



2010 Meeting Minutes Joint Committee

- November 23, 2010
 - October 26, 2010
 - September 28, 2010
 - August 24, 2010
 - July 8-10, 2010
 - June 22, 2010
 - May 25, 2010
 - April 27, 2010
 - March 23, 2010
 - February 23, 2010
 - January 27, 2010
-

Taxpayer Advocacy Panel Joint Committee Meeting Minutes November 23, 2010

Designated Federal Official

Steve Berkey, Acting Director

Members Present

Sabby Jonathan, TAP Chair
Tom Walker, Vice Chair, TAP
Cheryl Morse, Chair, Area 1
Mary Jean Potenzzone, Chair, Area 2
Louis Kapugi, Chair, Area 3
Ann Spiotto, Chair, Area 4
Dan Fretheim, Chair, Area 5
John Kim, Chair, Area 7
Josefina Villarreal, Chair, EITC
Tommy Thompson, Chair, TAC
Steve Vanderver, Chair, VITA
Susan DaCorte, Chair, Communications
Ray Boyle, Member, Notices
Ernest Miller, Chair, Notices
Harlan Barnett, Chair, SB/SE

Members Absent

Lev Martyniuk, Chair, Forms and Pubs/MLI

Staff Present

Susan Gilbert, Senior Program Analyst
Linda Rivera, Senior Program Analyst
Otis Simpson, Budget Analyst
Russ Pool, Database Analyst
Judi Nicholas, Program Manager
Louis Morizio, Program Manager
Audrey Jenkins, Program Analyst
Ellen Smiley, Program Analyst



Marianne Ayala , Program Analyst
Donna Powers, Program Analyst
Patti Robb, Program Analyst
Lisa Gabriel, Program Analyst
Tim Shepard, Program Analyst
Anita Fields, Secretary
Kymberly Hand, Secretary
Annie Haywood, Secretary
Rose Babb, Secretary

Guests

Ken Donnally, Panel Member, Area 5
Susan Lynn, Panel Member, Area 3
Dave Monnier, Panel Member, Area 4
Nancy Eik, Panel Member, Area 6

Welcome/Announcements/Review Agenda

Sabby Jonathan opened the meeting.

Roll Call

Kymberly Hand took roll call and quorum was met.

Approval October Joint Committee Meeting Minutes

Minutes were approved, by consensus, with no changes.

Action Items from October Meeting:

Project Committees selections by both returning and new panel members will be finalized soon. The managers will share the selections with the panel members.

Issue 17282—Offer-in-Compromise (OIC) Appeal—Held over to January meeting

Issue 17723—Power-of-Attorney—Delay in Processing—Held over to the January meeting

Issue 16784—Suppression of Balance Due Notices—Held over to the January meeting

National Office Report—Steve Berkey

Shawn Collins, TAP Director will be on a detail for about 90 days. She will return at the end of the detail. In the meantime, Steve Berkey will be the Acting Director.

Steve reported the recruiting process is completed. New members have been notified of their selection.

He noted the Brooklyn office will be responsible for Area 1 and 2 for staff support and the Florida office will be responsible for Area 3.

He announced that Anita Fields, TAP Secretary, has been promoted to the Junior Analyst position in the Florida office.

John Kim reminded the Area Chairs that it was their responsibility to find volunteers from their areas to be part of the mentoring program. The volunteers of the different areas needed to be named so prior to December the mentors could be matched with the mentees.



Roy Block, TAP Program Manager, is short on volunteers do to the large amount of new members and wanted to use retired panel members for mentors. It was decided that instead of using retired members volunteers from other areas would assist, since they would be at the annual meeting and retired members would not.

Judi stated there will be two Small Business Self Employed (SBSE) project committees this year. One of the projects will be Correspondence Examination Practitioner Experience and the other Correspondence Examination Toll-Free telephone line.

TAP Chair Report—Sabby Jonathan

Sabby reported the January meeting would be on January 25, 2011. This meeting would be a formal meeting and the Federal Register had been completed for it.

Sabby said his thanks to all the retiring panel members for their hard work and dedication to this year's TAP Panel. He also expressed his thanks for the Joint Committee's support of him this year.

Area Issues for Review

Area 5

Issue #18358—Comments about IRS Service—Tim Donnally provided a brief description of the issue. The recommendation is to get a comment page on the IRS.gov website where taxpayers could leave comments.

Decision—the full committee decided, by consensus, to approve as modified for elevation to the Internal Revenue Service (IRS).

Issue #19066—PTIN Public Database Preparer Designation—Tim provided a brief description of the issue. The recommendation is to add a designation so that taxpayers can easily identify qualified tax preparers.

Decision—the full committee decided, by consensus, to approve the issue for elevation to the IRS.

Issue #19183—Business Forms 1099/1098 via E-Services—Cheryl Morse provided a brief description of the issue. The recommendation is to add a category on the forms for E-services.

Decision—the full committee decided, by consensus, to approve the issue for elevation to the IRS.

Area 4

Issue #16885—Publications 15-15A—David Monnier provided a brief description of the issue. The recommendation is to provide more information to employees.

Decision—the full committee decided, by consensus, to approve the issue for elevation to the IRS.

Area 3

Issue #17957—No Notice of Explanation with IRS Checks—Lou Kapugi provided a brief description of the issue. The recommendation is to provide an explanation of why the taxpayer is receiving a check.

Decision—the full committee decided, by consensus, to approve the issue with modifications for elevation to the IRS.

Area 2

Issue #17154—Systemic Reminder for Collection Hold—Mary Jean Potenzzone provided a brief description of the issue. The recommendation is to put a hold on the taxpayers file to stop notices from going out.

Decision—the full committee decided, by consensus, to approve the issue with modifications for elevation to the IRS.



Mary Jean stated that Issue 16784—Suppression of Balance Due Notices—would not be returning to the JC for approval due to combining it with Issue 17154.

Issue #17932—Back Year Returns for Non-Filers—Mary Jean Potenze provided a brief description of the issue. The recommendation is to have all non-filers go to one campus rather than going to multiple campuses.

Decision—the Area committee will modify the issue and will bring back to the JC in the January meeting.

Area 1

Issue #17105—No Live Telephone Assistors—Cheryl Morse provided a brief description of the issue. The recommendation is to provide taxpayers another phone number at the end of the phone call explaining what to do if they do not agree.

Decision—the full committee decided, by consensus, to approve the issue for elevation to the IRS.

Issue #18414—Checks Received and Processed before Paperwork—Cheryl provided a brief description of the issue. The recommendation is to alert the taxpayer with a notice stating the check will be cashed prior to paperwork being processed.

Decision—the Area committee will modify the issue and will bring back to the JC in the January meeting.

Issue #18661—Modify Revenue Procedure 84-35 to include S Corporations—Cheryl provided a brief description of the issue. The recommendation is to allow the Revenue Procedure to also provide safe harbor for S Corporations.

Decision—the full committee decided, by consensus, to approve the issue with modifications for elevation to the IRS.

Issue #18945—Outreach to Taxpayers for New Preparer Requirements—Cheryl provided a brief description of the issue. The recommendation is to have the IRS provide taxpayers information on the new preparer requirements through outreach.

Decision—the full committee decided, by consensus, to approve the issue with modifications for elevation to the IRS.

Area 6

Issue 17299—Notice CP-2100 Paper Data Sent Unsecured—Nancy Eik provided a brief description of the issue. The recommendation is to have data be sent on compact disc instead of paper to help keep social security numbers secure.

Decision—the full committee decided, by consensus, to approve the issue for elevation to the IRS

Project Committee Review

Communications

Ten Project Package—Susan DaCorte provided a brief description of each of the projects that the Communication Committee has worked on this year and provided an update on each of the projects for the JC.

Decision—the full committee decided, by consensus, to approve the project.

The JC complimented the Communication Committee on all their hard work this year.



SB/SE

Issue #16890—Farmers Project—Harlan Barnett provided a brief description of the project and attachments.

Decision—the full committee decided, by consensus, to approve the project and attachments for elevation to the IRS.

Issue #16890—Cash Intensive Business Project—Harlan provided a brief description of the project and attachments.

Decision—the full committee decided, by consensus, to approve the project and attachments for elevation to the IRS.

Issue #16890—Construction Industry Project—Harlan provided a brief description of the project and attachments.

Decision—the full committee decided, by consensus, to approve the project and attachments for elevation to the IRS.

Issue #17956—Chore Payments—Susan Lynn provided a brief description of the project and attachments.

Decision—the full committee decided, by consensus, to approve the project and attachments for elevation to the IRS.

Harlan states that this completes all the projects that SBSE project committee had been assigned for the year by SBSE.

Tax Forms & Pubs

Issue 19174—In-depth review of Schedule D—Louis Morizio provided a brief description of the project stating that Patty Wagner requested that the project committee provide feedback and that she also provided a specific format for the response.

Decision—the full committee decided, by consensus, to approve the project.

Taxpayer Assistance Center (TAC)

Issue 16895—Signs and Visual Communication—Tommy Thompson provided a brief description of the project. The project committee visited several TAC's to gather information, performed interviews and developed nine recommendations.

Decision—the full committee decided, by consensus, to approve the project.

New Logo and Logo Process

Susan DaCorte stated that TAP has a new logo and it will be introduced at annual meeting. The new logo will be used in several fashions; it will be the official logo and will be used on big banners with the "Speak Up" conversation bubbles.

Closing out Issues—Tom Walker

Tom stated all the area chairs at the annual meeting should go through their issues and place a status on those issues that they have received a response from the IRS.

Communications Committee Project Referrals

Susan DaCorte reported that the committee is done with the project referral process and she thanked the areas who have provided their annual review for the annual report. The committee does not want to chase Chairs down in the new year.



Changing the Name of TAP

Sabby **Jonathan** stated that there should be some discussion about exploring changing the name of TAP. He suggested the JC meeting on Friday, December 10th at the annual meeting. It was decided to place the item on the January meeting agenda and to email the JC members a memo from Area 5 for everyone to read, which explains the issue and what Area 5 was suggesting prior to the annual meeting on Friday, December 10th.

Recruitment—Steve Berkey

Steve has nothing else to report.

Annual Meeting—Susan

Susan **Gilbert** states everything is progressing accordingly. Agenda is completed and has been sent for printing.

Hotel logistics will be provided to help chairs plan their dinners. Area committee dinners are Tuesday night and Project committee dinners are Wednesday night.

Sabby reminded everyone that there would be no early departures to ensure full attendance at the closing ceremony.

Susan DaCorte reminded outgoing Area and Project Chairs to be ready to provide a brief summary of the year's accomplishments and at the closing for the upcoming chairs to report out and provide a brief summary of what the committee has their sights on for the next year.

Tom Walker requested that JC members keep Thursday open for Joint Committee dinner.

Cheryl Morse suggested that area face-to-face meetings for project committees will be in May, area committees in June and Joint Committee in July.

Decision—the full committee decided, by consensus, to approve the schedule for next years face to face meetings.

Staff will discuss this issue and will come back to the Joint Committee.

Cheryl suggested there be more publicity within the IRS about TAP, who TAP is and what is going on with TAP.

Decision—the full committee decided, by consensus, to approve the outreach to go forward.

Area/Issue Committee Activities—

None

Public Input

None

Closing

Meeting Adjourned

Next Meeting: December 10, 2010 (Administrative)



**Taxpayer Advocacy Panel
Joint Committee Meeting
Tuesday, October 26, 2010**

Designated Federal Official

Steve Berkey, Acting TAP Director

Members Present

Sabby Jonathan, TAP Chair
Thomas Walker, Vice Chair, TAP
Mary Jean Potenzzone, Chair, Area 2
Louis Kapugi, Chair, Area 3
Ann Spiotto, Chair, Area 4
Daniel Fretheim, Chair, Area 5
Herbert Bohrer, Chair, Area 6
John Kim, Chair, Area 7
Josefina Villarreal, Chair, EITC
Tommy Thompson, Chair, TAC
Steve Vanderver, Chair, VITA
Susan DaCorte, Chair, Communications
Ernest Miller, Chair, Notices
Harlan Barnett, Chair, SB/SE

Members Absent

Cheryl Morse, Chair, Area 1
Lev Martyniuk, Chair, Forms and Pubs/MIL

Staff Present

Susan Gilbert, Senior Program Analyst
Linda Rivera, Senior Program Analyst
Marisa Knispel, Program Analyst
Audrey Jenkins, Program Analyst
Ellen Smiley, Program Analyst
Marianne Ayala, Program Analyst
Donna Powers, Program Analyst
Patti Robb, Program Analyst
Lisa Gabriel, Program Analyst
Janice Spinks, Program Analyst
Anita Fields, Secretary
Kymberly Hand, Secretary
Annie Haywood, Secretary

Guests

Sandra Akbar, Member Area 4
Francis Johnson, Member Area 2
Felicia Garant, Member Area 1
Jackie Rollins, Member Area 5

Welcome/Announcements/Review Agenda

Sabby Jonathan welcomed all members and staff to the meeting.

Roll Call

Annie Haywood took roll call. Quorum was met.

Approval August Joint Committee Meeting Minutes

The August minutes were approved as submitted by consensus.



National Office Report—Steve Berkey

Steve Berkey announced the TAP managers are participating in a Leadership training session all week and will not be attending this call. Commissioner Douglas Shulman signed our recruitment recommendation package.

The 2009 TAP Annual Report was delivered to the Commissioner's office during the scheduled meeting on October 12, 2010. It will be posted to TAPSpace and a hard copy will be sent to each member. The staff is very busy finalizing the annual meeting. Roy Block and his staff are working on the orientation. Susan Gilbert is very busy with the agenda items. Stephen Vanderver asked why only three hours were allotted for the Project Committee meetings. Berkey reminded all in July the Joint Committee made the decision to cut back the Project Committee meeting time to 3 hours. The staff has everything under control.

TAP Chair Report—Sabby Jonathan

Sabby Jonathan congratulated Tom Walker and John Kim for their election as Chair and Vice Chair, respectively. He thanked everyone who ran and encouraged their participation in a leadership role in some other capacity.

We are still waiting for the project committees to be identified. Berkey responded TAP Director Shawn Collins has received information from Wage and Investment (W&I) but is still waiting to hear from Small Business Self Employed (SB/SE). We should get the final word soon so we can roll them out in November.

Action Item: Once the project committee issues are identified, the Area Chairs need to encourage committee members to respond with their preferences immediately.

There was a concern whether the Project Committee recommendations are complying with the Federal Advisory Committee Act (FACA). Thank you to Lev Martyniuk for doing some legal research into this matter. Lev provided some preliminary conclusions which are being studied by TAP and its IRS legal counsel. We hope that we will receive further advice and conclusions in the very near future. In the meantime we'll continue with Joint Committee's current process for review, deliberation, and approval of Program Committee recommendations

Consensus

Thank you to Tom Walker, Susan DaCorte, and Lee Battershell for making the trip to Washington, D.C., to meet with the Commissioner and National Taxpayer Advocate, Nina Olson.

Area Issue for Review

Area 6

17140, Feedback Section Needed on IRS Website

Herb Bohrer pointed out the title is not correct. The body talks about the structure using visual graphics. The visual graphics referring to publications are already there. Using graphics to better explain what the process is would be helpful.

Consensus to elevate

17280, Ability to Print POA List via E-Services

Harlan Barnett said tax practitioners who are using e-services are unable to print the POA listing. They must submit a Freedom of Information Act request and wait three weeks for a response.

Action: If anyone sees format etc. changes that need to be made, email them to the Chair.

Please include the staff with the suggested changes as well. Each Chair needs to work with their area analyst.

Consensus to elevate



17282, Offer-In-Compromise (OIC) Appeal

OIC Appeals issue statement sets unrealistic expectations and leaves taxpayers frustrated. We propose changes in the wording of the letter. The IRS should notify taxpayers it may take some time to process the OIC, but this could cause extreme hardship for the taxpayer. The Local Taxpayer Advocate (LTA) should be involved. Jonathan said the title and body of the recommendation needs to be consistent. It was agreed the body needs to be changed.

ACTION: Issue will be rewritten and presented during the November conference call.

17299, Notice CP-2100 Paper Data Sent Unsecured

Our goal is to allow large companies to send information on a CD and extend to all mailings of CP-2100 notices. Whether it is a corporation or a company, the taxpayer will have the ability to work with it. The committee will look more closely at possible barriers and will research the cost issue. They will consider giving the IRS an alternative to mailing the information on CDs.

ACTION: Issue will be rewritten and presented during the November conference call.

17325, Confirmation Number or Reference Information Required for Each Contact

Harlan Barnett said a taxpayer called the IRS and they said the problem was fixed. The taxpayer subsequently found out it wasn't. The assistor was not paying attention to what the taxpayer was saying. The IRS should give a reference number and an employee identification number for the taxpayer to call back if clarification is needed.

Consensus to elevate with minor modifications.

Area 5

18221, Show the Tax Year on Form 1040 Worksheets

Jackie Rollins said the demise of the 1040 tax package should not be considered with this issue. There is no year to identify the worksheets. It is a simple solution to include tax year on the worksheet. No barriers are noted as the cost of printing should be minimal.

Consensus to elevate with minor modifications.

18620, Revise RCA for Penalty Abatement

Dan Fretheim stated this is a process used by IRS since the year 2000 when the mandatory use of the Reasonable Cause Assistant (RCA) was adopted. National Taxpayer Advocate Nina Olsen addressed this in a report; 43 percent are abated when RCA is not used; 18 percent are abated by subject matter experts (not using the RCA); and only two percent are abated when using the RCA..

Consensus to elevate

Area 4

16728, Marketing the "Understanding Taxes" Program

Sandra Akbar said we are hoping this recommendation will enhance the understanding of taxes, help relieve stress, and better educate taxpayers. The IRS already has a program to encourage students to learn more. This should be a priority for the IRS.

Consensus to elevate

17354, Amount Due Collection Notices (Resubmission after modifications)

Each CP Notice attached reads differently so we reworded the issue statement to recognize all responsibilities, to include OIC and payroll deductions, as well as other arrangements. The proposed solution is to make all the notices read the same.

Consensus to elevate with minor modifications.

Area 3

16596, Erroneous Information Provided by IRS



A structured process currently does not exist to ensure the IRS provides correct information. There are three proposed solutions. The IRS assistor should provide their name, identification number, and the case number. This begins accountability for tracking purposes.

Consensus to elevate with minor modifications.

17722, Release of Federal Tax Levies

The IRS does not provide levy information by fax. There is an ongoing practice of faxing some and not others. The IRS needs to be consistent.

Consensus to elevate with minor modifications.

17723, Power-of-Attorney – Delay in Processing

The Form 2848, Power of Attorney, has to be faxed repeatedly. The IRS needs to establish a program to process this information correctly. E-Services does provide this service.

ACTION: Issue will be rewritten and presented during the November conference call.

18151, Notice of Deficiency

Letter 3219 gives numbers where an explanation should be given.

Consensus to elevate with minor modifications.

18152, Delay in Mailing statutory Notice of Deficiency

This issue carries a 90-day response. We are asking that the notices be mailed within 24 hours after printing.. Jonathan thinks this is very doable.

Action: Show date approved and move member up a notch.

Consensus to elevate with minor modifications.

18153, CAF Number Errors – Telephone Does Not Get Answered

The IRS does not clearly and concisely list the reason(s) for IRS penalties; instead penalties are listed by Internal Revenue Code (IRC) code sections. It is very confusing.

Consensus to elevate with minor modifications.

Area 2

16726, Telephone Numbers on Information Forms

This complaint was received during an Outreach. The IRS needs to have a consistent process to include telephone numbers, and names and addresses on information returns.

Consensus to elevate with minor modifications.

16627, Website e-Services Passwords

The IRS erroneously assigns more than one Centralized Authorization File (CAF) number on occasion.

Consensus to elevate with minor modifications.

16636, Estimated Tax Annual Mailing

Many taxpayers still want to receive the estimated tax forms even though their taxes are prepared by a paid preparer.

ACTION: Consensus to reject. Rework as a new issue and bring back

16783, Masking of Social Security number in IRS Correspondence

All documents mailed should only have the last four digits of any social security number. The IRS already has a program in place to truncate SSNs, so this is no longer an issue.

Consensus to Drop

16784, Suppression of Balance Due Notices



This referral was sent in 2009 before IRS started working at correspondence regulations. The committee agreed it is a good issue. This referral does not reference correspondence examinations. The proposed solutions need to go further to reference a correspondence receipt.

ACTION: Issue will be rewritten and presented during the November conference call.

16842, Third Party Designee Extension

The checkbox authority only lasts one year. This is not long enough. It should last until it is actually withdrawn. This same issue was elevated two years ago and the IRS rejected it.

ACTION: Modify the referral and come up with a proposal. Make sure it's covered in the background information. There is no reason to make it irrecoverable.

Consensus to elevate with modifications.

17690, Revocation of Subchapter S-Corporation Election

There is some confusion on where to send the revocation letter. We are recommending the IRS clarify the meaning of Regulation Section 1.1362-6.

Consensus to elevate

Area 1

18427, Update Publication 583, Starting a Business and Keeping Records

We are asking IRS to update Publication 583. It does not contain current computerized recordkeeping and supporting document retention methods commonly used in today's technology-dependent environment.

Consensus to elevate

17989, Frivolous Tax Return Penalty (Resubmission after modifications)

This issue was rewritten and is being resubmitted to the Joint Committee. A taxpayer has no appeals rights and has to pay the entire penalty before contesting the penalty or filing a claim.

Consensus to elevate

Project Committee Review

SB/SE

Project a # 16890 ATG Wine Industry

Action: review for table of content, too technical Need to update cost factors, appendix 2 chapter by chapter, review.

Consensus to elevate

Project b # 16890 ATG Not for Profit—using ref. form. There was very little to change

Consensus to elevate

Project c # 16890 ATG Hardwood Industry

The cover page and on the second page questions are answered.

Will have 3 to 5 more ATG on next time. New form approved in August. Susan approved on TAPSpace everyone should take a look at it.

Consensus to elevate

Tax Forms & Pubs

Project # 18310 Review of Publication 15A (Supplement)

Marisa Knispel submitted a review.

