



## 2015 Meeting Minutes Special Projects Committee

- November 5, 2015
- October 1, 2015
- September 3, 2015
- August 6, 2015
- July 2, 2015
- June 4, 2015
- May 7, 2015
- April 2, 2015
- March 5, 2015
- February 5, 2015
- January 12-13, 2015

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### Special Projects Committee Taxpayer Advocacy Panel (TAP) Meeting Minutes November 5, 2015

#### Designated Federal Officer

- Susan Jimerson, Designated Federal Officer

#### Attendance

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Elizabeth Chaney  | Lansing, MI         | Member     |
| • Kirk Chartier     | Atlanta, GA         | Member     |
| • Nancy Dery        | Sanbornville, NH    | Chair      |
| • Francesca Hary    | Riverside, OH       | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Sophia Sakoff     | Turner, OR          | Member     |

#### Members Absent

- |                  |                 |        |
|------------------|-----------------|--------|
| • Jamelda Fulton | Greenville, MS  | Member |
| • Paul Lubell    | Catonsville, MD | Member |
| • Merry Mattson  | Saint Paul, MN  | Member |
| • Michael Swartz | Austin, TX      | Member |

#### Staff

- Sheila Andrews, TAP Director
- Susan Jimerson, Designated Federal Officer (DFO)



- Kimberly Vinci, TAP Analyst
- Annie Gold, TAP Secretary/Administrative Assistant
- Debby Awalt, W&I Customer Accounts Program Analyst
- Johnnie Beale, W&I S&F Senior Tax Analyst
- Andrew Bell, W&I Senior Tax Analyst
- Tamikio Bohler, W&I S&F Mgmt. Program Analyst
- Andrew Crabb, SME Internal Revenue Agent
- Cindy Jones, W&I Supervisory Program Analyst
- Debby Scott, W&I Tax Analyst

### **Roll Call**

Annie Gold took roll call. Quorum was met.

### **Public Input**

None

### **Opening/Welcome**

Susan Jimerson welcomed everyone to the meeting. This is the last meeting for TAP year 2015. She stated it has been a pleasure to serve as the DFO for the committee. Because this was the first year for Special Projects committee, there have been challenges in determining the best things to work on. There are two referrals that will be presented to the Joint Committee (JC) on November 25, 2015. The JC meeting is for 1.5 hours. There will be referrals from other committees as well as from Special Projects committee. The meeting will be held at 10:00am PST, and is open to the public. Members are encouraged to sit in on the call. If anyone needs to obtain the call-in information, reach out to Kim Vinci or Susan Jimerson and they will forward the information. For the returning members who plan to remain with the Special Projects committee, the Face to Face meeting is tentatively scheduled:

- January 13, 2015 – All Day Member Training Session
- January 14, 2015 – All day Project Committee 8 a.m. to 4:30 p.m., CST
- January 15, 2015 – Half day 8 a.m. to Noon, CST

The meeting location is currently scheduled for Albuquerque, NM, but it has not been finalized. Final decisions will be sent by email in December. Annie Gold will be contacting members in December to secure travel arrangements for the Face to Face meeting. The New Member list for the TAP year 2016 will be going out soon.

If there are any updates to member addresses, emails or telephone numbers, please let the staff know so that all information can be provided as it comes available.



Returning members are asked to keep track of all December Outreach activities and any TAP work.

Vinci will send out an email to everyone with her and Jimerson's contact information, should anyone have questions and need a response back before the Face to Face meeting.

Congratulations to the following members who are retiring off the Panel: Nancy Dery, Kirk Chartier, Pat Dosedall and Mike Swartz. Thank you goes out to everyone for your input and time dedicated to the TAP.

A review of the Agenda was shared with the committee.

Sheila Andrews began by recognizing the retiring members; Nancy Dery, Kirk Chartier, Pat Dosedall and Mike Swartz with appreciation for all of their service over the past three years. A Presidential award has been recommended for each of the retiring members.

The new elections process for the Chair and Vice Chair is going well. Members are encouraged to submit names if interested. There will be a meet the candidates' session on Thursday, November 12, 2015, at 4:00pm to 5:00pm EST. The invite information will be shared upon request if it has not been received.

Otis Simpson sent out an email with three responses needed:

Are there any returning members who may be interested and willing to

- Serve as a mentor?
- Be an instructor for the Face to Face or reviewer of the training material?

Please send your first, second and third choice of preferred project committee for next year.

The Face to Face meeting locations have been tentatively set for

- Special Projects and Tax Forms and Publications will be going to Albuquerque, NM.
- Taxpayer Communications and the Notices and Correspondence will be going to Jacksonville, FL.
- Toll Free and Taxpayer Assistance Center will go to Oklahoma City.

Andrews expressed her appreciation to all members for their dedications and hard work.

### **Chair Report**



Nancy Dery expressed thank you to the full committee for all the hard work and research that has been done for the year. The Joint Committee (JC) has been very busy. There are a total of twenty (20) referrals being reviewed by the JC. They will vote on them at the meeting on November 25, 2015.

Vinci stated both Quality of Service and the International referrals are with the JC Analyst and will be going to the JC for review.

### **Member of Public**

None

### **Approval of Minutes**

Minutes approved for October as submitted.

### **International Update**

Shelby Lyon stated the committee is starting to write referrals on new issues that will roll over into next year. The issues deal with communication to taxpayers living abroad, getting information to taxpayers and response time and electronic communications. Taxpayers living abroad do not have easy access to IRS that is not so expensive. The committee will be making recommendations on how to provide services to the Taxpayers other than having them communicate over the telephone. Questions on whether or not emails are available will be looked at. Some questions on getting Social Security numbers were discussed. Thank you to everyone on the committee.

### **Identity Theft**

Elizabeth Chaney stated the committee met on November 4, 2015. Andrew Hughey and Jim Weaver from Online Services (OLS) attended the meeting. There was a discussion about the committee working with OLS to test user ability for new IRS applications. IRS is working to improve security. Currently private companies are serving as testers. The committee believes they could help with the testing. During the call with OCS, Vinci provided an overview of TAP and what TAP does. Each member also shared their background and expertise. There are projects coming available in mid-2016, where the committee's services could be useful. Vinci will be the point of contact.

Two items will be placed in the Parking Lot for the Identity Theft subcommittee to begin work on next year:

- Issue 29415, ID Pin Issue
- Issue 32488, Common Access Card for ID purposes

### **Quality of Service**

Dery provided an update in Paul Lubell's absence. Dery sat in on the call yesterday to move the referral that came back from legal. It is now on its way to the JC.



### **Outreach**

Cathy Jeppson stated the report on Outreach is the same as before. Members who are not turning in the reports are not participating. Members turning them in are participating. Jimerson stated a copy of the report goes to her. This will be one of the discussions held at the Face to Face on a strategy to get members to participate.

