



2003 Meeting Minutes W&I /Reducing Taxpayer Burden/Notices Issue Committee Meetings

- December 17, 2003
- November 19, 2003
- October 3, 2003
- September 24, 2003
- August 27, 2003
- July 23, 2003
- June 25, 2003
- May 28, 2003
- April 23, 2003
- March 26, 2003
- February 21, 2003
- January 22, 2003

Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

December 17, 2003
Noon-ET

Participants (Panel Members):

- Anthony DiMartino
- C. Morgan Edwards
- Charles (Skip) Eshelman
- Curtis Feese
- Robin Gausebeck
- John Hollingsworth
- William Murphy
- David Robinson
- Thomas Seuntjens
- Eileen Shuman
- George Sullivan
- Virginia Symonds
- Jeana Warren
- Nancy Ferree - DFO

Not Present:

- Mary Balmer
- Phil Bryant
- Ivan Cotman



Staff Members:

- Sallie Chavez (Recorder)

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact

Welcome and Announcements/Roll Call

Committee chair Skip Eshelman welcomed everyone to the conference call and wished everyone a Merry Christmas. He's stated he was sorry he forgot to wish everyone a Happy Thanksgiving at the last meeting so he wanted to do it up front so he won't forget.

Designated Federal Official (DFO) Nancy Ferree also welcomed everyone.

Program Analyst/Recorder Sallie Chavez took the roll call and quorum was met.

Review/Approve Minutes of November 19, 2003

The minutes were approved by consensus.

Old Business

CP71 Testing

Committee Member Tony DiMartino attended the CP71 Testing in Wilmington , Delaware on December 9, 2003. He stated that he was very impressed by the way the testing was run. It was very sophisticated. The public generally liked the new CP71. There were a few minor problems but the major problem was with the penalty and interest section. This section is required by law and needs improvement.

Committee Member George Sullivan asked if the IRS was reviewing the penalty and interest section to make is clearer? Committee Member DiMartino stated that they were. Committee Member Jeana Warren stated that while she was in the notice meeting in New Carrollton last month she found that the notice group was working on simplification of penalty and interest.

Committee Member Eileen Shuman asked about the process of the testing ♦ why is the IRS using a consulting firm and is this something new? Committee Member DiMartino stated that it has been going on for a while but he's not sure why. Program Owner Jim Cesarano added that the IRS has been looking at the penalty and interest section of notices for a while. The IRS is going to give this to a consulting firm and see if they can improve it. This could be done as early as next year. Committee Member DiMartino stated that the CP171 has the penalty and interest broken down much better.

Notice Strategy Meeting

Committee Member Jeana Warren stated that she, along with TAP Program Analyst Sallie Chavez, attended the Notice Strategy Meeting in New Carrollton, MD on November 19, 2003. At the meeting they were shown a copy of the new, improved, revised CP2000. This notice will begin being used in November 2004. It has a bold statement on the top stating what to do with this notice. There is a change in the flow of the notice.

They talked about the notice elimination. This group is working on verbiage on the notices. The notice support group is also starting to work on standardization.



The last thing that was discussed during the meeting was about a contingency plan on how to prioritize notices during a disaster. Notices that are time sensitive and those with legislative requirements were on the top of the list.

She stated it was a very good meeting. The committee discussed the welcomed feeling and sincere interest in the committee's input from the Program Owners (especially Ann Gelineau).

Other

Committee Member Tony DiMartino asked about the checkbox on the Form 1040 only being good for one year. Committee Member Eileen Shuman stated that it was being explored as to why it's only good for one year. Committee Member Tom Seuntjens stated that this issue was referred to general counsel and a response has just been received. Committee Member Shuman stated that the response was posted on TAPSpeak.

Comments from Program Owners

Program Owner Jim Cesarano wanted to comment on contractors who worked on the CP71 testing. The IRS has been using this contractor for about the last three (3) years for usability testing. This contractor created the Reader Focus Writing that is being used now on the revised notices.

Program Owner Cesarano stated that he would like to have a training session during the face-to-face meeting in February on the Document Assessment Tool (DAT). This training will allow committee members to determine which notices are really bad and need to be revised.

He stated that his Notice Process Improvement Initiative Team (NPIIT) that is working on notice elimination would be sending out a report to stakeholders the second week in January. There will also be a meeting of the group to discuss the results of the report. Committee Member Eileen Shuman asked if TAP would be invited to this meeting. Program Owner Cesarano stated that it probably won't be a face-to-face meeting because of the budget but it might be a conference call. This might be better since both groups have the same budget constraints.

Committee Member Eileen Shuman stated that TAP Program Analyst Sallie Chavez sent her some documents that explain the Dynamic Project Team and how they work. She asked TAP Program Analyst Chavez to forward these documents to all committee members.

Program Owner Cesarano asked if someone would like to volunteer to attend the NPIIT meeting next month. Committee Chair Skip Eshelman stated he would like to volunteer since he was part of the previous meeting.

New Business

Referrals

Committee Vice Chair Eileen Shuman stated that TAP Program Analyst Sallie Chavez has forwarded to the committee several referrals that taxpayers have sent to the committee. She would like to have a sub-committee set up to review these referrals and bring them back to the full committee for review.

Committee Members John Hollingsworth, Virginia Symonds, Tony DiMartino, Eileen Shuman and Dave Robinson volunteered to be on the sub-committee. TAP Program Analyst Chavez will re-send the referrals for the sub-committee to review.

Face-to-Face Meeting

TAP Program Analyst Sallie Chavez advised the committee that she has found meeting space for the February meeting at the Marriott Century Center in Atlanta . The meeting will be held on February 26,



27 & 28. Committee Vice-Chair Eileen Shuman stated that she and Program Analyst Chavez were working on the agenda for that meeting.

Other

Committee Member Tony DiMartino stated that his area committee had an issue that he thinks might be an issue for this committee. He stated that a practitioner wrote in that he received a CP2000 before the information he sent in response to a 2501 was considered. He wanted to know if there was anything the issue committee could do about this issue. Program Owner Jim Cesarano wanted to know if the 2501 was a CP notice or a correspondex. Committee Member DiMartino did not know. He will work with TAP Analyst Sallie Chavez on this issue.

Designated Federal Official (DFO) Nancy Ferree stated that if feedback is received from taxpayers concerning notices, the information could be communicated forward. Program Owner Jim Cesarano stated that this is valuable information.

Several members of the committee were part of the Installment Agreement Testing. This was discussed. DFO Ferree stated that this type of activity would be more prevalent in the future.

Committee Vice-Chair Eileen Shuman stated that if anyone has any agenda items for the Face-to-Face meeting to please contact either her, Chairperson Skip Eshelman or TAP Program Analyst Sallie Chavez as soon as possible.

Committee Member Dick Murphy stated that he received a call from an IRS employee asking for feedback on a CP53. DFO Ferree stated that the committee list was shared with the DPT & NPIIT so they could get feedback on their projects.

Meeting Close

Committee Chair Skip Eshelman asked for any other comments. There were none. Again he wished everyone a Merry Christmas.

Meeting was adjourned.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

November 19, 2003
Noon-ET

Participants (Panel Members):

- Mary Balmer
- Anthony DiMartino
- C. Morgan Edwards
- Charles (Skip) Eshelman
- Curtis Feese
- Robin Gausebeck
- John Hollingsworth
- William Murphy
- Thomas Seuntjens
- Eileen Shuman
- George Sullivan
- Virginia Symonds
- Nancy Ferree ♦ DFO

Not Present:

- Phil Bryant
- Ivan Cotman
- David Robinson
- Jeana Warren

Staff Members:

- Sallie Chavez (Recorder)

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact
- Dorothy Rucker, Wage & Investment Program Manager, Atlanta Submission Processing

Welcome and Announcements/Roll Call

Committee chair Skip Eshelman welcomed everyone to the conference call and thanked everyone for giving him the opportunity to be the chair of the committee. He thanked Vice Chair Eileen Shuman for preparing the reports for last month since he had not gotten home from the annual meeting when they were due.

Designated Federal Official (DFO) Nancy Ferree also welcomed everyone and especially the new Chair and Vice Chair.

Program Analyst/Recorder Sallie Chavez took the roll call and quorum was met.

Review/Approve Minutes of October 3, 2003

The minutes were approved by consensus.



Comments from Program Owners

Dorothy Rucker took this opportunity to introduce herself to the committee. She is working on the Dynamic Project Team (DPT) to revise the CP-71. She thanked the committee for letting her participate in the call. She stated she has already met with Committee Members Skip Eshelman, Tony DiMartino and Virginia Symonds. She stated she would like to attend the face-to-face meeting in February to get the committee involved in some of the things her team is working on. It is too lengthy and technical to discuss on the phone, as it will take approximately an hour and a half. She feels the TAP will be a very valuable resource to implement notices. There are 343 notices and it is slow to improve them. The TAP will be asked to participate in various teams at various times during the improvements. They are very happy to have the resources of the TAP as a sounding board.

Committee Member Mary Balmer asked what other initiatives were going on to improve notices? Dorothy Rucker stated there were many. She is only from Wage and Investments. There is a plan to reinvest the way notices are written. Changes to notices can't be made easily. They are trying to come up with the tools to make changes easier. Program Owner Jim Cesarano stated that there are other divisions that could be working on notices.

Vice Chair Eileen Shuman asked if the matrix that TAP helped on was elevated? Program Owner Jim Cesarano stated that it was. Dorothy Rucker stated that she would be discussing some of this during the face-to-face meeting.

Committee Member Tom Seuntjens stated that they wanted more than one task at a time to work on. He would like to have two or three. Program Owner Jim Cesarano stated that he, Ann Gelineau and Nancy Ferree had a conference call and discussed this. The committee is being involved in the Notice Process Improvement Initiative Team (NPIIT), Dynamic Project Team (DPT) and various other things. The program owners want to make sure that the committee feels they are a part of the process. Andrea Law who is manager in the Notice Support Group wants to meet with the group during the face-to-face meeting in February. There is also a Document Assessment Tool (DAT) that the program owners would like the committee to be involved in that scores notices. They do not have the personnel to handle this and the committee could be a big help to take on this project.

