



2008 Meeting Minutes Multi Lingual Initiatives (MLI) Issue Committee

- December 4, 2008
-

Multilingual Initiative (MLI) Committee Meeting Minutes Annual Meeting December 4, 2008 Arlington, VA

[MLI TAP General Briefing](#)
[VTO TAP Meeting](#)

Program Owner

- Lee, Cynthia

Designated Federal Official

- Nicholas, Judi - TAP Manager

Committee Members Present

- Bensen, Milissa
- Brown, Kimberly
- Chapman, Ben
- Colon-Sacarello, Rafael
- Gustafson, Joan
- Kapugi, Louis
- Mackie, Wayne
- Rasmussen, Anne
- Rodriguez, Alberto
- Toomer, Karla

Committee Members Absent

- Levine, Howard



TAP Staff

- Knispel, Marisa - Analyst
- Odom, Meredith - Note Taker

Other Attendees

- Lee, Cynthia
- Cross, Toni
- Oyefeso, Nikki
- Cheeks, Maria

Welcome

Rodriguez, who was Chair of the Tax Forms & Publications / MLI Issue Committee, last year, presided this meeting and welcomed everyone.

He explained the role of the members, the IRS Program Owners and the TAP staff and informed them of the role and expectations of the Committee Chair and Vice Chair.

Rodriguez also explained the flow of the issues in a TAP Issue Committee which differs from the flow in the Area Committee. In the Issue Committee, the issue or assignment is introduced to the Committee by the IRS (Program Owner). Feedback and input on the issue is then directly provided to the IRS (Program Owner). He continued by summarizing the issues and assignments provided to the IRS by last year's committee. In 2007, Rodriguez said, they worked on an interactive DVD and in 2008 they reviewed and translated several IRS forms and publications as well as provided input on the Spanish free-file website.

For the benefit of the new TAP members, Rodriguez briefed the Committee on protocol during meetings, required participation and quorum. For the latter, it was decided that six would make quorum. That is, at least six members must be in attendance in order for a decision to be made.

The election of Committee Chair and Vice Chair followed and the decision on the date of the month for the monthly meetings:

Chair

Rodriguez, Al

Vice Chair

Gustafson, Joan

Committee Meetings

Second Thursday of each month at 2:00 PM E.T.



Program Owner 2009 Issue Focus and Goals

Lee, Cross, Cheeks and Oyefeso provided a background of the Multilingual Initiative (MLI) Strategy Office and the Virtual Translation Office (see attachments).

The MLI Office is responsible for establishing and maintaining the infrastructure that supports the IRS Language Services Program in accordance with Executive Order 13166. Cross explained this Order deals with assessing language needs, developing policies, and monitoring the Program that aims to build partnerships and ensure the effective delivery of non-English products and services to communities.

Cross briefed the Committee on the input from the TAP in 2008 which Rodriguez had previously mentioned:

- Reviewed Spanish Forms and Publication from IRS (English/Spanish), Publication 4445D – No changes recommended
- Reviewed the Guide to Federal Income Tax CD-ROM (in Spanish) – Feedback has been incorporated into the final version.
- Reviewed the Spanish Free File Site for completeness, understandability, and conciseness and proposed several improvements. The TAP's feedback was shared with owners of the Free File, Electronic Tax Administration (ETA). MLI is working closely with the ETA to implement the changes suggested.

Cross continued by informing the Committee of their Office objectives for 2009:

Objective #1

- Incorporate taxpayer perspectives to improve all service interactions

Objective #2

- Expedite and improve issue resolution across all interactions with taxpayers making it easier to navigate the IRS.

Cheeks provided information about the Virtual Translation Office (VTO) which is a branch of the Tax Forms and Publications Division in the Media and Publication Organization (CARE) organization. The Office stood up on April 30, 2006 in order to 1) facilitate Internal Revenue compliance with Presidential Executive Order 13166 and 2) to improve the quality and quantity of translated documents for our Limited English Proficient (LEP) customers and multilingual tax administration.

Its mission is twofold: 1) to develop, coordinate and review accurate and understandable translations of written tax information for LEP taxpayers and 2) to provide a centralized focal point to produce and



manage official translations.

The VTO uses linguists, tax law experts and translators and partners with different organizations. For more information on the VTO see attachment.

Based on the information provided, the Program Owners Cross and Cheeks requested that two subcommittees be formed to work on two specific issues. The issues and the members that will participate in the specific subcommittees are:

- **Review of Publication 17 and Publication 596 (Spanish) Subcommittee** – Rasmussen (chair), Rodriguez, Sacarello, Kapugi, and Levine
- **Outreach Strategy Subcommittee** – Brown (chair), Gustafson, Mackie, Bensen, Chapman, Toomer. This subcommittee aims to expand IRS' outreach efforts in communities predominant in the Chinese, Korean, Vietnamese, Russian and the Spanish languages.

Face to Face Meeting

June 11th and 12th. Travel will take place the days before and after. Location will be decided at a future time.

Closing

Rodriguez thanked everyone for their participation.