### **Internal Communications Committee**

Dery stated Internal Communications met last month. The Speak up Brochures and the Pocket Guide will both go out for printing. It will include the Pocket Guide in the Handbook. The Toolkit has been completely updated. A lot of work was done on the Toolkit. It will be reviewed every two years. When doing outreach, success stories can be shared. The brochures should be ready for handout next year for any outreach activities. Encouragement was shared to participate on different committees for the experience. Good luck and best wishes to everyone.

### **Office Input**

Vinci will send out

- Contact information for her and Jimerson to everyone.
- Members to send information to Cathy Jeppson for Outreach participation.

Congratulations to the members retiring.

The Staff is looking forward to working with everyone next year.

Jimerson expressed appreciation and thank you to the IRS Staff for participating on the Committee and helping make improvements.

### **Closing**

Jimerson officially closed the meeting.

**Next meeting Face to Face January 2016**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
October 1, 2015**

**Designated Federal Officer**

- Sheila Andrews, Acting Designated Federal Officer

**Attendance**

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Nancy Dery        | Sanbornville, NH    | Chair      |
| • Francesca Hary    | Riverside, OH       | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Paul Lubell       | Catonsville, MD     | Member     |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Merry Mattson     | Saint Paul, MN      | Member     |
| • Michael Swartz    | Austin, TX          | Member     |

**Members Absent**

- |                     |                |        |
|---------------------|----------------|--------|
| • Elizabeth Chaney  | Lansing, MI    | Member |
| • Kirk Chartier     | Atlanta, GA    | Member |
| • Jamelda Fulton    | Greenville, MS | Member |
| • Sophia Sakoff     | Turner, OR     | Member |
| • Patricia Dosedall | Huntsville, AL | Member |

**Staff**

- Sheila Andrews, TAP Director
- Debby Awalt, W&I Customer Accounts Program Analyst
- Johnnie Beale, W&I S&F Senior Tax Analyst
- Andrew Bell, W&I Senior Tax Analyst
- Tamikio Bohler, W&I S&F Mgmt. Program Analyst
- Andrew Crabb, SME Internal Revenue Agent
- Annie Gold, TAP Secretary/Administrative Assistant
- Susan Jimerson, Designated Federal Officer
- Cindy Jones, W&I Supervisory Program Analyst
- Debby Scott, W&I Tax Analyst
- Kimberly Vinci, TAP Analyst

**Roll Call**

Annie Gold took roll call. Quorum was met.

Allan Goldberg, representing the TAC Committee attended the meeting.

**Public Input**

None

### **Opening/Welcome**

Sheila Andrews welcomed everyone to the meeting. Susan Jimerson could not be on the call today. The committee was reminded of one full committee meeting remaining after today's meeting, to conduct business. The Staff is available to assist if needed. Information will be going out with solicitations for returning members to work on the Face-to-Face meeting next year and for anyone interested in becoming a TAP Chair or Vice Chair. Appreciation goes out to everyone for all the dedication and hard work being done during the busy season trying to finalize all the work. Andrews assured Shelby Lyon she is working the issue for International travel to attend the Face-to-Face meeting.

### **Chair Report**

Nancy Dery stated the Joint Committee (JC) met on September 30, 2015. They reviewed three referrals and passed them on. Nancy informed the JC a referral would be coming from the International and Quality of Service sub-committees will go through the next two stages before going to the JC. Things are being wrapped up and prepared for the next TAP member group coming in.

### **Member of Public**

None

### **Approval of Minutes**

Minutes approved with revisions for September.

- Under the International Committee, the sub-committee is looking to bring back Form 4732 should be noted in the third line.
- Under Quality of Service, it should state in the sixth line, a three question questionnaire or a three item questionnaire.

Vinci will make changes to the minutes.

### **International Update**

Shelby Lyon began by reviewing and discussing comments on the referral with the full committee. The Sub-committee would like to have a more detailed explanation for a better clarification on Taxpayers obligations and more resources available to obtain the information needed. Andrew Crabb pointed out at the top of the referral under Project statement, in the second sentence - only US citizens are included. US lawful permanent residents living abroad are taxed just as US citizens and should be added. A resident Alien can be considered a US lawful permanent resident or one who has resided long enough within the United States. Shelby asked if TAS was limited to US citizens. Andrews suggested although ITINs are something that is dealt with, information is private and not just limited to US citizens. Research will be done to see if expansion out further would be done but for now, continuing with US citizens living abroad.

**Decision: Full committee consensus approved with changes, Shelby will reword the referral and forward to Vinci who will forward to SA and Attorney Advisor.**

### Identity Theft

Paul Lubell reported for Elizabeth Chaney. The committee met on September 2, 2015 and will meet again on October 7, 2015.

### Quality of Service

Paul Lubell stated a copy of the latest version of the referral form written on September 8, 2015 was shared with the committee. The Quality of Service Sub-committee has been working on the referral for a month or so. The discussion was open to the full committee for feedback. The Sub-committee wants approval from the full committee to move forward.

A brief synopsis was shared on the referrals. The Sub-committee is looking at ways to improve the system with allowances for compliments and complaints. There were five steps proposed via a solution.

1. Have the Customer Service Representative (CSR) repeat their name and badge ID number at the conclusion of the call.
2. Add drop down box both to the IRS Website for “Compliments and Complaints” to give directions to Taxpayers direction.
3. Include a message for people on “Hold” waiting to talk with someone. The message would prompt the caller to document the name and ID.
4. Offer Taxpayer the option to participate in a short survey.
5. Collect statistics on compliments and complaints to see if incidents were resolved.
- 6.

**Decision: Full committee consensus approved with changes. Paul will send a revised referral to Vinci. Vinci stated it will go to the SA and Attorney Advisor.**

### Screening Committee

Recommendations approved by Consensus

- Issue 33253 – SSN Sharing under FATCA to Financial Institutions.  
**Action:** Drop – Legislative.
- Issue 33290 – TAS Complaint.  
**Action:** Drop – Individual Issue.
- Issue 33383 – Refunds: Send out Later in Year to Avoid Fraud.  
**Action:** Drop - Legislative.
- Issue 33387 – Penalty Letter Received for Owing Small Amount.  
**Action:** Transfer to Notices and Correspondence.
- Issue 29415 – Return Processing: Issue PINS Yearly to ID Theft Victims.  
**Action:** Keep in committee and associate with Identity Theft Sub-committee issue.
- Issue 29423 – Third Party Return Prep, Online Power of Attorney.  
**Action:** Place in Parking Lot.
- Issue 31977 – Return Processing: Quicker Refunds Needed.  
**Action:** Drop Legislative.
- Issue 32269 – Identity Theft: Flag Return for Paper Return Only.



**Action:** Drop – Legislative.

- Issue 32488 – Smart Card Digital Signature for Return Submission.  
**Action:** Keep in committee and refer to Identity Theft Sub- committee.

