcommittee. He stated the group had completed the project referral form, along with the appendixes. He stated that in the Tier two section, there had been several changes and the group had added verbiage to reflect the proper flow of the script. He stated the group had to change the colors of the flow chart because to the reader it would have been hard to follow along with the changes.

The full committee, by consensus, approved the project referral form, along with the appendixes for the content with minor corrections.

### **Discuss Drafting of the Project Referral – Harlan Barnett**

Harlan wanted the two teams to send out their final versions so everyone in the full committee could see the final versions of the project referrals.

Harlan stated the two drafts for each project referrals have been approved by the full committee.

### **Discuss Target Completion Dates – Harlan Barnett**

He also stated that the ICM subcommittee probably would not have to meet and the Self Help subcommittee might need to meet to gain the approval of the minor changes from the subcommittee.

### **Next Steps – Harlan Barnett**

Harlan stated the group would make their deadline of August 18<sup>th</sup> to have both referrals to the Joint Committee for their approval and forward to the IRS.

### **Closing – Judi Nicholas/Harlan Barnett**

Harlan thanked everyone for their hard work and dedication to the project. He also thanked the program owner and SME's for their continued support and assistance through the process.

Several members thanked Harlan for his leadership and support during the project. He also congratulated Judi on her new position and that she would be missed.

Judi stated that the next full committee meeting was Aug 23, which could provide Tonjua some time to find some small projects for the group to work on.

Judi also stated her report date to her new position was Aug 15 and her temporary replacement would be Michael Shuler, who she has worked with before and would be providing more information about him in a further email. She said Shawn would be announcing her job as soon as she could.

Harlan thanked everyone for attending and Judi closed the meeting.

**Taxpayer Advocacy Panel  
SBSE Toll Free Project Committee  
Meeting Minutes  
Tuesday, June 28, 2011**

**Designated Federal Official**

- Judi Nicholas – TAP Program Manager

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett - Chair
- Paulette Bekolo (in part)
- Richard (Rich) Bilancia
- Linda Gambardella
- Deidre (DeDe) Jackson – Vice-chair
- John (Rodger) Lees (in part-excused)
- Susan Lynn
- Anne Rasmussen

**Absent**

- David Cain
- Thomas (Tom) Wechter
- Clifford (Cliff) Young - excused

**Staff**

- Barbara Chambers-Brown, Senior Tax Analyst
- Wendy Handin, SBSE Supervisory Social Scientist
- Suzan Rush, SBSE Program Analyst
- Travis Smith, SBSE Program Evaluation and Risk Analyst
- Tim Shepard, TAP Analyst
- Nina Pang, TAP Analyst

**Member of the Public**

- Dana Minot

**Meeting Opening**

Judi opened the meeting.

**Welcome/Announcements/Review Agenda – Harlan Barnett**

Harlan welcomed everyone. Barbara announced that she is sitting in for Tonjua Menefee. Travis announced that Mike Landsmann and Carol Spencer will not be on the call. Tim announced that Cliff will not be on the call and Rodger will be late.

**Roll Call**

Tim took roll. A quorum was met.

### **Approve May Minutes – Harlan Barnett**

The committee approved the May face-to-face minutes which include the corrections already in process. The committee also accepted and approved both the Intelligent Contact Management (ICM) subcommittee meeting notes and the Self Help subcommittee meeting notes for June. Harlan had asked the subcommittee leads to review these notes, for accuracy since there was important information from both of these meetings.

### **Acknowledge Members of the Public on the Call – Harlan Barentt**

Harlan welcomed Dana and explained the purpose of the SBSE Toll-free Committee and their project. He explained how the committee and meeting functioned. Dana gave some background information about herself.

**Action Item:** Harlan will send Dana information on what TAP does.

### **The IRS Taxpayer Burden Reduction Office – Wendy Handin**

Wendy introduced herself and Suzan. Wendy provided information about the history and purpose of the Taxpayer Burden Reduction (TBR) Office. TBR is now transitioning back to Small Business Self Employed (SBSE) from the Office of Taxpayer Correspondence in Wage and Investment (W&I). She is gathering pre-development input and would welcome any input by July 15, 2011.

### **Program Owner Comments**

Barbara did not have any program owner comments.

### **Self Help Subcommittee Report**

DeDe provided an update to their project. Currently, their subcommittee is writing their final draft report. The subcommittee had the same concerns as they review the barriers and benefits. The Self Help options are geared around technology, but there is a small percentage that does not have access to computers. DeDe informed the committee of their proposals. Due to the overlap between Appendix B & C, they may need to be combined, or revised to make them more distinct.