Consensus to elevate

Notice Improvement- Ernest Miller

Project #17395 Review of Twenty (20) Most Frequently Used Correspondence Letters



Ernest Miller stated after reviewing 20 of the most frequently used correspondex letters, we found they did not indicate what they intended to do. The letters do not flow right. There are too many paragraphs.

Write up in executive summary. The raw data is included.

Action Item: Formatting send to Miller and Audrey Jenkins for corrections.

Consensus to elevate

Jonathan asked if there were any items not covered or are not able to be deferred to November:

Formal Mentoring Program- John/Mary Jean

Returning members will adopt new members attending the Annual Meeting in December. There will be a standard mentoring program already developed.

Consensus to approve TAP mentoring program

Proposed TAP Area Realignment-Shawn/Sabby

Berkey stated if there are any problems with the realignment, we need to know. Jonathan replied the concern is some members are being placed in new areas and there are concerns. Berkey added rather than delaying the process we should move forward. Concerns were expressed regarding having to move from one area to another for some of the returning members. Jonathan interjected we need to know and new members need to know. Berkey insisted we are going forward unless there are any objections. Susan DaCorte made a suggestion of maybe a middle of the road position where the ones who do not have a problem let them move on. The existing members will get grandfathered into the Area in which they got chosen for. The Areas are made up of people in specific states. Jonathan pointed out the need to revisit. If the JC is comfortable with Steve Berkey, Shawn Collins and JC's current and future Chair and Vice Chair figuring this out, a telephone meeting will be set up by Berkey and we will make the decision. Jonathan reminded the JC, Staff has the authority to make the decision. Berkey assured everyone we will do our best to make everyone happy.

Due to time constraints the following agenda items are tabled for the November meeting:

1. Duplicate Issues – Sabby Jonathan
2. Changing the name of TAP – Steve Berkey
3. Quality Review (QR) Process for Project Committees – Tom Walker
4. Recruitment – Steve Berkey
5. Annual Meeting – Susan Gilbert

Action Items:

- Spinks, Kim, Robb, Potenzzone, Spiotto, Powers, and Jenkins reminder to send information to Walker
- Walker and Kim to have more on dealing with the longevity of the meetings next year.
- Jonathan mentioned the Chair training will be conducted during the Annual Meeting in December and asked if there is any value in meeting prior to that. We need to assure time is allocated with Shawn Collins and Steve Berkey. A telephone conference should be arranged.

Closing – Steve Berkey

Berkey extended compliments to the entire group. You have done a tremendous job. This was one of the fullest agendas, most organized, well run and productive JC meeting I have seen in my tenure with TAP.



Meeting Adjourned

**Next Meeting will be Tuesday November 23, 2010
3:00pm EST, 2:00pm CST, 1:00pm MST, 12:00 Noon PST**



**Taxpayer Advocacy Panel
Joint Committee Meeting Minutes
September 28, 2010**

Designated Federal Official

Shawn F. Collins TAP Director

Members Present

Sabby Jonathan TAP Chair
Thomas Walker Vice Chair, TAP
Cheryl Morse Chair, Area 1
Mary Jean Potenzzone Chair, Area 2
Louis Kapugi Chair, Area 3
Ann Spiotto Chair, Area 4
Daniel Fretheim Chair, Area 5
John Kim Chair, Area 7
Josefina Villarreal Chair, EITC
Tommy Thompson Chair, TAC
Steve Vanderver Chair, VITA
Susan DaCorte Chair, Communications
Ray Boyle Member, Notices, representing Notice Chair
Ernest Miller Chair, Notices
Lev Martyniuk Chair, Forms and Pubs/MIL
Harlan Barnett Chair, SB/SE

Members Absent

Herbert Bohrer Chair, Area 6

Staff Present

Steven Berkey Senior Program Analyst
Susan Gilbert Senior Program Analyst
Linda Rivera Senior Program Analyst
Otis Simpson Budget Analyst
Russ Pool Database Analyst
Nancy Ferree Program Manager
Judi Nicholas Program Manager
Roy Block Program Manager 2
Louis Morizio Program Manager
Marisa Knispel Program Analyst
Audrey Jenkins Program Analyst
Ellen Smiley Program Analyst
Marianne Ayala Program Analyst
Donna Powers Program Analyst
Patti Robb Program Analyst
Lisa Gabriel Program Analyst
Janice Spinks Program Analyst
Anita Fields Secretary
Kymberly Hand Secretary

Guests

Justin Axelrod Vice Chair VITA
Mark Bernstein Member Area 1
Mary Jo Werner Member Area 4
Robert Mull Member Area 4
Marilyn Young Member Area 4
Carolyn Adams-Dodds Member Area 4



Jackie Rollins Member Area 5
Lee Battershell Member Area 7

Welcome/Announcements/Review Agenda

Sabby Jonathan opened the meeting.

Roll Call

Kymerly Hand took roll call and quorum was met.

Approval August Joint Committee Meeting Minutes

Minutes were approved, by consensus, with no changes.

Action Items from August Meeting:

- Shawn Collins will supply a copy of the realignment map to the members—Realignment map was provided and will be discussed later in the agenda
- Louis Morizio will provide a list of fields to choose from for a report—Louis did provide the information and it will be discussed later in the agenda
- Move issue 17840 to September agenda for consideration— the issue will be discussed later in the agenda
- Jonathan is to send out a —hold-the-date message to the membership for December 6-10 for the Annual Meeting—Sabby reported that he did send out an e-mail. Collins said another one would be sent out to include all the new members for whom Treasury approval is still pending.
- Federal Advisory Committee Act (FACA) guidelines review by Lev Martyniuk is to be reported—Martyniuk completed his analysis, however this topic was deferred until the October meeting.
- Steve Berkey is to include a request for managers to provide a monthly report on Direct Reports agenda—Steve reported that it was discussed at last meeting and it was decided to continue with the current practice. One office is doing it and the other three offices didn't see the value in it.

National Office Report—Shawn Collins

Collins reported that Russ Pool has reported as the database analyst and is receiving training in New York.

The recruitment package was approved by the National Taxpayer Advocate and the package is awaiting approval from General Legal Services (GLS). Once approved, it can be forwarded to the Commissioner and then to Treasury for final approval.

Collins mentioned that September 30, 2010 was the deadline she had given the program owners to give her the projects that they wanted TAP to work. She said the program owner for Wage and Investment (W&I) assured her that they would meet the deadline and she was hoping that Small Business (SB) would follow suit and make the deadline.

Collins also mentioned that the National Taxpayer Advocate (NTA) is reconsidering doing town halls this fiscal year. The current plan is for the NTA to do three town halls. As more information comes available, Collins will let everyone know.

The TAP Annual Report has been sent to publishing and it has been promised to be in hand by the October 8th before the meeting with IRS Commissioner Shulman on October 12th.

TAP Chair Report—Sabby Jonathan

Jonathan stated that to date TAP has had at least eight resignations and asked if those eight members have been replaced. Collins responded that most have been replaced. The two latest replacements will join TAP at the annual meeting.



Jonathan mentioned that Justin Axelrod has taken a position with the Internal Revenue Service. He stated that Justin will be sorely missed, but wishes him all the best and hopefully the paths of TAP and Justin will cross again.

The Annual Meeting Committee recommends that TAP adopt a formal mentoring program for new members. Jonathan stated that if there is immediate agreement, then he would like approval, however if not, then he would table the discussion until the October meeting. The Strategic Planning Committee has designed a draft version of a mentoring program. There is a Strategic Planning Committee folder on TAPSpace for members to view the draft and make comments. John Kim and Mary Jean Potenzzone will present information at the October meeting.

DECISION: the full committee, by consensus, decided to adopt a formal mentoring program.

Jonathan requested the staff to explore what it would take to change the name of Taxpayer Advocacy Panel due to the frequent confusion between Taxpayer Advocate Service (TAS) and Taxpayer Advocacy Panel (TAP). Steve Berkey volunteered to explore this and will get back to the Joint Committee with his research.

Jonathan requested staff to look at the duplication of issues in the different areas report at the October meeting. Shawn agreed.

Jonathan mentioned that the meeting with the Commissioner Shulman is on October 12 and he has requested to see the agenda from last year to ensure that the main points are covered.

Project Committee Review

EITC—Josefina Villereal P

Project #17020—EITC Training Module—Marianne Ayala provided a brief background on the project.

DECISION: the full committee, by consensus, approved the project upon completion of format and/or grammatical changes.

Kim will send his recommended changes to Ayala to be incorporated into the referral.

Project #18407—Review of the Tax Preparer Toolkit on the EITC Webpage—Josefina Villereal provided a brief background on the project. **DECISION: the full committee, by consensus, approved the project upon completion of the title change.**

Tax Forms & Pubs

Project #18309—Review of Publication 15—Lev Martyniuk provided a brief background on the project.

DECISION: the full committee, by consensus, decided to approve project to be forwarded to program owners.

VITA

Project #16829—VITA/TCE Quality Improvement Process—Steven Vandaver provided a brief background on the project. Tom Walker suggests that the date provided to the program owner be removed since it had not been approved by the Joint Committee.

DECISION: the full committee, by consensus, approved the project subject to the completion of the recommended changes.

Project #16832—FEAB Services—Justin Axelrod provided a brief background on the project and stated the project committee is suggesting ways to better engage partners in offering FEAB services.

DECISION: the full committee, by consensus, approved the project subject to completion of the recommended changes.

Project #18664—VITA Self Review Proposal—John Kim provided a brief background on the project and their suggestion to provide a checklist to the Site Coordinator prior to an inspection and to make them consistent.



DECISION: the full committee, by consensus, approve the project subject to completion of recommended changes.

Project #18667—FEAB Training Issue—Justin Axelrod provided a brief background on the project and their suggestion is a checklist to provide taxpayers education material while using VITA/TCE sites.

DECISION: the full committee, by consensus, approved the project subject to completion of recommended changes.

Area Issues for Review

Area 1

Issue #17807—Correspondence Audits—Mark Bernstein provided a brief background on the issue and the committees' suggestion to ensure that taxpayer's contact information is available to all IRS organizations.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Issue #17840—Direct Deposit of Refunds—Cheryl Morse provided a brief background on the issue and the committees' suggestion to request verifiable documentation from taxpayers.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Issue #17989—F frivolous Tax Return Penalty—Cheryl Morse provided a brief background on the issue and the committees' suggestion to allow taxpayers time to submit documentation to contest the penalty. A discussion between Joint Committee members did not result in consensus on this issue. The committee wanted clarification about the taxpayer not being given the opportunity to protest the penalty.

DECISION: the full committee, by consensus, will defer this issue until the October Joint Committee meeting awaiting clarification on suggestions to be included.

Area 3

Issue #16595—Instruction for change of business name—Lou Kapugi provided a brief background on the issue and the committees' suggestion to provide a written procedure to assist businesses with the changing of their name.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Issue #16597—Deceased Taxpayer Information—Kapugi provided a brief background on the issue and the committees' suggestion to add the term agent/executor to the address line.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Issue #16598—Virtual World Transaction Guidance—Axelrod provided a brief background on the issue and the committees' suggestion to require taxpayers to report financial transactions in virtual worlds.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Area 4

Issue #16727—Reducing Nonproductive Campus Correspondence Audits—Steve Vanderver provided a brief background on the issue and the recommendation to refine the individual tax forms, instructions and audit guides to reduce nonproductive campus correspondence audits.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.



Issue #17354—Amount Due Collection Notices—Vanderver provided a brief background on the issue and the recommendation to provide reference to the Offer in Compromise option.

DECISION: The full committee, by consensus, decided to defer this issue till next month after it is rewritten to better clarify the issue statement.

Issue #17625—Empowering Taxpayers—Robert Mull provided a brief background on issue and the recommendation to provide tax knowledge to those taxpayers who rely on Volunteer Income Tax Assistance (VITA).

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

The call was scheduled to end at 90 minutes. The Chair requested members stay on for an additional 30 minutes to complete the review of the remaining area issues. Roll call was preformed again and quorum of members was able to stay on the call.

Area 5

Issue #17641—Speakerphone—Tom Walker provided a brief background on issue. This issue duplicates an Area 7 later in the agenda.

DECISION: the full committee, by consensus, agreed to combine this issue with Area 7's Issue #17895.

Issue #17803—Clarify Difference between E-file and free file—Walker provided a brief background on the issue and recommendation to revise the definition of E-file and Free file.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Area 7

Issue #17276—Erroneous Correspondence Exam Letters—Lee Battershell provided a brief background on the issue and recommendation for the IRS to identify appropriate audit issues to eliminate taxpayer responding to erroneous letters.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Issue #17277—Correlation of Taxpayers Correspondence to that Taxpayer's Case—Battershell provided a brief background on the issue and the recommendation for the IRS to provide a process that will match taxpayer information with the case in a timely manner so the examiner has time to review the information.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Issue #17380—Transfers from Correspondence to a Face-to-Face Exam—Lee Battershell provided a brief background on issue and the recommendation for the IRS to provide the public with the guidance for converting a correspondence exam to an office or field audit.

DECISION: the full committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Issue #17381—Free Electronically Filed Tax Returns—Kim provided a brief background on the issue. Discussion about the issue by the committee noted that this issue is similar to an Area 1 Issue #17559.

DECISION: the full committee, by consensus, decided to defer the issue to next month and the staff will review both issues to determine if they are the same.



Issue #17411—Tax Publications have shading that is difficult to read for the Elderly—Kim provided a brief background on the issue and the recommendation to eliminate the use of shading in tax publications.

DECISION: Full Committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Issue #17895—Speaker Phone Policy—same issue as Area 5 Issue #17641.

DECISION: Full Committee, by consensus, decided to combine this issue with Area 5 Issue #17641.

Issue #18157—Communication During IRS Private Letter Ruling Process—Battershell provided a brief background on issue and the recommendation for the IRS to provide the taxpayer better and more timely feedback during private letter ruling requests.

DECISION: Full Committee, by consensus, approved the issue subject to completion of format and/or grammatical changes.

Proposed TAP Area Realignment—Shawn Collins/Sabby Jonathan

This discussion was deferred until the October Joint Committee meeting.

Quality Review (QR) process for Project Committees—Tom Walker

Walker reminded everyone to send issues through the QR process, but the committee will discuss it in more detail at the October Joint Committee meeting.

Recruitment—Steve Berkey

This discussion was deferred until the October Joint Committee meeting.

New TAPSpace & Branding—Susan DaCorte/Steve Berkey

Susan DaCorte provided information about a teleconference between the Communications Committee and the vendor who is developing the new Taxpayer Advocacy Panel website. DaCorte stated that the vendor is working on the TAP branding and will provide recommendations in about a week. The vendor is working to distinguish TAP from Taxpayer Advocate Service (TAS). The new website will be interactive, easily searchable, user friendly for those who do not like websites and will be helpful to taxpayers trying to get information to TAP. TAP members are providing input and opinions but TAS will be making the final decision.

Berkey stated that the vendor will provide mock ups of logos and color schemes on October 4th for the Communications Committee to discuss.

Berkey said that if a conference call is needed that it would have to be the 7th or 8th of October since the vendor needs a consensus on the new logo by the 8th of October. Berkey recommended that the new logo be placed on TAPSpace and be sent by email for TAP member feedback and comments. A representative from the vendor will be at the annual meeting to assist TAP members with registration and logging on to the new site for the first time.

DaCorte commented that she has sent an email to all Area Chairs and Project Chairs regarding the 2010 Annual Report. She requested that everyone meet the stated deadline so that the report can be completed timely.

Chair/Vice Chair Elections—Steve Berkey

Berkey reminded members that on Thursday, September 30th, there will be Chair and Vice Chair —meet the candidatesll call. The candidates will each make a 3-minute speech.

Annual Meeting—Susan Gilbert

This discussion was deferred until the October Joint Committee meeting.

Should Area 5 work Issue 18094—Roy Block



This discussion was deferred until the October Joint Committee meeting.

Before closing the meeting Walker suggested scheduling 2 hours for the October Joint Committee meeting. Jonathan agreed, asking Gilbert to emphasize that members set aside 2 hours for the call. Gilbert affirmed she would note it when sending out notice of the pre-reads.

Public Input

None

Closing

Meeting Adjourned

Next Meeting: October 26, 2010



**Taxpayer Advocacy Panel (TAP)
Joint Committee Teleconference Minutes
Tuesday, August 24, 2010**

Designated Federal Official

Shawn F. Collins - TAP Director

Members Present

Sabby Jonathan - TAP Chair
Thomas Walker - Vice Chair, TAP
Cheryl Morse - Chair, Area 1
Mary Jean Potenzzone - Chair, Area 2
Louis Kapugi - Chair, Area 3
Ann Spiotto - Chair, Area 4
Daniel Fretheim - Chair, Area 5
Herbert Bohrer - Chair, Area 6
John Kim - Chair, Area 7
Josefina Villarreal - Chair, EITC
Tommy Thompson - Chair, TAC
Steve Vanderver - Chair, VITA
Susan DaCorte - Chair, Communications
Ray Boyle - Member, Notices
Lev Martyniuk - Chair, Forms and Pubs/MIL
Harlan Barnett - Chair, SB/SE

Members Absent

Ernest Miller - Chair, Notices

Staff Present

Steven Berkey - Senior Program Analyst
Susan Gilbert - Senior Program Analyst
Linda Rivera - Senior Program Analyst
Shelby McKenzie - TAP Secretary
Nancy Ferree - Program Manager
Judi Nicholas - Program Manager
Roy Block - Program Manager
Marisa Knispel - Program Manager
Audrey Jenkins - Program Analyst
Ellen Smiley - Program Analyst
Marianne Ayala - Program Analyst
Patti Robb - Program Analyst

Guests

Justin Axelrod - Vice Chair, VITA
Susan Lynn - Member Area 3
Jackie Rollins - Member Area 5
Ann Rassmussen - Member Area 5
JoAnn Gibbons - Member Area 1

Welcome/Announcements/Review Agenda

Sabby Jonathan opened the meeting.

Roll Call

Quorum was met.

Review and Approve July 8-10, 2010 JC Face-to-Face Meeting Minutes



Minutes were approved by consensus.

Action Items from July Meeting:

Susan DaCorte-- Group Tours- White House- Final decision was any group tours would need to be conducted on the members' free time due to strict government travel guidelines.

Berkey supply FACA law to Lev Martyniuk to review/provide feedback- Berkey supplied documents as requested, Martyniuk has not been able to review and give feedback.

Tom Walker to send out notification to panel members italics should be used for publication titles- Walker met his commitment.

Berkey will add Walker's request to have managers provide a monthly report from committees as pre-reads for discussion at the next Direct Reports (DR) meeting- Berkey advised that there had not been a Direct Reports meeting and the item will be added to next months meeting agenda.

Nancy Ferree will supply DaCorte with document of guidelines on how to talk to new members- Ferree advised the guidelines were provided to DaCorte on August 12, 2010.

National Office Report

Shawn Collins apologized for not being able to attend the July Face-to-Face meeting; however she was advised that the meeting was a success. The Commissioner's meeting will be held October 12, 2010. Invites will be sent to the individuals that will be participating in the meeting.

Collins also advised that the Taxpayer Advocate Service will be realigned to have 9 areas within the service. There will be a small impact on the TAP program, but they will not be having two additional areas to co-align with TAS. Collins has decided that Area 9 will be aligned with Area 1 and Area 8 will split between Areas 4, 5 & 6. The realignment of the areas will allow for a greater number of panel members on each committee as well as larger group of Designated Federal Officials (DFO) to choose from.

Collins also advised that Shelby McKenzie, JC staff secretary, will be moving on due to a promotion and also she is hopeful that the position will be filled quickly assuring the JC has the support that is needed.

ACTION ITEM: Collins will provide committee members with Area realignment map.

TAP Chair Report

Jonathan advised the Annual Report is nearly completed, DaCorte advised that it is in the review stages and Berkey has the current update on the report.

Berkey advised the Communications Committee members were given until the end of August to submit any recommended changes and he has been working with TAS Communications and Liaison to ensure that it is in compliance with Section 508 of the American Disabilities Act. Berkey advised Jonathan they would like to have this year's report done by March or April if at all possible.

Jonathan advised that they would like all of the committee chairs to submit their year end reports prior to December 31 and if possible by the time of the TAP Annual Meeting in early December.

DaCorte advised some of the interim reports have come through and she will be sending out highlights for Outreach. Another reminder will be given in October and by December a rough draft will be distributed at the Annual Meeting...



Jonathan reminded everyone about the Correspondence exam task force that Mary Jean Potenzone volunteered to head up; the Area and Committee chairs will receive an email from Potenzone because a meeting has been tentatively scheduled and there will be one representative from each area on the task force.

Project Committee Review

Notices #18551 Evaluate the DAT Assessment tool for Use with Notices coming from the new IRS Office of Taxpayer Correspondence (OTC)-Ray Boyle reviewed the issue for the committee. The issue pertains to guidance on the continued usefulness of the DAT assessment tool for evaluation of the reformatted notices coming from the new IRS OTC. The recommendation is that the IRS continues to use the DAT scoring for all taxpayer correspondence, revise the DAT to include additional comment areas, especially to allow for explanation of lower grade scoring and also revise the DAT to allow attachment of notice mark-ups.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS with grammatical changes.

Action Item-Walker to review the Quality Review (QR) process for Project Committees and come up with a solution for next meeting.

#17838 Evaluate the British Assessment Scorecard-Ray Boyle reviewed the issue for the committee. This issue pertains to the Evaluation of the British Assessment Scorecard to determine which aspects might be useful to the Notice Improvement process, to consider if the British Assessment Scorecard works for the new notices coming from the IRS OTC, to consider if the British Assessment Scorecard grades things the DAT does not evaluate and should be included in the DAT and to consider if the British Assessment Scorecard has features or questions worth adapting for use in the DAT. The recommendation of the committee is that certain questions of the British Assessment Scorecard be included in the DAT areas of evaluation.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS with grammatical changes.

EITC

#17021 EITC Power Point Presentations-Marianne Ayala-reviewed the issue for the committee. The issue pertains to the development of Power Point Presentations to cover the EITC rules. The development of these presentations are based on a Louisiana study that stated audiences have various degrees of knowledge not only of EITC but also of federal tax laws in general. Therefore, three separate and distinctive presentations were developed: Basic, Intermediate and Advanced.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS with formatting changes.