### **Outreach**

Cathy Jeppson stated there are still some members who have not completed their Activity report for September. Everyone was reminded to submit them as soon as possible. Jeppson asked if Vinci would request from Kudiratu Usman a copy of the report be shared with the full committee. They would like a blank activity report so they can add more lines.

### **Internal Communications Committee**

Nancy stated the report for Internal Communications will be presented at the next month's meeting.

Vinci asked if the International Referral is approved once suggested changes are made. Nancy called for a vote. The referral was voted on and approved by committee.

Vinci confirmed with the group that the Quality of Service is approved pending Paul's changes. Nancy called for a vote. The referral was voted on and approved by committee.

**Decision: Full Committee Consensus approved to move forward with both referrals.**

### **Office Input**

Kim Vinci will:

- Forward updated referrals once received to Systemic Advocacy and to the Attorney Advisors.
- Ask Kudiratu Usman for a copy of the activity report and forward to the full committee

### **Closing**

Vinci officially closed the meeting.

**Next meeting November 5, 2015, at 2 p.m. – 3 p.m. EST.**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
September 3, 2015**

**Designated Federal Officer**

- Susan Jimerson, Designated Federal Officer

**Attendance**

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Elizabeth Chaney  | Lansing, MI         | Member     |
| • Nancy Dery        | Sanbornville, NH    | Chair      |
| • Francesca Hary    | Riverside, OH       | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Paul Lubell       | Catonsville, MD     | Member     |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Merry Mattson     | Saint Paul, MN      | Member     |

**Members Absent**

- |                  |                |        |
|------------------|----------------|--------|
| • Kirk Chartier  | Atlanta, GA    | Member |
| • Jamelda Fulton | Greenville, MS | Member |
| • Sophia Sakoff  | Turner, OR     | Member |
| • Michael Swartz | Austin, TX     | Member |

**Staff**

- Sheila Andrews, TAP Director
- Debby Awalt, W&I Customer Accounts Program Analyst
- Johnnie Beale, W&I S&F Senior Tax Analyst
- Andrew Bell, W&I Senior Tax Analyst
- Tamikio Bohler, W&I S&F Mgmt. Program Analyst
- Andrew Crabb, SME Internal Revenue Agent
- Annie Gold, TAP Secretary/Administrative Assistant
- Cindy Jones, W&I Supervisory Program Analyst
- Debby Scott, W&I Tax Analyst
- Kimberly Vinci, TAP Analyst

**Roll Call**

Annie Gold took roll call. Quorum was met.

**Public Input**

None



### **Opening/Welcome**

Susan Jimerson welcomed everyone to the meeting. A brief review of the agenda was shared. There are two full committee meetings remaining before the TAP year ends. Members of the committee were advised, while finalizing referrals, to consider the process. Once the referrals are drafted the following steps must be completed:

- Internal quality review
- Full committee reviews and approve
- SA Analyst for review
- Attorney Advisor review
- Joint Committee (JC) for approval

Jimerson indicated that we need to tie up any loose ends prior to the end of the TAP year. All referrals that are anticipated for the JC should be ready for the full committee's review by the next month's meeting. There are two more JC calls: one at the end of October and the final meeting at the end of November.

Sheila Andrews stated the JC chairs agreed to strategically plan for the TAP member's face to face meetings. To try and help with the money, it was agreed to go with a set date each year. The second week in January was determined to be the week for face to face meetings. Everyone was encouraged to mark their calendars. Thank you to everyone who participated in the testing for the Affordable Care Act (ACA) Calculator. The results have all been submitted. The person who does the calculator stated a lot of tweaks have been made because of member participation. There will be information coming out within the next week on the election of the chair and vice chair for the Joint Committee. There will be a separate session prior to the election to discuss the positions of the chair and vice chair. Shelby Lyon's request to attend the face to face meeting is being discussed. Andrews will provide the decision when it has been made.

### **Chair Report**

Nancy Dery stated that due to all the budgets cuts, December is no longer an option to have the face to face meetings. The JC decided to make a determination as to when would be a better time. They decided the second week in January was the best option. First and Second year members are encouraged to have their calendars as open as possible during that week. It will be a two and a half day meeting. It could be at the beginning or end of the week. The location is dependent upon the budget. It was suggested this information be shared with the applicants at the beginning of the interview. This could cut down on any conflicting issues.

The face-to-face is the best time to meet and greet each other. Members will be asked if they have volunteer associations they are currently working with. It would be good for outreach opportunities. The committee chairs have been



reaching out to members who have not been participating to try and get them back on board. If there are not enough members in attendance, quorum cannot be met. If members cannot make their commitments they will be asked to resign. Now is a good time to get ideas for new issues. Thank you to everyone for all the hard work being done. The referrals look good.

### **Member of Public**

None

### **Approval of Minutes**

Minutes approved as submitted for August.

### **International Update**

Shelby Lyon stated the subcommittee has been busy working on the referral with some final corrections from the last call. It is moving to the next stage. The subcommittee is looking at bringing back Publication 4732 or to have a similar publication made. This is being looked at in more detail and is mentioned in the referral. They are also looking at a way for taxpayers to contact the Internal Revenue Service without having to spend a lot of money. It is really expensive to sit on the phone for long periods of time. They are looking at possibly having the taxpayers have online access but this would involve some security put in place.

### **Identity Theft**

Elizabeth Chaney stated the committee had a good meeting on September 2, 2015. A Subject Matter Expert (SME) from Identity Theft participated on the call and it was very helpful to the committee. Four questions were given to them prior to the meeting. Two were answered in writing and two verbal. The SME shared good information on their options. Chaney reviewed the questions that were submitted to the SME with the full committee. Taxpayer Advocacy Panel members will be helping with the testing of the security protocol. They believe this is progress. Clarification was shared on ID PIN test pilot. There was a low response to the ID PIN. They will be working on an option to opt out of the ID PIN.

### **Quality of Service**

Paul Lubell stated the Quality of Service subcommittee met on August 24, 2015. The latest rewrite is reading better and valuable contributions from committee members are being shared with the subcommittee. Additional comments were received from Allan Goldberg will be incorporated into the next revision. A four page Toll Free Questionnaire from the vendor was shared with the subcommittee by Kim Vinci. The subcommittee has a three item questionnaire that they are discussing to see if it should be expanded to include some of the information from Vinci. She also provided some information on phone calls statistics. Lubell encouraged the full committee to review the handouts and provide feedback. The



next meeting will be September 28, 2015. This will be a full week of committee meetings.

### **Outreach**

Catherine Jeppson stated she received some of the members' reports. An update was sent to Andrew VanSingel, who is trying to decide on what to do about the members who are not participating. Jimerson added this is a work in progress.