Vice Chair Eileen Shuman stated there should be a face-to-face when there is enough work to do. Committee Member Tom Seuntjens said that subcommittees need to be set up. Many will be leaving at the end of September. They need a full range of items. Program Owner Jim Cesarano stated that he should be able to get a list of items that need to be worked on. The group has been enlarged to include the business side. There also is the notice standardization that needs to be worked. He can get a list together and send it to Analyst Sallie Chavez to be distributed to the group.

At this point Program Owner Jim Cesarano's NPIIT's group joined the call. He introduced them and explained their different experiences.

- Hee Joo Borok
- Amelia Dalton
- Linda Lightner
- Lisa Lindstrom
- Greg Lunnon, Kansas City Site Coordinator
- Tom O'Hare
- Peggy Shaner
- Bill Shartzler, Kansas City Site Coordinator

Program Owner Jim Cesarano states that the TAP is an external stakeholder for the NPIITs group and the draft report will be shared with the committee.



Committee Member Tom Seuntjens said that the committee would be better prepared for the face-to-face meeting to have information up front for the committee to work on for the next 11 months. Program Owner Jim Cesarano stated that there are different teams working with different timeframes. His team is ongoing but he has to have his report done by February 28, 2004 . He will send the 1 st draft of the report to Analyst Sallie Chavez to be shared with the committee.

Committee Member Tom Seuntjens asked who was our program owner? Program Owner Jim Cesarano stated that Ann Gelineau was actually the program owner but he was representing her. Ann Gelineau is the Single Point of Contact (SPOC) for Wage and Investment. Andrea Law is from the Notice Support Group. There are other operating divisions that have SPOC as well.

DFO Nancy Ferree states that the committee asked to be more involved. Now the committee is getting involved. Committee Member George Sullivan asked if we could get all these people to come to the face-to-face meeting. DFO Nancy Ferree stated that they could if necessary.

Committee Member Tom Seuntjens suggested a subcommittee meeting with Dorothy Rucker before the face-to-face meeting. Program Owner Jim Cesarano will get information to Analyst so subcommittees can be created.

Committee Member Tony DiMartino asked if we are locked into the dates for the face-to-face meeting? Committee Member Tom Seuntjens stated the meeting could be changed. Committee Member Tony DiMartino asked if it could be moved to January? DFO stated that the subcommittees could meet and discuss before the face-to-face. Committee Member Tom Seuntjens reminded everyone that the committee would only be allowed to have one face-to-face meeting. Committee Chair asked if they could add a day to the one face-to-face meeting? Committee Member Tom Seuntjens said that this would be to be consulted with DFO Nancy Ferree.

Vice Chair Eileen Shuman stated that she would work with DFO Nancy Ferree and Chair Skip Eshelman on an agenda for the meeting.

Committee Member Tom Seuntjens stated that after Program Owner Jim Cesarano sends the grouping, an email can be sent out. Ask each member to sign up for two subcommittees.

Vice Chair Eileen Shuman asked about the CP71 testing in Oakland , California and Montgomery , Alabama on December 8. Is the committee going to participate in this testing or observe the testing? DFO Nancy Ferree stated she would have to check on that.

Program Owner Jim Cesarano stated that there should be a charter set up for the team that is going to be working on the standardization of the notices after Christmas.

Program Owner Jim Cesarano stated he would get information on what's happening within the SPOC and will send it to Analyst Sallie Chavez before Thanksgiving. He said he knows that Andrea Law wants to get the committee involved in notice standardization and will be at the February face-to-face meeting.

There was a discussion about were to have the face-to-face meeting. It was decided that Atlanta would be a good spot. The group agreed to have the face-to-face meeting in Atlanta in February. DFO Nancy Ferree will look into adding an additional day to the meeting.

Several members of the committee stated they did not get copies of the referrals that the Analyst sent out. This will be discussed at another meeting. Analyst will resend these referrals to the members who did not get them.



Meeting Close

Committee Chair Skip Eshelman asked for any other comments. There were none.

Meeting was adjourned.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

October 3, 2003

1:35 - 5:05

Washington, DC

Participants (Panel Members):

- Mary Balmer
- Phil Bryant
- Anthony DiMartino
- C. Morgan Edwards
- Charles (Skip) Eshelman
- John Hollingsworth
- William Murphy
- David Robinson
- Thomas Seuntjens
- Eileen Shuman
- George Sullivan
- Virginia Symonds
- Jeana Warren
- Nancy Ferree - DFO

Staff Members:

- Sallie Chavez (Recorder)

Not Present:

- Curtis Feese
- Robin Gausebeck

Guests/Program Owner:

- Jay Duffy, Program Analyst, Wage & Investment, Single Point of Contact
- Michael Chesman, Small Business/Self-Employed, Director, Office of Taxpayer Burden Reduction

WELCOME

Committee Chair Phil Bryant welcomed everyone. He stated that the committee has come a long way since we started last October. He would like to have a copy of the new CP-2000 sent to all the committee members when it is finally in use. TAP Analyst Sallie Chavez advised the committee that it would not be until November 2004 till it would be used. Since some committee member's term would be up, the staff would provide copies when available.

INTRODUCTION OF GUESTS

Committee Chair Phil Bryant introduced guests. Program Owner Jay Duffy made a brief statement about his role at this meeting. He is only representing Jim Cesarano at this meeting. Michael Chessman stated that his division is taking some of the responsibilities for notices since they cross over between Wage and Investment and Small Business/Self-Employed.



INTRODUCTION OF COMMITTEE MEMBERS

Committee Chair Phil Bryant introduced the two (2) new committee members. They introduced themselves and then the rest of the panel introduced themselves.

REVIEW & APPROVAL OF PREVIOUS MINUTES

Minutes were reviewed and approved by consensus.

REVIEWS OF OPERATING PROCEDURES (QUORUM)

TAP Program Analyst Sallie Chavez reported that the previous quorum for the committee was 2/3. Since there are additional members of the committee it was not certain that the committee wanted to keep this as quorum or to change it to another number. The committee discussed the issue and decided to change quorum to 50% plus 1. Change to the Operating Procedures will be made.

COMMENTS FROM PROGRAM OWNER

Acting Program Owner Jay Duffy stated that the planning for the Dynamic Project Team is in the works. They are planning to have meeting in October and November and are planning on inviting committee members to participate. They are not sure what parts they will want participation but will contact us when they want assistance.

Committee Member Eileen Shuman asked what happened to the input the committee made on the CP-71 during the meeting in Austin in February. Committee Member Tony DiMartino stated the team was not aware of any input.

Committee Member Tom Seuntjens asked to have an action item put in the minutes to capture this item.

ACTION ITEM: Jay Duffy will check with Jim on what happened to the input from the committee.

Designated Federal Official (DFO) Nancy Ferree stated that the committee would work through the entire process. Jay Duffy acknowledged that this is correct.

Committee Chair Phil Bryant stated he would like to have the procedures for when the committee gets involved for input into the notices.

ACTION ITEM: Jay Duffy will get a copy of the procedures.

Program Owner Jay Duffy stated that this DPT has a contractor as part of the team. They have a document that could be what the committee wants.

Committee Member Tom Seuntjens would like for the committee to work more than one notice. He would like more than one with several months to review the notice.

ACTION ITEM: What is in the future for the selection of notices?

Committee Member Mary Balmer asked where in the process the committee would provide input? Committee Member Morgan Edwards also wanted to know where we plugged in to the notice.

Program Owner Jay Duffy stated that during a DPT, it takes several months to rewrite a notice. After the notice is in its first rewrite they would like to have the committee's input. Since this is a new process, the IRS wants to see how this DPT works before they start another one.



Committee Chair Phil Bryant wants the committee to work on more than one notice. Committee Member Morgan Edwards stated that the priority list that was created by the Strategy Group could be used to start working on notices. Committee Member Eileen Shuman commented that it was not the job of the committee to do that. She said the Program Owners should be giving the committee assignments. Even some Area committees are working on Notices. Committee Chair Bryant stated that the items worked by the areas don't fit into our committee. Committee Member Tom Seuntjens stated that in most cases it would be best to have the areas work notice issues. Committee Chair Bryant said if we can't get more work from the Program Owners maybe we should ask for area referrals.

Program Owner Jay Duffy said that there was going to be a Notice Process Improvement Initiative Team (NPIIT) set up to look at notice process. This team will look at standardization of the notices such as fonts and placement of information on notices. Committee Chair Phil Bryant asked if TAP would be involved with this NPIIT? Designated Federal Official (DFO) Nancy Ferree stated that Program Owner Jim Cesarano assured us that TAP would be involved in one way or another. Committee Member Tom Seuntjens said that standardization is something the committee should be involved with as the committee reviewed some notices in February and made some suggestions on standardizing the forms.

Committee Member Dick Murphy stated that the use of standardization should be used first to revise a notice. Program Owner Jay Duffy stated that not all notices could use the same format.

DYNAMIC PROJECT TEAM (DPT) REQUIREMENT MEETING

Committee Member Tony DiMartino reported that he and Committee Member Virginia Symonds attended a DPT Requirement Meeting on September 30, 2003 in the Federal Building in New Carrollton, MD. He said it was a wonderful team that included the contractor. He appreciated Jay Duffy's help. He presented the committee member with his report (report is attached to these minutes).

Program Owner Jay Duffy stated that the DPT was looking at the CP71, which is a reminder notice that is sent to the taxpayer at their last known address. This notice is sent after all other notices have been sent. DFO Nancy Ferree explained that every action has been taken to try and collect the tax. All collection action has been suspended.

Committee Member DiMartino asked at what point is a lien filed - \$5,000.00? DFO Nancy Ferree stated it's a judgment. The lien is filed to protect the government's interest.