SBSE #16892

Solution Saturday-Ann Rasmussen reviewed the issue for the committee. The issue pertains to a study on the feasibility of an education/solution event geared exclusively for Small Business/Self Employed taxpayers. The recommendations include cities that the education/solution events should be geared toward and partners that the IRS works with in conducting the seminars and also a suggested name for the group to specify that it is specifically geared to small businesses. The name of the group should be IRS Small Business/Self Employed Solution Saturday.

DECISION: Approved by Consensus

#16893 Voluntary Agreement-Tips -JoAnn Gibbons reviewed the issue for the committee. The issue pertains to Voluntary compliance agreements designed to enhance tax compliance among tipped employees through taxpayer education instead of through traditional enforcement actions. SB/SE seeks input on potentially revising the agreements to improve the employer/employee understanding of the agreement and their tax obligation. The recommendation is; to make the agreements work, two of the three agreements should be discontinued; promote and continue the use of Tip Rate Alternative Agreement (TRAC), and create a new tip agreement called EZ-TRAC which comprises elements of ATIP



and TRAC. The new agreement would be geared toward smaller food and beverage establishments and emphasize and encourage individual taxpayer education on tip reporting.

DECISION: Approved by Consensus

Area Issues for Review

***Area 1—Issue #17840—Direct Deposit of Refund --** Cheryl Morse reviewed the issue for the committee. The issue pertains to the input of erroneous bank routing and/or bank account numbers for direct deposit of refunds by IRS employees or VITA volunteers that may lead to erroneous refunds issued to the wrong taxpayers. This may result in an unrecoverable refund because of being unable to redirect it to the correct taxpayer.

DECISION: The committee, by consensus, will move forward to next meeting agenda

ACTION ITEM: move issue 17840 to agenda for September meeting.

Area 2—Issue #16750/5505—Correction of IRS records— Mary Jean Potenzzone reviewed the issue for the committee. The issue pertains to taxpayers that receive failure-to-file notices and are subsequently able to establish that the return was timely filed IRS personnel do not always correct the record to show that the return was filed. The recommendation is the Internal Revenue Manual (IRM) should be amended to mandate that when a taxpayer has established the return was filed timely the record must be corrected to show such and personnel should be informed that this treatment is required.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS with recommended formatting changes

Area 5—Issue #17443 Enhancement of Form 1120 Instructions to include HOAs,— Josefina Villarreal reviewed the issue for the committee. The issue pertains to the lack of guidance in Form 1120 Instructions to include Homeowner Associations when choosing to file an 1120-H or an 1120. The recommendation is that the IRS include in the Form 1120 instructions guidance for HOAs explaining how and when to file the Form 1120 rather than electing to file the Form 1120-H.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS with formatting changes.

Area 5—Issue #17892-E-Services’ Electronic Account Resolution-Notice Inquiry—Jackie Rollins reviewed the issue for the committee. The issue pertains to E-Services Notice Inquiry option in Electronic Account Resolution (EAR) and the fact that taxpayers do not have a unique form number because it is for a Civil Penalty (i.e., Trust fund Recovery Penalty), and are not able to access the Notice Inquiry, so the issue cannot be resolved electronically. The recommendation is a unique form number or an abbreviation (CIV PEN) be added to the drop down menu to allow submission of the inquiry.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS with recommended formatting changes.

Area 5-Issue #18215—Printing from the IRS.gov Website—Jackie Rollins reviewed the issue for the committee. The issue pertains to the font size when printing from the IRS website, www.irs.gov. The recommendation is to increase the font size on pages printed from the website.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS with recommended formatting changes.

Committee Reports

Shawn Collins reported that TAP staff came together at TAS Training Symposium and one of the topics from this meeting was determining what fields are needed on reports given to panel members.

ACTION ITEM: Collins will provide an example of a report for next month call.



Recruitment

Berkey advised TAP is near the final stages of the package being ready to forward to Commissioner for approval. There are still a few members that have not sent in their signed forms.

Annual Meeting

Susan Gilbert gave an update on the discussions of the workshops for the Annual Meetings. Gilbert also advised there will be a conference call on Thursday, August 26, 2010. There will be approximately five time slots that a workshop will need to be available, in addition to the ones that are already scheduled. It is the hope of the annual meeting committee to have an agenda prepared for approval at the September Joint Committee meeting.

ACTION ITEM: Send out a hold the date for the TAP Annual meeting being held December 6-10, 2010.

TAP Nomination/Election Process Berkey would like to get concurrence from the committee with moving forward on the Nomination/Election Process.

DECISION: approved by consensus to move forward with the process.

Berkey also advised that one of attached pre-reads is a report of the elevated issues, and also asked that when the report is received that the staff and members review the report for accuracy so that any questions can be made prior to the end of the year.

Volunteers to remain with panel for a fourth year (for balance)

Berkey advised that an analysis will be conducted to review the numbers of panel members that will be leaving in December 2011 and present the results to the committee to make a decision on the extension of the members in order to even out the turn-over.

Collins advised that she is not in favor of extending the members for a fourth year; however, she will look at the data so that she can make an informed decision.

Area/Issue Committee Activities

VITA—Steve Vanderver reported the proposals for the objectives are all outlined and on TAPSpace in the reading room under Project Committees for the BAB Sub-committee and the Quality Sub-committee, for those interested in reading them.

Area 1—Cheryl Morse reported several members attended the New York Tax Forum and came out with several issues.

Area 2—Mary Jean Potenzzone reported she and **Dick Grzebinski** attended the 2010 Carolina Tax Professionals Forum and brought back 25-30 issues.

Area 3—Louis Kapugi reported they did the Orlando and Atlanta Tax Forums this year they received 48-50 issues from the forum.

Area 6 – Herb Bohrer reported Chris Paustian fell ill and is recovering.

Public Input

No public input.

Closing

Collins closed the meeting.

Meeting Adjourned

Next Meeting: September 28, 2010



**Taxpayer Advocacy Panel (TAP)
Joint Committee Face-To-Face Meeting Minutes
July 8 – 10, 2010**

Designated Federal Official

Steve Berkey Senior Program Analyst

Members Present

Sabby Jonathan TAP Chair
Tom Walker TAP Vice Chair
Cheryl Morse Chair, Area 1
Mary Jean Potenzzone Chair, Area 2
Louis Kapugi Chair, Area 3
Ann Spiotto Chair, Area 4
Daniel Fretheim Chair, Area 5
Herbert Bohrer Chair, Area 6
John Kim Chair, Area 7
Susan DaCorte Chair, Communications Committee
Josefina Villarreal Chair, EITC
Ernest Miller Chair, Notice Improvement
Harlan Barnett Chair, Small Business/Self Employed (SB/SE)
Lev Martyniuk Chair, Tax Forms and Publications/MLI
Tommy Thompson Chair, Taxpayer Assistance Centers (TAC)
Stephen Vanderver Chair, Volunteer Income Tax Assistance (VITA)

Staff Present

Shelby McKenzie Note Taker
Lisa Gabriel Note Taker
Roy Block TAP Manager
Nancy Ferree TAP Manager
Bill Mezger Acting TAP Manager
Louis Morizio TAP Manager
Susan Gilbert Senior Program Analyst
Audrey Jenkins Database Analyst

Sabby Jonathan thanked all those who worked on the agenda for the Joint Committee Meeting.

The Joint Committee Panel Members as well as the TAP Staff introduced themselves.

Jonathan did an overall review of the Agenda.

Roll was taken and quorum was met.

National Office Report (Berkey)

Steve Berkey served as the Designated Federal Official (DFO). Berkey also thanked those who aided in putting together the agenda for this meeting and complimented Susan Gilbert the analyst for the Joint Committee for doing a great job in organizing the Meeting. Berkey also thanked Audrey Jenkins, Tom Walker and the members of the Joint Committee Quality Review Team who scrambled over the last couple weeks to get as many issues as possible reviewed and ready for the Joint Committee meeting.

Berkey stated the roles the chairs play as leaders are critical to the effectiveness of the program.

First is the role as committee chairs; without being strong leaders the work wouldn't get done. Keeping committee members on track and working with the staff to make things happen makes the program a success. It takes a strong leader to pull it all together. Berkey thanked the chairs for a job well done.



The chair's second role is approving the recommendations which come out of the committee before they go to the IRS. So far this year of the work coming out of the monthly call has been amazing regarding what the Joint Committee has been able to get through and not just rubber stamping the issues. The Committee gives the issue write up a good review, making recommendations as well as modifications, then returning the issue back to the Area Committee to make an improved product before it goes to the IRS.

The third role is to help improve the TAP processes and procedures. We look for incremental improvement every year. We learn from how things were done previously and this year is no different. There are several things in the works already, such as issue tracking, improving the issue elevation process, a measures team finally giving us some TAP measures, a strategic plan Cheryl Morse has been working on, the 2009 Annual Report Susan DaCorte has been working on, and as well as the process for the 2010 Annual Report. The Joint Committee has done a tremendous job.

Internally with TAP a couple of things which will be happening in the coming months. Taxpayer Advocacy Service (TAS) has done some reorganization going from seven geographic areas to nine. They also have done some adjustments with the campuses. TAP has talked about whether we are going to mirror TAS with nine area committees and the thought was it would probably be stretching the committees, both for staff and the members. However we do want to look at making some modifications so we still somewhat mirror the new geographic footprint. It has not been thoroughly worked out as yet or shared with Nina Olson for her approval. What we are looking at is moving some states around, for example, Area 1 may pick up a state or there may be some shuffling of the states within our seven geographic area committees, but we still plan on having our seven area committees. What we hope to accomplish with this reorganization is bring a little more balance to the area committees.

One of the things going on with the staff right now is concerns about attrition and keeping staff in place. Bernie Coston started the process with Shawn Collins following up and we were able to get some promotions for the staff, with the managers and analysts getting a higher grade within TAP. This would hopefully make people want to stay in the program longer instead of having to leave the organization to get a promotion. The higher level graded positions have been approved, vacancy announcements have been posted and closed, and the applications are being ranked and selections made.

We are in the process of long overdue enhancements to improveirs.org and a revamp to have a more efficient TAPSpace by use of a new vendor. TAS had some very neat websites and they wanted us to partner with them with the vendor they are using which in the long run will save on costs. The potential new vendor gave us some mock ups of what the new sites will look like at the Communications Committee face to face meeting a few weeks ago. It's a new fresh look with a more mobile website and more information on the home page, which will be updated regularly making it more interesting. We are hoping procurement can issue the award for a new vendor to take over the work of managing our sites by the end of the calendar year and hopefully have something to roll out by the annual meeting.

TAP Chair Report (Jonathan)

Jonathan noted he has 99 percent great news from his perspective as the TAP Chair on how TAP is performing in such areas as accomplishing our mission and effectively bringing about change within the IRS that benefits the taxpayer. The answer is; we are doing our job and doing it well and it is because this is such an outstanding group, and it is due to the good fortune of having good people involved. It's not just the leadership, but also others that are working hard. On the flip side of the coin, Jonathan stated he doesn't always get into a lot of depth, as one cannot read every word on every three page email and get back to that person and understand what is going on. He can see the broad perspective, but doesn't always see the deep down perspective, but he comes away with a sense that TAP is doing its job and doing it well.



However, Jonathan doesn't want to color this all rosy as issues come up that have to be dealt with and they have been. He also is aware the Chairs have faced problems and challenges and knows it is not 100 percent perfect out there, however when something rises to the level to be dealt with and comes to the TAP chair it is dealt with. Jonathan noted Collins and Berkey have been wonderful to work with in that regard, when something is brought to them there is no deniability or defensiveness, its just an, —okay lets work together to fix this thingll, and it is fixed. Jonathan didn't want this meeting to go by having the panel members think he is not aware of the challenges, as things do come up and when they do they are dealt with. Jonathan wanted panel members to know if there is something that still has not been resolved to let him know because he does want to help.

On the positive side the Project Committees are doing well. The Area Committees seem to have some range, but overall are doing well.

TAP has been effective administratively. When there is an idea that cannot be worked in an Area or Project Committee, TAP has been able to set up a subcommittee to work on the issue and complete it.

Jonathon added that TAP is blessed with a very excellent staff. They know what they are doing, they do it well and they care about what they are doing.

Review and Approve June Minutes

Steve Vanderver should be listed as absent on the last Joint Committee meeting minutes. With changes minutes are approved.

Annual Meeting (Gilbert)

- **Committee Meeting Schedule**
- **2009 Workshops**
- **2010 Workshops**

Susan Gilbert provided handouts applicable to the Annual Meeting. The first handout was the 2010 TAP Meeting Schedule, which is a table that shows the committee meeting schedule.

The Annual Meeting Team went through three schedules in detail and decided upon the schedule to be the most user friendly for the committees, which is the handout provided, Gilbert noted, from feedback received from the panel members who attended last year's Annual Meeting, one of the main comments heard was they would like the plenaries split out. According to the schedule they will be split between all three days. The plenary sessions are for all to attend.

The plenary session on Tuesday, December 7, is from 8:00am to 10:15am, and will consist of the welcome, chair report, and the IRS Commissioner Doug Schulman. On Wednesday, December 8, the plenary again will go from 8:00am to 10:15am and will have Nina Olson, the National Taxpayer Advocate (NTA) for the entire time to include a Question and Answer period. On Thursday, December 9, there will be a plenary session for an hour inviting Small Business/Self Employment (SB/SE) and Wage and Investment (W&I) directors to talk with a short question and answer session.

Gilbert presented when the committee meeting times are suggested for each day. There will be a total time of five hours for each Area Committee to meet and utilize the time as a face to face meeting. When Area Committees are not meeting panel members will be able to attend workshops. There will be mandatory workshops for new panel members and for returning members there are open workshops. The Project Committees will meet for three hours.

The handout is a skeleton of a time and structure agenda. The structure of the Annual Meeting has been designed with the objective of allowing the managers to be able to attend all area and project breakout sessions.



New panel member's who attended last year's Annual Meeting stated they had no idea where they were suppose to be at any given time and this schedule will be helpful to the new panel members in knowing where they are suppose to be.

Sabby noted at one of the plenary sessions for this year's Annual Meeting we are hoping to have the Area and Project Committee Chairs to give a summary report on what the committee accomplished and success stories. Also, at the end of the Annual Meeting have each chair report to the group as to who has been elected as the new chair and new vice chair. The new chairs will give a brief summary of their work plan and what the committee hopes to accomplish for next year.

Third year non-returning chairs are asked to attend the Annual Meeting. Non-returning area chairs only need to stay for Tuesday and Wednesday and non-returning project committee chairs will need to stay for Thursday as well. Some of the chairs may want to volunteer to come in on Monday, which is the new member training day. .

The orientation day agenda is not complete yet. There will be a subcommittee created to work on it. Volunteers were solicited and the following members stepped forward, Stephen Vanderver, John Kim, Mary Jean Potenzzone, Susan DaCorte, and Tom Walker.

There was consensus to approve the committee meeting schedule and move forward with the proposed Annual Meeting agenda.

Gilbert talked briefly about the orientation agenda and the chair training agenda. If anyone is interested in being part of the development of theses agendas just give Gilbert a call. Mary Jean Potenzzone noted she wanted to help.

Tom Walker as well as Jonathan had noted it is very important for all members stay through the Thursday Plenary. Walker suggested doing chair recognition on a Tuesday. Berkey noted for continuing members who think they will run for chair to book out their time to attend chair training on Friday. Susan DaCorte stated we need to come up with ideas for workshops for the Annual Meeting and suggested having a workshop to be a Whitehouse Tour. Some concerns voiced is if there would be enough time for a Whitehouse Tour and others don't feel having a tour of the Whitehouse is TAP related. It was noted this suggestion needs to be approved by Shawn Collins.

Lev Martyniuk noted as a personal opinion what he found to be the least useful workshop was how to deal with Public Relations/Media. Berkey stated because there are 8 hours of workshop time and our toughest aspect is to provide workshops, it was suggested to factor in break out free time for one of the workshops so panel members could be able to attend to personal business.

ACTION ITEM: DaCorte will look up and see how group tours are conducted for the Whitehouse.

Berkey spoke briefly about committee dinners and how outgoing chairs have organized it in the past. Discussion took place among panel members on ideas for committee socials. Jonathan noted last year the evening social, which was combined with LITC, made it hard for him to search out the new members to welcome them. It would be more productive if TAP with its one hundred volunteers and staff had their own personalized evening social to interact.

Walker brought up as a suggestion; it may be of interest, with the 7 project committees to have the IRS representatives of those project committees give a description of their committees as one of the workshops. For example have a VITA or SBSE workshop as panel members may not know how other project committees work and this would afford panel members the opportunity to find out about other project committees. Walker also volunteered to help with the orientation and chair training.



Recruitment (Berkey)

Almost all interviewing is complete. Managers have made their recommendations to Collins. Many current alternates are going to be offered positions as a panel member for 2011 instead of letting the alternates' term expire.

Advisory Committee appointment guidelines were changed last year. The process is the same this year. Returning panel members have been sent Tax Check Waivers to complete and return to Shelby McKenzie. New members are being asked to provide Fingerprint Cards, Bios, as well as the Tax Check Waivers. We are on schedule and Collins plans on presenting the initial recommendation list to Olson before the end of July. Hopefully once the list goes through all the levels we will receive approval by early October.

John Kim noted, 8 out of 13 of the panel members in Area 7 are leaving next year. It was brought up as a discussion at Area 7 face to face if there is a possibility to smooth this transition out by having some panel members stay on a fourth year. The main issue is how to even out the turnover. Some members could volunteer to stay on a fourth year to help if the amount of members leaving are significant.

ACTION ITEM: Jonathan suggest as an action item to follow up when convenient to look into having a volunteer choose to stay on a fourth year as a potential solution.

Roy Block noted this suggestion to extend members may require a change in the charter. The charter states membership is for a three year term.

Jonathan noted perhaps if considered the charter can be changed to accommodate.

Database Reports – Issue Tracking Report (Morizio)

A handout was provided to the Joint Committee Members and Staff.

The SAMS database includes a section called, Business Objects that allows reports to be created. Page six (6) of the handout shows a re-creation of the Charter Tab, which is the recommendation and what is called a research report.

While working on an issue, panel members can ask for this research report from their analyst. Page 14 of the handout provides an example of a report for Individual Committee by Status. An analyst can run this report and use one of three statuses, such as active issues or parking lot issues or new issues, or use all three. If an analyst wants they can run a report for just active issues for their area.

Any analyst can pull up a report of issues in parking lot. If your area committee has nothing in their parking lot to work, they can look at other area parking lots and find an issue to work. Of course, please be courteous and let the other area know you are pulling that issue.

A question was raised as to why there couldn't be just one parking lot to include parking lot items from all areas. Louis Morizio noted any analyst can pull parking lot issues from all areas and provide it in a report. Berkey added it does have to go through the analyst and manager before you take an issue out of another area's parking lot. Further discussion took place among Joint Committee panel members about working issues from a parking lot from other areas.

The main point Morizio wanted to make about the reports is they were made to be flexible and can be run for any period or any status. Page eight (8) is a report for elevated issues. This is to track the recommendations separately. If we get a response from IRS stating they are accepting two of the three recommendations, the issue could be closed as partially accepted since there is the ability to assign a status. We can track which of the recommendations were accepted.



There are 30 different reports in Business Objects from SAMS. In the beginning of the handout are the procedures if an issue is elevated to IRS. Page two of the handout provides a list of the status codes. Morizio went through the various status codes with the Joint Committee and staff.

If there is an issue which potentially could be legislative and a committee is passionate about it but cannot work it, it can be entered through SAMS in order to get the attention of the NTA, Nina Olson.

Jonathan noted this database is new and TAP now has the ability to track the issue and its status. A question came up regarding the current amount of issues and their status in Business Objects. Audrey Jenkins provided the information that there are 51 issues in the Parking Lot, 59 Issues are Active, 15 have been elevated, and there are 17 project committee issues.

The question was raised if an issue is dropped is there a rationale posted, and the response was the analyst will note the reason an issue is dropped.

Project Chair Reports

- **Communications (DaCorte)**

DaCorte noted there are 14 members and three subcommittees which are E-TAP, Internal Communications and External Communications . One more subcommittee was added this year which is the Annual Report Committee.

E-TAP works with the initiative to get the link and site of www.improveirs.org posted everywhere. There was a problem with having the [improveirs.org](http://www.improveirs.org) link on web pages of representatives. Roy Block is tracking the organizations which have already posted the [improveirs.org](http://www.improveirs.org) link on their websites. This committee is also working with Berkey on the new technology for the website.

The External Sub-Committee has been working on the TAP Member Handbook, to include paper copies for new members and a new electronic version updated in TAPSpace, as well as success stories.

The Internal Subcommittee has been working on the surveys and the interaction plan which will be discussed later during this meeting. One other accomplishment has been the bio project which will be mailed to returning members. One new task will be to send out a request to members requesting a list of their skills. The subcommittee is also discussing if TAP has a message and may consider changing the TAP logo.

- **EITC (Villarreal)**

Jo Villarreal stated EITC may present more of a narrow situation, the criteria has been constant over the years. The Program Manager has put them to work on reports. Last year the committee was given the task of working on a training module. Barbara Foley, EITC Senior Analyst, asked for volunteers to look at the website Link and Learn, which means taking the entire site apart. They may not be able to get through the entire website. It is a work in process.

- **Forms and Publications/MLI (Martyniuk)**

Martyniuk noted some of the highlights of Tax Forms and Publications are:

1. The Tax Forms and Pubs Committee has approximately 21 members; approximately 9 or 10 are third year members. The third year departures and natural attrition will be a challenge for this Committee in 2011.
2. The Tax Forms and Pubs Committee had their annual face-to-face meeting in San Antonio, Texas. All but one member attended.
3. The Tax Forms and Pubs Committee's principal goal is to be a "go to" resource for the IRS Program Owner, Patty Wagner and the Program Analyst, Kurt Freeman.