- Jeppson shared information on the tax forum she participated in that was held in San Diego, CA. She received over twenty comments. She shared nine of them with Jimerson. A lot of people were shown where to go online. It was an enjoyable experience. There was a large TAP banner on display. People were coming over to find out about TAP. The only suggestion for improvements was to go into the concession area. The booths were set up and everyone was nice. Jeppson will forward to Jimerson the remaining comments.

### **Internal Communications Committee**

Dery stated the TAP Pocket Guide and the TAP Brochure have been sent for approval. They are waiting to hear back on it. The toolkit is almost complete. A few recommendations to change some things will be shared on the next call. They are looking at what will be passed onto the committee for 2016.

### **Office Input**

**Action Items:** Vinci informed Lyon of the status of the international referral. The Internal Revenue Service stated the publication is obsolete and no further revision will be done because it is online.

- Jeppson will send a list to Vinci of members needing to turn in their Outreach Reports for August.
- Any items needing further research should be sent to TAP Staff.

### **Closing**

Susan Jimerson officially closed the meeting.

**Next meeting October 1, 2015**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
August 6, 2015**

**Designated Federal Officer**

- Sheila Andrews, Acting Designated Federal Officer

**Attendance**

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Elizabeth Chaney  | Lansing, MI         | Member     |
| • Francesca Hary    | Riverside, OH       | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Paul Lubell       | Catonsville, MD     | Member     |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Sophia Sakoff     | Turner, OR          | Member     |
| • Michael Swartz    | Austin, TX          | Member     |

**Members Absent**

- |                  |                  |        |
|------------------|------------------|--------|
| • Kirk Chartier  | Atlanta, GA      | Member |
| • Nancy Dery     | Sanbornville, NH | Chair  |
| • Jamelda Fulton | Greenville, MS   | Member |
| • Merry Mattson  | Saint Paul, MN   | Member |

**Staff**

- Sheila Andrews, TAP Director
- Kimberly Vinci, TAP Analyst
- Annie Gold, TAP Secretary/Administrative Assistant
- Debby Awalt, W&I Customer Accounts Program Analyst
- Johnnie Beale, W&I S&F Senior Tax Analyst
- Andrew Bell, W&I Senior Tax Analyst
- Tamikio Bohler, W&I S&F Mgmt. Program Analyst
- Andrew Crabb, SME Internal Revenue Agent
- Cindy Jones, W&I Supervisory Program Analyst
- Debby Scott, W&I Tax Analyst
- Skippy Nguyen, Cybersecurity
- Paul Wight, W&I

**Roll Call**

Annie Gold took roll, quorum was met.

**Public Input**

None



### **Opening/Welcome**

Sheila Andrews welcomed everyone to the meeting. Susan Jimerson was not able to be on the call due to travel status. The Joint Committee (JC) held their face to face meeting last week. Nancy Dery represented the Special Projects Committee well. During the meeting:

- Discussions were held on the different projects, activities and things going on.
- Reports were shared from the each of the projects.
- The budget is going to play a large factor in the planning the face to face. A continual resolution is possible again this year. A possible strategic planning should be done for the next year.
- The planning for the committees Face to Face meetings have begun. The second week in January was proposed by the Joint Committee. Members are encouraged to plan around this time on your calendars. The locations and monies needed are being looked into. There will be more information provided in the near future.
- The Federal Advisory Committee Act (FACA) is an area the JC is looking to add to the agenda.

Recognition was shared with the subcommittee members who have worked so hard on the referral dealing with identity theft only to find out that IRS is currently working a referral on ID Theft. This is disappointing because the members have worked diligently on this issue. Andrews assured the committee, the system is working and the subcommittee's efforts are recognized.

### **Chair Report**

Catherine Jeppson stated Nancy Dery is on her way back from the JC face to face meeting and will be sharing information during next month's call.

### **Member of Public**

None

### **Approval of Minutes**

Minutes approved as submitted for July.

### **International Update**

Shelby Lyon stated the subcommittee has been busy working on the referral and some revisions that should be finish within a day or two. It will be forwarded on at that time. They are looking into revising an old publication that is within the criteria of this committee that is currently outdated. Lyon is also conducting research on possible future referrals.

### **Identity Theft**

Elizabeth Chaney stated the committee met on August 5, 2015. They discussed the issue on ID Theft Bot detection. The subcommittee will be meeting with a representative from IRS during the September meeting to get further information on what has been done in this area. The IRS stated they have addressed the issue. Questions are being prepared to present to the representative during the meeting. A letter was received from Robert Wunderle, who is a Director at the La Posada, ID Tax Clinic. One of his clients received a LTR 239C, Personal Identifiable (Pin) number. There were two issues stated one was forwarded to the Taxpayer Communications Committee to respond to the question about the issuance of ID Pins and the current requirements. It appeared an ID theft person received the taxpayer's PIN. More research will be done for further clarification.

The committee is waiting for a Subject Matter Expert (SME) to address an issue on debit cards being used by identity thieves where an Automated Clearing House (ACH) payment taxpayer is suddenly requesting that their refunds be issued using a debit card.

### **Quality of Service**

Paul Lubell stated the Quality of Service Committee's had a meeting on July 20, 2015. It was a productive meeting. Jenny O'Connor from the IRS call-site, was on the call. The subcommittee discussed:

- Calls can be retrieved more easily if the employee badge number is known.
- Communications skills were provided from the IRM.
- Provided a spreadsheet with Quality Review questions used by managers to properly conduct calls or instruct employees.
- Next meeting on August 24, 2015, will look at having employee reiterate their name and badge numbers at the end of a call.
- Add directions to the website on how to file a complaint.
- Collect metrics or statistics on complaints to get an idea of whether or not programs in place are working.
- When taxpayers are waiting on the phone to get through, add a reminder to record employee's ID name and badge number.

### **Outreach**

Catherine Jeppson opened the conversation to anyone who wanted to share information on their outreach activities since the last meeting.

- Paul Lubell shared he spent two days with Shirley Zu who is the Virginia TAP representative at the IRS Tax Forum, at National Harbor, MD. Taxpayers were encouraged to give the Outreach forms directly to him





instead of mailing to the Brooklyn office. A couple were received and forwarded to Vinci.

### **Screening Committee Report**

Jeppson stated Vinci sent out recommendations for review. Everyone should have received them.

Chaney stated the Screening Subcommittee met on July 21, 2015. A total of nine issues were received. Six of the issues were dropped. Andrews added issues come in that may be beyond the scope of TAP. Once an issue has been verified on whether or not it is an issue, TAP is or is not able to address, it will be given to a committee to be worked and/or forwarded to another area. If it is legislative TAP Staff will let the committee know. Chaney shared an overview of the issues that were dropped during the July meeting and why the full committee decision was made to drop each of them. Andrews added issues are reviewed prior to going to the Screening Committee. If it is under the purview of TAP, a decision will be made as to which committee will address the issue. It could be more than one committee addressing the issue. Screening report will be submitted as a pre-read for the September meeting.