**Action Item:** The subcommittee will target the week of July 11 to have all changes completed.

**Action Item:** Some members could not open the documents. TAP staff will re-save and re-send the documents.

### **ICM Subcommittee Report**

Rodger provided an update to their project. Currently their recommendation document is about 80 – 85 percent complete. The edits have been made and all scripts have been reviewed and approved. Carol requested the scripts before the final recommendation. All segments have been tested and completed except the queues. The subcommittee identified three tiers, one is the script, two is the ICM flow and options and three is any enhancements. Tiers one and two are complete. Tier three needs to be enhanced and should be done later today. The final section should be written today and the document should be wrapped up this week.

### **Discuss Drafting of the Project Referral**

Harlan wanted everyone to concentrate on the substance of the report and included everything which was discussed at the face-to-face meeting. He did not want anyone to worry about format; he and Rich will format the report later.

### **Discuss Target Completion Dates**

Harlan reviewed the committee's timeline and particular dates for each subcommittee. They would like to get the preliminary information to Carol by her target date of July 15 so the IRS can begin implementation of the committee's recommendations this year.

### **Next Steps**

Harlan reminded the committee that the next SBSE Toll Free meeting has been rescheduled to Wednesday, July 27 at 1:00 p.m. Pacific Time.

The subcommittee will try to get some information to Wendy for the Taxpayer Burden Reduction Office.

### **Closing**

Harlan thanked everyone for attending and Judi closed the meeting.



**Taxpayer Advocacy Panel  
SBSE Toll Free Project Committee  
Meeting Minutes  
April 26, 2011**

**Designated Federal Official**

- Judi Nicholas

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett - Chair
- Paulette Germain-Bekolo
- Richard (Rich) Bilancia
- David Cain
- Diedre (DeDe) Jackson – Vice-chair
- John (Rodger) Lees
- Susan Lynn
- Clifford (Cliff) Young

**Absent**

- Linda Gambardella
- Anne Rasmussen (excused)
- Thomas Wechter
- Tonjua Menefee, SBSE Senior Tax Analyst

**Staff**

- Tim Shepard, TAP Analyst
- Nina Pang, TAP Analyst
- Kymberly Hand, TAP Secretary
- Michael (Mike) Landsmann, Senior Tax Analyst, SBSE
- Carol Spencer, SBSE Tax Policy Analyst

**Opening/Welcome/Announcements**

Judi opened the meeting and Harlan welcomed everyone. Kymberly Hand took roll and quorum was met.

**Approval of March Minutes—Harlan Barnett**

Meeting minutes were approved by consensus.

**Members of the Public – Harlan Barnett**

There were no members of the public.

**Program Owner Comments**

Tonjua Menefee was absent and both Mike and Carol did not have any comments.

### **Self Help Subcommittee Report – Diedre (DeDe) Jackson**

DeDe provided an update to the committee. She believed the subcommittee is ahead of schedule on their draft of recommended changes. They are currently working on the following actions from their last meeting:

- Send in suggestions/observations by April 30<sup>th</sup> to DeDe. She will compile a list for the face-to-face meeting.
- Come up with suggestions for the changes to self-help, this is the main objective for the face-to-face meeting
- Come up with any observations which can be shared with the ICM subcommittee

DeDe reported she has received half the subcommittee members' suggestions and she is looking forward to receiving the remainder.

DeDe inquired about wireless connectivity. Judi did not know since the committee would be meeting in a federal building. TAP staff will check.

**Action Item:** TAP staff will check for wireless connectivity in both the federal building and the hotel.

DeDe will send all her information to Tim so they can be posted on TAPSpace. All TAP staff will have internet access.

### **ICM Subcommittee Report – Rodger Lees**

Rodger provided an update of the subcommittee's accomplishments during their last meeting:

- Reviewed some of the Internal Revenue Manual (IRM) timeframes which are very specific, the goal of the ICM help lines is more of a guide for taxpayers. The subcommittee incorporated some of the general timetables into their script. The average call length is 9 – 10 minutes; they would like the messages useful to the caller and suggest the caller be allowed to select the queue messages they would like to hear.
- Conducting more tests
- Putting together the flow in the new world of ICM, based on how the subcommittee believes the caller would benefit from having the options of accessing the queue messages. They plan to do this during the face-to-face meeting.
- Review the call volumes and type of calls coming into the ICM. The info will help the subcommittee make different suggestions about various queues or segments which may be helpful to the caller
- Subcommittee members are providing recommendations to new queues or segments

### **May FTF Meeting – Harlan Barnett**

Harlan asked the first year members what they expected to gain from the face-to-face meeting. Members shared their expectations. Judi explained the face-to-face preparation, conference phones will be set up for any SBSE subject matter experts (SME) who will not attend. There will be a staff person assigned to each subcommittee to provide support in the process and material area and the SMEs will provide content. There will be a lot of support for each of the subcommittees.