Committee Member Virginia Symonds said this notice is not cost effective. It is very expensive to issue. However, this notice is a legislative mandate.

DFO Nancy Ferree explained that notices are issued for the ten (10) year statute. The account could come out of the suspended status based on filing of a tax return. Committee Member Tom Seuntjens said this goes further than the committee should handle.

Committee Member Virginia Symonds gave her report on the meeting (report is attached to these minutes). She said they were looking at the format of the notices. The team was not familiar with TAP however they wanted to share and have TAP involved. They would like to have TAP change the legislation so that this notice would not have to be issued. Committee Member Tom Seuntjens stated that IRS does not have the ability to change legislation. TAP can't change tax law. Most Congressional Legislators will not change tax law for an individuals. TAP members cannot change tax laws but it can be done as a private citizen.

Committee Member Skip Eshelman stated that IRPAC (Information Reporting Program Advisory Committee) has the ability to change legislation.



Committee Member Dick Murphy asked for an explanation of the low response rate. Committee Member Virginia Symonds state that taxpayers didn't want to pay. DFO Nancy Ferree added that there are several reasons: taxpayers can't pay, taxpayer don't have the money or the taxpayers can't be located. Michael Chesman stated that this notice is a problem. Interest keeps growing and the amount gets larger each year so it's a dual problem.

Committee Member Jeana Warren asked what value could the TAP add? DFO Nancy Ferree stated that the committee could provide input into the rewriting of the notice. Michael Chesman added that the committee could add things that need to be addressed. He stated there was a GAO report that stated that there was not enough input on forms and publications. Committee Member John Hollingsworth stated that changing the notices would not increase collection. Committee Member Tom Seuntjens said that the committee would take the necessary action requested from the Program Owners. He thinks we should move on.

Committee Chair Phil Bryant said that rewriting may help to make taxpayer understand and maybe they will pay.

Committee Member Morgan Edwards would like meaningful work that the committee can get the biggest buck. Committee Member Tony DiMartino said that all the committee could do is continue and give the Program Owner support.

By consensus it was agreed to accept Committee Member Tony DiMarino's Report.

SCHEDULE MEETINGS FOR NEXT YEAR

Committee has held meetings on the 4th Wednesday of the month at 12:00 ET. The Committee agreed to the same time except if there was a holiday involved. The entire year was schedule out including the two face-to-face meetings scheduled for February 27 & 28 and June 25 & 26. Location of the face-to-face meeting was discussed but not decided. Will decide on the location at a future meeting.

ELECTION OF NEW CHAIR AND VICE CHAIR

Committee Chair Phil Bryant stated that he had a wonderful year as chair of the committee. He would like to see the responsibility expanded and select a new chair. Vice Chair Morgan Edward stated that he as well would like to spread it around.

Committee Chair Bryant stated that he would like to see three (3) subcommittees and have the Program Owners challenge the committee.

At this point TAP Program Analyst Sallie Chavez asked for nominations for chair. There were several nominations however the nominees declined the nomination. Finally Committee Member Skip Eshelman was nominated and he accepted the nomination. There were no other nominations and it was agreed by consensus to have Committee Member Skip Eshelman as Committee Chair.

TAP Program Analyst Sallie Chavez asked for nomination for vice chair. Committee Member Eileen Shuman was nominated for vice chair. The nominations were closed. It was agreed by consensus to have Committee Member Eileen Shuman as Vice Chair.

OTHER COMMENTS

Committee Member Dick Murphy asked exactly what was the mission of the group? Can the committee work on anything related to notices? DFO Nancy Ferree stated that the committee is directed by the Program Owners. Committee Member Phil Bryant stated that the committee is to review documents given to the committee by the Program Owners. Committee Member Tom Seuntjens added that we could ask the Program Owners if something can be worked.



There were no other comments. New Committee Chair Skip Eshelman adjourned the meeting.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

September 24, 2003
Noon-ET

Participants (Panel Members):

- Phil Bryant
- Anthony DiMartino
- C. Morgan Edwards
- Charles (Skip) Eshelman
- Curtis Feese
- Robin Gausebeck
- William Murphy
- David Robinson
- Thomas Seuntjens
- Eileen Shuman
- George Sullivan
- Virginia Symonds
- Nancy Ferree - DFO

Staff Members:

- Sallie Chavez (Recorder)

Not Present:

- Ivan Cotman
- Jeana Warren

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact
- Jay Duffy, Program Analyst, Wage & Investment, Single Point of Contact

Welcome and Announcements/Roll Call

Committee chair Phil Bryant welcomed everyone to the conference call.

Program Analyst/Recorder Sallie Chavez took the roll call and quorum was met.

Review/Approve Minutes of August 27, 2003

After two (2) dates were changed on the minutes, they were approved by consensus.

Old Business

CP-2000 Recommendation ♦ Designated Federal Official (DFO) Nancy Ferree thanked everyone for their input into the recommendation, especially Committee Member Tony DiMartino who put it together and TAP Program Analyst Sallie Chavez who put in the formatting. She commended the committee on the work that they did on this notice.



Committee Member Eileen Shuman stated she did not remember getting a copy of the final report. DFO Ferree stated that it was a large document and it was decided to put it on TAPSpeak. Committee Member Shuman requested a copy be sent to her.

CP-71 Dynamic Project Team (DPT) Requirement Meeting Program Analyst Sallie Chavez stated that two (2) members (Virginia Symonds & Tony DiMartino) would be attending the requirement meeting next Tuesday in the Washington area. Program Owner Jim Cesarano stated that the CP-71 is a reminder notice of a balance due. It is an annual reminder that is required by Code Section 7424. DFO Nancy Ferree explained this notice needs to be sent out every year because of the Code Section requirement and that because there is a balance due, interest and penalties continue to accrue. Program Owner Cesarano stated the IRS feels the wording on the notice is a little harsh. This team will decide whether they want to keep the notice or use another method to remind taxpayers of their balance due.

Program Owner Cesarano stated the team leader is very open to having the committee assist on this project. This particular notice has been contracted out so the contractor will create the model. The team will want to have the committee make comments on the model when it is completed.

Program Owner Cesarano stated he would also like to have a list of committee members so his team as well as this DPT can contact committee members when the team needs input. DFO Ferree will send the list to Jay Duffy.

Jay Duffy will be attending the committee's Annual Meeting.

Discussion of Annual Meeting in October DFO Nancy Ferree said that the first day the Program Owners will talk about the Focus of/Vision for 2004 Issue Committees. They will describe the committee. What are the owners' expectations of committee? What role will individual panel members play? Committee Member Tom Seuntjens stated that there were two (2) presentations about the issue committees, one from the program owners and one from the chair of the issue committees. Jay Duffy will be attending the issue committee meeting on Friday.

DFO Ferree asked if everyone had their travel arrangements. If they don't, please contact the staff as soon as possible. Committee Members George Sullivan asked about the hotel. DFO Ferree stated the information was mailed yesterday so everyone should have it within the next day or so.

NEW BUSINESS

Annual Report Committee Chair Phil Bryant thanked Committee Member Tom Seuntjens for providing the format for the report. He asked for comments on the report. Committee Members Eileen Shuman stated he did a good job on the report. DFO Nancy Ferree stated she felt it was a good job as well. Committee Chair Bryant stated that it was the determination of the committee that helped to prepare the report.

Committee Member Tony DiMartino asked about the grading. Committee Chair Bryant stated that he and TAP Program Analyst Sallie Chavez discussed the grading. Committee Member DiMartino stated that he felt that the grade for Chair should be higher. He suggested a 7. Committee Member George Sullivan agreed that it should be at least a 7 or 8. After a brief discussion it was agreed, by consensus that the grade should be an 8. The report will be corrected. No one else had any comments and it was agreed by consensus that the report would be final.

Committee Chair Committee Chair Phil Bryant stated that he would like to spread the responsibility of the leadership among the members. He is stepping down as Chair. It will be the final item on the agenda for the October meeting. He stated being the Chair takes more time than just being a member because there are Joint Committee Meetings to attend. He would like to see this position rotated every year. He asked for everyone to think about who you would like to nominate for the position or if you



are interested in being the chair. Vice Chair Morgan Edwards stated he would also be stepping down so this will also be available. DFO Nancy Ferree asked for volunteers. She said if you would like to be considered or would like to nominate someone, please let TAP Program Analyst Sallie Chavez know as soon as possible.

Comments from Program Owners

Program Owner Jim Cesarano was no longer on the call and Jay Duffy did not have any comments.

Meeting Close

Committee Chair Phil Bryant asked for any other comments. There were none. He said he is looking forward to seeing everyone at the Annual Meeting in Washington next week.

Meeting adjourned.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

August 27, 2003
Noon-ET

Participants (Panel Members):

- Anthony DiMartino
- C. Morgan Edwards
- Charles (Skip) Eshelman
- Curtis Feese
- Robin Gausebeck
- William Murphy
- David Robinson
- Thomas Seuntjens
- Eileen Shuman
- George Sullivan
- Virginia Symonds
- Jeana Warren
- Inez De Jesus (Acting Designated Federal Official)

Staff Members:

- Sallie Chavez (Recorder)

Not Present:

- Phil Bryant
- Ivan Cotman
- Glenn Hall

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact

Welcome and Announcements/Roll Call

Acting Committee chair Morgan Edwards welcomed everyone to the conference call.

Program Analyst/Recorder Sallie Chavez took the roll call and quorum was met.

Review/Approve Minutes of June 25, 2003 and July 23, 2003

Minutes were reviewed and approved by consensus.

Old Business

Acting Committee Chair Morgan Edwards advised the committee that he would be attending the Joint Committee Meeting in Denver in September.

Committee Member Tom Seuntjens told the committee that the agenda for the Annual Meeting would be finalized at the Joint Committee Meeting in September. The Annual Meeting will consist of reports from all the chairs, breakout meetings on various subjects, administrative items, issue committee



meetings, and area committee meetings. There will be other speakers such as the Commissioner, National Taxpayer Advocate, and either the Secretary of the Treasury or a designee from Treasury.