**Decision:** Consensus the Screening Committee will review issues prior to the committee meeting and will issue a report detailing the issues and the recommendations. The full committee will vote to accept or drop at the full committee meetings.

### **Internal Communications Committee**

Jeppson stated the Internal Communications committee is in the process of submitting the final revision of the TAP Pocket Guide and the TAP Brochure. It should be ready and printed by the end of the year. They are working on updating the Outreach Toolkit. They are asking for any new suggestions to be worked on and if anyone has any ideas please share them with Jeppson, Vinci and or Jimerson.

### **Office Input**

#### **Action Items:**

- Secure IRS person to answer questions on the Bot Detection and the ACH Credit Card, and ID PIN issue during the next committee meeting on September 2, 2015 from 2:00pm to 3:00pm, EST.
- Research to find if there are any old or closed international issues for Lyon.
- Send any specific questions to Vinci to coordinate with Debby Awalt prior September 2, 2015. Also forward to each committee member as a FYI.

All calls are open to the public and the dial in number (888) 331-8226 with the access code is ok to be shared with the members of the public. Any presentations



to be offered by the public are to be shared ahead of time in order to add it to the agenda for the full committee meetings.

**Closing**

Sheila Andrews officially closed the meeting.

**Next meeting September 3, 2015**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
July 2, 2015**

**Designated Federal Officer**

- Susan Jimerson, Designated Federal Officer

**Attendance**

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Elizabeth Chaney  | Lansing, MI         | Member     |
| • Kirk Chartier     | Atlanta, GA         | Member     |
| • Nancy Dery        | Sanbornville, NH    | Chair      |
| • Jamelda Fulton    | Greenville, MS      | Member     |
| • Francesca Hary    | Riverside, OH       | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Paul Lubell       | Catonsville, MD     | Member     |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Merry Mattson     | Saint Paul, MN      | Member     |
| • Michael Swartz    | Austin, TX          | Member     |

**Members Absent**

- |                    |                 |        |
|--------------------|-----------------|--------|
| • Patricia Dosdall | Huntsville, AL  | Member |
| • Samuel Kindred   | Westerville, OH | Member |
| • Sophia Sakoff    | Turner, OR      | Member |

**Staff**

- Sheila Andrews, TAP Director
- Johnnie Beale, W&I S&F Senior Tax Analyst
- Andrew Bell, W&I Senior Tax Analyst
- Tamikio Bohler, W&I S&F Mgmt. Program Analyst
- Andrew Crabb, SME Internal Revenue Agent
- Annie Gold, TAP Secretary/Administrative Assistant
- Cindy Jones, W&I Supervisory Program Analyst
- Debby Scott, W&I Tax Analyst
- Janice Spinks, TAP Analyst
- Kimberly Vinci, TAP Analyst

**Roll Call**

Annie Gold took roll, quorum was met.

**Public Input**

None



### **Opening/Welcome**

Susan Jimerson welcomed everyone to the meeting. A review of the agenda was shared. The interviews are being finished on this week. There were a lot of very qualified candidates. The staff is in the process of determining who in the package will be forwarded for selection. The season for the Tax Forums is coming up. All participants have been contacted and their travel arrangements are being made. The Joint Committee (JC) meeting is scheduled for the week of August 3, 2015. A few items are being finalized for the Annual Report which is expected to go to publishing in the next couple weeks. Sheila Andrews expressed thank you to everyone for all the hard work being done.

### **Chair Report**

Catherine Jeppson stated the JC was informed the applicant pool for TAP has significantly improved this year. Member participation in the interview process was enjoyable. Candidates were very good. The JC received concerns on members not participating or being in attendance on committee meetings and not having quorum. Committees have been reaching out to inactive members for involvement. Most of the members have been contacted and most of the issues have been resolved. Four committees sent referrals to the Joint Committee. They all were rejected and sent back for rewrite. Committees are encouraged to review the finished referrals with a fine tooth comb prior to elevating. Make sure grammar, punctuation and spelling are correct.

### **Member of Public**

None

### **Approval of Minutes**

Minutes approved with corrections added for June.

### **International Update**

Shelby Lyon stated the focus has been on trying to get the current referrals out. There are a lot of people who are dual citizens and don't know tax obligations. The referral will be on how to reach out to them that just don't know. There were other issues that came out of this. The databook provides information that goes on the IRS website that gives information on the last year's tax information. The Preparers may not fully understand the law as it pertains to preparing international tax returns.

### **Identity Theft**

Elizabeth Chaney stated the committee had two meetings. One was held on June 18, 2015 and the other one on July 1, 2015. They are making great progress putting the issues together for the Get Transcript System. Discussion was held on barriers and benefits and will continue to work on it. The committee anticipates having more updates for next month's meeting.



### **Quality of Service**

Paul Lubell stated the Quality of Service Committee's first meeting was held on June 17, 2015. The name for the subcommittee was accepted and thank you expressed to Jimerson for the name recommendation. Allan Goldberg attended the meeting as a guest. He prepared a sample referral outlining two possible scenarios for a solution. This was the starting point for deliberations.

- Combine the recommendation into the mandate Bill of Rights, Article 2.
- Allow for compliments and commendations as well as complaints.
- A means by which the taxpayers are notified.
- A way to connect responding employee badge number with their supervisor.
- What constitutes a 1203 violation that is handled by Treasury Inspector General for Tax Administration (TIGTA)?

The committee had another meeting on June 29, 2015. It was decided the next meeting would be on July 20, 2015. Vinci will ensure a manager from a call center will be available during the next call.

### **Outreach**

Catherine Jeppson stated everyone should have reviewed the power point and have submitted their Activity Reports on time. The report gives information on what is being done within the committees and what is being done outside the committees. It also gives information on any outreach activities done by TAP.

- Lyon shared she has been using social media to reach out to Americans abroad. A lot of information is available through the media and responding is flexible. She is working with abroad groups to speak at their events and embassies.
- Chaney shared she has been going out with the Local Taxpayer Advocate (LTA) to find out what they are doing. She met with a Certified Public Accountant (CPA) group out of Troy, Michigan, where she presented a power point on TAP and shared the recruitment process. In the near future she will be sharing the power point with taxpayers in Detroit. She will forward a copy of the power point to the committee.
- Lubell shared he volunteered to assist at the National Harbor Tax Forum. There will be a briefing conference call set up with Otis Simpson by Monday, July 6, 2015. Representatives will be there from IRS to provide supplies. Members attending for the first time are paired up with members who have participated in the forums. Jimerson will make sure members are prepared for the tax forum.

### **Screening Committee Report**

Jeppson stated the action item from last month's meeting was issue 32767 to add Safari, the Apple web browser to the E-file system. The Screening Committee drafted a response and submitted it to Special Projects. Chaney will send email out as soon as possible. Jimerson added clarification the issue was



submitted by a taxpayer on the Safari browser. It was decided to drop this issue and Chaney would prepare the response to the submitter letting them know TAP would not be working this issue.