4. The Tax Forms and Pubs Committee does not have sitting or other designated committees. Instead we have ad hoc committees work on forms and publications or participate in focus groups.
5. The Tax Forms and Pubs Committee has very good participation from almost all of its members. They are engaged and responsive.
6. The Tax Forms and Pubs Committee has a positive working relationship with Patty Wagner as evidenced by her reliance upon the committee for both run of the mill and time-sensitive projects.
7. Wagner has asked us to act as her outside focus group to review various forms and publications. This is a great time and cost saving to her and the IRS.
8. The Tax Forms and Pubs Committee group is waiting to see how the project referral scheme will work out as to work flow and committee utilization which is a concern for its members.
9. The Tax Forms and Pubs Committee works in two ways to assist taxpayers: (a) by reviewing forms, publications, and instructions for clarity, consistency, and ease of use by taxpayers and making those changes directly on the forms for IRS adoption or rejection; and (b) by acting as a focus group for the IRS with respect to taxpayer use and completion of existing and new IRS tax forms.
10. The purpose of the Committee is being substantially satisfied by its assignments from and feedback to the IRS.

- **Notices (Miller)**

Ernest Miller noted there are 13 members on the committee which has been broken down into four subcommittees. The Program Owners were going through a transition and due to that transition there was not a lot of work, but did start training for new members. The committee looks at notices from IRS and reviews them to make sure they make sense and determine if they would be helpful to the taxpayer. When a new program owner came on board, she provided two major projects for the committee to work on. One is Correspondent letters and to come up with frequently asked questions that will be put on the web.

- **SB/SE (Barnett)**

Harlan Barnett noted there are 16 members on the committee, some with tax related backgrounds. The Committee was split into subcommittees and each subcommittee works on assigned projects.

The SB/SE Committee had their Face to Face meeting in Dallas, TX. on June 28-29, 2010. The meeting had 100% member attendance and special thanks to Berkey, Joe Gilliam, Janice Spinks, Kymberly Axtell and Bill Mezger for their attendance and help. These are the highlights of the five projects given to the 2010 SB/SE Project Committee:

IRS Calendar Project Sub-Committee: The panel was asked to provide feedback on the IRS Tax Calendar for Small Business and Self-Employed taxpayers. This three member team, chaired by Susan Lynn, completed the assignment and secured Joint Committee approval during the April 27, 2010 meeting.

Solution Saturday Outreach Project Sub-Committee: The panel was asked to study and make recommendations for the development of a "Solution Saturday" type event to be held for Small Business and Self-employed taxpayers, similar to the "Problem Solving" days the IRS has held in the past. This five member team, chaired by Anne Rasmussen, has completed their work at the recent face to face meeting and is now in the final drafting stages of the report.

Volunteer Agreements (TIPS) Project Sub-Committee: The panel was asked to provide input for potential revisions to the current Voluntary Agreement to improve the employer/employee understanding of the agreement and their tax obligation. This four member team, chaired by Jo Ann Gibbons, made good progress at the recent face to face meeting and is now starting the preliminary draft write up stage. Completion is scheduled for September 11, 2010.



Audit Technique Guides (ATG) Project Sub-Committee: The panel was asked to review the new and revised ATG's for clarity and content. There are 41 ATG's and the four member project team, chaired by David Cain, will be joined by five other committee members as soon as their projects are completed. The ATG team will review ten guides this year. Good progress was made at the face to face meeting.

Chore Payments Project Sub-Committee: This panel just activated at the face to face meeting and is chaired by Lynn, will have eight members when other projects are completed. They made an excellent start at the face to face meeting and are pulling in comments now. Chore payments cover payments made to an individual for the care of an elderly or disabled person.

- **TAC (Thompson)**

Tommy Thompson noted the Taxpayer Assistance Center (TAC) is the face to face place where the taxpayer has their problem fixed. The Program Owner is Wage and Investment and they assigned a specific task for the committee to look at on how to make TAC's better. Last year the committee had five recommendations. Four recommendations were being considered but one is not. This is the one about reinstating drop boxes.

This year the project is signage in the TACs. There are required signs and some signs are hand made. Every member of this committee had the requirement to visit at least two TACs each and talk with the TAC Manager. Each committee member had to contribute a report of their visit and those reports are put together collectively.

Most of the managers felt none of the signs were read, and the committee felt there were too many signs and agreed they were ill placed. One major recommendation is to instruct mid level management people to visit the TAC with a review check list. We have nine recommendations, and have a subcommittee which will define those recommendations and rationale as well, to provide the reasons we are making the recommendations.

- **VITA (Vanderver)**

Steve Vanderver noted the Volunteer Income Tax Assistance (VITA) Committee was given three projects: 1. Quality of Returns, 2. Financial Education and Asset Building, and 3. Training.

1. In Quality of Returns focus is ways IRS can measure the quality of returns and forms, as well as checklists they use to measure quality such as; is the Social Security Number (SSN) correct or was the form signed. The subcommittee made recommendations and most were accepted. In 2010 a better structure and process for training the volunteers will be targeted, because an untrained volunteer will not produce a quality return. We are doing this through training materials and testing materials.
2. The subcommittee assigned Financial Education and Asset Building is looking at the partner provided financial education and asset building services at VITA and TCE sites. The focus is to develop and improve the SPEC relationships with their partners to better fulfill the objective of teaching the taxpayer better financial strategies for their refunds. The biggest focus is working with larger partners such as United Way and banks, and other partner type groups that provide some of these services.
3. The Training objective has been set aside until the first two projects are developed. The main focus is training the VITA volunteers. With Link and Learn there is a practice lab that doesn't coincide with the way tax wise worked. We are trying to make them compatible.



Projects for Approval

Tax Forms and Publications/MLI

- Issue 18176, Review of Form 2848

Martyniuk looked at the suggestions for proposed solutions stated signature should be on page one to reduce fraud.

- Issue 18046, Review of Schedule K-1

Approved for submission

- Issue 18175, Review of Three Versions of Form 1040

On the 1040 Form if it goes to multiple pages one would need to sign each page. Lou Kapugi noted you can't keep the form to one page any more with Healthcare Reform. Martyniuk said feedback from Wanger was regarding the number of liners. The Program Owner noted in 2011 and 2012 tax years the 1040 Form will change. IRS is considering adding the EZ and 1040 and getting rid of the 1040A. Errors were found from panel members and Martyniuk indicated the committee will review the proposal for content.

- Issue 18172, Review of Schedule D (2011)

There was a focus group which reviewed this form and Morizio stated he was just seeing if there were any editorial changes. There were none.

- Issue 17391, Review of Form 8822

Approved for submission

- Issue 18170, Review of Form 1099-B (re. 2011)

Approved for submission

There was a discussion which took place making clarification that the handouts provided did not actually go to Wagner, they were printed out just for the Joint Committee Meeting and Morizio will make sure the correct information is entered into the SAMS database.

More discussion took place about how project committee's assignments from Program Owners should be elevated through Joint Committee which ultimately goes to IRS. There are comments from a legal point of view and concerns about not following the Federal Advisory Committee Act (FACA) guidelines if there would be changes in procedures.

ACTION ITEM: Berkey will give Martyniuk the FACA Final Rule guidelines to review from a professional standpoint and provide feedback.

Jonathan finalized the discussion by noting for now the project committees will provide a report for Joint Committee to review.

*Consensus from Joint Committee is for Forms and Publications to move forward.

Notices

- Issue 17397, Method to Score Correspondent Letters

Miller described the scoring process.



*Consensus from Joint Committee is for Notices to move forward.

SB/SE Project Committee

- Small Business, Outreach, and Education Survey

Barnett stated Berkey was at their face to face with a quick turn around request. The IRS is trying to gain a better understanding of small business outreach and education needs. Therefore the program owner developed a questionnaire to gather feedback regarding what is important to them and how they gain information about IRS and their tax responsibilities. This is TAP Project 18204, Small Business Outreach Study Survey.

*Consensus from Joint Committee is for SB/SE Project Committee to move forward.

Area Chair Reports

- **Area 1 (Morse)**

Cheryl Morse noted as the new chair she challenged the group to bring up more issues. She had each person take on an issue. A screening committee was created. Last year half the time was spent on work product and this time the committee worked on more issues. Morse is very proud of her committee; however two members are not active performers.

- **Area 2 (Potenzzone)**

Mary Jean Potenzzone stated she is a new chair, as well as a brand new member. Potenzzone noted she was bombarded by panel members who were not happy with the prior chair and found out at the face to face meeting that some panel members were not assigned any issues. The supporting analyst did a great job coming up with the idea to get parking lot issues assigned. The committee spends most of their time working issues and learning how to use TAPSpace, especially how to use the Discussion Room in TAPSpace. There was an incident when the committee was on a call and they could not come to a conclusion, the analyst put the issue on TAPSpace and asked the members to vote and this method worked out well. Area 2 has an internal quality review committee and reviews six issues each month. All members are active; however there were two members who did drop out.

- **Area 3 (Kapugi)**

Kapugi stated the committee has a ideal mix of tax professionals and non tax professionals. He praised Nancy Ferree as being the back bone for the committee and noted all Area 3 panel members are doing very well. The committee has not been productive in issues, but has been productive in outreach. Kapugi noted the tax forum was successful and Ferree added the location of their booth allowed for great interaction.

- **Area 4 (Spiotto)**

Ann Spiotto noted they have 18 members and eight (8) are third year members. It is a very strong group; everyone is participating and working issues. Area 4 focus was to generate issues. When Area 4 had their face to face meeting in April everyone went in with two objectives: to work issues and get themselves integrated so people would get along creating a feeling of —I want to do this. What has worked out well for this committee's face to face is there was a printer in the room and it was very helpful to be able print out issues for review. We look for volunteers in the area committee to work the issues. Area 4 has a new issue committee and a quality review committee. Area 4 has a number of active issues and some went to SAMS. The committee started a parking lot for all customer service issues as Olson is aware of these issues and they do not want to waste her time trying to elevate them.



- **Area 5 (Fretheim)**

Dan Fretheim stated his committee shares the same TAP Staff as Area 4. There are a total of 14 members and six are from Texas. Each of the members chaired a subcommittee within Area 5, working three or four issues each. Area 5 has a New Issue Screening Committee. When it comes to working the issue, there are always volunteers. The issue is worked by the subcommittee which goes to the Internal Quality Review Committee and then goes to full committee for full approval. During the face to face the time is used to work issues. The last day was spent reviewing all the issues on an overhead projector that came out of Internal Quality Review. The chair noted he likes to be at a meeting like this where you just work. Fretheim noted the Area panel members are tremendous. Next week at the Area 5 teleconference call there will be an IRS employee speaking, by the name of Florence Adamson, Fretheim heard she is the head of the exam division in the Austin Campus who is in charge of reviewing all First Time Homebuyer Credit returns that are coming in and are funneled into her department. He invited anyone to listen in. One of our panel members, Jackie Rollins met her at a practitioner liaison meeting outreach event.

- **Area 6 (Bohrer)**

Herb Bohrer noted the committee had their face to face meeting in May in Portland, and felt it was productive. A lot of time was spent reviewing issues and the committee got themselves organized. The committee has not done as much work on issues this year as could be done. All members are engaged, but he did have one _encouraged^ resignation this year. The panel member was a new member who was not participating from the beginning. It turned out the individual took a new job and ended up being very busy. The remaining members are fully engaged. Seven members of the committee are in their second year, therefore after next year there will be a fair turnover. Nina Olson had three town hall meetings this year and two were in Area 6, one in Denver and one in Albuquerque. Bohrer's personal opinion is they are a waste of time and he thinks that Olson felt the same way since she elected not to do them any more. Olson's presentations were excellent. One of the practitioners in Denver observed since 1999 the reorganization of IRS went from geographic focus to the product line focus and the service provided to the taxpayer has degraded significantly. Many times the supervisor is not in the same geographic location as the employee. After the town hall a discussion took place with Bohrer and Olson and she stated this may be an issue TAP may want to deal with. Bohrer talked to the committee and to Judi Nicholas about it and it was decided they were not going to take on an issue to reorganize the IRS as that is beyond our scope. Jonathan added that Bohrer is right the topic is bigger than a single issue referral. A suggestion was for the Joint Committee to form a subcommittee that addresses this issue as the topic is rather broad. Bohrer added he feels the Area 6 panel members are enthusiastic.

- **Area 7 (Kim)**

John Kim noted all members are participating. Area 7 doesn't have a screening committee. The analyst sends out new issues to three subcommittees/task forces within Area 7, then the taskforce looks at the issue and screens it themselves and decides if they want to work it or not. It then goes back to the whole committee for a consensus to yes work the issue, put issue in parking lot, or drop the issue. If it is decided to work the issue that same task force works the issue and then the issue is brought to the full committee for a consensus to elevate the issue. If chosen to elevate, it then goes to the Internal Quality Review and then directly to Joint Committee. Kim feels this is efficient. Kim said this year the committee is trying to get subject matter experts involved at the development level of working the issue. Area 7 had a member who got a spot on —Good Day LAll and talked about TAP, this same individual went to Washington D.C. to receive an award from the Commissioner for serving on VITA for 40 years. There was also an article written the early part of tax season which went to the Retired Officer's Association website and had a nice response. Jonathan added as a side note that this year has been a great year because of the panel members and leadership and he encourages leadership to look for potential future chairs who would also be good leaders for their Area or Project Committees.



ISSUES FOR REVIEW

Area 1

Issue 16604, IRS Providing Estimated Tax Payment Information via the Internet

Statement of Issue: The IRS does not provide taxpayers who make quarterly estimated tax payments with an annual statement of the amounts credited to their accounts. Taxpayers and preparers find this information useful and can check to see if amounts have been properly credited to the taxpayers' accounts. While such notification by mail runs a risk of identity theft, providing the information via a secure website minimizes that risk. New York does provide such information online.

Goal Statement: Give taxpayers and their tax preparers the ability to log into www.IRS.gov to find out how much they paid in quarterly estimated tax payments.

Proposed Solution: Provide a service at a national level similar to that provided at some state levels such as New York State. Provide a place on the IRS Website where taxpayers /practitioners may find out how much Estimated Tax has been paid during the tax year.

Summary and conclusion: The IRS should examine the feasibility and benefits of providing, by means of a secure website, annual statements of quarterly estimated tax payments made during the tax year.

DECISION: Issue approved by consensus to elevate to IRS.

Issue 16662, Website Fraud

Statement of Issue: According to irs.gov, fraudulent tax activity must be reported using Form 3949-A, or by writing a letter. If someone tries to report fraud by telephone they are also directed to use the Form or letter. In addition, calls made to the IRS toll free number for this purpose can result in the phone assistor not even knowing where to direct the caller. Many taxpayers who want to report fraud now expect to be able to do so using the internet.

Goal Statement: To ease the process by which concerned citizens can report fraud and encourage such reports to be made using today's technology, which our citizens now expect.

Proposed Solution: IRS update its technology to enable citizens to access a secure interactive website located within irs.gov to report instances of tax fraud, and evasion, while retaining their anonymity. Use of an interactive website would be in addition to the currently available, but not widely known, Form 3949-A, at irs.gov.

Summary and conclusion: Unlike the ease and resulting success of the —Drop-A-Dimell campaign in the drug-infested areas of the City of Boston more than 25 years ago, in which citizens living in high-crime areas were urged to phone authorities about their neighborhood environment, —dropping-a-dimell to the IRS to report evasion can often be frustrating and non-productive. Rather than citizens enduring the rigors of navigating irs.gov only to be told to mail in a form or letter to report fraud, our suggestion to use a stand-alone interactive website will allow even the casual internet user to accomplish the goal of increasing voluntary compliance.

DECISION: Grammatical suggestions were made. Issue approved by consensus to elevate to IRS once modified.

ACTION ITEM: Walker asked Audrey Jenkins to provide a list of who Quality Reviewed Issue 16662.

ACTION ITEM: Berkey brought up procedures regarding tracking modifications. When the Chair makes notes of the modification with their issues the Chair will need to work with the TAP Manager for the area and the Area Analyst to come up with the final product to send to the Database Analyst who will send it up to IRS.

Issue 16690, Filing Requirement

Statement of Issue: Some taxpayers who receive a Form 1099-B, Proceeds from Broker & Barter Exchange Transactions, following the sale of property interpret the instructions for filing a return to mean that they need only consider the profit on the transaction. They do not understand that the instructions refer to the gross income from the transaction before the subtraction of cost basis. These taxpayers subsequently receive notices such as: CP59 —Request for your Tax Return and CP 518 M —Your Tax Return is Overduell because of their failure to file a tax return.



Goal Statement: To amend the filing requirements instructions in Publication 17, Your Federal Income Tax, and Form 1040, U.S. Individual Income Tax Return, to emphasize more clearly that a return may be required if the gross proceeds from a transaction exceed the limits even if there is little or no gain from that transaction.

Proposed Solution: Add the following language to Pub 17, under —Do I Have to File a Return and to Form 1040 Instructions under —Do I have to File? Chart C-Other Situations When you must File: If you have received a Form 1099-B showing gross proceeds from a transaction such as the sale of securities or real estate, the filing requirement is based upon the total amount of the sale. This is true even though the transaction resulted in a loss or small net gain.

DECISION: Grammatical suggestions were made. Issue approved by consensus to elevate to IRS once modified.

ACTION ITEM: Walker to send out a notification to all Panel Members to be aware when referring to a form or publication title in a referral form please have the title italicized.

Issue 17836, Waive E-file in Rural Areas

Statement of Issue: Requiring that registered tax preparers e-file will impose hardships on taxpayers in areas that do not have high-speed internet access.

Goal Statement: Ensure that the introduction of new requirements for registering tax preparers and the mandate that registered preparers electronically file tax returns does not impose unintended hardship on taxpayers.

Proposed Solution: Waive the e-filing requirement for those preparers who do not have access to high-speed internet service, or Eliminate the requirement that all preparers issued PTIN numbers e-file returns, by grandfathering existing preparers to preserve their current method of filing i.e. allow them to continue to paper file.

DECISION: Grammatical suggestions were made. Issue approved by consensus to elevate to IRS once modified.

Issue 17840, Direct Deposit of Refunds

Statement of Issue: Input of erroneous bank routing and/or bank account numbers for direct deposit of refunds by IRS employees or VITA volunteers may lead to erroneous refunds issued to the wrong taxpayers and be unrecoverable to redirect to the correct taxpayer.

Goal Statement: Educate and train IRS employees and VITA volunteers assisting in the preparation of income tax returns, as well as Registered Tax Preparers under the new regulations to utilize verifiable taxpayer supplied documentation to properly enter bank routing and/or bank account numbers.

Proposed Solution: Amend and enhance current training manuals to impress upon all assistants to request verifiable documentation from taxpayers concerning the bank routing and/or bank account numbers that the taxpayer desires the refunds to be directed into. This documentation consists of voided or blank checks, bank statements, preprinted bank deposit slips, etc.

Summary and conclusion: The issuance of refunds to erroneous taxpayers caused by the inputting of incorrect routing and/or bank account numbers can be minimized or eliminated by providing adequate training. Taxpayer burden will be reduced and refunds issued on a timelier basis.

DECISION: Consensus is to have issue re-written by committee and re-introduce at the next Joint Committee meeting via teleconference in August.

Issue 18074, Truncating SSN#'s

Statement of Issue: Taxpayers are instructed to write their complete Social Security numbers (SSNs) on checks sent to the IRS and the IRS stamps those checks with endorsements that contain the complete SSN numbers. The checks then circulate through the bank check-clearing process thereby opening up a risk of identity theft.

Goal Statement: Help to protect taxpayers from identity theft by eliminating the complete SSN, ITIN and/or ATIN on checks or money orders mailed to the IRS by individual taxpayers.

Proposed Solution: Change the instructions for all forms/vouchers that now say, —Include your Social Security Number on the check or money order, to read —Include only the last 4 digits of your Social Security Number on the check or money order. In addition, the IRS should remove the stamped SSN from the endorsement block on the reverse side of the check.



Summary and conclusion: The IRS should allow taxpayers to truncate identification numbers on forms of payment.

DECISION: Grammatical suggestions and word content suggestions were made. Issue approved by consensus to elevate to IRS once modified.

Area 4

Issue 16731, First Time Event Penalty Abatement Statement of Issue: The IRS may allow a first time abatement of a taxpayer's penalty for the following infractions: Failure to File Timely, Failure to Pay Timely, and/or Failure to Deposit Timely. However, several filing/payment periods may elapse before a taxpayer is aware of the requirement to file/pay, causing penalties to accrue without abatement for all subsequent periods.

Goal Statement: To relieve the taxpayer from additional penalties arising from the same first-time infraction.

Proposed Solution: The IRS should change the definition of —first time abatement in Internal Revenue Manual (IRM) Section 20.1.1.3.6.1 (see attached) to include a length of time from the date of the first occurrence through the date that the taxpayer becomes aware of the failure(s) and timely resolves the infraction(s), provided the taxpayer meets the criteria for abatement. This may include multiple periods.

Summary and conclusion: Not applicable.

DECISION: Discussion took place among the panel on the issue. Grammatical suggestions were made. Issue approved by consensus to elevate to IRS once modified.

Issue 16964, TCE Income Limits

Statement of Issue: The Tax Counseling for the Elderly (TCE) program was created and operates to serve low and moderate income individuals over 60 years of age. Unlike the Volunteer Income Tax Assistance (VITA) program, TCE has no income limits, which seems to be inconsistent with its expressed objective.

Goal Statement: The IRS should adopt income limits for those seeking TCE assistance to be consistent with its stated objectives. This would ensure the limited resources of the TCE program are not expended to serve high income taxpayers who can easily afford paid preparers.

Proposed Solution: The IRS should adopt income limits for those seeking TCE assistance consistent with income limits placed on VITA service recipients.

Summary and conclusion: The TCE program should have income limits for consistency of purpose. By focusing the efforts of voluntary tax preparation programs on taxpayers who cannot afford paid preparers, limited resources would be put to a higher use and volunteers would be better satisfied that their efforts were being expended to provide services to the less fortunate.

DECISION: Discussion of opinions went back and forth among panel members. One opinion was that this may not be in the scope of TAP as we are to advocate for the taxpayer and with this issue we are eliminating a class of taxpayers. A counter comment was that we are using IRS resources which are to help those who need it. Consensus to send back to the area for more research.