Committee Member Eileen Shuman asked if there would be activities planned for family members. Committee Member Seuntjens said he was not aware of anything but he will check.

Program Owner Jim Cesarano stated he might have a conflict. He may be in a meeting until October 2. He will be able to fly into Washington on October 2 but would not be available that day. He stated that he could have a power point available for someone to show or he could have someone else present it. Committee Member Tom Seuntjens suggested he discuss this with TAP Program Analyst and TAP Manager.

TAP Program Analyst Sallie Chavez thanked Committee Member Anthony DiMartino for writing the CP-2000 recommendation. She asked the committee if they had any comments about the recommendations. Committee Member Anthony DiMartino said he would not be hurt if someone wanted to change something. Please be honest. Committee Member George Sullivan asked about the results from the focus groups. Program Owner Jim Cesarano stated that the comments went to the contactor who was doing the user surveys. He will try and get a copy out to the group. He thinks he sent a prior survey to TAP Program Manager Nancy Ferree. He will check with her.

Committee Member Eileen Shuman stated she gave copies of the revised CP-2000 to two (2) people and they loved it.

There were no other comments about the recommendation and by consensus it was agreed to forward the recommendation to the program owners with a copy to the TAP Joint Committee.

Committee Member Charles (Skip) Eshelman reported on his participation in the Notice Elimination Notice Program Improvement Initiative Team (NPIIT) Meeting in Atlanta. He said if nothing else at least he learned a lot of acronyms. In the meeting they enhanced the charter. He got a chance to see what the IRS does to try and change notices. He said he was the only outsider to attend the meeting. He did not give much input. He considered it more of a learning experience. They went through the charter and logistics and came out with a roadmap of how they were going to proceed.

NEW BUSINESS

Program Owner Jim Cesarano said a contractor has been hired to review the procedures for the Dynamic Project Team (DPT) for the rewrite of the CP-71 series. They are requesting both internal and external comments. They expect it will take longer than normal. The charter is being worked on and he will forward it when it is finished.

Committee Member George Sullivan asked for copies of the CP-71 series. Program Owner Cesarano stated it was part of the package of notices reviewed at the Austin meeting.

Program Owner Cesarano stated that he has CDs with copies of notices on them. He will forward them to the TAP office to be copied for the Committee Members. Committee Member Eileen Shuman said she would be willing to make copies for all members.

Committee Member Robin Gausebeck stated she was concerned about the group. She wants to be involved and feels that the committee is not being asked to assist. She wants to know why the IRS is using a contractor and not the TAP.

Program Owner Jim Cesarano said he does not know why the IRS is using a contractor. He said the committee would have an opportunity to join in the DPT however there is a level of uneasiness about how to relate with the TAP.



Committee Member Tom Seuntjens asked for an explanation. Program Owner Cesarano said there is a level of trust that goes on during a DPT. There is a lot of teamwork involved. It needs some type of formality. Committee Member Seuntjens states the committee would like to be involved but in a more informal manner.

Program Owner Cesarano stated that some leaders are very open to the idea of TAP participating. They would like to be able to contact members to get feedback from them on a variety of issues. This is just being explored and not finalized yet.

Acting Committee Chair Morgan Edwards asked what was the relationship between our group and the other groups. Committee Member Tom Seuntjens stated that it was a continuous process. He stated that individual program owners like Jim Cesarano are needed to get the word out about the TAP.

TAP Program Analyst stated that at least one Committee Member was invited to the requirements meeting. She will send out an email to all Committee Members to ask for participants. It will be on September 29 in the DC area. Please respond as soon as possible to the email.

WRAP UP

Acting Committee Chair Morgan Edward stated there was much administrative items and asked how is it done? He is getting a lot of email and it is very disruptive. Committee Member Tom Seuntjens stated that email is the preferred method. Now with TAPSpeak, much of the attachments will be on the web site.

Comments and Questions

Committee member David Robinson stated he discussed the CP2000 with the Local Taxpayer Advocate (LTA) in his area and he was unaware of this new form. Program Owner Cesarano stated that the CP2000 was done under the new notice group. It has been done twice. The LTA might have remembered the last way it needed to be done and not aware of the new process.

Next meeting date: Wednesday, September 24, 2003, Noon EDT. Dial-in number and pass code remain the same. It was questioned whether this meeting should be held. It was decided that the meeting should be held just to keep in touch with the committee members.

Meeting adjourned.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

July 23, 2003
Noon-ET

Participants (Panel Members):

- Phil Bryant
- Nancy L. Ferree (Designated Federal Official)
- Anthony DiMartino
- Charles (Skip) Eshelman
- Curtis Feese
- David Robinson
- Virginia Symonds

Staff Members:

- Sallie Chavez (Recorder)

Not Present:

- Ivan Cotman
- C. Morgan Edwards
- Robin Gausebeck
- Glenn Hall
- William Murphy
- Thomas Seuntjens
- Eileen Shuman
- George Sullivan
- R. Jeana Warren

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact

Welcome and Announcements/Roll Call

Committee chair Phil Bryant welcomed everyone to the conference call.

Program Analyst/Recorder Sallie Chavez took the roll call and quorum of 11 was NOT met.

Review/Approve Minutes of June 25, 2003

Since quorum was not met, review and approval of these minutes will roll over to the next meeting in August.

Old Business

Committee chair Phil Bryant reminded everyone of the Dynamic Project Team (DPT) that Program Owner Jim Cesarano asked for volunteers to attend. Committee member Virginia Symonds has volunteered to attend on behalf of the TAP. Committee chair Bryant has contact Program Owner Cesarano about the attendance of a TAP member. Program Owner Cesarano stated that there was no funding at this time but he was optimistic that the funding would come through. Program Owner



Cesarano stated that the commitment would be for two (2) weeks in August and September. He is still trying to get more information on it.

Designated Federal Official (DFO) Nancy Ferree stated that there was a Notice Program Improvement Initiative Team (NPIIT) requirement meeting on August 5, 2003. The only member who has volunteered is Committee member Eileen Shuman. But since she has already gone to a meeting she will defer to another committee member. The meeting is for one day (August 5) with travel the day before (August 4) and the day after (August 6). Program Owner Cesarano went into more detail as far as how notices should meet expectations.

Committee member David Robinson wanted to know if this replaced the meeting scheduled for August 12. Program Owner Cesarano stated it did. It had to be changed because of other commitments.

Committee chair Bryant asked DFO Ferree to send out one more email to all committee members asking for volunteers. Deadline of July 28 for response.

Program Owner Cesarano stated that if no one was able to travel, he also has ten (10) lines available for a teleconference so someone could just call in.

Committee member Anthony DiMartino volunteered to be a back up if Committee member Eileen Shuman could not attend.

Committee chair Bryant discussed the National Conference scheduled for October 2 - 4, 2003 with travel on October 1, 2003. There will be full day sessions on October 2 and 3 and a half-day session and returning home on October 4.

Committee chair Bryant asked Program Owner Cesarano about the Dynamic Project Team (DPT) meeting. Program Owner Cesarano stated that the next DPT was going to be for the CP71 (Reminder Notice). There is no charter yet. He will send email to Program Owner Ann Gelineau advising her that TAP has volunteered to participate. She wants this DPT done before the end of the fiscal year. He's not sure that it can be done but he is trying to get it scheduled for August. If not it will be scheduled for next year. Committee member Symonds would be considered as a team member. He should have the more details shortly if the team is going to meet this fiscal year.

DFO Ferree asked Program Owner Cesarano if he would be looking for a TAP staff member to be part of the DPT. He suggests discussing this with the team leader. TAS will be represented.

Committee chair Bryant asked Program Owner Cesarano if he had any comments on the CP2000. Program Owner Cesarano stated he received several comments on the CP2000. He would like to have the committee write up a formal recommendation on the CP2000. Committee member DiMartino asked if there were very many comments. DFO Ferree stated she did not receive comments from everyone. Committee member DiMartino volunteered to work with DFO Ferree and TAP Program Analyst Chavez on writing a formal recommendation on the CP2000. Program Owner Cesarano stated that the recommendation can be sent to him with a copy to Ann Gelineau and Jay Duffy.

Program Owner Cesarano stated that there are plans for a NPIIT on Notice Standardization. The Notice Support Group would like external stakeholders to start thinking about how you would like these notices to look. Committee chair Bryant asked if there was a survey. Program Owner Cesarano stated there was one available. It's a user availability survey. He will forward a copy of the survey to the TAP Staff.

NEW BUSINESS

TAP Program Analyst Chavez advised that she has received several referrals from Area Committees.



She did not bring them with her as she is in Orlando for the Nationwide Tax Forum and since the committee does not have quorum, these referrals will be discussed at the next meeting.

WRAP UP

NPIIT meeting on August 5, 2003 in Atlanta. Committee members Shuman and DiMartino have volunteered. There will be one last chance to volunteer for this meeting.

DPT possibly in August. Committee member Symonds will be considered for this team.

Committee member DiMartino, DFO Ferree and TAP Program Analyst Chavez will consolidate information received from all committee members and write a formal recommendation.

TAP Program Analyst Chavez will send out copies of the referrals from other Area Committees.

Comments and Questions

Committee member David Robinson stated he discussed the CP2000 with the Local Taxpayer Advocate (LTA) in his area and he was unaware of this new form. Program Owner Cesarano stated that the CP2000 was done under the new notice group. It has been done twice. The LTA might have remembered the last way it needed to be done and not aware of the new process.

Next meeting date: Wednesday, August 27, 2003, Noon EDT. Dial-in number and pass code remain the same.