Elizabeth Chaney will send out response letters to the submitters on the following

- Issue 32614, Return Processing Time
- Issue 32692, E-file Security Questions
- Issue 32767, E-File, Include Apple, an Apple Web Browser
- Issue 32789, AGI (1040) Request

### **Internal Communications Committee**

Nancy Dery stated the TAP pocket guide and brochure will have some revisions but will be ready for review by the next meeting.

### **Office Input**

Anything needed call or email Kim Vinci or Susan Jimerson.

### **Closing**

Susan Jimerson officially closed the meeting.

**Next meeting August 6, 2015**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
June 4, 2015**

**Designated Federal Officer**

- Susan Jimerson, Designated Federal Officer

**Attendance**

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Elizabeth Chaney  | Lansing, MI         | Member     |
| • Kirk Chartier     | Atlanta, GA         | Member     |
| • Nancy Dery        | Sanbornville, NH    | Chair      |
| • Francesca Hary    | Riverside, OH       | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Paul Lubell       | Catonsville, MD     | Member     |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Michael Swartz    | Austin, TX          | Member     |

**Members Absent**

- |                     |                 |        |
|---------------------|-----------------|--------|
| • Patricia Dossdall | Huntsville, AL  | Member |
| • Jamelda Fulton    | Greenville, MS  | Member |
| • Samuel Kindred    | Westerville, OH | Member |
| • Merry Mattson     | Saint Paul, MN  | Member |
| • Sophia Sakoff     | Turner, OR      | Member |

**Staff**

- Sheila Andrews, TAP Director
- Kimberly Vinci, TAP Analyst
- Janice Spinks, TAP Analyst
- Teresa Cook, TAP Analyst
- Annie Gold, TAP Secretary/Administrative Assistant
- Tamikio Bohler, W&I S&F Mgmt. Program Analyst
- Johnnie Beale, W&I S&F Senior Tax Analyst
- Andrew Crabb, SME Internal Revenue Agent
- Andrew Bell, W&I Senior Tax Analyst
- Debby Scott, W&I Tax Analyst

**Roll Call**

Annie Gold took roll call, quorum was met.

**Public Input**

None



### **Opening/Welcome**

Susan Jimerson welcomed everyone to the meeting with a review of the agenda. The TAP staff is currently in the process of conducting interviews for new members and alternates for TAP year 2016. Invites have been sent to current members for participation in the interview process. Thank you to the ones who have already been a part of the process. The TAP year closes out at the end of November. Members are encouraged to begin compiling ideas into recommendations and put together the referrals in order to get them into the system. They would have to go through Quality and Review process; Screening committee, the external check with Systemic Advocacy Analyst and the Attorney advisor review before it goes to the Joint Committee (JC). Committees are advised not to wait too long before getting their draft recommendations completed. The JC's last session for this TAP year is in November. Sheila Andrews expressed thank you to everyone for all of the hard work done. She has sat in on all of the committees and knows how hard everyone has been working.

### **Chair Report**

Nancy Dery stated she attended the last JC meeting. All the committees are very active and getting their referrals in. There were two referrals that came in from the Toll Free committee. They were returned to the committee to re-word some of the issues and work on one other item that was put in for recommendation. The subcommittees are working really hard. The third subcommittee has not really done anything yet due to the need for specific information on it. Allan Goldberg has a write up completed on an issue that will be coming to the committee. He will sit in on the call to share as much input on the issue as he can.

One of the Action items from last month's meeting was to discuss the inactive members' participation. Contact was made with one member and the issue has been cleared up.

### **Member of Public**

None

### **Approval of Minutes**

Minutes approved with corrections for May:

- Remove reference to Shelby Lyon under the Internal Committee listed at the bottom of the minutes and place it in a more appropriate area. Possibly under the International subcommittee. Kim Vinci will follow up and make corrections.
- Not enough details in the minutes to determine what the subcommittee was set up for or should be called. Jimerson stated it is having an avenue for taxpayers to contact employees' managers or to have a forum when issues come up. Information will be sent out to the committee before the





next meeting. It was suggested to name the new subcommittee "Subcommittee C".

### **International Update**

Shelby Lyon stated she made a visit to the embassy. Some of the key items being looked at were to inform taxpayers of their obligations. Norway has a process where a reminder statement of obligation is included with the publications to the taxpayers. The Swiss Embassy said they would look into doing it as well. They also mentioned there was a central body that sends emails out to the taxpayers. Lyon is still waiting for contact information to be shared. This information will go into the referral. The draft referral has been started. It is anticipated to be completed by the next full committee meeting. Contact is still being made with her contact person in Paris to discuss the issue. The committee is moving to the next stage of the referral. During the last meeting, it was mentioned that some of the IRS staff may possibly bring ideas to the next meeting on how to work together.

### **Identity Theft**

There were three proposals being looked at after the IRS Subject Matter Expert (SME) provided answers to the subcommittees questions submitted in April. On one of these issues, the committee looked at Employer Identification Number (EIN) flags on W2 and 1099. Andrews provided helpful information on EIN flags. It was determined that the current IRS EIN flags meet the goal and this issue will not be pursued.

Jimerson volunteered to look into the IRS responses to the two pending TAP issues submitted November 2014 that this committee is following.

This committee went on talking about taxpayer transcripts incident that had happened in May 2015. The "Get Transcript" system was turned off by the IRS at that time and they are working to resolve the problem; this committee agreed to test the "Get Transcript" system after it is updated by the IRS.

After much discussion it was determined that the "Get Transcript" breach was an issue that we could participate in resolving. The completing automated touring system test to tell human and computers apart. This will be a write up referral. We will use a copy of the IRS Global Identity Theft Report that will provide statistical analysis of current prevention methods and theft issues.

Another referral came in and Vinci will provide more research information and a contact person. It involves the change in process when there is a change of address or the methods of payments whether a direct deposit or debit card could be used. Additional research will be done. There will be an additional meeting on June 18, 2015, at 1 p.m. EST to discuss further.



### **Outreach**

Catherine Jeppson stated she did not send out the reminder for May reporting. There are a few members not participating in their committees. They are not doing the work or reporting any hours. Jimerson added the charter states TAP can only have 75 members on the Panel. When there are members who are not participating or engaged in the process, there is a sequence we that must be followed before removal from the panel is considered. Each member is appointed by The Department of the Treasury. The process has to be reviewed and a determination would be decided to ask for resignation. Jeppson reminded each member to send their May Activity report to Theresa as soon as possible.

### **Screening Committee Report**

Chaney stated some of the letters and screening reports were received. There are no new issues for the month of May. The four issues from April are still being discussed. There will be a once a month meeting held by the committee during the third week of each month. Francisca Hary volunteered to be a part of this committee.