Area 5

Issue 16742, IRS Publication for Truck Drivers

Statement of Issue: Truck drivers, both local and over-the-road, are subject to many unique income tax laws that apply to their industry, but there is no industry-specific Internal Revenue Service (IRS) publication that attempts to address all of these specialized income tax laws in one publication.

Goal Statement: Provide detailed and easily accessible industry-specific tax compliance information to taxpayers in the trucking industry.

Proposed Solution: The IRS should publish a trucking industry publication that contains guidance to taxpayers in the trucking industry to aid in voluntary compliance.



Summary and conclusion: The IRS should publish a trucking publication to assist Drivers working in the transportation industry with their income tax compliance. The cost of drafting and publishing such a document may be significant; however, these costs would be outweighed by the increased compliance and reduction in the tax gap that could be achieved with better education of truck driving taxpayers.

DECISION: Grammatical suggestions were made. Issue approved by consensus to elevate to IRS once modified.

Issue 17029, Color of EIC Tables in 1040 Publications

Statement of Issue: The Earned Income Credit (EIC) Table and the Income Tax Table look similar in the printed tax package (Forms 1040, 1040A and 1040EZ), which causes confusion and taxpayer errors.

Goal Statement: To reduce confusion and the risk of taxpayers using the wrong tables, use different coloring for each table.

Proposed Solution: Change the shading of the EIC Table and the corresponding instructions to distinguish it from the Income Tax Table and instructions.

Summary and conclusion: The use of color for a clearer distinction between the EIC Table and the Income Tax Table will improve tax accuracy; enhance reporting satisfaction for taxpayers and save correspondence costs for the IRS.

DECISION: Issue approved by consensus to elevate to IRS.

Issue 17442, Homeowner Association

Statement of Issue: The Internal Revenue Service (IRS) has not provided instructions for a Homeowners Association (HOA) to request an extension of time to file its income tax return if the HOA is filing a form different from the form which was assigned when the entity was established. This results in otherwise valid automatic extension requests being rejected due to a –mismatch in entity types.

Goal Statement: The IRS should provide guidance for an HOA filing Form 7004, Application for Automatic Extension of Time to file Certain Business Income Tax, Information, and Other Returns, if the entity type selected on the Form 7004 differs from the entity type received when the HOA was initially established.

Proposed Solution: The instructions to Form 1120-H, U.S. Income Tax Return for Homeowners Associations, should be updated to include the following paragraph to the “**Extension**” paragraph in the “**When to File**” section on page 2: **If the Association is electing to File Form 1120-H, it should file Form 7004 reflecting the original form type assigned when the entity was established. This will not affect the entity’s ultimate ability to file either Form 1120-H or Form 1120 for the year in question.**

Summary and conclusion: Homeowners Associations are specifically allowed to file either Form 1120-H or Form 1120. The IRS will reject Form 7004 if it is submitted indicating a different return type than the return type on file with the IRS. The IRS should provide guidance for HOAs filing Form 7004 to ensure the extension request is not rejected due to a mismatch of entity type. This will result in improved customer satisfaction and increased timely filing compliance.

DECISION: Grammatical suggestions were made. Issue approved by consensus to elevate to IRS once modified.

Issue 16958, Publication 501 US/Norway Treaty

Statement of Issue: Publication 901, U.S. Tax Treaties, and Internal Revenue Manual (IRM) Exhibit 3.21.3-8 do not contain an exclusion from income added to the United States Norway Income and Property Tax Convention by amendment entered into force December 15, 1981. That omission results in incorrectly processed tax returns.

Goal Statement: To ensure Form 1040NR, U.S. Non-Resident Alien Income Tax Returns, are accurately processed and decrease unnecessary correspondence between the Internal Revenue Service (IRS) and taxpayers.

Proposed Solution: Add a reference to IRM Exhibit 3.21.3-8 and Publication 901 to include the income exclusion added by Article 4A of the United States Norway Income and Property Tax Convention.



Summary and conclusion: IRM Exhibit 3.21.3-8 and Publication 901 do not contain any reference to the income exclusion added to the United States Norway Income and Property Tax Convention in 1981 by the addition of Article 4A causing unnecessary correspondence and audits. Making this simple correction will resolve this issue; however, there may be a systemic problem updating IRS material with new and amended treaties.

DECISION: Issue approved by consensus to elevate to IRS.

Issue 18001, Practitioner Priority Hotline

Statement of Issue: The Practitioner Priority Hotline is no longer working on Automated Collection System (ACS) accounts.

Goal Statement: Practitioners will be able to accelerate resolution by having a one step process as was previously available.

Proposed Solution: The Internal Revenue Service (IRS) should restore priority service for practitioners with taxpayer issues on cases assigned to ACS.

Summary and conclusion: Restore practitioner assistance with ACS issues to the Practitioner Priority Hotline, enabling faster case resolution and reducing the burden of telephone transfers and talk time.

DECISION: Suggestion to add verbiage to explain why practitioner priority line handles ACS accounts. This needs to go in the background research section. Issue approved by consensus to elevate to IRS once modified.

Issue 16736, Line for Accrued Interest on the Schedule B

Statement of Issue: The instructions for Form 1040, U.S. Individual Income Tax Return, Schedule B, Interest and Ordinary Dividends, regarding the subtraction of accrued interest are incomplete.

Goal Statement: To give taxpayers specific instructions regarding the subtraction of accrued interest in the instructions for 1040 Schedule B.

Proposed Solution: Add the following paragraph, from Publication 550, Investment Income and Expenses, to 1040 Schedule B instructions:

Accrued interest. If you received a Form 1099 INT, Interest Income, that reflects accrued interest paid on a bond you bought between interest payment dates, include the full amount shown as interest on Form 1099 INT on Schedule B (Form 1040 or 1040A), Part 1 line 1. Then, below a subtotal of all interest income listed, enter —Accrued Interest^{ll} and the amount of interest paid to the seller. That amount is taxable to the seller, not you. Subtract that amount from the interest income subtotal. Enter the result on Line 2.

Summary and conclusion: This is an easy and low cost solution to a legitimate taxpayer complaint. This change will improve compliance by accurately reporting accrued interest on Schedule B.

DECISION: Issue approved by consensus to elevate to IRS.

Issue 17344, Add Form 4868 to Form(s) 1040 Package

Statement of Issue: The Internal Revenue Service (IRS) mails tax packages to taxpayers who do not use a paid preparer or tax preparation software and to those requesting that a generic package be mailed to them. These packages may be customized based upon prior year forms filed, but they also include certain —generic^{ll} forms commonly used by many taxpayers. Currently, the packages do not include Form 4868, Application for Extension to File, which is needed by taxpayers wishing to extend the due date of their tax return.

Goal Statement: To allow taxpayers easier access to Form 4868, thereby allowing them to extend the due date for filing their return.

Proposed Solution: The IRS should include Form 4868 in all tax packages mailed to taxpayers. This would include customized packages mailed to taxpayers who do not use a paid preparer or preparation software and generic packages ordered directly from the IRS.

Summary and conclusion: Taxpayers who utilize the tax package for preparing their individual tax returns should expect it to include all forms reasonably anticipated to be needed in preparing their individual tax return. The IRS works to meet these expectations by including —generic^{ll} forms commonly used by many taxpayers (e.g., Schedule M and Schedule EIC). Including Form 4868 in the tax packages is in line with the inclusion of other —generic^{ll} forms and works to improve taxpayer compliance and customer satisfaction.



DECISION: Issue approved by consensus to elevate to IRS.

Area 7

Issue 16840, Increase Hours and Days of Operation for TACs

Statement of Issue: Taxpayer Assistance Centers (TACs) located across the country are generally open Monday – Friday from 8:30 am to 4:30 pm. These hours are the standard hours that many taxpayers also work; making it inconvenient for many to visit TACs for tax issues, tax payments, etc.

Goal Statement: The Internal Revenue Service (IRS) should adjust operating hours at the TAC offices so that taxpayers can visit the TAC office during hours that are more convenient

Proposed Solution: Open TACs on Saturdays at least twice each month during the filing season and once a month during the rest of the year.

Summary and conclusion: We recommend that the IRS expand the use of Saturday hours on a regular basis to provide more convenient hours so the taxpaying public can more easily resolve their tax issues. This would encourage better compliance and more timely resolution to tax problems.

DECISION: Issue approved by consensus to elevate to IRS.

Issue 17383, Reporting State Refunds

Statement of Issue: When the amount on a 1099-G Certain Government Payments correctly differs from the amount the taxpayers report as a State refund on their 1040, U.S. Individual Income Tax Return, a deficiency report is generated by the Internal Revenue Service (IRS). The taxpayer must then respond and the IRS must consider the response; all of which takes time. Unnecessary resources are spent by both the taxpayer and the IRS.

Goal Statement: Show both the taxable and the nontaxable amounts on the Form 1040 so that time is saved by both the taxpayer and the IRS.

Proposed Solution: Create two boxes for Line 10 on the first page of the 1040. Box 1: request amount of the total state refund which would agree with the 1099-G. Box 2: request the taxable portion.

Summary and conclusion: When the State refund reported on a 1099-G differs from the amount reported on a taxpayer's tax return (Form 1040), the IRS issues a deficiency notice even though the reported amount is correct. IRS provides a worksheet to determine the taxable amount, but there is no mechanism for IRS to know there is a difference between the amount reported on the 1099-G and the tax return. By including two boxes for line 10 showing the gross and taxable amounts, the IRS is on notice that there is a difference. This recommendation corresponds to the way IRAs, Pensions, and Social Security are reported. The barriers are minimal and the solution will save time and money for both the taxpayer and the IRS. This correction, when completed, is a true win-win.

DECISION: Issue approved by consensus to elevate to IRS

Issue 17471, Form 1099-Misc Correction Procedure on E-file Returns

Statement of Issue: Taxpayers do not have a procedure to inform the Internal Revenue Service (IRS) of an incorrect Form 1099-MISC, Miscellaneous Income on e-filed returns.

Goal Statement: Provide a procedure for taxpayers to report errors or discrepancies on Form 1099-MISC for e-filing individual tax returns.

Proposed Solution: Adapt Form 4852, Substitute for Form W-2, Wage and Tax Statement, or Form 1099-R, Distributions From Pensions, Annuities, Retirement or Profit-Sharing Plans, IRAs, Insurance Contracts, etc., to allow taxpayers the ability to e-file and report a difference between amounts reported on Form 1099-MISC and a tax return.

Summary and conclusion: Both the taxpayer and the IRS will benefit from a process that enables taxpayers to notify the IRS via e-file of errors and discrepancies in Form 1099-MISC. The benefits of implementing this process far exceed the cost or allocation of resources necessary to change the form and would provide a superior taxpayer service.

DECISION: Grammatical suggestions were made. Issue approved by consensus to elevate to IRS once modified.



Issue 17661, Correspondence Exam Appeal Rights

Statement of Issue: Procedures explained in the correspondence audit Letter 525 do not clearly advise taxpayers of their appeal rights, which can be accomplished at far less cost than having to file a petition with tax court. Further, it appears the supervisor is not actively involved in unagreed cases.

Goal Statement: The taxpayer rights are fully explained and processing costs involved with filing a petition in tax court are decreased for both the Internal Revenue Service (IRS) and the taxpayer.

Proposed Solution:

- Amend the IRS Letter 525 to clearly state the taxpayer's right to speak with a supervisor.
- Amend the IRS Letter 525 to clearly state the taxpayer's right to request administrative appeal before resorting to the tax court.
- Amend the IRS Manual to require supervisory involvement and
- Amend the IRS Manual to require a correspondence review staff to review all unagreed cases.

Summary and conclusion: In 2009 over 81 percent of all IRS audits were performed by the Correspondence Audit Program. The program as it currently exists is, effectively, denying taxpayers their appeal rights because Letter 525 does not provide a clear explanation and, instead, emphasizes the 30-day deficiency letter. This is threatening to the taxpayer causing some to pay tax they do not owe, and costing the IRS more time and money to unnecessarily process unresolved issues through the more costly Tax Court process. The IRS needs to change Letter 525 so that it clearly reflects the taxpayer's options to talk with the supervisor and request administrative appeal before initiating a Tax Court appeal. Further, the supervisor needs to become more actively involved in disagreed cases to ensure the case is properly resolved in a cost-effective manner.

DECISION: Grammatical suggestions were made. Issue approved by consensus to elevate to IRS once modified.

Election Process (Jonathan)

Non-returning members Dean Conder and Tommy Thompson will lead the election process for this year. Berkey noted in the past voting took place at the Annual Meeting which was a problem as those who may be elected for Area Chairs, may have also wanted the chance to become TAP Chair. A revision took place in 2007 to have elections prior to the Annual Meeting and to include third year members in voting. A hand out on the election process was provided which will be updated and a final document will be available for the Joint Committee Meeting in August. Many panel members expressed they were pleased with the process.

2009 Annual Report / 2010 Annual Report (DaCorte)

Last year at the Annual Meeting Charles Davidson suggested having the Annual Report put back in the Communications Committee. The focus will now be on the 2010 report. Shelby McKenzie handed out each Area Chair a document for their area. Area chairs highlighted accomplishments of a few people, and therefore it was decided if the chair couldn't say anything nice about everyone then nothing will be displayed. If some of you like writing, by all means write as much as you want, however if you don't want to write don't let that get in your way of writing a report.

The Communications Committee will take your write ups and make them flow and return back to the Area Chairs for editing. We are hoping to get first draft back in two weeks and have updates in September and November and then by December you will have a report. Jonathan stated the idea was to address get buy-in while you were here. DaCorte and her group will set some dates and get those out to the Joint Committee Panel Members. Jonathan will do a follow up call if reports are not turned in timely. This report is most important to the panel members to be able to read their accomplishments.

DaCorte noted there are two points of view regarding accomplishments for panel members and would like to come to a consensus on what views to use. It was suggested to try to write something positive even about panel members who have not been as active. Berkey noted there is a template to use which is easy to follow and one can still add their own flare to the write up. More discussion took place. DaCorte noted we don't have to come to a consensus today as this can be brought up at the



September call. Discussions continued about what the Annual Report should reflect in the narrative regarding panel members and their accomplishments or lack there of.

Commissioner's Meeting (Jonathan)

Jonathan noted along with himself, Ken Wright, Charles Davidson, Dean Conder, Shawn Collins and Nina Olson met with Commissioner Shulman in 2009. It was a unique opportunity. The Commissioner was very engaged with what TAP is doing. He did look through the 2008 report and asked a few questions. Walker, DaCorte and Lee Battershell will be accompanying Jonathan this year for the visit with Commissioner. The meeting has not yet been schedule but hope is it will be in September.

Share Best Practices Discussion (Walker)

There is a difference on how we assign our committee members, and how we deal with ineffective committee members. Some members have a way of controlling a room. This is a discussion to find out what is working and what is not working.

Each area has some form of screening committee and every chair feels that has been working. Issues are identified and are provided to the subcommittee. Walker spoke from experience for Area 5, stating Area 5 looks for volunteers to work the issue but may assign an issue to someone who does not volunteer and assign it to them if their load is light.

It was observed that Area 2 and 3 have similar practices as does Area 4 and 5 and finally Area 6 and 7 have similar practices. This is probably the result of the process used by the staff supporting the areas.

Discussions took place among panel members about what has worked well for their areas for issue screening, working the issues, and quality reviewing issues.

Another topic of discussion was how to address panel members who are not being active participants. Conclusion is to leave it up to the chairs with perhaps the support of other panel members and assistance from the manager to address the inactive panel member.

Walker is asking the managers to provide a monthly report from their committees to have as pre-reads.

ACTION ITEM: Berkey will add Walkers request to have managers provide a monthly report from their committees as pre-read for discussion at the next Direct Reports meeting.

Another item of discussion was, is the Joint Committee too big. One question posed was, is the group an impediment to what it accomplishes? If not then the group is not too big. Most felt the Joint Committee size was good as is.

It was mentioned what practices work for one Area Committee may be not be ideal for another.

Walker asked for value words which will appear on the cover of the Annual Report.

Value words for the Annual Report cover suggestions for Communications were:

- Service
- Improvement
- Resolution
- Fairness
- Dialogue
- Representation
- Effect Change
- Progress
- Grass Roots
- Voice
- Vision



- Independent
- Melting pot
- Volunteer
- Taxpayer Orientated
- Resolution
- Diverse
- One TAP

Task Forces

- **TAP Strategic Plan (Morse)**

This project needs to be a living or evolving product. Strength, Weaknesses, Opportunities, and Threats (SWOT) assessment was started by Davidson last year and the information received from him was sent out to the Area Chairs to get input from current members. Feedback was provided by panel members to Mary Jean Potenzzone and Bohrer and is in the process of being put together so we can see the results. The task force looked at the charter and the by-laws as everything is open to be reviewed and to determine if it looks good or needs changed. The task force looked at all surveys, TAP performance measure, and the interaction plan.

The TAP mission statement was not consistent between the two websites of www.irs.gov and www.improveirs.gov, but it has been corrected. The task force will look into long term TAP issues including; best practices, increased internet services, tracking outreach, and tracking issues. Tracking of the outreach and issues has improved due to the new database. Some ideas of steps to take are having new members included on the teleconference meetings before their term starts, posting bios, and TAPSpace training before the Annual Meeting. It would be good to know what the staff does besides what the panel members see. The task force also talked about outreach quality vs. quantity and how there is no consistent place where documents are posted. An idea from the task force is to have a roster of people who are posting, a listing of responsibilities of what they are to post, and posting due dates. Finally, panel members are inundated with emails and perhaps with the improvement of TAPSpace, information can be posted instead of having emails sent out.

- **Issue Tracking**

This task force has completed its mission and there is a tracking mechanism in place with reports being posted on TAPSpace.

- **Correspondence Audit Subcommittee**

There were many issues provided by taxpayers regarding Correspondence Examinations which now accounted for 81 percent of examinations of all IRS audits based on the last statistical information period ending in September of 2009.

Correspondence Audits are a process where, instead of having a face to face audit with an auditor, the taxpayer gets a letter in the mail which basically states the IRS has looked at your return and are proposing adjustments and listed is the tax you owe unless you can provide documentation of your charitable donation and so forth. It's basically saying you are guilty unless you can provide proof of your innocence and if you can not this is what you owe.

This process is flooded with a lot of problems and the problems create an adverse impact on the taxpayer, meaning the taxpayer pays the price for the problematic nature of these examinations. Olson is aware of this dis-service to taxpayers and has a staff on task for this issue. Bringing it back to TAP is Area 7 along with another area, when they started getting issues which relate to Correspondence Examinations. One of Area 7's taskforces indicated they would take on all the issues which came forth regarding Correspondence Audits and it has grown.



This came up at Joint Committee level and it's too big for a task force in Area 7. Jonathan's request is to go back to Joint Committee level task force to deal with Correspondence Examination. This doesn't mean when issues come up in the Area Committees that they go to this subcommittee/task force. Issues will still be worked in the normal way. There will be no change of processing of issues. TAP was advised by Olson's office that IRS should keep hearing details about all of the problems surrounding the Correspondence Examinations. Area Committees should keep processing issues in a normal way.

The reason for the request of a Joint Committee Correspondence Examination Subcommittee is we would like to operate at a different level with the IRS by getting in contact with an IRS stakeholder who has influence on policy, team up with that person, and with Olson's subject matter expert, see if TAP can develop a working relationship where policy can be addressed. by discussing the Correspondence Examination process to see if we can affect change at a top level.

Berkey noted on the management side of the house for making sure TAP operates as it should, TAP is chartered to have seven area committees to work grass root issues and project committees that work projects IRS gives for input. Basically, what is being talked about is creating a project committee to work Correspondence Audit issues. Shawn Collins would need to go to the IRS and say TAP has a strong interest in the Correspondence Audit issue and would IRS consider setting up a project committee addressing Correspondence Audits for 2011, which would be one way to go about this.

Jonathan noted he is only proposing an internal structure and not giving it any more power to go directly to the IRS. He wants the group to work on the issue at a policy level, report it to the Joint Committee and if there is any recommendation it would come out of the Joint Committee.

Discussion took place among the panel members about Correspondence Audits from the IRS and taxpayers point of view.

Berkey noted Collins will be contacting SBSE along with W&I to discuss 2011 Project Committees. If Joint Committee agrees to make this a task force as an advisory to the Joint Committee the role of the task force will be to determine a strategy to address problems with Correspondence Audits not to actually work the problems.

If the IRS determines it to be a project committee for 2011, then this task force can proceed as an advisory committee. It is preferred to have one person from each Area Committee be on this task force. Potenzzone expressed interest in chairing this task force.

There was consensus from the Joint Committee to form this task force.

Communications / All-Member Feedback - Surveys

A handout was provided to the panel members. In the past the Communication Committee would make recommendations, but felt their recommendations were never addressed. This year there will be no surveys. Panel Members shared opinions about surveys. Some thought it was a good idea not to have the surveys. Others thought surveys are valuable but difficult to obtain filled out surveys. Berkey made the comment that perhaps the most valued input would be from the exiting member surveys. Further discussion took place among panel members on whether surveys are necessary or beneficial. From the discussion came the compromise to simply find out from exiting members what they found to be good and what TAP can improve on. Jonathan noted he would like to see the results for December meeting. DaCorte will work with Berkey as to who will begin the roll out for exiting member's surveys.

From all three surveys last year we have 16 issues which have been identified and are underway such as tracking issues, Joint Committee criteria for reviewing issues is done, SAMS information is complete, outreach, TAPSpace, and Annual Meeting items.

There is a concern about the definition of a project committee and how new members are asked to make a decision on what project committee they want before they know what TAP is. We are in need



of some ideas on how we can educate new members and ideas for introducing project committees. One suggestion was don't give the new members a choice. Discussion took place among panel members about a workshop to have information provided on each Project Committee. A suggestion was made to provide an electronic version describing TAP to the new members to view prior to coming out for the Annual Meeting. Kim noted to have a mentor assigned to a new member to greet them at the door and sit with them during new member orientation. This comment lead to a discussion about the mentoring program regarding whether there should be mentors or not and any suggestions anyone had. In the past mentoring was optional and some areas implemented a mentoring program and some did not. The Communication Committee recommendation for the mentoring process is to come back with specific proposals on what we train the mentors and let mentors know what is expected prior, during, and after the Annual Meeting so all will be on the same page.