Meeting adjourned.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

June 25, 2003
Noon-ET

Participants (Panel Members):

- Phil Bryant
- Nancy L. Ferree (Designated Federal Official)
- Anthony DiMartino
- Charles (Skip) Eshelman
- Curtis Feese
- Robin Gausebeck
- Glenn Hall
- William (Dick) Murphy
- Thomas Seuntjens
- Eileen Shuman
- Virginia Symonds
- R. Jeana Warren

Staff Members:

- Sallie Chavez (Recorder)

Not Present:

- Ivan Cotman
- C. Morgan Edwards
- David Robinson
- George Sullivan

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact
- Constance Partin, Daily Tax Report

Welcome and Announcements/Roll Call

Committee chair Phil Bryant welcomed everyone to the conference call. He asked Constance Partin to tell the Committee about herself. She works for the Daily Tax Report out of the Bureau of National Affairs. Committees chair stated he was glad she could attend.

Program Analyst/Recorder Sallie Chavez took the roll call and quorum of 11 was met.

Review/Approve Minutes of May 28, 2003

The minutes were accepted by consensus.

Old Business

Discussion of "Revised" CP-2000 Notice

Committee chair Phil Bryant asked Program Owner Jim Cesarano to review the information that was sent. Program Owner Jim Cesarano stated the CP-2000 Notice is sent out by the Underreporter Unit



and is used to match income documents against an individual's tax return. This notice has always caused big problems because it contains lots of information. It has been an ongoing effort to revise the notice. The Dynamic Project Team (DPT) done last year did not do well in testing and went to a contractor for rewrite. What was sent to the committee is the latest revised version. Right now the IRS is in the "receiving comments" part of the review of the notice. They would like to have any recommendation/suggestions that you might have.

Committee chair Phil Bryant stated that his initial response was that it was a lot of information. He asked who would be receiving this notice? Program Owner Jim Cesarano said that anyone who files a Form 1040 could receive this form. Chair stated that if he received this notice he would immediately contact his preparer. He asked if the Frequently Asked Questions were really needed or were they just to help cut down on telephone calls to the IRS? Program Owner stated that not all of these questions would be relevant to everyone. Committee member Eileen Shuman said that the question dealing with bankruptcy could be seen as an option. Chair stated the first question he would like answered would be "why am I receiving this document?"

Committee member Tony DiMartino stated that the first five (5) pages of the two (2) documents are the same. What does the Program Owner want the committee to review? Program Owner replied that some of the information is required. The last couple of pages are specific explanations. They talk directly to the taxpayer. You can suggest changes in the presentation and what to do with the figures.

Committee member Robin Gausebeck commented that she feels the Frequently Asked Questions should be more general. The notice itself has a good format and reads very well. Committee member Glenn Hall agrees with this comment. He also would like to see the interest computed to date input on the notice to show the individual exactly what they will owe as of a specific date. Program Owner stated that this is done on other notices and should not be a problem on this one. Committee member Tony DiMartino agreed that the notice is very clear but also thinks that individuals receiving it will contact a practitioner.

Committee Chair Phil Bryant asked Program Owner if focus groups were used to test notices. Program Owner Jim Cesarano stated that the IRS looks at how a notice is used. It's more like a marketing plan than a focus group. Using a focus group would be tainted by people's view of IRS.

Chair asked if this notice would ever be used to advise a taxpayer of a refund. Program owner stated that would be rare to see that as the Underreporter Unit uses this notice where the individual has neglected to include an item of income. This would rarely trigger a refund.

Committee member Eileen Shuman asked when this notice is issued. Is it issued two (2) years after the return is filed or shortly after? Program Owner did not have an answer. He will check on it. He thinks this is done shortly after filing but definitely not during processing.

Committee member Dick Murphy stated he liked the shading and the bolding. He said it is sectioned well. He agrees that the first question that should be listed in the Frequently Asked Questions is "Why am I receiving this document?"

Committee member Virginia Symonds asked if the information is shared with any other agency. Program Owner Jim Cesarano stated that the IRS has very strict disclosure laws. We can't share information. Committee member Tony DiMartino stated that there was an agreement between the federal and state governments. Program Owner agreed but that is being renegotiated. Committee member Virginia Symonds added she feels some individuals may think, "How is this information going to be used against me?" Program Owner said that maybe they should think about adding a statement that says that the information cannot be shared.



Program Owner Jim Cesarano stated that what the committee might want to do is to rewrite the Frequently Asked Questions and add the couple of items that were mentioned before. He suggests having an individual coordinate the individual recommendations and forwarding that to the Program Owner. Committee chair asked TAP Manager/DFO Nancy Ferree to put a package together. The chair and the DFO will work together on a response.

Committee chair Phil Bryant thanked Program Owner Jim Cesarano for the good job he did in putting this to the committee.

Program Owner Jim Cesarano indicated that the Notice Process Improvement Initiative Team (NIIPTS) he was conducted by going ahead. It is scheduled for two (2) weeks in August and then during a three (3) month period there will be two (2) additional weeks in each month. They will be reviewing notices, letters and correspondence that can be eliminated. He should have another draft charter by the end of this week. He would like to have all the requirements from the externally stakeholders by the end of July. He would like general or specifics requirements. Only some of the notices are available on line.

Program Owner does not know if the NIIPTS will meet by teleconference or an actual meeting. He would really like to have this committee participate as external stakeholders. He think one (1) or (2) members would be appropriate. Committee Chair Phil Bryant asked TAP Manager/DFO Nancy Ferree if there was money for this type of activity. She stated the funds could be requested.

Program Owner Jim Cesarano asked if there were any committee members who would be interested in participating in the Dynamic Project Team (DPT). He thinks there will be a DPT set up in the near future for the CP-71. The requirements would be to commit to at least a two (2) week team meeting. There may be a break between the meetings with conference call. There also could be additional conference call. Interested individuals would have to have a flexible schedule.

Committee member Virginia Symonds asked where the meetings would be held. Program Owner stated they were not at the stage where the actual site was set. Committee member Eileen Shuman asked what time of the year would they would be held. Again Program Owner stated that the actual meeting was not set yet. Committee member asked what kind of time commitment would need to be made. Program Owner stated that not all the work is done during the initial two (2) weeks. It could drag on for years as is with the CP-2000. Committee member Tony DiMartino stated that there may be interest but the committee would need the logistics before they could commit to a team. Program Owner stated that until the charter is done most of the information is unknown. Some DPTs are small in scope and some are very large. He stated that the Single Point of Contact (SPOC) wanted to give the committee the opportunity to participate.

Committee chair Phil Bryant stated that it appears there is interest. He thanked Program Owner Jim Cesarano for what he's done.

Operating Procedures

TAP Program Analyst Sallie Chavez reviewed the changes suggested by the Joint Committee. Committee member Robin Gausebeck wanted clarification of #2 as the Joint Committee was advised that committee members were not to speak directly with Program Owners. Committee member Tom Seuntjens stated that Jim Cesarano was our Program Owner and since we are an issue committee and have Program Owners, we can speak to them directly. TAP Manager/DFO Nancy Ferree agreed with this.

Committee chair Phil Bryant asked for any comments. There were none. The Revised Operating Procedures were accepted by consensus.

NEW BUSINESS

Committee member Eileen Shuman stated that Area 1 forwarded a recommendation that has to do



with notices and she would like to know how she can get it to the committee. Committee chair suggested she work with the TAP Program Analyst Sallie Chavez. She also has a question about the last meeting. There was a discussion about Systemic Advocacy. She missed out on that discussion and would like some information on it. TAP Manager/DFO Nancy Ferree stated it was a system to record recommendation and that the TAP would be a part of it.

Committee chair Phil Bryant clarified for the committee that they should review the CP-2000 and forward any comments/suggestions to TAP Manager/DFO Nancy Ferree by July 9, 2003 so that she can prepare a report for Program Owner Jim Cesarano.

Committee chair Phil Bryant thinks the committee is making progress and having a direct impact. He thanked everyone for his or her time.

Next meeting date: Wednesday, July 22, 2003, Noon EDT. Dial-in number and pass code remain the same.

Meeting adjourned.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

May 28, 2003
Noon-ET

Participants (Panel Members):

- Phil Bryant
- C. Morgan Edwards
- Nancy L. Ferree (Designated Federal Official)
- Anthony DiMartino
- Curtis Feese
- Robin Gausebeck
- Glenn Hall
- William (Dick) Murphy
- David Robinson
- Thomas Seuntjens
- Eileen Shuman
- George Sullivan
- Virginia Symonds
- R. Jeana Warren

Not Present:

- Ivan Cotman
- Charles Eshelman

Staff Members:

- Sallie Chavez (Recorder)

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact

Welcome and Announcements/Roll Call

Committee chair Phil Bryant welcomed everyone to the conference call.

Program Analyst/Recorder Sallie Chavez took the roll call and quorum of 11 was met.

Review/Approve Minutes of April 23, 2003

The minutes were accepted by consensus.

Old Business

Report from Joint Committee Meeting

Committee Vice-chair C. Morgan Edwards attended the two (2) day Joint Committee meeting in Washington, DC on May 2 & 3, 2003. He reviewed some of the highlights with the committee.



Program Director Deryle Temple discussed the structure of the panel. She explained that she was in the process of hiring key personnel in each of the areas. Also, Analyst Martha Curry of her staff will be the Designated Federal Official for the Joint Committee.

Next, National Taxpayer Advocate Nina Olson discussed her view of the committee and the role of the Taxpayer Advocacy Panel and her office. She stated that it was not the role of the Taxpayer Advocacy Panel to make legislative recommendation. However, if a committee member feels strongly about an issue, they can send a recommendation directly to her.

There was a discussion about Systemic Advocacy. Their system will be on-line and available for everyone to view and use. Systemic Advocacy will partner with the Taxpayer Advocacy Panel.

The next issue discussed was about face-to-face meetings. Each area committee will have two (2) face-to-face meetings while the issue committee will only have one (1). We have already had our one face-to-face meeting. The next face-to-face meeting will be the annual meeting in either September or October.

The committee chairs were introduced to TAP Speak and given a demonstration on how it works. This is an Internet system that will allow communication between all TAP members. It should cut down on the amount of email message received and the size of the messages.