Rich and Harlan will discuss the development of a format for reporting the subcommittees' findings for Mike and Carol.

### **Discuss Target Completion Dates – Harlan Barnett**

Harlan stated that work on both projects should be completed by August 1 so they could be approved and forwarded. Harlan believed the subcommittees were on track. Kirsten asked what would happen if the subcommittees completed their project early. Harlan and Judi thought the subcommittees may have time to work on a smaller project if their project was completed.

### **Next Steps – Harlan Barnett**

Rodger asked if the senior members could provide their expectations. The members shared their expectations. Harlan reminded members if they did not send in their input, to send it in by April 30. Tim will need to include the materials for pre-reads. He also suggested this would be a good time for members to listen to the calls and prompts one last time. There will not be time to listen to the calls at the face-to-face meeting.

### **Closing**

Judi reminded members if they needed any assistance with travel to Seattle, please contact Kymberly. She hoped to have all the hotel confirmations, meeting room and transportation from airport to hotel info available right after the meeting. Mike asked about supplying the SMEs with a list of any material, research or background information the subcommittees will need for the face-to-face meeting by April 29.

**Action Item:** TAP staff will send the list to Mike and Carol today.

Judi closed the meeting.

**Taxpayer Advocacy Panel  
SBSE Toll Free Project Committee  
Meeting Minutes  
March 22, 2011**

**Designated Federal Official**

- Judi Nicholas

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett - Chair
- Paulette Germain-Bekolo
- Richard (Rich) Bilancia
- David Cain
- Linda Gambardella
- John Lees
- Susan Lynn
- Anne Rasmussen

**Absent**

- Deidre (DeDe) Jackson
- Tom Wechter
- Clifford (Cliff) Young

**Staff**

- Tim Shepard, TAP Analyst
- Kymberly Hand, Secretary
- Tonjua Menefee, Program Owner
- Mike Landsmann, Tax Analyst, SBSE Campus Correspondence Examination
- Carol Spencer, SBSE Program Analyst

**Opening/Welcome/Announcements**

Judi opened the meeting and Doc welcomed everyone. Kymberly Hand took roll and quorum was met.

**Approval of February Minutes – Harlan Barnett**

Meeting minutes were approved by consensus.

**Program Owner Comments – Tonjue Menefee**

Tonjua Menefee expressed her appreciation for the committee's hard work and thanked them for all of their suggestions. She also stated to keep the suggestions coming.

### **ICM Subcommittee Report – Rodger Lees**

Rodger reported that the subcommittee completed the following actions during their meeting:

- Reviewed the February subcommittee minutes
- Completed all of the action items from the February meeting
- All members provided their input from their review of the ICM phone line scripts
- Discussed moving some of the cues to the front of the script to allow taxpayers to get to the information quickly when they call
- Discussed the scripts and the timelines that the IRS provides
- Discussed the Interactive Taxpayer Representation Report
- Decided which format to use to forward recommendations to the IRS
- Discussed the next steps and expectations for the subcommittee members prior to the face to face meeting

Judi stated ICM subcommittee would likely finish the project at the face to face meeting and asked Tonjua if there would be more to do once the scripts were completed.

**Action Item:** Add agenda item to the ICM subcommittee agenda to discuss other project items

### **Self Help Subcommittee Report – Paulette Germain-Bekolo**

Paulette stated the subcommittee completed the following actions during their last meeting:

- Reviewed the current phone scripts making suggestions
- Discussed the time frames provided on the scripts versus correspondence
- Completed all actions items from the last meeting
- Completed test calls to the toll-free telephone line to review scripts
- Continue working on scripts, formulate recommendations and forward to DeDe and Tim

Judi stated the subcommittee would provide their observations about the scripts for the ICM subcommittee to consider.