ACTION ITEM: DaCorte will get from Ferree a written document of guidelines on how to talk to a new member.

There was Joint Committee consensus to create a mentoring program.

There was consensus for a package for the new members before the Annual Meeting, but realize there maybe some push back in having homework and pre-reads for new panel members before the meeting. For a new member this package might include some of the videos Olson has made, then have a little quiz when people come in to see how prepared they are and see if that helps them feel like they know a little more about TAP. The quiz would be light and in an open forum.

The bio books are complete and on their way. Discussion took place on the need to take pictures of panel members at the Annual Meeting.

ACTION ITEM: At the Annual Meeting pictures will be taken of panel members by Director's secretary McKenzie at meeting breakouts.

A suggestion was made to have a new member breakfast Tuesday morning when Area Chairs are present instead of having a new member dinner.

Members staying on a fourth year will be tabled to be discussed in the future.

TAP Measures Committee Report (Morizio)

The handout provided gives an introduction about TAP and the purpose of this report is why TAP decided to implement some performance measures. This is just to get some data and understanding on how to improve TAP Performance. This will also let IRS officials know they will be held accountable for working with the TAP and for implementing the issues and recommendations TAP makes as well as buffers any criticism we may get that IRS is not committed to working with the TAP. The Malcolm Baldrige methodology was used for this performance measure. Morizio went through the document with the Joint Committee highlighting points for each section.

Discussion took place on the importance of tracking, and what can be tracked and what may not be necessary to track.

Note: This report is a draft report and if anyone has any suggestions please email Morizio with them. A suggestion was made to have this report be based on a calendar year.

Comments which were made about this report were; it is very impressive and Jonathon noted to Morizio to pass along the compliments and gratitude from the Joint Committee to Otis Simpson and the rest of the team that rolled out this report.

Discussion took place among the members to change the mission statement or perhaps call the mission statement a goal statement.

Further discussion took place among the panel members and staff about tracking issues and what was included in the number of total issues as well as what is considered a successful issue.



JC Mid – Year Corrections (Jonathan)

Jonathan asked if there were any corrections he needed to be aware of and is there anything going on which the group feels needs to be changed or tweaked.

Roy Block commented one thing his office experienced is there were three face to face meetings in one month and felt they were too close in proximity of days to each other. This is also a concern to panel members. Perhaps there is a better way to spread the meetings out.

Discussion took place among the panel members and staff regarding when to have face to face meetings, such as what months would be good and what months would not be good for a face to face meeting. Suggestions were made such as having fixed dates for every year for the meetings.

Comments were also brought up when booking hotels to be occupied by panel members and staff when having a face to face meeting and the need to have a social gathering area as interaction after a meeting is important. Another component which would be nice to have is internet service in the meeting space if possible.

Communications Interaction Plan (DaCorte)

A handout was provided to the group on the Interaction Plan. There is a group of designers who will be working with a Communications Subcommittee, Berkey, and Taxpayer Advocate Service on what members need. DaCorte went over each step outlined in the handout with the panel members and staff.

Step 1: Provide the following on TAPSpace

- Outreach That Works – success stories
- Caption this Cartoon
- Feedback
- Face to Face
- Website Committee
- Formatting TAPSpace
- Members Bio Page

Step 2: Provide the following at meetings

- Ideas for face to face meetings
- Consistency among the dinners – opportunities to reach out to each other

There is an interest of showing the third year members pictures so new members know who the most senior members are.

Provide a social opportunity such as having a menu board noting what is going on. Example last year some panel members went to a congressional hearing and maybe other panel members may have had an interest in attending.

An idea of all new members being introduced during a plenary session, or have them wear a different color ribbon with their name tags identifying them as new members.

Joint Committee came to a consensus to implement interactive plan.

Quality Review Update (Walker)

The process for Quality Review is:

- Issue is quality reviewed with in the Area Committee and the Program Analyst sends the issue to the Database Analyst.



- The Database Analyst sends the issue to the Joint Committee Quality Review Team, who gets 10 days to review the issue.
- Joint Committee Quality Review sends the reviewed issue back to the Database Analyst.
- The Database Analyst receives the reviews and sends them to the Chair of the Area Committee as well as the Area Analyst and Area Manager.
- The Area Analyst sends it to the subcommittee to discuss among themselves to either accept all changes, accept some of the changes or none of the changes and send that completed copy back to the Area Analyst.
- The Area Analyst sends the final copy to the Database Analyst.
- The Database Analyst sends the issue to the Joint Committee Analyst.

Note: Any issues which do not have any comments from Joint Committee Quality Review will be sent directly from the Database Analyst to the Joint Committee Analyst along with the Area Chair, Area Analyst, and Area Manager.

A discussion took place about having a quality review workshop, but to make it voluntary and perhaps have two sessions on Thursday before a breakout. However, this workshop will be mandatory for those who will be on the Joint Committee Quality Review Team.

Closing

Jonathan commented this was a successful meeting due to the people at the meeting and thanked everyone for coming.

Meeting Adjourned

Next Meeting: Tuesday, August 24, 2010



**Taxpayer Advocacy Panel (TAP)
Joint Committee Teleconference Minutes
Tuesday, June 22, 2010**

Designated Federal Official Shawn F. Collins - TAP Director

Members Present

Thomas Walker - Vice Chair, TAP
Herbert Bohrer - Chair, Area 6
Susan DaCorte - Chair, Communications
Daniel Fretheim - Chair, Area 5
John Kim - Chair, Area 7
Cheryl Morse - Chair, Area 1
Mary Jean Potenzzone - Chair, Area 2
Justin Axelrod - Vice Chair, VITA
Josefina Villarreal - Chair, EITC
Ann Spiotto - Chair, Area 4
Ernest Miller - Chair, Notices
Tommy Thompson - Chair, TAC
Susan Lynn Vice - Chair, Area 3

Members Absent

Lev Martyniuk - Chair, Forms and Pubs/MIL
Sabby Jonathan - TAP Chair
Harlan Barnett - Chair, SB/SE
Louis Kapugi - Chair, Area 3
Stephen Vanderver - Chair, VITA

Staff Present

Steven Berkey - Senior Program Analyst
Shelby McKenzie - TAP Secretary
Bill Mezger - Program Manager
Roy Block - Program Manager
Louis Morizio - Program Manager
Audrey Jenkins - Program Analyst
Ellen Smiley - Program Analyst
Marianne Ayala - Program Analyst

Guests

Bernadita Tehrani - LTA, Brooklyn

Welcome/Announcements/Review Agenda

Shawn Collins opened the meeting.

Roll Call

Quorum was met.

Review and Approve May Minutes

Minutes were approved by consensus.

Joint Committee (JC) Face-2-Face Draft Meeting Agenda Tom Walker discussed agenda for JC Face-to-Face surveyed the line for any questions or concerns regarding the agenda.



Cheryl Morse advised she would like to present a PowerPoint Presentation to share and would like to know who she needs to contact to ensure the handouts would be available for the meeting. Steve Berkey advised Morse to send the information to either Susan Gilbert or himself and they would ensure the information was made available during the meeting.

Area Issues for Review

Area 1—Issue #16604—Providing Estimated Tax Payment Information Via the Internet--

Cheryl Morse reviewed the issue for the committee. The issue pertains to taxpayers and tax preparers being able to get estimated tax payment information online prior to filing their taxes. The recommendation is to have the IRS set up a secure website where taxpayers and tax preparers are able to go and login to receive this information quarterly, similar to where's my refund.

DECISION: The committee, by consensus, will approve at Joint Committee Face-to-Face

Area 1—Issue #16906—Identifying IRS Employee contacts— Cheryl Morse reviewed the issue for the committee. The issue pertains to the identification number given by IRS Employee is not helpful when trying to get in touch with that same employee again. The recommendation is to require the employee to give their Standard Employee Identification (SEID) to the taxpayer so the taxpayer will have a clear avenue when lodging a complaint if they receive less than professional service.

Louis Morizio advised that because of the privacy concerns with the SMART-ID Card the IRS is not able to track an employee by using their identification number.

Roy Block advised there was a similar issue in Area 4 and 5 and they support the issue because the database that was used to control the numbers can not be located.

DECISION: The committee, by consensus, approved to move forward with modifications to the Summary Conclusion.

Area 4—Issue #17016—Publication 505,—Confusing Language w/Attachment—Ann Spiotto reviewed the issue for the committee. The issue pertains to the language regarding the underpayment penalty in Publication 505, Tax Withholding and Estimated Tax, is misleading. The recommendation is to replace the current language in the paragraph titled "*Underpayment penalty.*" With the sentence —See Chapter 4 for information on underpayment penalties.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS.

Area 5—Issue #16866—Bankruptcy, Toll Free Number—Tom Walker reviewed the issue for the committee. The issue pertains to the IRS establishing a toll free number for taxpayers facing a potential bankruptcy; however, the number is not readily available to the taxpayer public. The recommendation is that the IRS put this number in IRS Publication 908, *Bankruptcy Tax Guide*.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS.

Area 7—Issue #17691—Examiner Accountability for Correspondence Exams—John Kim reviewed the issue for the committee. The issue pertains to correspondence audit issues. When taxpayers receive correspondence from an IRS employee and they try to call in to respond to the correspondence he/she speaks to a different examiner who is not familiar with the case or the taxpayer leaves a voice message that is not returned. The recommendation is that a name or identification number is made known to the taxpayer so the taxpayer can get hold of the individual who sent out the letter or that the new person they are speaking with has a way of reviewing what has previously happened to the case.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS.

National Office Report

Shawn Collins reported that TAP has completed the ranking of the applications and undergoing the interview process; the deadline date for all interviews to be completed is Wednesday, June 30, 2010. Once interviews have been completed, identification of the recommended applicants will be determined and a proposal submitted to the National Taxpayer Advocate, Nina Olson.



TAP Chair Report

Tom Walker reported the agenda for the July Face-to-Face meeting was currently in draft form with modifications being made . Any ideas for topics should be submitted to Walker.

The issue tracking spreadsheet has issues that are showing up multiple times. Morizio explained that issues show up multiple times because of the recommendations that are attached to the issue. Walker asked the chairs to ensure their issues are showing up on the spreadsheet.

Offer in Compromise (OIC) Bernadita Tehrani reviewed OIC policy and reviewed the declination of the use of this program. More offers coming in but less are being accepted. Tehrani stated she would like to hear more on the problem of issues being stuck in the SAMS system instead of being worked.. Tehrani provided the JC members with her contact information and asked that anyone wanting to contact her via email to please send to Louis Morizio to be forwarded to her.

Area/Issue Committee Activities

Area 5—Daniel Fretheim reported the Area 5 met in Minneapolis was a success and there will be seven issues that are being elevated for the Joint Committee Face-to-Face.

Area 1—Morizio reported Area 1 will have four issues to forward for the Joint Committee Face-to-Face meeting.

Area 7—John Kim reported the work has slowed in their area; Walker advised this was an ongoing issue and suggested looking to the parking lot for additional work.

Area 2—Mary Jean Potenzzone reported there are two new members, Seth Sanders and John Lees for Pennsylvania due to resignations.

Area 6 – Herb Bohrer reported a new panel member in Oregon, Beverly Phillips.

Public Input

No public input.

Closing

Collins closed the meeting.

Meeting Adjourned

Next Meeting: July 8-10, 2010 Face-to-Face (Chicago) 42



**Taxpayer Advocacy Panel (TAP)
Joint Committee Teleconference Minutes
Tuesday, May 25, 2010**

Designated Federal Official

Steve Berkey - Acting TAP Director

Members Present

Sabby Jonathan - TAP Chair
Harlan Barnett - Chair, SB/SE
Herbert Bohrer - Chair, Area 6
Susan DaCorte - Chair, Communications
Daniel Fretheim - Chair, Area 5
Louis Kapugi - Chair, Area 3
John Kim - Chair, Area 7
Cheryl Morse - Chair, Area 1
Mary Jean Potenzzone - Chair, Area 2
Todd Oetken - Vice Chair, Area 4
Stephen Vanderver - Chair, VITA
Josefina Villarreal - Chair, EITC
Thomas Walker - Vice Chair, TAP
Tommy Thompson - Chair, TAC

Members Absent

Ann Spiotto - Chair, Area 4
Ernest Miller - Chair, Notices
Lev Martyniuk - Chair, Forms and Pubs/MIL

Staff Present

Susan Gilbert - Senior Program Analyst
Kymberly Axtell - TAP Secretary
Bill Mezger - Program Manager
Roy Block - Program Manager
Audrey Jenkins - Program Analyst
Nancy Ferree - Program Manager
Tim Shepard - Program Analyst
Annie Haywood - TAP Secretary
Ellen Smiley - Program Analyst
Patti Robb - Program Analyst
Lisa Gabriel - Program Analyst

Staff Absent

Shawn Collins TAP Director

Guests

Marilyn Young Area 4 TAP Member
Rita Taylor Area 4 TAP Member
Justin Axelrod Area 3 TAP Member
Susan Lynn Area 3 TAP Member

Welcome/Announcements/Review Agenda

Steve Berkey opened the meeting.

Roll Call

Quorum was met.



Review and Approve March Minutes

Minutes were approved with two changes, correcting Justin Axelrod's area on the first page and deleting the words annual meeting from the next meeting statement on the last page.

Project Committee Review Notices

Project #17396—Review of Ltr. 4516-Notice Improvement—Ernest Miller reviewed the project briefly for the committee. Pre-reads were presented to the committee in the previous months meeting. The Project was previously postponed from the April Joint Committee meeting.

DECISION: The committee consented, to approve the project.

Area Issues for Review

Area 1—Issue #17559—Free File –Bait and SwitchII— Cheryl Morse reviewed the issue for the committee. The issue pertains to the taxpayers' ability to file at no charge through the IRS website, using a third party. The recommendation is to have a disclaimer before leaving IRS website and going to a third party site.

DECISION: The committee, by consensus, approved the referral with modifications to the Proposed Solution, Background, Research and Analysis paragraph and the Benefits and Barriers. Changes were also included that would Impact the Proposed Change section.

Area 2—Issue #16721—Request to Speak to a Specific IRS Employee—Mary Jean Potenzone reviewed the issue for the committee. The issue pertains to the taxpayer's ability to speak to the same IRS employee after finishing a conversation. The recommendation is to have a voice recorded statement alerting the taxpayer that they would not be able to get the same agent once the call has ended.

DECISION: The committee, by consensus, approved the referral with modifications to the Proposed Solution section to include having the statement on both the website and the phone system prior to the taxpayer reaching an IRS employee.

The Committee decided to hold a conversation at the Joint Committee Face to Face meeting regarding working several of the same issues or combining those same issues and elevating them at the same time.

Area 4—Issue #16706—Taxpayer Notification of Third Party Disclosure Rules—Marilyn Young reviewed the issue for the committee. The issue pertains to the IRS' ability to communicate to taxpayers that a tax preparer is using their information without consent. IRS should also encourage public knowledge that their consent is needed

DECISION: The committee, by consensus, approved the issue for elevation to the IRS.

Issue #16730—Refer for Preparer Advice—Rita Taylor reviewed the issue for the committee. The issue pertains to adding a statement on notices to taxpayers advising if their return was prepared by a third party tax preparer, the taxpayer may want to contact that individual prior to talking to the IRS.

DECISION: The committee, by consensus, approved the issue for elevation to the IRS.

National Office Report

Steve Berkey reported that TAP concluded the final Town Hall Meeting. Although successful, with Town Halls, the National Taxpayer Advocate, Nina Olson, has indicated this would be the final year for Town Halls. He also reported that the project and issue numbers for the annual report are higher than the previous two years.

TAP Chair Report

Sabby Jonathan reported that the face to face is coming up in Chicago in July and that there had been a task force to assist in developing the agenda. He also asked everyone to start thinking about the



annual meeting and that another task force has been developed to start working on that. He invited anyone who wanted to join to email him.

Jonathan requested the committee's opinions of creating a subcommittee to strictly work correspondence issues. The committee decided to leave the issues that the areas have already in place and allow those committees to continue working them. Any new issues would also be left in the areas to be worked by that area. However the subcommittee in Area 7 would develop a more global solution and address the broader issues with correspondence audits.

DECISION: The committee agreed to allow the Area 7 subcommittee to function as the correspondence audit subcommittee for the time being. Sabby invited anyone from other areas to email him if they wanted to join.

Strategic Plan Taskforce

Cheryl Morse reported they are gathering information and the analysis is moving forward.

Issue Tracking Taskforce

Mary Jean Potenzzone reported that the tracking system is working and they will continue tracking the issues on a monthly basis via a report that will show the status of the issue within the IRS, and the proposed implementation date. Potenzzone suggests that the report be provided monthly to the Joint Committee. Jonathan announced this would conclude the life of the Issue Tracking Taskforce.

2009 Annual Report

Susan DaCorte reported the final draft will be posted to TAP Space and a message will be sent out to all Area and Project Committee Chairs and 2009 panel members who assisted with the report to ensure corrections can be addressed and corrected. The report is almost ready to be sent to Steve and the production team.

Suspension of Surveys

DaCorte stated that the Communications Committee proposed the surveys be suspended due to issues being brought up and no action would be taken.

Interaction Plan

DaCorte reported the committee would like to introduce the plan and the issues from the surveys at the upcoming face to face and would like to add a block of time for that.

TAP Website Database

DaCorte stated that the committee is now tracking, through staff the number of successful times that TAP members are able to post the link to improveirs.org to any website.

Recruitment

Steve Berkey reported that ranking was completed the previous week in DC by staff. All the managers have spoken with TAP Director, Shawn Collins about whom and when they will be interviewing. Interviews will be conducted the month of June. There appears to be an increase in preparer applications from offices such as H&R Block and Jackson Hewitt. This may be the result of increased distribution of the TAP announcement in their offices.

Annual Meeting

Susan Gilbert reported that there has been a task force assigned to develop the agenda for the annual meeting being held the week of December 6th in Washington, DC.

Gilbert also reminded everyone the cut off for submitting issues for inclusion on the agenda is five business days before the monthly Joint Committee meeting. This ensures that everything is correct and posted properly.



Area/Issue Committee Activities

Area 1—Cheryl Morse requested the committee’s approval on the Area’s decision to send public input to the IRS in response to their solicitation for input. The committee approved Cheryl’s response.

Public Input

No public input.

Closing

Berkey closed the meeting.

Meeting Adjourned



**Taxpayer Advocacy Panel (TAP)
Joint Committee Teleconference Minutes
Tuesday, April 27, 2010**

Designated Federal Official

Shawn Collins TAP Director

Members Present Sabby Jonathan Chair Tom Walker Vice Chair Felicia Grant Co-Vice Chair, Area 1 Mary Jean Potenzzone Chair, Area 2 Louis Kapugi Chair, Area 3 Ann Spiotto Chair, Area 4 Daniel Fretheim Chair, Area 5 Nancy Eik Vice Chair, Area 6 John Kim Chair, Area 7 Susan DeCorte Chair, Communication Josefina Villarreal Chair, EITC Lev Martyniuk Chair, Forms & Pubs/MLI Ernest Miller Chair, Notices Harlan Barnett Chair SBSE Tommy Thompson Chair, TAC Stephen Vanderver Chair, VITA

Members Absent

Cheryl Morse Chair, Area 1
Herbert Bohrer Chair, Area 6

Staff Present

Kymerly Axtell Note Taker
Louis Morizio TAP Manager
Judi Nicholas TAP Manager
Nancy Ferree TAP Manager
Roy Block TAP Manager
Steve Berkey Senior Program Analyst
Susan Gilbert Senior Program Analyst
Mary Ann Delzer Database Analyst
Audrey Jenkins Program Analyst
Linda Rivera Senior Program Analyst
Ellen Smiley Program Analyst
Patti Robb Program Analyst

Guests

Justin Axelrod Area 3 Member
Howard Levine Area 7 Member
Lee Battershell Area 7 Member
Susan Lynn SBSE Member
Patty O'Neill SBSE Member
Bob McQuiston Area 2 Member

Welcome/Announcements/Review Agenda

Shawn Collins opened the meeting. Sabby Jonathan welcomed and thanked everyone for attending the Joint Committee (JC) meeting. He stated that given the full agenda, the meeting would take the full 90 minutes.

Roll Call

Quorum was met.

Review and Approve March Minutes

Minutes approved, by consensus, as submitted.

Annual Review and Final Status Designation on FY09 remaining issues:

Area 1

Issue 109-5134—Lack of Availability of Deposit Coupons for Payroll Taxes—Louis Morizio reported that the area did not agree with IRS decision on the issue and will be preparing a rebuttal.



Area 2 Issue 209-5359—Mary Jean Potenzzone reported that the area has closed the issue; the IRS is considering the recommendation.

Area 3 Issue 309-5498—IRS Name Mismatch with Verified SSA Information—Louis Kapugi reported that the area has accepted IRS decision to reject issue and will be closing the issue.

Area 4 Issue 409-5471—IRS Identity Theft Advice Clarification—Ann Spiotto reported that the area does not agree with the IRS decision on the issue and will be preparing a rebuttal.

Area 5 Issue 509-4640—Use of Online Form 8109-B—Daniel Fretheim reported that the area has accepted the decision by the IRS and will be closing the issue. Issue 509-5799—Permit User Font Size Selection for IRS.gov—Patti Robb reported that the area did not agree with the IRS decision on issue and will be preparing a rebuttal.

Project Committee Approvals Forms and Publications

Project #17389—Review of Form 2848SP, Power of Attorney—Lev Martyniuk reports committee reviewed and approved the form. There were no objections or questions by the Joint Committee Members.

DECISION: The committee, by consensus, approved the project recommendation.

Project #17416—Format of PDF Documents on the IRS Website—Martyniuk reviewed the project briefly. There were no objections or questions by the Joint Committee Members.

DECISION: The committee, by consensus, approved the project recommendation.

Project #17390—Review of Form W7 (SP) & Instructions—Martyniuk reviewed the project briefly. Committee was tasked with reviewing and making corrections to form; corrections were provided by their Spanish speaking member(s) on the committee. There were no objections or questions by the Joint Committee Members.