All chairs reported on their committee's activities. The issue committees went first and then the area committees. Chairs need to prepare an annual report and have it ready by the annual meeting in October.

Matrix

Committee member Eileen Shuman explained that this was the matrix that she and TAP Program Analyst Chavez helped to design during the meetings in New Carrollton in March and April. It indicates which notices appear to need to be re-written.

Program Owner Jim Cesarano stated that the report was self-explanatory. It will be used to create the Notice Process Improvement Initiative Team (NPIIT) and then the Dynamic Project Team (DPT).

Survey Results

Committee chair Phil Bryant discussed the survey that he asked everyone to complete after the last meeting. He said that "Focus" received the lowest score. There was also a concern about "Participation of committee members". If you have an issue you want to discuss, please bring it up and the committee will take time to discuss it. He wants to continue to use this survey but not after every meeting. It will help him keep focus on meeting.

Committee member Eileen Shuman stated that the committee needs a task. We need to get work to provide input. Committee chair Phil Bryant requested Program Owner Jim Cesarano to comment on this.

Program Owner Jim Cesarano stated that he has several tasks for the committee. The notice CP2000 is used by the underreporter program to match W-2s and Form 1099s to tax returns. He is going to need comments on this notice as it has been rewritten twice in the last couple of years. It is a "monster" notice that is used for many purposes. It is due to be released in June and as soon as he gets it he would like to have the committee's comments about it.

Committee member Thomas Seuntjens said he has a concern about asking the committee for their comments when the notice has already been rewritten. Program Owner Jim Cesarano stated that this revision was done last summer before the committee was created. The testing was done on the



previous version and the results were not good so it was rewritten again. This version is not due to be released for public use until January 2004.

Program Owner Jim Cesarano discussed the use of the committee members as members of the Dynamic Project Team (DPT). He stated it may be difficult but they will push ahead if there is interest in having external stakeholders as members. The next step after the memo that was discussed earlier is to create a Notice Process Improvement Initiative Team (NPIIT). This team works for a few months and requests requirements for the notice from various areas. The next step is the Dynamic Project Team (DPT). This team works for a two (2) week duration but not necessarily all at one time. This team redesigns and rewrites the notices.

As far as the timeframe goes, he is going to start by creating a charter for a NPIIT for the elimination of notices and another to address correspondence letters. He would like to get the committee's comments as soon as possible to be included in the NPIITs. Committee chair Phil Bryant asked if Program Owner Jim Cesarano could provide a memo to the committee requesting exactly what he wants. He will send out an email with the requested information.

Program Owner Jim Cesarano would like to know if any of the committee members would like to participate on the DPT by the next meeting. The DPT should begin in either August or September.

Program Owner Jim Cesarano stated that Program Owner Anne Gelineau wanted him to express her thanks to Committee member Eileen Shuman for all the work she did on the report.

Face-to-Face Meeting

Committee chair Phil Bryant again reminded everyone that as was mentioned before, there will be NO second face-to-face meeting for this committee.

Operating Procedures TAP Program Analyst Sallie Chavez asked if everyone had received the "Revised" Operating Procedures. Several members had not received them. These "Revised" Procedures will be sent out again to committee members and we will review them at the next meeting so everyone will have the information.

Comments from Program Owners

Program Owner Jim Cesarano stated he has no other comments.

New Business

None.

Meeting Closing Remarks

Committee chair Phil Bryant thanked Committee member Eileen Shuman for the work she did with the Program Owners to create the matrix. He also thanked Committee Vice-chair C. Morgan Edwards for attending the Joint Committee Meeting and reporting on the meeting for him.

Next meeting date: Wednesday, June 25, 2003, Noon ET, 11:00am CT. Dial-in number and pass code remain the same.

Meeting adjourned.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

April 23, 2003
Noon-ET

Dial-in telephone # 1-800-516-9896
Participant's Pass Code: 4237979

Participants (Panel Members):

- Phil Bryant
- C. Morgan Edwards
- Nancy L. Ferree (Designated Federal Official)
- Anthony DiMartino
- Charles (Skip) Eshelman
- Curtis Feese
- Robin Gausebeck
- Glenn Hall
- William (Dick) Murphy
- David Robinson
- Eileen Shuman
- George Sullivan
- Virginia Symonds

Not Present:

- Ivan Cotman
- Thomas Seuntjens
- R. Jeana Warren

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact

Staff Members:

- Sallie Chavez (Recorder)

Welcome and Announcements/Roll Call

Committee vice-chair, C. Morgan Edwards started the meeting since panel chair Bryant was not available as this time. He will join in a few minutes.

Program Analyst/Recorder Sallie Chavez took the roll call and quorum of 11 was met.

Review/Approve Minutes of March 26, 2003

The minutes were accepted by consensus.



Old Business

Vice-chair Morgan Edwards stated he would like to have more information on the Refund Anticipation Loans (RAL). He has obtained a contract from H & L Block for a RAL. After 29 or 30 days, if the bank has not received the IRS Refund, the bank starts "bothering/harassing" the taxpayer about repaying the loan. The IRS pays the bank directly. He will send a copy of the contract to Analyst Chavez to distribute to the entire committee.

Committee chair Phil Bryant (who joined the call during the discussion) asked Designated Federal Official (DFO) Nancy Ferree if this was a Notice Committee Issue. She said this would be an area issue and should be brought up in the area meeting.

Committee chair Phil Bryant discussed the Matrix that was discussed during the Joint Committee meeting. DFO Ferree will distribute the Matrix to the entire committee for their information.

Report on meeting in Washington, DC - April 9, 2003

Committee member Eileen Shuman attended with TAP Program Analyst Sallie Chavez, the Wage & Investment Notice Strategy Quarterly Meeting held in IRS New Carrollton office in Lanham, MD on April 9, 2003. (The program owners made this invitation to the committee.) This was a follow-up meeting to the original meeting held on March 6, 2003.

Committee member Eileen Shuman was not on the call so TAP Program Analyst shared some information with the committee. The participants at the meeting discussed about 35 notices that needed to be rewritten. Each notice was reviewed using criteria such as "required time to resolve", "delay will cost taxpayer interest and penalty", "employee frustration", "dollars involved", "number of notices sent", etc. Committee member Shuman created a matrix that took a 64-page document down to 3 pages. This matrix will be sent to all committee members when it is completed. Committee member Shuman updated the matrix as we were working so that all the information would be there and not have to be transcribed at a later date. Program Owner Ann Gelineau will now take this information to her superiors and request that Dynamic Project Teams (DPT) be developed to rewrite the top 10 - 15 notices. Program Owner Jim Cesarano states that Program Owner Gelineau has not had this meeting yet.

Comments from Program Owners

Program Owner Jim Cesarano stated that Dynamic Project Teams (DPT) were proceeding however he has no information on them. The formations of the teams should start soon. It has not been determined if external stakeholders would be involved in the DPTs. Program Owner Ann Gelineau is in favor of using external stakeholders. They are waiting to see exactly how the external stakeholders will be used.

Committee chair Bryant asked if the committee needed to do anything? Program Owner Cesarano stated that they were looking at where the resistance was and where it was coming from as well as disclosure issues. There are many internal documents used in the process of redesigning notices including "live" notices. The Dynamic Project Team (DPT) is a 2-week project for team members but team leaders spend months working on the charter and selecting members. They are looking into doing some of the work by telephone/conference calls.

Committee chair Bryant asked if we should poll the committee to see if someone is interested. Program Owner Cesarano said that would not be necessary at this point. We should wait until it is determined that the DPT will use external stakeholders.

Committee chair Bryant stated that a "Matrix" was completed for all the committees showing what issues each committee was working on. He indicated that the only issue this committee is charged with is "Standardize format of notices and create a 'Notice Template'". He wanted to know what a



"Notice Template" was? DFO Ferree said she was not sure but would check and find out. Program Owner Cesarano said he thinks it comes from the Austin meeting and deals with the style and language of the notices.

Committee chair Bryant asked Program Owner Cesarano to let the committee know when, where and how to deliver the message of how to improve the notices. He asked for a copy of his report from the Austin meeting. Program Owner Cesarano said he emailed the report to Analyst Chavez. Analyst Chavez will make sure the committee members receive a copy of this report.

Program Owner Cesarano stated that the notice CP2000 from the Underreporter Program was rewritten more than a year ago but there have been problems with it. The Program Owners would like the committee to look at this new version of the notice. Program Owner Cesarano will discuss this in more detail with Program Owner Gelineau and see if it can be sent out.

New Business

Vice-chair Edwards reported that he would be attending the Joint Committee Face-to-Face Meeting in Washington, DC at the St. Gregory Hotel on May 2 and 3. They will be reviewing where all the committees stand. If anyone on the committee wants anything addressed at this meeting, please contact the vice-chair or Analyst Toy.

Committee chair Bryant stated that the face-to-face meeting scheduled for June is on hold because of budget constraints.

Program Owner Cesarano stated that Committee member Shuman's participation in the Wage and Investment Strategy meeting would go a long way in the acceptance of external stakeholders. Committee chair Bryant also thanks Committee member Shuman for her work at the meeting. He wants to make sure that all the members are able to participate in meetings such as the one that Committee member Shuman attended. Committee member Murphy asked if the external members of the DPT could be rotated with multiple members participating. Program Owner Cesarano stated that he would explore this issue but his first impression would be "no" since there is a great deal to learn before going into a DPT.

Meeting Closing Remarks

Committee chair Bryant mentioned a Survey that was being used in several of the committees. It was discussed at the Joint Committee meeting and he wanted to know what the committee thought about it. Analyst will email out the all committee members the Survey. Please respond to it as soon as possible.

Next meeting date: Wednesday, May 28, 2003, Noon ET, 11:00am CT. Dial-in number and pass code remain the same.