**Action Item:** Roger will contact DeDe for the expected completion date of the report.

### **Documenting Proposals & Suggestions – Harlan Barnett**

Harlan explained the committee is at a point where their thoughts need to be put down on paper to be forwarded to the IRS. He stated the group had good suggestions and need to pull it all together.

**Discuss Target Completion Dates – Harlan Barnett**

Harlan stated that work on both projects at the May face to face meeting should enable the committees to be ready to begin writing the reports in the June meeting.

**Next Steps – Harlan Barnett**

Harlan stated that the next committee meeting is April 26, which will be the final meeting prior to the face to face meeting in May.

**Closing**

Judi closed the meeting.

**Taxpayer Advocacy Panel  
SBSE Toll Free Project Committee  
Meeting Minutes  
Tuesday, February 22, 2011**

**Designated Federal Official**

- Judi Nicholas

**Attendance**

- Kirsten Ball
- Paulette Germain-Bekolo
- Richard (Rich) Bilancia
- David Cain
- Linda Gambardella
- Deidre (DeDe) Jackson – Vice-chair
- John (Rodger) Lees
- Susan Lynn
- Anne Rasmussen
- Thomas (Tom) Wechter (in part)
- Clifford (Cliff) Young

**Staff**

- Tim Shepard, TAP Analyst
- Nina Pang, TAP Analyst
- Tonjua Menefee, SBSE Senior Tax Analyst
- Michael (Mike) Landsmann, SBSE Senior Tax Analyst
- Carol Spencer, SBSE Tax Policy Analyst
- Karen Sheely, TAS Examination Technical Liaison
- Tom Beers, Senior Advisor to NTA, formerly Director of TAS Research

**Guest**

- Glen Rhoades, TIGTA Audit Manager

**Absent**

- Harlan (Doc) Barnett - Chair

**Opening/Welcome/Announcements**

Judi opened the meeting and DeDe welcomed everyone. Tim took roll call and quorum was met.

DeDe announced that Harlan would not be on the call and she was sitting in for him.

**Approval of January Minutes – DeDe Jackson**

Meeting minutes were approved as submitted.

### **Karen Sheely and Tom Beers**

Karen explained her role in TAS. She discussed three projects which her office has been involved with, which this committee is also involved in.

The first project was the Phone Optimization Project (POP). She explained what POP was.

The second project is an on-going project with Wage & Investment (W&I). For this project, they are reviewing the compliance services, and correspondence exams are part of this group. She explained what this group was reviewing.

The third project is a new, enhanced communication project involving correspondence audits and earned income tax credits. Tom and Mike explained this project in depth.

Judi added that she has the documentation on these projects and they can be made available to the committee. If the committee members have any questions, TAP staff will forward them to Karen.

### **Acknowledge Members of the Public on the Call**

There were no members of the public on the call.

### **Program Owner Comment – Tonjua Menefee**

Tonjua did not have any comments for the committee, but she did express her concern about the scope and the possibility of over-lap. She understood this was still a work-in-progress. Judi thought that as the subcommittees reported out, they could look at whether they were over-lapping or outside of the scope.

### **Review Outline of Project – DeDe Jackson**

DeDe informed the committee that Harlan wanted the subcommittees to concentrate on their areas and there would be more information coming. He wanted everyone to start documenting their recommendations. Harlan will discuss this topic at their next meeting.

### **ICM Subcommittee Report – Rodger Lees**

Rodger updated the committee on the ICM subcommittee. Carol and Mike clarified the subcommittee's main objective and what their expectations were. Rodger reported that the three open items which came from their January meeting had been resolved:

- Identify the toll-free phone number to be called
- Identify the best days and times for the subcommittee members to make test calls, which would cause the least amount of burden on IRS employees
- Team members updated the subcommittee on their segment and their progression of the review



The subcommittee discussed a sample review. One member went through the review process and the subcommittee members provided their comments. They requested and received the most current data available since their last call. Rodger believed the team is making good progress.

### **Self Help Subcommittee Report – DeDe Jackson**

DeDe reviewed the subcommittee's progress from their last meeting. She stated the subcommittee had reviewed each member's responsibilities. She and Cliff worked together and created a checklist for the subcommittee to use when they call in on the toll-free number. The subcommittee will start organizing their information, so they will be able to review it at their next meeting. The subcommittee hopes to have their project completed by August 1<sup>st</sup>.

### **Discuss Member Responsibilities – DeDe Jackson**

DeDe thanked everyone for their work. She and Harlan wanted to reiterate open communication with each other.