### **Internal Communications Committee**

Dery stated she received a memo stating the Pocket Guide is almost completed for TAP members. It is a guideline of what TAP is. The Annual Report has been separated out into an Ad Hoc committee. They are doing a newsletter and posting on [www.TAPSpace.org](http://www.TAPSpace.org) it will provide update information on each committee and what is being done. Clarification was provided on meeting quorum for committees and subcommittees. Subcommittee do not have quorum. It is based on the majority. Jimerson added the subcommittees are working meetings and are not open to the public. Andrews stated it is up to the subcommittee to determine how they will work the issues. There is no documented rule on how it should be run.

### **Action Item:**

- Subcommittees be prepared to give their reports
- Provide status on whether or not the letter for Issue 32767 has been sent to the submitter
- Have information ready to share to the full committee on the formation of the new Subcommittee C

### **Closing**

Susan Jimerson officially closed the meeting.

**Next meeting July 4, 2015**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
May 7, 2015**

**Designated Federal Officer**

- Susan Jimerson, Designated Federal Officer

**Attendance**

- |                     |                  |            |
|---------------------|------------------|------------|
| • Elizabeth Chaney  | Lansing, MI      | Member     |
| • Nancy Dery        | Sanbornville, NH | Chair      |
| • Jamelda Fulton    | Greenville, MS   | Member     |
| • Catherine Jeppson | Northridge, CA   | Vice-Chair |
| • Paul Lubell       | Catonsville, MD  | Member     |
| • Merry Mattson     | Saint Paul, MN   | Member     |
| • Sophia Sakoff     | Turner, OR       | Member     |
| • Michael Swartz    | Austin, TX       | Member     |

**Members Absent**

- |                     |                     |        |
|---------------------|---------------------|--------|
| • Kirk Chartier     | Atlanta, GA         | Member |
| • Patricia Dossdall | Huntsville, AL      | Member |
| • Francesca Hary    | Riverside, OH       | Member |
| • Shelby Lyon       | Geneva, Switzerland | Member |

**Staff**

- Sheila Andrews, TAP Director
- Kimberly Vinci, TAP Analyst
- Janice Spinks, TAP Analyst
- Teresa Cook, TAP Analyst
- Annie Gold, TAP Secretary/Administrative Assistant
- Tamikio Bohler, W&I S&F Mgmt. Program Analyst
- Johnnie Beale, W&I S&F Senior Tax Analyst

**Roll Call**

Annie Gold took roll call, quorum was met.

**Public Input**

None

**Opening/Welcome**

Susan Jimerson welcomed everyone to the meeting. A brief overview of the Agenda was shared with the committee. The recruitment application process has officially closed as of April 20, 2015. Over one thousand applications were



received. Kudos extended to the panel members for getting the word out about TAP. The qualifying applicants' list was received showing over 960 applicants. Determinations are being made as to which applicants will actually be interviewed. The staff will send out a solicitation for members who may be interested in assisting in the interview process. The TAP year is almost half way through and concludes in November. Special thank you goes to everyone for all the work and participation in the subcommittee calls. Members are reminded how important it is to attend the full committee meetings and the importance of having a quorum. Jimerson will reach out to members to remind them of the commitment to the TAP.

### **Chair Report**

Nancy Dery stated the Joint Committee (JC) approved one referral last week during their meeting. There were a couple of issues on some of the referrals. All of the committees are engaged and working hard. Shelby Lyon will not be on the call today for the International report.

### **Member of Public**

None

### **Approval of Minutes**

Minutes approved as submitted for April.

### **International Update**

Report will be done during next month's meeting.

Shelby Lyon sent out an email with questions for the committee to review and submit to Internal Revenue Service for answers. She is continuing to work with the embassy and the availability of staff. Where taxpayers will go for information is the focus for international issues and filing taxes. Jimerson stated information on the contact persons for taxpayers from the international community to reach out to will be provided to the committee.

### **Identity Theft**

Elizabeth Chaney stated the subcommittee had their meeting on Wednesday, May 6, 2015. There has been a change in the subcommittee's membership. Samuel Kindred is no longer with TAP. Elizabeth is now the lead for the subcommittee. During the month of April, 15 questions were submitted relative to Identity theft and the need for an Internal Revenue Service Subject Matter Expert (SME) was requested for the May meeting to address the questions. John D'Ambrosio, the SME from RICS joined the subcommittee's call.

A copy of the 2013 IRS Taxonomy Report will be provided to the subcommittee to review the statistics gathered on the current Identity Theft screening filters used and their success. Spinks will provide the subcommittee with research from



the IRM on F14039, ID Theft Affidavit. A copy of the IRS Global ID Theft report will also be provided. Copies will be posted on [www.tapspace.org](http://www.tapspace.org). The subcommittee will follow the progress on referral 31483 and 29730. Both are relative to business ID Theft.

Several members attended an ID Theft webinar and Jimerson asked for feedback from them. The committee members shared positive feedback about the webinar.

### **Outreach**

Catherine Jeppson stated she did not receive the April summary report. It was noted there are three members who have not been active in participating in the monthly meetings. Dery and Jimerson will reach out to each of them for follow up. There is an Outreach Committee meeting scheduled for next week and a report will be shared during June's full committee call.

### **Screening Committee Report**

Chaney stated there were four issues received for review. They are still waiting for feedback on the draft that was completed for the taxpayers. Jimerson added the process is for the Screening Committee to submit their recommendation to the full committee for determination on whether to work, drop or place the issue in the parking lot.

- Issue 32767, the e-file instructions recommends not using the Apple browser Safari. Chaney is going to draft a letter to the taxpayer letting them know IRS does not set the browsers; the vendors do it. The IRS website information regarding browsers will be included. The draft will be forwarded to Vinci for review and then to the taxpayer. Subcommittee recommendation is to drop the issue and send a letter to the submitter.
- Issue 32789, consider adding a field to the tax returns where the taxpayer would enter their prior years Adjusted Gross Income. Subcommittee recommendation is to drop the issue.
- Issue 32692, questions submitted by taxpayer. Chaney will draft an email response to the submitter that research will be conducted on his questions. Vinci will provide contact information to Chaney. Powers will input a separate issue in the SAMS database from the third question. Kim Vinci will research and send the email address for the campus and contact Weber Shandwick for possible expansion of the character limits for the box. Powers spoke with Steve Berkey who stated that it should be minimal cost.
- Issue 32614, the injured spouse form should be processed more quickly. The time periods in the instructions state that it can take anywhere



between 8 and 14 weeks. The time periods are reasonable. Chaney will draft a response to the submitter. Vinci will provide the contact information. Chaney to complete draft by April 22, 2015. Subcommittee recommendation is to drop this issue.