Meeting adjourned.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

March 26, 2003
Noon-EST

Participants (Panel Members):

- C. Morgan Edwards, Acting Chairperson
- Sallie Chavez (Designated Federal Official)
- Anthony DiMartino
- Charles (Skip) Eshelman
- Curtis Feese
- Glenn Hall
- William (Dick) Murphy
- David Robinson
- Eileen Shuman
- Virginia Symonds
- R. Jeana Warren

Staff Members:

- Inez E. De Jesus (Recorder)
- Nancy L. Ferree (Program Manager)

Not Present:

- Phil Bryant
- Ivan Cotman
- Robin Gausebeck
- Thomas Seuntjens
- George Sullivan

Guests/Program Owner:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact

Welcome and Announcements/Roll Call

Committee vice-chair, C. Morgan Edwards will be facilitating this meeting during the absence of Chairperson Phil Bryant.

Committee vice-chair Edwards requested that DFO Chavez send the panel's condolences to Committee chair Phil Bryant on the loss of his wife's sister's husband.

Program Analyst/Recorder Inez E. De Jesus took the roll call and quorum of 11 was met.

Review/Approve Minutes of February 21, 2003

The minutes were accepted by consensus.

Topic of Meeting



Follow-up on Face-to-Face Meeting/February 21, 2003/Austin, Texas

Committee members expressed positive comments regarding the coordination and efforts by the TAP Staff in orchestrating this event.

Appreciation was also extended to Management Assistant Jenny Reyes for making the travel arrangements for all the members.

Report on meeting in Washington, DC-March 6, 2003

Committee member Eileen Shuman attended with Designated Federal Official (DFO) Sallie Chavez, the Wage & Investment Notice Strategy Quarterly Meeting held in IRS New Carrollton office in Lanham, MD on March 6, 2003. (The program owners made this invitation to the committee.)

Committee member Eileen Shuman, DFO Chavez, and Jim Cesarano all shared the following experiences with the rest of the committee members:

- Out of 50 Notices, half were reviewed. The remainder will be reviewed during the next meeting.
- Committee member Shuman has created a matrix, which reduces 64 pages to 3.
- Committee member Shuman was impressed with the Program Owners, and management's engagement and interest in the work that the Issue Committee is doing regarding the improvements to Notices.
- Program Owner Cesarano mentioned that the next step would be to prioritize the order in which the next group of notices will be addressed. The IRS uses the Balanced Measures approach, which is broken down to Employee Satisfaction, Customer Satisfaction, and Business Results. Due to budget restraints, most likely it will take an additional 2-3 years to complete the entire process of reviewing Notices.

There will be a follow-up/continuation meeting on April 9, 2003 at the same location. Committee member Shuman and DFO Chavez will attend this meeting

Contact was made with an individual from IRSAC-Internal Revenue Service Advisory Council.

Acting Chair Edwards expressed his concern regarding RAL (Refund Anticipation Loan) notices that go out to taxpayers that indicate 29 days that taxpayer has to repay the loan. **Action item:** Program Owner Cesarano requested additional information and he will elevate this matter. These specific notices (RAL) are not in the package of those currently being reviewed.

New Business

Committee member Anthony DiMartino shared with all that recently he has seen a change for the better in the notices that are being generated by the IRS.

Questions regarding the reassignment of Designated Federal Official (DFO) from being the role of the Program Analysts to the Program Managers, effective April 1, 2003, were addressed. Beginning April 1st, Program Manager Nancy L. Ferree will be the DFO of this committee, and she expressed that she is looking forward to be working with this group, and Program Analyst Sallie Chavez will be taking the minutes.

Comments from Program Owners

Next steps in the process: once rating process is complete within the next 6 weeks or so, the most recent rewritten notices will be available for review by the committee.

DFO Chavez requested that the Program Owner share with the committee the criteria for the upcoming Dynamic Project Teams, but this information is not available at this time.



Meeting Closing Remarks

DFO expressed appreciation to Program Analyst Inez E. De Jesus for taking the minutes of this committee for the last several months.

Next meeting date: Wednesday, April 23, 2003, Noon EST, Dial-in number and pass code remain the same.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

February 21, 2003

Face-to-Face

1:00pm-4:00pm and 6:00pm-7:00pm EST

Meeting Location:

Homewood Suites South
4143 Governors Row
Austin, Texas

Participants (Panel Members):

- Phil Bryant, Chairperson
- Sallie Chavez (Designated Federal Official)
- Anthony DiMartino
- C. Morgan Edwards, Vice-Chair
- Charles (Skip) Eshelman
- Glenn Hall
- William (Dick) Murphy
- David Robinson
- Thomas Seuntjens
- Eileen Shuman
- George Sullivan
- Virginia Symonds
- R. Jeana Warren

Staff Member:

- Inez E. De Jesus (Recorder)

Not Present:

- Ivan Cotman
- Curtis Feese
- Robin Gausebeck

Guests:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact
- Diane E. Glass, Local Taxpayer Advocate, Austin, Texas
- Angel H. Caballero, Taxpayer Advocate Group Manager, Austin, Texas
- Margie Harrell, Taxpayer Advocate Group Manager, Austin, Texas
- Claudette Hulce, Government Liaison, Austin, Texas
- Sally R. Sassen, Tax Specialist, Austin, Texas

Quorum for this committee is 11; there were 13 members in attendance.
No public participation; guests were all IRS employees.

Welcome and Announcements

Chairperson Phil Bryant began meeting timely and turned it over to Program Owner Jim Cesarano.



Mr. Cesarano began by reviewing the tour to the Austin IRS Campus taken by the panel members earlier in the day where they saw the processing of tax returns. He went on to explain other program areas that could generate notices and what will happen with the group's recommendations, which is that he will be sharing his reports from this committee with his supervisor, Program Analyst Ann Gelineau.

By September 2003, the TAP Joint Committee will have a status/progress report to elevate to the TAP Director and the National Taxpayer Advocate on the input provided by this committee regarding the reducing of taxpayer burden and simplification of Notices.

The TAP Notice Issue Committee is seen as external stakeholders. Mr. Cesarano requested the engagement from this committee and referenced the IRS' initiative to use "plain language"- www.plainlanguage.gov as they review notices.

On Thursday, March 6, 2003, there will be a Wage & Investment Notice Strategy Quarterly Meeting, held in the IRS New Carrollton office in Lanham, MD. An invitation has been extended to the Notice Issue Committee. (Pending: which panel member will be represented at this meeting.)

As a result of the tour to the IRS Austin Campus, members learned checks are sent from one location and the notice explaining why the individual may be receiving a different amount is sent separately from a different agency. Is this an issue the panel should tackle? Mr. Cesarano advised the committee to think in terms of minor and major when elevating recommendations.

Mr. Cesarano shared with the committee the list of "2002 Top 20 Cumulative Computer Paragraph Notice Volumes-issued to taxpayers, to cycle 51" and the list of "Redesigned Computer Paragraph Notices".

Review/Approve Minutes of January 22, 2003

The minutes were reviewed and accepted with the exception that Panel Member George Sullivan prefers "excused" absences be noted on the minutes. Designated Federal Official (DFO) Chavez will be following up on this in order to be consistent with what other committees are doing.

Confirm Sub-committees

Prior to this meeting, DFO Chavez had sent out to all members via email the breakdown of the sub-committees as follows:

Sub-Committee "A"-(Information Type Notices)-C. Morgan Edwards (Chair)

Phil Bryant, Anthony DiMartino, C. Morgan Edwards, Glenn Hall, David Robinson, Virginia Symonds and Eileen Shuman (Scribe).

Notices to be reviewed by Sub-Committee A are: CP 71, 71A, 71C, 71D, ACS 39 & CP 79.

Sub-Committee "B"-(Response Type Notices)-George Sullivan (Chair)

Skip Eshelman, Dick Murphy, Tom Seuntjens, George Sullivan, and Jeana Warren (Scribe). Members not present to participate: Ivan Cotman, Curtis Feese, and Robin Gausebeck.

Notices to be reviewed by Sub-Committee B are: CP 24, 24F, 23, Letter 2789C, CP 25, 62, 83, 39, 60, 51A, 51B, 51C, Letter 0239C, Letter 105C, Letter 2273C,

Break into Sub-committees

The sub-committees broke into individual groups to review the notices.



Reconvene with reports from Sub-committees

The following is the results/suggestions for changes from each sub-committee after they reviewed the notices:

Sub-committee "A"-Information Type Notices:

CP-71-"Tax Bill- Your Balance is Overdue"-

1. First paragraph, end of paragraph, add phone number for taxpayer to call.
Action item: Jim Cesarano is to find out how the various (3) phone numbers and their purpose. Jim will get back to DFO Chavez with his findings.
2. Delete "We figured this....."
3. Move "If you are already making payments, please...."- New language.
4. Place voucher to Page #1
5. Page #2-...You didn't pay- change to "We haven't received...." word search to change all.
6. "intent to levy" - insensitive language- new language should be customer friendly.
7. Is the levy language necessary?
8. Add the actual date of previous notices ".last notices we sent you" Add actual date.
9. Change the "We" to "The IRS System"
10. GOOD-Add "other" newer notices contains "other information" "helpful hints" this is well done and should be added to the CP 71 series.
11. Include Taxpayer publications and methods to obtain them.
12. Provide publication, tax code information where taxpayer can review the law or other taxpayer rights information, as well as web link.
13. Another thought is to have just one CP 71, eliminate A, C & D.

CP-71A-"Annual Reminder-of Balance Due"-

1. End of first paragraph, phone number should be listed.
2. Change "We figured" to "We figured your balance due by adding."
3. Move last sentence to first sentence.
4. Add taxpayer rights publication information and web link.

ACS Letter 39-"We didn't Accept Your Request To Reduce Your Penalties"-Reminder Notice-

Step #1- "We" not well taken- should be "We are required" first sentence change to "The Law requires."

Step #2- Add phone number.

Penalty & Interest Attachment-

New language to replace pages in old notices.