DECISION: The committee, by consensus, accepted the project recommendation. Notices

Project #17396—Review of Ltr. 4516-Notice Improvement—Ernest Miller reported that the project stating that it is not ready for the Joint Committee and requests that it be tabled for next meeting.

DECISION: The project is tabled for the May Joint Committee meeting.

SBSE

Project #16891—IRS Calendar—Committee member Susan Lynn stated that there are different versions of the calendar; print (English and Spanish), and an electronic version online at the IRS webpage. Lynn said that there was a quick turn around because the calendar for year 2011 was already in process. The project committee's recommendation was to continue the printed calendar and make an additional 50,000 versions in print and to include information about TAP somewhere on the calendar. Sabby congratulated the committee for their hard work. There were no other questions by the Joint Committee Members.

DECISION: The committee, by consensus, approved the project recommendations.

Area Issues for Review

Area 1—Issue #16865—the unneeded mailing of Form 5227—Felicia Grant stated that the committee is proposing to add a checkbox on the form to allow taxpayers to opt out of receiving the form. John Kim suggested putting a single box requesting a copy rather than two boxes with a yes or no request. Grant says they did research that option and the committee's recommendation is consistent with other forms. Sabby Jonathan states that Area 7 worked an issue similar to this issue and agreed that the recommendation should follow typically IRS forms formatting.

DECISION: The committee, by consensus, accepted and elevated the issue as written.



Area 2—Issue #16745—Taxpayer Copy of Lien Release—Potenzone stated that before the issue is elevated to the IRS, the area wants to add some research that was left off referral form. Jonathan asked if anyone objected to approving the issue as is, with the understanding that more research will be added before elevation. Tom Walker asked what research will be added. It was agreed that the added research would strengthen the recommendations. There were no other questions or comments by the Joint Committee Members.

DECISION: The committee, by consensus, accepted and elevated the issue with addition of the agreed upon research.

Issue #16751—IRS Telephone Calls to Taxpayers from Field Examinations—Bob McQuiston stated that the issue is recommending the IRS send a written notice prior to calling a taxpayer for an audit for field examinations. Jonathan congratulated Area 2 for pushing issue forward even though there could be a rejection from the IRS.

DECISION: The committee, by consensus, accepted and elevated the issue as written with a minor grammatical change to the proposed solution.

Area 5—Issue #16747—Option of Audit Reconsideration—Fretheim stated that the Area's suggestion is to add a paragraph to the 90 day letter that highlights the taxpayer's options.

DECISION: The committee, by consensus, accepted and elevated the issue as written.

Area 7—Issue #17244—IRS Envelopes are translucent—Levine stated that the committee recommends that when the IRS provides return envelopes, they provide a security type envelope. Many of the current envelopes are translucent and taxpayer information can be seen through the envelope.

DECISION: The committee, by consensus, accepted and elevated the issue as written.

Issue #17245—Correspondence Audits Scheduling Hearing Dates—Lee Battershell reviewed the issue briefly for the Joint Committee. Roy Block mentioned that there is a regulation that states that the IRS determines the location of the audit. Battershell it is familiar with the regulation. The committee is recommending clarification in procedures and the letters sent to taxpayers. Morizio suggested including a request for the IRS to provide appeal procedure instructions to the taxpayer. Walker suggested they leave the proposed solution as is to avoid making the issue overly complicated. It was agreed that these were two separate issues. The Joint Committee approved the current issue and the Area committee will work up a second issue. Jonathan requested that Battershell and Kim create the new issue requesting the IRS provide appeal procedure instructions to the taxpayers in their letters.

DECISION: The committee, by consensus, accepted and elevated the issue with agreed upon grammatical changes.

Jonathan took a few minutes to thank Shawn Collins for setting up a telephone conference with National Taxpayer Advocate, Nina Olson. He reported that the meeting was very productive and he would provide details later.

Issue #17246—Email Contact with Tax Examiners—Levine reviewed the issue briefly for the Joint Committee. There were no other comments or corrections noted by committee members.

DECISION: The committee, by consensus, accepted and elevated the issue with agreed upon grammatical changes.

Issue #17247—Exam Letters-Timeframe for TP response too short—Levine reviewed the issue briefly for the Joint Committee. Walker suggested changes to the wording of the proposed solution to better reflect what the committee is looking to change. Harlan Barnett suggests a margin change in the heading to bring words closer to the titles.

DECISION: The committee, by consensus, accepted and elevated the issue with agreed upon grammatical changes.



Issue #17266—Erroneous Internal Revenue Regulation—Battershell reviewed the issue briefly for the Joint Committee. Jonathan commented that TAP has the authority to request changes to regulations. Walker recommended attaching examples for the IRS to consider when looking at the issue.

DECISION: The committee, by consensus, accepted and elevated the issue with agreed upon grammatical changes.

Issue #17315—Incorrect Reporting of Retirement Plan Income on Schedule K-1—Kim reviewed the issue briefly for the Joint Committee. Jonathan asked whether the CP-2000, only covers unreported income. Kim stated that the matching program picks up the K-1 income. Walker asked if there is training provided in IRS CPE training. Kim responded that the IRS provides training but it does not seem to be effective. Jonathan suggested altering the tone of the referral.

DECISION: The committee, by consensus, accepted and elevated the issue as written.

Issue #17320—IRS E-Services Transcript for Payroll Information—Battershell reviewed the issue briefly for the Joint Committee. The Committee members expressed that this will be a win for both the IRS and taxpayers.

DECISION: The committee, by consensus, accepted and elevated the issue with agreed upon grammatical changes.

Issue #17333—IRS Return Envelopes—Battershell reviewed the issue briefly for the Joint Committee. The committee has three recommendations; formatting the return letter properly, non-windowed envelopes, or a peel off return address label included with the letter. There were several grammatical changes recommended.

DECISION: The committee, by consensus, accepted and elevated the issue with the agreed upon grammatical changes.

Jonathan congratulated everyone on the number of completed projects and elevated issues.

National Office Report

Collins reported that Mary Ann Delzer will be leaving TAP for a position as the Taxpayer Advocate Group manager in the Wisconsin TAS office. Delzer will report to her new position on May 24th. Audrey Jenkins will fill in as the database analyst until Collins fills the job permanently. The job will be posted on May 3rd and Collins hopes to have it filled quickly. Collins also mentioned that Judi Nicholas, will be detailed as the Local Taxpayer Advocate in Seattle for 60 days starting on May 24th. Collins is working on filling behind Nicholas. Collins assured Taxpayer Advocacy Panel members that the Seattle staff would still be able to take care of their needs. Collins also mentioned that Justin Axelrod recently attended the TAS Communications and Liaison Meeting to discuss the possibility of changing the TAP website and design. She said she would keep everyone up to date on any further developments.

TAP Chair Report

Jonathan requested that during the upcoming face to face and other meetings area analysts and staff gather pictures because the Annual Report committee will use some of the pictures for the 2010 TAP annual report. The conference call meeting with Nina Olson was very successful and Jonathan hoped it will be a regular occurrence. He also congratulated Gary Iskovitz who was recently recognized by the IRS Commissioner for his over 40 years of service to the VITA program. Additionally Iskovitz was recently on a Los Angeles Fox channel morning show as well as Live with Regis and Kelley. Iskovitz used both opportunities to mention TAP and the TAP recruitment effort.

Strategic Plan Taskforce

Potenzzone, standing in for Cheryl, reminded the Area Committee Chairs, that an email from Cheryl Morse forwarded by Susan Gilbert, requested panel members complete and return the SWOT (Strengths, Weaknesses, Opportunities and Threats) Survey. She requested the chairs help to ensure panel members provide responses to Morse by May 10. The taskforce hopes to have an update by the end of May.



Issue Tracking Taskforce

Nicholas reported that in a recent meeting with Patty Wagner and the TAP Director that the procedures were approved. Each issue elevated will have a separate response template for each recommendation contained in the issue. The response template will be used only on Area issues, and not Project committee's issues. Jonathan asked if the taskforce had developed with a way of tracking the issues once they had been elevated. Delzer responded with there is a report but currently they did not have any data, once they had data, the report would be generated.

2009 Annual Report

Susan DaCorte reported that the committee is meeting to discuss the final review of the draft and hoped to have it ready for elevation by the end of May. .

Recruitment

Steve Berkey reported that with the final few days of recruitment ahead, applications numbers had jumped up with additional publicity about TAP. The final numbers of applications are down compared to last year due to recruiting in fewer states. Presently there are 428 final applications, which is about half of what was received last year. He also mentioned that ranking should take place the week of May 10 and interviews in June.

Area/Issue Committee Activities

Many of the areas and issue committees are beginning to have or have had their face to face meetings. Kapugi reports Area 3 exposed TAP to about 350,000 people through print and visual media. Josephina Villarreal reported that the EITC committee had their face to face last week. Stephen Vanderver reported that the VITA committee will meet in Atlanta. Nancy Eik, Area 6, reported they would be having their face to face in Portland and will be inducting the newest member, Beverly Phillips. Area 7 Chair, Kim expressed the value of having IRS staff on the task force teleconferences, because it gives panel members an opportunity to get insight on the inner workings of the IRS. Jonathan commended the Area 7 members for a productive meeting with the IRS staff as their Subject Matter Experts (SME). SBSE Chair, Barnett, acknowledged the project committee members on the IRS calendar project for all their hard work.

Outreach Report Delzer reports she and Morizio discussed doing a year to date outreach report verses a monthly report, due to members getting outreach to staff after the monthly report has been processed stated that outreach reports will provide year-to-date information rather than monthly information. Delzer also mentioned that many reports members are now seeing are from the new SAMS database and look different.

Public Input

No public input.

Closing

Jonathan thanked everyone for their time and patience with the length of the meeting. Collins closed the meeting.

Meeting Adjourned

Next Meeting: May 25, 2010 52



**Taxpayer Advocacy Panel (TAP)
Joint Committee Teleconference
Minutes Tuesday, March 23, 2010
3:00 PM Eastern Time**

Attachment A
Attachment B
Attachment C

Designated Federal Official

Shawn Collins TAP Director

Members Present

Sabby Jonathan Chair
Tom Walker Vice Chair
Cheryl Morse Chair, Area 1
Mary Jean Potenzzone Chair, Area 2
Louis Kapugi Chair, Area 3
Ann Spiotto Chair, Area 4
Daniel Fretheim Chair, Area 5
Herbert Bohrer Chair, Area 6
John Kim Chair, Area 7
Susan DaCorte Chair, Communication
Josefina Villarreal Chair, EITC
Ernest Miller Chair, Notices
Harlan Barnett Chair, Small Business Self Employed (SBSE)
Tommy Thompson TAC
Justin Axelrod Area 3 – Panel Member
Jackie Rollins Area 5 – Panel Member

Members Absent

Lev Martyniuk Forms and Pubs/MLI
Stephen Vanderver VITA

Staff Present

Anita Fields Note Taker
Susan Gilbert Senior Program Analyst
Ellen Smiley Program Analyst
Patti Robb Program Analyst
Lisa Gabriel Program Analyst
Judi Nicholas Program Manager
Nancy Ferree Program Manager
Donna Powers Program Analyst Marianne
Ayala Program Analyst
Louis Morizio Program Manager
Linda Rivera Senior Program Analyst
Mary Ann Delzer Database Analyst

Guests

None

Welcome/Announcements/Review Agenda

Sabby Jonathan welcomed everyone to the Joint Committee (JC) meeting. Jonathan stated, he had a request to move the Project Committee and Area Committee review up on the agenda, so that if someone on the call is here just to review issues they can leave when their presentation is voted on. The agenda will be followed through the roll call and review of minutes.



Roll Call

Quorum was met.

Review and Approve Minutes

The minutes were approved by consensus.

Action Items

- Meeting/Conference with Nina Olson—Shawn Collins put in a meeting request for April 22 or 27th for a conference call. Once the NTA's schedule is reviewed, her staff will let Collins know if one of those dates is available. If the suggested dates are not available, they will give Collins an alternate date.
- Jonathan congratulated Shawn on her appointment as the permanent TAP Director.
- Strategic Plan Taskforce—Cheryl Morse reported that the subcommittee had its first call, and everyone had a different area of interest. Herb Bohrer pointed out there are two different TAP mission statements, one on the IRS website and one on the TAP website. There are a lot of groups within TAP that are working on different items such as (performance measures). These groups are starting to gather information.

Charles Davidson, the prior TAP Chair had completed some SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of what worked and what doesn't work, Morse will send out the framework for a SWOT analysis to each chair and ask that they get input from their members during their monthly calls to determine TAP's strengths and weaknesses.

- Issue Tracking Taskforce—Judi Nicholas and her team were tasked with addressing the Treasury Inspector General of Tax Administration (TIGTA) recommendation on clarifying if the IRS actually implements the actions after they accept a recommendation from the Panel. The team is also tasked with developing a process to address the TIGTA finding that TAP incorrectly closed a number of issues returned from the IRS. The team drafted procedures for the staff and the IRS including a template for recommendations and responses to elevated issues. Once the procedures are finalized, it should be easier to tell if IRS accepted the TAP recommendations. IRS responses will be clear as to whether they accepted the recommendations or not. We are also asking them to provide implementation dates or target dates.

Jonathan said it is very important to TAP to measure our success and to not just look at how many issues we send up or even how many are accepted. We need to know when our recommendations are implemented as well.

Tommy Thompson asked how the Project Committee recommendations will be tracked. Nicholas stated that the team is not looking at the Project Committee recommendations. It was not addressed in the TIGTA findings.

Jonathan stated that at the Task Force level TAP will also track implementation for Project Committees as well as Area Committee recommendations.

- 2009 Annual Report—Susan DaCorte reported that the Annual Report is progressing. The committee is meeting every two weeks and they are on track with getting the Annual Report completed. DaCorte stated that she will be reaching out to staff to get pictures that were taken during their face-to-face meetings last year. DaCorte stated there should be a lot more structure to the report by this time next month.

Project Committee Approvals

JC Project Review—Project 17210, review of Pub 519 & Attachments—Jackie Rollins reported. Currently, there is no mention, nor even a brief definition, of refugees and asylees in Publication 519, U.S. Tax Guide for Aliens.* With tens of thousands of refugees, along with asylees, living in this



country, and thousands more being added to the population each year. It is essential that the IRS provide some guidance on refugees, asylees and taxes. The committee proposed the IRS Include a chapter or section in Publication 519 with information specifically targeted to refugees and asylees.

The committee, by consensus, approved the project recommendation to move ahead to IRS.

Projects #16631, Review of form 5405, #16790, Review 2011 Form 1099K, and #16791, Review Form 1099 B. These projects were completed before the 3/17/2010 effective date of the new TAP Charter. They have been posted on TAPSpace in the Discussion Room in the Joint Committee folder. JC Chairs will review these completed projects for information only, before the next scheduled JC meeting on 4/27/2010.

Area Issues for Review

Area 5, #16746, Office Audit Working Hours—Josefina Villarreal reported this issue has to do with the hours of conducting audits. The committee is recommending extending hours for conducting audits. The IRS does have extended hours but they are not published. The proposal is that the IRS reveal the extended hours.

After some discussion it was suggested the committee make minor revisions concerning the clarification of extend hours mentioned in the goal statement. See Attachment A

Area 5, #16737, Do Not List Complete SSNs on Notices of Levy to Avoid identity Theft—Rollins explained that the Notices of Levy on Wages, Salary and Other Income, specifically those generated for —other income, will increase the risk of identity theft due to the inclusion and exposure of the taxpayer's social security number (SSN). See Attachment B.

Area 2, #16752, Authority of Un-enrolled Return Preparer—Ernest Miller reported this issue deals with the IRS personnel having an accurate understanding of the authority of an unenrolled return preparer who is authorized by a Form 2848, Power of Attorney to represent the taxpayer. See Attachment C.

The question, does the Commissioner's new initiative to license all enrolled agents impact this issue? Potenzzone stated it may. There is an immediate need for this and it may or may not get modified later on.

Justin Axelrod asked was Form 2848 in conflict with circular 230? The answer is no.

The Joint Committee approved by consensus to elevate Issues #16746, #16737 and #16752 to the IRS.

Tom Walker shared that there are nine more issues in the JC Quality Review pipeline. He said that they still have capacity to continue to send them up. Jonathan asked if he was starting to see issues now that have gone through the internal area review. Walker stated that all issues are going through internal reviews and they are generally doing a thorough job.

National Office Report

Collins shared that the Denver town hall was a success. There were approx. 38 taxpayers present. The next town hall will be in Burlington, Vermont on May 4, 2010 and Linda Rivera will be the lead.

TAP Chair Report

Jonathan asked that during all face-to-face meetings photos be taken for this year's Annual Report. John Kim asked if TAP can publish a person's photo without permission or without giving that person an opportunity to decline. That issue has never come up before, but Collins will consult our attorney advisor to verify that it is not an issue. Jonathan also suggested putting out a general advisory to all members that in the process of preparing the annual report there will be photos and if anyone has any concerns about being in them they should contact whoever is in charge. Kim also suggested including



in the Volunteer Agreement that is signed during the Annual meeting, one paragraph which states that any photos taken during TAP activities can be available for publication.

Jonathan stated that he put out a call for more issues and he wanted to give kudos for the Areas stepping up to the plate and doing just that. He also pointed out that in the pre-reads Susan Gilbert included a roll-up of comments and evaluations from last year's annual meeting, so please take a look at that.

Gilbert shared that the feedback received was extremely good and the workshops were very popular in comparison to what was done at previous annual meetings.

JC Face-to-Face

Gilbert shared that the face-to-face meeting will be in Chicago, IL, July 8-10, 2010. Meetings will be held in the IRS training center. The training center provided a meeting room and two break-out rooms. The hotel has not been confirmed yet, but it will be soon.

Jonathan asked the members to email him if you have any suggestions to be added to the JC face-to-face agenda.

Recruitment Update—Plans for 2010 Collins shared that currently 571 applications and 59 final applications as of this morning.

Area/Project Committee Activities

SBSE—Harlan Barnett asked if anything has been developed for the Project Committees to submit recommendations to the IRS. Collins stated that the staff is working on something and will have it out by next month's meeting. Mary Ann Delzer reminded everyone that the TAP database already provides a format for Project Committees.

Public Input

None

Closing

Jonathan closed the meeting and thanked everyone for attending. Meeting Adjourned Next Meeting: April 27, 2010

ATTACHMENT A

TAP Committee: Area 5

TAP Contact Number: 16746

Title: Office Audit Working Hours

Date Approved by Committee: February 9, 2010

Members of Subcommittee/Author(s): Joe Villarreal, Norma Woodard

Issue Statement:

Internal Revenue Service (IRS) office audits are usually conducted during the week from 8AM to 5PM. Taxpayers often suffer hardship when arranging time off to attend these audits.

Goal Statement:

Offer after-hours appointments for taxpayers under audit.

Proposed Solution:

Offer alternate evening hour appointments for meeting with Office Auditors. Advise taxpayers that alternate hours are available in Appointment Letter 3572.



Background, Research, and Analysis:

Generally office personnel work 8AM to 5PM; however, alternate work schedules (AWS) are available to all including audit personnel. The —5/4/9 schedule consists of five 9-hour days one week, and three 9-hour days and one 8-hour day the following week. Employees may also choose to work four 10-hour days each week. Under these AWS plans, IRS can schedule tax audits past the normal 4:30PM closing time. Allowing more flexible meeting times, would benefit taxpayers who must forego paid work time or who have to take vacation time in order to meet with the tax auditor.

Benefits and Barriers, Including Impacts of the Proposed Change:

Extended office audit hours would encourage compliance among those taxpayers who would otherwise be unable to attend the audit due to hardship reasons, or who might ignore the audit notices and thus be assessed an outcome based only on the IRS records available to the auditor, which usually results in additional taxes, penalties, and interest. **Summary and Conclusion:** Extending Audit Office hours would minimize the barriers many taxpayers encounter and, therefore, improve compliance with office audit notices.

ATTACHMENT B

TAP Committee: Area 5

TAP Contact Number: 16737

Title: Do Not List Complete SSNs on Notices of Levy to Avoid Identity Theft

Date Approved by Committee: February 9, 2010

Members of Subcommittee/Author(s): Jackie Rollins, Carolyn Kalchthaler

Issue Statement: Notices of Levy on Wages, Salary and Other Income, specifically those generated for —other income, will increase the risk of identity theft due to the inclusion and exposure of the taxpayer's social security number (SSN).

Goal Statement: To have the Internal Revenue Service (IRS) recognize the risk of identity (ID) theft with Notices of Levy automatically generated by the Automated Collection System (ACS) and those requested by revenue officers through the Integrated Collection System (ICS), and for IRS to implement immediately a system to partially obscure or truncate these SSNs.

Proposed Solution: Request permanent system changes to both ACS and ICS that would obscure or truncate SSNs on their Notices of Levy. Part V of the Internal Revenue Manual (IRM) does not address this issue; therefore, in advance of a systems change, direct revenue officers to manually truncate SSNs on Notices of Levy generated from ICS Background, Research, and Analysis: A Notice of Levy for —Other Income - in this example, accounts receivable for rental income - was issued by a revenue officer to tenants in rental units owned by the subject taxpayer. The Notice of Levy listed her home address (and not that of the business), her SSN and her husband's SSN. Within days they had twenty-two instances of identity theft with the potential for more as all of the tenants received the information and were sharing it with others. When the taxpayer reported the problem to the IRS, she was given the ID Theft unit's telephone number. In recent years, IRS has taken significant steps to combat identity theft, facing new and ongoing challenges. The Office of Identity Protection (a part of The Office of Privacy, Information Protection and Data Security) which uses indicators on accounts to help limit ID issues on a recurring basis, has done much to address internal and external identity theft. Assigning the issue of SSNs on Notices of Levy to the Office of Identity Protection would be instrumental in reaching a satisfactory solution to this issue. This recommendation is not directed to employers and businesses that receive Notices of Levy for wages and salary but to a broader group of both business and non business individuals, such as landlords, who receive Notices of Levy for —other income, such as rental or storage fees.

Note: The Notices of Levy (for Wages, Salary and Other Income) referred to in this recommendation are generated on Form 668-W (ACS), Notice of Levy on Wages, Salary, and Other Income, and Form 668-W (ICS).