Judi reminded the committee that each subcommittee's project is defined, the ICM subcommittee is looking at the scripts and the Self-Help subcommittee is looking at to see if there are other self-help options can be offered to taxpayers. In the progress, members may observe other things that they may want to share with the IRS. Members may capture this info for the IRS.

### **Discuss Target Completion Dates – DeDe Jackson**

DeDe reported that Harlan will send out some information on how the subcommittees will write up their part of the project. Harlan would like to see the subcommittees finish their work by August 1.

Mike informed the committee that if there are minor script changes for the Joint Operations Center (JOC) that could be done by May 2011. This will go through TAP staff to Tonjua.

### **Closing**

Judi closed the meeting.

**Taxpayer Advocacy Panel  
SBSE Toll Free Project Committee  
Meeting Minutes  
January 25, 2011**

**Designated Federal Official**

- Judi Nicholas

**Attendance**

- Kirsten Ball
- Harlan (Doc) Barnett - Chair
- Paulette Germain-Bekolo
- Richard (Rich) Bilancia
- David Cain
- Linda Gambardella (in part)
- Deidre (DeDe) Jackson
- John Lees
- Susan Lynn
- Anne Rasmussen
- Clifford (Cliff) Young
- Tom Wechter (in part)

**Staff**

- Tim Shepard, TAP Analyst
- Kymberly Hand, Secretary
- Martha Tobias, SBSE Program Analyst
- Mike Landsmann, Tax Analyst, SBSE Campus Correspondence Examination
- Carol Spencer, SBSE Program Analyst

**Opening/Welcome/Announcements**

Judi opened the meeting and Doc welcomed everyone. Kymberly Hand took roll call and quorum was met.

**Approval of December Minutes – Harlan Barnett**

Meeting minutes were approved by consensus with modifications.

**Program Owner Comments – Martha Tobias**

Martha stated Tonjua did not provide her any information to share.

**Action Item:** Martha will follow up with Tonjua regarding the test call procedures so the panel members can begin making calls.

Carol Spencer stated she told the panel members not to call on Mondays and provided times that would work best for the call centers.

### **Review Outline of Project – Harlan Barnett**

Harlan discussed the two different subcommittees and each subcommittee's responsibilities.

He stated the Intelligent Contact Management Telephone System (ICM) was responsible for generating feedback from external sources to provide opportunities for improvements the ICM system.

He stated the Self Help subcommittee is responsible for providing feedback on the telephone system automated self-help options.

Judi pointed out that some of the background documents provided are useful for each subcommittee project.

### **ICM Subcommittee Report – Rodger Lees**

Rodger stated the subcommittee completed the following actions during their meeting:

- Review the mission of the subcommittee
- Review the existing scripts and to make any recommendations for change
- Reviewed two documents directly related to their project:
  - Excel message tree
  - PowerPoint phone script
- Review the approach to their testing method
- Identified segments each panel member wished to work
- Identified a timeline for project completion

Rodger stated that they identified seven action items during their meeting and four have been completed.

He also stated one script has been reviewed and including suggested modifications. He said each script would have a modified flow diagram that displays the existing and proposed modifications.

### **Self Help Subcommittee Report – DeDe Jackson**

DeDe reviewed the subcommittee's progress from their last meeting. She stated the subcommittee needed copies of the twelve different letters that taxpayers could receive from the IRS. They plan to review the letters to determine what questions to ask. The subcommittee intends to review the kinds of E-Services available to taxpayers.

**Action Item:** Tim will email the correspondence letters to the subcommittee members.

### **Discuss Member Responsibilities – Harlan Barnett**

Each member was asked to provide a member responsibility:

- Read pre-reads material and attend meetings
- Be engaged (participate in meetings)
- Data organization
- Undivided attention on calls
- Follow through and check emails
- Respect others time and be prepared
- Getting information from staff
- Appreciation of others

**Action Item:** Staff will begin placing committee titles in email subject line to better assist panel members on identifying important emails.

### **Discuss Target Completion Dates – Harlan Barnett**

Harlan outlined his vision of timeframes for the projects. He would like to see the subcommittees finish their work by August 1.

### **Member Comments**

DeDe Jackson will lead the next full committee meeting.

Judi stated she should have the location for the face to face within the next few weeks which will be shared via email.

**Action Item:** Tim will follow up on the phone test method and the panel members will use the phone numbers that Mike provided at the annual meeting.

### **Closing**

Judi closed the meeting.