1. ...you didn't pay- should be "We haven't received...."
2. Page layout, to left justifies paragraphs- not in columns
3. Voucher needs to be on page one of notice- so taxpayer know right up front to know he/she owes \$

CP #79- "Earned Income Eligibility Requirements"-

1. Drop CP 79- Use the new tax-free services to educate this taxpayer.
2. Send these letters to the Earned Income Tax Credit (EITC) issue group for their input to DFO Sallie Chavez.



Sub-Committee "B"- Response Type Notices-

Message on outside of envelope: "Important Notice"- "Response Required"- "Information Only"

Broad Issues:

1. What does "Notice" mean- infers drastic actions. SUGGESTION: "Letter"
2. If it is a letter? Greeting and closure - e.g. "Hello"/"Sincerely"/"Thank You"
3. Why can't the "letter" be personalized in the closure with Department or Name/Issue (Ownership)
4. Letters/Notices should be upper/lower case letters (all caps is unpleasant)
5. Outline format- should be more in letter format or business format.
6. Taxpayer survey wants a before/after picture.
7. What line of the return did the error occur?
8. If a notice is sent, why can't taxpayer access WEB site for questions/explanations of this notice (For only those that receive notices)
9. The words "tax statement" should be stated as "Tax Return"
10. If data is included in Notice, put it in order/format of submission of the return itself.
11. IRS should have notices "on line" for easy reference when taxpayer calls the Service.
12. We suggest a separate ancillary printing software that allows flexibility to tailor notices to a specific issue and gives agent capability for "free form" information.

CP-24-"We Changed Your Estimated Tax Total- You are Due a Refund"

1. What do all the codes, upper left, upper right, caller ID mean? (Put IRS only for those codes that don't mean anything to taxpayer)
2. "If you think you made a mistake." Is a closing statement. Suggest putting this sentence at the closing.
3. CP 24, Page #2, "Total estimated credit" should be changed to "Total estimated refund."
4. Why is SS# verification required on refunds (This slows down refund)
5. On bottom, take out "check and or" (This is a refund).
6. Suggestion opening: "The basis for this change to your 1997 Return is that your estimated tax credits claimed on your Return did not agree with your posted credits and therefore you overpaid. You are due a refund of \$_____."

CP 24 F-"We Changed Your Estimated Tax Total- You are Due a Refund"

1. Bottom of Page #2, delete "check and or" because this is a refund notice.
2. What is the objective of CP-24F, Page #2? The SS# clarification or request is confusing.
3. Page #1, bottom paragraph, why is publication and envelope required. Suggest deletion if it has no purpose.
4. Issue Statement for CP 24 & CP 24F, these notices are unclear, poor paragraph structure, lack a clear and logical order, confusing instructions, and unclear and inconsistent tax statement.
5. CP 24F refers to an obsolete Publication #1383.

CP 23-"We Changed Your Estimated Tax Total-You Have An Amount Due"

1. Language "Amount due" should be changed to "Amount Owe"
2. The second sentence in first paragraph should be in the closing - "If you think we have made a mistake..."
3. Page #2, change the word "figured" to "calculated" and the word "refigured" to "re-calculated"
4. Page #2, change the phrase "don't show any" to "reflect"
5. Page #2, explanation should be moved to beginning. (Show explanation before you show numbers)



6. CP 23 lacks connection between paragraphs, lacks clear and logical order, and "tax statement"- unclear and inconsistent.

CP 25-"We Changed Your Estimated Tax Total" Even balance. No Balance Due/or Refund owed. Change has been made to the return resulting in amounts less than, \$ bottom line.

1. CP 25 is confusing, unclear, lacks linkage between paragraphs and uses inconsistent language- "tax statement" vs. "tax return"
2. Eliminate CP 25 and incorporate into CP 23 & CP 24.

CP 62-"We Applied Your Payment To Your Account"

1. Page #1, first statement suggest "We applied your payment to your tax obligation"
2. CP 62 has a confusing explanation of how IRS applied the taxpayers payment.

Positive Comment: Acknowledgement that IRS may have made error with this statement. "If it appears that we didn't apply all of your payments....." Also, the apology was good, shows humility.

Penalty and Interest message is confusing and lacks focus.

Pending: Notices not reviewed: Letter 2789C, CP 83, 39, 60, 51A, 51B, 51C, Letter 0239C, Letter 105C, Letter 2273C.

New Business

None.

Meeting Close

Program Owner Cesarano suggested that the committee prioritize issues, and to keep in mind what is the most important fundamental aspect of changes to notices and focus on the ones that the Notice Issue Committee want the IRS to prioritize. An overview is to partner with the EITC Issue Committee, standarize format of notices to include a greeting, closing and establish a "style sheet." A "Notice Template" may be an issue to focus on.

TAP Joint Committee Chair Tom Seuntjens spoke positively of how the face-to-face meeting went and expressed gratitude on behalf of the committee for Program Owner Cesarano's attendance and guidance.

Next Meeting (Via Teleconference) - Wednesday, March 26, 2003, Noontime EST- Dial in number and Participant's code remain the same.



Wage & Investment Reduce Taxpayer Burden (Notices) Meeting Minutes

January 22, 2003

Teleconference

Noontime - EST

Dial-in telephone # 1-800-516-9896

Participant's Pass Code: 4237979

Participants (Panel Members):

- Phil Bryant, Chairperson
- Sallie Chavez (Designated Federal Official)
- Anthony DiMartino
- C. Morgan Edwards, Vice-Chair
- Charles (Skip) Eshelman
- Curtis Feese
- Robin Gausebeck
- Glenn Hall
- William (Dick) Murphy
- Thomas Seuntjens
- Eileen Shuman
- Virginia Symonds

Staff Members:

- Inez E. De Jesus (Recorder)

Absent:

- Ivan Cotman
- David Robinson
- George Sullivan
- R. Jeana Warren

Guests:

- James (Jim) A. Cesarano, Program Analyst, Wage & Investment, Single Point of Contact
- Tammy Mitchell, Program Owner Representative, Wage & Investment
- Amelia Dalton, Program Owner Representative, Wage & Investment

Welcome and Announcements/Roll Call

Vice-Chair C. Morgan Edwards began meeting on behalf of Chairperson Phil Bryant since Chair Bryant had a legislative commitment that ran over in time. (Chair Bryant joined the committee during the course of the meeting.)

Note taker De Jesus took the roll call; quorum of 11 (at least 10 committee members) present was met.



Review/Approve Minutes of December 18, 2002

Motion to accept minutes were made by Committee Member Tom Seuntjens, and motion was second by Robin Gausebeck, upon one correction being made on Page 3. (Correction noted)

Topic of Meeting

Details for the face-to-face meeting- Designated Federal Official, DFO, Chavez informed every one of the plans being made for the forthcoming face-to-face meeting in Austin, Texas, on Friday, February 21, 2003. One of the agenda items would be to visit the local Service Center and witness the processing of Notices. Travel days will be Thursday, February 20th and Saturday, February 22nd. Lodging reservations will be required for 2 nights.

Tour of the Service Center is scheduled for 9am on February 21st.

DFO also shared that she would be issuing via email a "TAP Reservation Form" which needs to be filled out by those planning on attending and this form should be returned to Management Assistant Jenny Reyes, fax number (954) 423-7975.

Since government credit cards will not be issued, the staff needs each member's personal credit card in order to make lodging reservations. Members were advised not to send credit card information via email for security reasons; but to either call DFO Chavez or Management Assistant Reyes with this information. (Since Panel Member DiMartino had already sent his credit card information to Program Analyst De Jesus, it was agreed that DeJesus would share this information with DFO Chavez.)

A courtesy shuttle will be available from the Austin airport to the Homewood Suites Austin Hotel, located at 4143 Governor's Row, Austin, TX 78744, telephone number, 512-445-5050 512-445-5050 .

Possibility of subcommittees reconvening during the morning of Saturday, February 22nd, was discussed and it all depends on individual flight arrangements and availability to meet. The committee agreed that it was very important to use face-to-face time wisely.

Program Analyst Jim Cesarano shared his expectations with the committee on the breakdown of Notices by categories that will be worked by subcommittees. Mr. Cesarano explained the Dynamic Project Teams (DPT) and clarification on what the committee needed to concentrate on. A breakdown by volume will be made.

Action item: Cesarano will provide committee with a detailed list via DFO Chavez by email requesting volunteers prior to the meeting.

The committee extended an invitation to Program Analyst Cesarano, Andrea Law, and Program Owner Ann Gelineau to attend the Austin, Texas meeting. It was expressed that their participation would be greatly appreciated.

Mr. Cesarano also shared that it is a long process to change a notice. Things that can be changed now are like the wording. Clarification needs to be made concerning the wording or chart changes on a Notice.

Action item: DFO Chavez is to send out to all an updated list of sub-committee members.

Clarification was also made that there is a separate process for notices that result from electronic filing versus regular filing.

The internal form/process that is used to request a change is called a RIS, Request for Information.



Action item: Vice-Chair Edwards requested that he be provided with a flow chart.

The question arose if individual notices could be discussed; emphasis made on bringing taxpayer issues to the Area Committees. See if owners accept as a priority, then take to the Area Committee.

Sub-committee Report- No reports at this time.

New Business

How issues will be process is being worked on from the Area Committees, not the Issue Committees. Issues in general, need to be prioritized.

DFO Chavez shared with all that the TAP Business Cards are expected to arrive by February 1st as well as the Sprint Phone Calling Cards. Members are to let the staff know if these are not received within this timeframe.

Federal Register Notice for the Austin, Texas meeting has been processed.

Meeting Closing Remarks

Member Curtis Feese confirmed that the Notice Issue Committee will not be having a teleconference meeting on February 19th as previously scheduled. Another email will be going out reminding all of this change.

Chairperson Phil Bryant thanked Vice-Chair for filling in during his absence and brought teleconference call to an end.

Next meeting will be face-to-face in Austin, Texas, February 21, 2003.