Benefits and Barriers, Including Impacts of the Proposed Change: The IRS realizes time and budget benefits by using solutions and ideas developed for similar problems. The above recommendations, which include: (1) adding the Notices of Levy to the pilot program for truncating SSNs on Forms 1098 and 1099; (2) requesting permanent system changes to ACS and ICS to truncate the SSNs on all Notices of Levy; (3) directing revenue officers to manually truncate the SSN until a system change is in place; and (4) bringing the Office of Identity Protection into the resolution of the issue. This should not expend additional staff time and other costs, especially when a pilot program is already in the works and systemic issues are routinely submitted for review and resolution. In addition, banks, credit card companies and other financial institutions already utilize a method of truncation for members' ID numbers. While not the largest recipient of the change, many taxpayers unknowingly at risk through the receipt of a Notice of Levy for an account receivable —other than wages, such as the example previously cited, could be saved the expense, stress and embarrassment of having to deal with their stolen identity. IRS, in turn, would be saved the expense of staff time spent analyzing, investigating and resolving a problem that should not have occurred.

Summary and Conclusion: A taxpayer who has had a Notice of Levy issued on an account receivable, or —other income, is placed at risk in becoming a victim of identity theft due to the inclusion of their SSN on the Notice. This will be resolved immediately in the vast majority of cases, by including the Notices of Levy in the current pilot program for truncating the SSN on forms 1098 and 1099. By requesting system changes to ACS and ICS, and, until these changes are implemented, by directing revenue officers to obscure the SSN before serving a Notice of Levy for —other income. The Panel also suggests that the Office of Identity Protection be included in this process. Banks and other financial institutions now utilize a method of truncation on account holders'.

ATTACHMENT C

TAP Committee: Area 2

TAP Contact Number: 16752

Title: Authority of Un-enrolled Return Preparer

Date Approved by Committee: 2/17/2010

Members of Subcommittee/Author(s): Robert McQuiston, Frances Johnson, Ernest Miller

Issue Statement: Internal Revenue Service (IRS) personnel are often unsure of the extent of the authority of an un-enrolled return preparer named on a Form 2848 (Power of Attorney).

Goal Statement: To ensure that IRS personnel have an accurate understanding of the authority of an un-enrolled return preparer who is authorized by a Form 2848, Power of Attorney to represent the taxpayer.

Proposed Solution: Improve IRS employee training on reference and instructional materials to ensure that all IRS personnel who interact with taxpayers and taxpayer representatives have an accurate understanding of the extent of the level of authority of an un-enrolled return preparer authorized to represent the taxpayer by a Form 2848.

Background, Research, and Analysis: The IRS Form 2848 expressly permits a taxpayer to authorize an un-enrolled return preparer to represent the taxpayer before IRS customer service representatives, revenue agents and examination officers with respect to an examination regarding the return he or she prepared. Notwithstanding the clear language of Form 2848, complaints have been voiced that some IRS employees have recently been unwilling to speak with un-enrolled return preparers holding a valid Power of Attorney about the return he or she prepared. When these employees learn the caller is an un-enrolled return preparer (designation — on the Form 2848) they evidence awareness that the preparer's authority is limited but appear to be unsure of the exact extent of the limitation or have an erroneous understanding of these limits.



- In one case, it was reported the IRS employee volunteered that the IRS is mandating a more thorough oversight of un-enrolled preparers with the result that a Power of Attorney form is no longer sufficient.
- In another case the IRS employee is said to have required the representative to conference into the telephone conversation the taxpayer before discussing the items of concern.
- In yet another case, the IRS employee asked the representative to have the taxpayer execute a Form 8821, Tax Information Authorization, even though that form provides for a more restricted authority than the Power of Attorney form previously executed.

While the IRS almost certainly has in place systems and procedures that its employees can access to determine the extent of the authority of these representatives, it appears that the recent emphasis by the IRS as indicated in speeches to tax professionals at tax conferences on providing more oversight of un-enrolled agents may be creating unnecessary confusion and making it more difficult for those un-enrolled agents who hold a valid Power of Attorney to provide the assistance taxpayers expect and are entitled to receive from them. The IRS is urged to take the necessary steps to ensure that its employees understand that, notwithstanding the recent initiative to provide better oversight of un-enrolled preparers, un-enrolled preparers holding a valid Power of Attorney continue to be entitled to represent taxpayers to the full extent described in paragraph 5 of the Form 2848.

Benefits and Barriers, Including Impacts of the Proposed Change: Adopting this suggestion will improve taxpayer service for those taxpayers who wish to have their un-enrolled preparer represent them in the limited situations allowed by the Power of Attorney. It will also decrease the additional time IRS employees are required to spend responding to inquiries from taxpayers via telephone calls in order to obtain the necessary information to close their case. The ultimate benefit will be a more expeditious resolution of audit/examination issues. Finally, this proposal will improve taxpayer and tax representative confidence in the correctness of information that is received from the IRS.

Summary and Conclusion: Intentionally omitted as unnecessary.



**Taxpayer Advocacy Panel (TAP)
Joint Committee Teleconference Minutes
Tuesday, February 23, 2010**

Designated Federal Official

Shawn Collins Acting TAP Director

Members Present

Sabby Jonathan - TAP Chair
Thomas Walker - TAP Vice Chair
Cheryl Morse - Chair, Area 1
Mary Jean Potenzzone - Chair, Area 2
Ann Spiotto - Chair, Area 4
Daniel Fretheim - Chair, Area 5
Herbert Bohrer - Chair, Area 6
John Kim - Chair, Area 7
Susan DaCorte - Chair, Communications
Josefina Villarreal - Chair, EITC
Lev Martyniuk - Chair, Tax Forms and Publications/MLI
Ernest Miller - Chair, Notices Improvement
Harlan Barnett - Chair, Small Business Self Employment
Tommy Thompson - Chair, TAC
Stephen Vanderver - Chair, VITA
Susan Lynn - Vice Chair, Area 3

Staff Present

Rose A. Babb - Note Taker
Louis Morizio - TAP Manager
Roy Block - TAP Manager
Nancy Ferree - TAP Manager
Judi Nicholas - TAP Manager
Steve Berkey - Senior Program Analyst
Susan Gilbert - Senior Program Analyst
Sally Chavez - Program Analyst
Ellen Smiley - Program Analyst Patti Robb - Program Analyst

Guests

None

Welcome/Announcements /Review Agenda

Sabby Jonathan welcomed everyone to the Joint Committee (JC) meeting. He noted the following action items from January minutes to be reviewed:

1. National Taxpayer Advocate, Nina Olson's meeting
2. Formed Strategic Plan Task Force
3. TAP Response to IRS Announcement 2010-9

Roll Call

Quorum was met. The minutes for January 27th were approved by consensus.

Announcement 2010-9 proposal that places new reporting requirements for business taxpayers with assets exceeding \$10 Million to disclose on certain tax positions on their income tax returns.

Tom Walker commented that in his assessment of the Webinar teleconference along with Jonathan's pre-reads, he is not convinced that this is a TAP issue.



Mary Jean Potenzzone commented that the IRS representative on the Webinar teleconference discussed who would be covered under Announcement 2010-9. According to Mary Jean, she did not think the representative thought this issue would need any further discussion.

Other members expressed their view that this is exactly the kind of thing TAP should take an active role in. After discussion, there was consensus to authorize the Chair to submit his response to the IRS.

National Office Report

Shawn Collins reported that her secretary Shelby McKenzie will be on a detail assignment from March 1, 2010 through April 24, 2010. In her absence, Anita Fields, secretary for TAP office in Plantation, Florida will act as her secretary.

The 2010 TAP Charter was approved. It will be officially signed and posted to TAP Space on March 16th. There were some modifications, to the charter. It was noted that some of the items in the charter did not adhere to guidance from the Government Accounting Office, (GAO). It stated that subcommittees will work together with IRS program owners on projects identified by the IRS. According to GAO guidance, the subcommittee is to report back to the parent the joint committee, and must not provide advice or work products directly to the agency. Because of this modification, the Charter is now reflected to include language that states projects will be reviewed by the Joint Committee prior to submission to the IRS.

Collins mentioned that TAP should be very careful and tread very softly on responding to IRS announcements and notices. Although some of the notices may not appear to be legislative, they may be. TAP charter does not allow any comments on legislative matters.

Collins noted that there were some recommendations from TIGTA on the charter. In complying with TIGTA's recommendations, TAP included in the charter clarification of the liaison role of the TAP/TAS staff and to actively reflect the dual role of TAP.

Jonathan noted that TAP members will have a chance to review the report from the project committees and if necessary will spend whatever time is appropriate. He suggested that the committee should not spend time and effort double guessing the work of an entire committee that has taken over nine months to complete projects.

Jonathan mentioned to Collins that he would like to have a mid year informal telephone or face to face conference with Nina Olson, National Taxpayer Advocate via phone or in person. This will include Tom Walker and two to four other TAP members.

TAP Chair Report

Jonathan asked the Strategic Plan Task Force, chaired by Cheryl Morse, if there are any discussions on what the committee has planned to accomplish this year. Morse mentioned that she received some background from Steve Berkey on what Charles Davidson, former TAP Chair had done with the committee previously. She stated that she will send an email to the JC with a date and time to have a discussion.

Issues that originate from Area Committees

Issue 5601, Social Security Benefits Received by a Minor, was submitted to Forms and Pubs from Area 7 for comments. The recommendations were to modify Publication 915. The procedure informally has been when an Area gets an issue, they keep the issue but they let the affected project committee comment on it.

Louis Morizio mentioned that the same situation existed last year. The Area committee had developed a recommendation. He stated that TAP arranged for members of the committee to sit in on the project committee call and treated the project committee and program owners from VITA as subject matter experts. The Area committee kept this issue and never transferred to the project committee.



Member Biographies on TAPSpace

Jonathan asked the Area Committee Chairs to ensure that their committee members add their pictures to their biographies on TAP Space. He also stated that it is useful to go on to someone's biography and become familiar with their face.

Issue Tracking Task Force

An Issue Tracking Task Force was formed at the request of the Joint Committee. This list includes Jonathan, Potenzzone, and Connie Sharpe in addition Judi Nicholas, Morizio and Berkey from TAP staff. Jonathan asked if there were any other JC members interested in becoming volunteers.

Quality Review, (QR)

Tom Walker informed the JC that last month there was a discussion on changes to the QR process. The new polices were posted by Mary Ann Delzer. One Issue has come through #16776, Universal IRS Database. Currently, there are no issues in the pipeline. Each of the area chairs should ensure there is an Area quality review committee. Issue #16776 was turned around very quickly, but returned to the Area committee for some changes. Dan Fretheim mentioned that the JC Quality Review's feed back was well written and did not take much time. The comments were constructive and concise.

Jonathan informed the JC that there is a need for more issues in the pipeline. He stressed to the Area Chairs that each area needs to have an internal QR process. Areas are to do their own QR before it goes to the JC QR Committee for a final review. Some Areas have already established a QR process.

Annual Report

Steve Berkey informed the JC that the meeting last week with Jonathan, Roy Block, Susan DaCorte and Lee Battershell was good. There is still more input needed from the former TAP Chair Charles Davidson on what will be done on some of the sections. Battershell is doing some write ups. The focus this year will be on getting some successful recommendations included. Mary Ann Delzer will provide the reports for statistical information on recommendations and outreach, to the writers of the report from the databases. SBSE and MLI Committee Chair Reports for 2009 are still outstanding.

The Communication Committees' Ad Hoc group is scheduled to work on the annual report. The group will meet every other week up until the annual report is complete and ready for distribution. There are still some issues that were elevated to the IRS in 2009 that are awaiting responses. Some 12-15 issues were pending a committee review of the IRS responses on whether they will be accepted, partial accepted or rejected. These issues will come up in the committee meetings for February and March. Berkey asked that the Chairs do their best to make a decision on those responses from the IRS in order to have most of those issues in a close status as opposed to pending TAP review when the report is finalized.

Recruitment Update –Plans for 2010

Steve informed the JC that the analysis was completed to determine where to recruit panel volunteers from this year. Collins has approved the states that TAP will be recruiting from. Currently, we will recruit in 25 states, down from 39 states last year. This year there are 29 members scheduled for retirement in December 2010. The managers went through all their states within their areas of recruitment. There are currently 95 alternates in the TAP volunteer pool and some will be used to replace those panel members that are retiring in December. This will result in recruitment in fewer states. The recruitment period is March 15 through April 30. The online application software has been revised for this year and will be tested by the end of February. It will be easier for applicants with various skill levels to complete. TAP will be sending out some recruiting materials, talking points and other promotional items that members can use to help to promote the recruitment campaign.

Annual Meeting Update

Susan Gilbert thanked Rose Babb for a great job on putting together the comments and numbers for the Roll Up Survey for the Annual Meeting. Gilbert is adding some additional computations to the survey. Feed back will be ready for the next JC meeting.

**Issue # 5-16776**

Fretheim thanked the members of the subcommittee, J.T. Manuszak, Area 5 Chair, Kay Bell, Ken Donnelly and Josefina Villarreal for the great job they did. He noted that the IRS telephone customer service representatives are not utilizing the universal database. This results in taxpayers having to repeat themselves each time they call the customer service.

The solution is to better train the employees and provide periodic refresher courses on the agency's existing universal taxpayer database. Employees should be trained on Accounts Management System (AMS), Integrated Data Retrieval System, (IDRS) and Automated Collection System (ACS). These systems are all integrated and can provide contact and payment histories for the taxpayers and their representatives. The IRS can benefit from being more efficient. Decision: This issue will be elevated to the IRS.

Town Hall Meeting

Herb Bohrer mentioned the town hall meeting in Albuquerque, NM on February 16 and how successful it was. Nina Olson, National Taxpayer Advocate, was in attendance and the panel got several issues from it. There is another town hall scheduled for March 18, 2010 in Denver, CO.

Public Input

None.

Closing:

Collins closed the meeting.

Meeting Adjourned next meeting is March 23, 2010 at 3:00pm EST.



**Taxpayer Advocacy Panel (TAP)
Joint Committee Teleconference Minutes
Wednesday, January 27, 2010
3:00 – 4:30 PM Eastern Time**

Designated Federal Official

Shawn Collins TAP Director (DFO)

Members Present

Sabby Jonathan Chair
Tom Walker Vice Chair
Cheryl Morse - Chair, Area 1
Mary Jean Potenzzone - Chair, Area 2
Louis Kapugi - Chair, Area 3
Ann Spiotto - Chair, Area 4
Daniel Fretheim - Chair, Area 5
Herbert Bohrer - Chair, Area 6
John Kim - Chair, Area 7
Josefina Villarreal - Chair, EITC
Ernest Miller - Chair, Notice Improvement
Susan DaCorte - Chair, Communication
Harlan Barnett - Chair, Small Business Self Employed (SBSE)
Stephen Vanderver - Chair, VITA
Lev Martyniuk - Chair, Tax Forms and Pubs/MLI
Dean Conder - Vice Chair, TAC
Susan Lynn - Vice Chair, Area 3

Members Absent

Tommy Thompson - TAC

Staff Present

Anita Fields - Note Taker
Susan Gilbert - Senior Program Analyst
Ellen Smiley - Program Analyst
Patti Robb - Program Analyst
Lisa Gabriel - Program Analyst
Roy Block - Program Manager
Judi Nicholas - Program Manager
Nancy Ferree - Program Manager
Louis Morizio - Program Manager
Steve Berkey - Senior Program Analyst
Linda Rivera - Senior Program Analyst

Guests

Welcome/Announcements/Review Agenda

Jonathan Sabby welcomed everyone to the Joint Committee (JC) meeting.

Roll Call

Quorum was met.

National Office Report

Shawn Collins welcomed everyone to the first JC call of the year. She looks forward to working with everyone this year. Collins informed everyone the Annual Meeting will be the week of December 5-10, 2010 due to a National Taxpayer Advocate scheduling conflict.



John Kim asked that we don't go later in the month, because it created a problem this year.

TAP Chair Report

Sabby Jonathan welcomed everyone to the first JC meeting as well. Jonathan thanked the staff for their input on creating a database to track issues from inception through implementation or to the grave. Whichever is applicable? Judi Nicholas is heading up that team to get this completed.

There was a suggestion for TAP to meet with Nina Olson, National Taxpayer Advocate, mid year to discuss matters surrounding taxpayer's issues that don't always fit the normal criterion for issues. This meeting will be non-formal with no written reports. Collins is going to follow-up on that.

Jonathan discussed creating a strategic plan. The purpose of the strategic plan is to address issues and concerns surrounding TAP, that includes looking at outreach and addressing systemic IRS issues. Jonathan asked the committee how they feel about developing a strategic plan for TAP.

Cheryl Morse, Mary Jean Potenzzone, Tom Walker, John Kim, and Herbert Bohrer volunteered to work on a subcommittee to look at a strategic plan. Louis Morizio also volunteered to work with this subcommittee, with Morse as the lead. Steve Berkey volunteered to provide some historical data to help with this task; he will pull some information together to assist the team in getting started.

Susan DaCorte mentioned that the Communication Committee has some things outlined and she will have Morse link up with members on that committee to see what they may already have.

Jonathan mentioned that there is a new requirement being proposed by the Commissioner to report uncertain tax positions by business taxpayers. There is a request for comments by the public.

Jonathan would like to prepare a response on behalf of TAP. He will have it ready for the committees to review on next call.

The deadline to submit the response is May. Mary Jean Potenzzone and Tom Walker volunteered to assist with the legal aspect of the response.

Review and Approve November Minutes

The minutes were approved by consensus.

Quality Review Process

Tom Walker reported a subcommittee put together a draft of the new QR Process. One big change is that all Areas should heavily QR their documents before coming to the JC QR team. If it comes to JC with a myriad of changes, it will go back to the Area to make corrections.

Herb Bohrer showed concern that after it goes back to JC QR the second team will take a different look and cause a back and forth between the JC and the Area. Walker assured him that he has taken a look at that and the intention is not to create a back and forth between the two.

The committee agreed by consensus to accept the recommended QR process.

Annual Meeting Debrief

Susan Gilbert reported that the Annual Meeting went very well. We are in the process of consolidating the evaluations. The roll up should be available for the February meeting.

Recruitment Update—Plans for 2010

Berkey reported that we are getting geared up for the upcoming recruitment, March 15 thru April 30, 2010. The initial analysis shows we have 29 vacancies to fill. Right now we are at 101 members which is full contention. Berkey is looking at similar numbers as last year, but it hasn't been finalized yet.



Minor changes were made to the interview questions and the application. Some first year members have agreed to go through mock interviews before we go live with the new questions. We will also put sample questions on TAPSpace for members to review and try to catch any changes that need to be made before we go live.

SAMS II/Reports

Morizio reported that we are now in the process of moving all active issues over to SAMS II. We are also placing all new issues into the new database. Morizio suggested that all Area analysts develop a spreadsheet cross referencing the old issue numbers from the Contact Database to the new issue numbers generated in SAMSII.

Area Issues for Review

None

Meeting With President's Economic Recovery Board, December 18, 2009

Jonathan reported this meeting was a 'feather in our cap' as TAP was asked to present comments. To top that, TAP was asked to appear and present our comments in person.

Area/Project Committee Activities

Area 1—Morse reported that she has revamped the way that Area 1 is doing things. They are re-energized and every single person is working on an issue.

Area 2—Potenzone reported that Bob McQuiston is superhuman. She stated that Area 2 is currently pushing issues through Quality Review and you should see them on next month's agenda. Potenzone feels that Area 2 is going to have a very fruitful year.

Area 3—Lou Kapugi reported that Area 3 focus is to really get better on outreach this year as well as working and supporting each other.

Area 4—Ann Spiotto reported that they are focusing on issues. They have set up new issue committees and QR team's. They are very collegial and work well together. Vanderver added that Area 4 referred two issues to the IRS and they have been accepted and implemented.

Area 5—Daniel Fretheim reported that Area 5 has two issues being elevated to the JC Q R within the next two months. He reported they also have two issues elevated to the IRS. One has been implemented and the other the IRS is trying to implement.

Area 6—Bohrer reported that all three of their subcommittees are working on issues and they should have some ready for the JC soon. Outreach is also a focus; they are trying to get the new members trained and up and running.

Area 7—Kim reported that you will be hearing from Area 7 in February. He stated that Area 7 didn't have a call in January due to scheduling conflicts with the staff.

Communication—DaCorte reported that Communication has three very active groups: 1) working on ETAP issues (one internal and one external). The big issue that came out of the communication meeting this month is to do away with annual surveys. 2) working on the strategic plan and 3) completing the annual report.

EITC—Jo Villarreal reported that she just received a clear understanding of the two projects EITC is working on this year. One is volunteer preparer training and the second is EITC presentations. We received a Link and Learn link for the committee to use to see how that training can be supplemented.



Tax Forms and Pubs—Lev Martyniuk reported they had an emergency turn around in December for publication 5405, First Time Homebuyers. The committee did that over the holidays. During the first meeting the committee was assigned a number of projects.

Notice Improvement—Ernest Miller reported that they received a big project. The project is to test the new method on how the IRS sends out letters to taxpayers. Currently the committee uses DAT scoring, but they are changing that process.

SBSE—Harlan Barnett reported that SBSE has five projects this year. They are: 1) IRS tax calendar for SBSE, Pub 1518, 2) Solution Saturday Outreach for businesses, 3) Volunteer Agreement on TIPS, 4) Audit Technique Guides, and 5) Chore Payments. Barnett stated that each subcommittee has started working on their assignments.

TAC—Dean Conder reported that they received their projects in December. They have outlined the project plan and timeline. This consists of members of the committee visiting TAC offices again this year and observing the service.

VITA—Stephen Vanderver reported that they were assigned three projects during the Annual Meeting; 1) Financial Education and Asset Building, 2) Improving Quality of Returns, and 3) Training.

Jonathan thanked everyone and stated that in the future there may not be enough time for each chair to give a full report. He stated that as he listens he is very impressed and encouraged members to keep up the good work.

Public Input

None

Closing

Collins stated that this was a very good first meeting and look forward to next month. Jonathan thanked members for attending the meeting.

Meeting Adjourned Next Meeting: February 23, 2010