**Decision:** Consensus made to approve Screening Committee's Report.

### **New Subcommittee**

Paul Lubell will serve as lead on this subcommittee, Nancy Dery and Cathy Jeppson and Merry Mattson will also work on this subcommittee. The subcommittee will be waiting for the actual issues to come in. A date for the meeting will be determined once members look at availability. Andrews suggested taking a look at how to be able to access and use employee's badge number. There will be brainstorming how it could work from the committee's perspective. Jimerson will make sure the actual issue is shared with the subcommittee.

### **Internal Communications Committee**

Dery stated the full committee needs to assign a member to the Internal Communications Committee. Both members have dropped off due to prior commitments. Dery volunteered to take the lead on this subcommittee. The committee meets on the fourth Monday of each month. Spinks will send the calendar appointment to Nancy Dery.

#### **Action Item:**

- New Subcommittee formation
- Nancy to contact members on absences

### **Closing**

Jimerson officially closed the meeting.

**Next meeting June 4, 2015**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
April 2, 2015**

**Designated Federal Officer**

- Susan Jimerson, Designated Federal Officer

**Attendance**

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Elizabeth Chaney  | Lansing, MI         | Member     |
| • Nancy Dery        | Sanbornville, NH    | Chair      |
| • Patricia Dossdall | Huntsville, AL      | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Paul Lubell       | Catonsville, MD     | Member     |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Merry Mattson     | Saint Paul, MN      | Member     |

**Members Absent**

- |                  |                 |        |
|------------------|-----------------|--------|
| • Kirk Chartier  | Atlanta, GA     | Member |
| • Jamelda Fulton | Greenville, MS  | Member |
| • Francesca Hary | Riverside, OH   | Member |
| • Samuel Kindred | Westerville, OH | Member |
| • Sophia Sakoff  | Turner, OR      | Member |
| • Michael Swartz | Austin, TX      | Member |

**Staff**

- Sheila Andrews, TAP Director
- Kimberly Vinci, TAP Analyst
- Annie Gold, TAP Secretary/Administrative Assistant
- Tamikio Bohler, W&I S&F Mgmt. Program Analyst
- Johnnie Beale, W&I S&F Senior Tax Analyst

**Roll Call**

Annie Gold took roll call, quorum was met.

**Public Input**

None

**Opening/Welcome**

Susan Jimerson welcomed everyone to the meeting. Kim Vinci, the committee analyst will not be on this call. For today's call Jimerson will act on her behalf. A brief overview of the agenda was shared with the committee. Jimerson shared that we are well into the recruiting period. There have been over 600 applications





received as of today. This exceeds last year's application period by over 200 of last year's total. The applications will be accepted up to April 20, 2015. If anyone is interested, while doing outreach, about recruitment, there is information posted on TAPSpace and is available about the recruitment process.

### **Chair Report**

Nancy Dery began with the approval of the minutes. The following minutes are approved with corrections shown below:

- **January 12 and 13, 2015** – during the Face to Face meeting there needs to be a correction under the Internal Communications Committee (ICC) report. Delete the “s” from Shelby Lyon last name. It should be noted Lyon will help Sophia Sakoff who is the volunteer for the committee, with international issues.
- **February 2, 2015** – on the page two under the Chair Report section it should read, “Until they receive this report, it will be difficult to move forward.” Under the International Update, in the second to last sentence remove the “are available”. Reword the sentence to say “It is a broad scope and this topic needs to be explored.” Under Volunteer Comments, the sentence should read (Lyon will be willing to assist with this on the International topics).
- **March 5, 2015** – Lyon stressed her location should be either Chene Bourg or Geneva. Under the Chair Report, the word “verses is misspelled and should be versus”. Add appropriate titles to the Staff names under the Attending Staff List. On page 4 under Outreach, the third to last sentence add a comma (,) after the word not. (...if it is not, use the old report).

Dery stated at the recent Joint Committee (JC) meeting, the Tax Forms and Publications Committee sent in three referrals for approval. Two were sent on. One was sent back to the committee for rewrite. This took a large amount of time for the JC to go over the rewrites. The committee was encouraged to send in complete sentences and proofread the referrals. All of the committees are hard at work. The JC should have quite a few of referrals to go over next month. The Taxpayer Assistant Centers (TACs) are taking appointments. The process seems to be working really well. This was something that was brought up by a previous committee and is now being implemented. The JC would like to have the referrals sent in to them at least three days ahead of their meeting. This would allow them more time to come up with any actions that may need to be taken. Jimerson added everyone should have received an email from Vinci with the TAP Style Guide. It can be used as a reference guide when preparing referrals to fit the TAP style for documentation.

### **International Update**

Lyon informed the committee their last meeting was very informative. Kirk Chartier organized the thoughts. Their next step is to put together the referral. There are a number of ideas they are considering that would easier to





implement. The subcommittee is putting their heads together to come up with ideas on making a clear way for people to have access to information on the IRS website and on ways to make information more accessible and easier to find. Their goal is to get a couple of them sent through by the end of summer. The usual back and forth with the embassy is ongoing. Due to the tax season, it is difficult to get some of their time. The target is to gather more specific information on what they are seeing and if they have some formal way of gathering this information. The subcommittee members will be coming up with information to request. Email any questions to Shelby Lyon.

### **Identity Theft**

Dery shared updates for Sam kindred during his absence. She stated the committee met yesterday. They are still hard at work trying to identify issues they would like to work on and set up as referrals. They are going over a list that the members have compiled. They decided to have another conference call next week rather than once a month. By working really hard on the issues during the coming week, next week they will be able to vote on some of the issues and make into the referrals.

On May 6, 2015, during the regular monthly meeting, an IRS representative from Wage and Investments (W&I), will be answering questions and giving input on ID Theft issues. The subcommittee has submitted some questions to the representative and hopefully he will have some answers. This will help with writing the referrals. Cathy Jeppson attended a Webinar on ID Theft that was put on by the IRS. She found it to be very informative and sent out the presentation to all the ID Members. It looks like this could be something the whole Special Projects Committee may want to sit in on if Jeppson is able to set up a Webinar. As more news becomes available, it will be shared with the Special Projects Committee and maybe extended to some of the other committees as well. Jeppson asked if Kristen Hoiby had contacted Andrews to set up the Webinar. Andrews assured the committee contact will be made with her.

**Action item:** Jimerson will contact Kristen Hoiby to set up this webinar.

### **Outreach**

Catherine Jeppson stated the process has changed. The reports go directly to the IRS. An updated report was expected to be sent by Vinci showing the total hours and a list of who turned them in. As soon as it is received, the Outreach Committee will have more information to share. Everyone was asked if they had turned in all their hours and, if not, were encouraged to turn them in. Andrews reminded the committees that if no response is received on the report within 48 hours, then elevate it up to her or Jimerson for follow-up. Jimerson stated she would follow up with Vinci to make sure the report is sent out. Discussion was held on where to send the reports. Andrews informed the committee there is a



staff member at the National Office, in place who will standardize the report and make this process easier.

### **Internal Communications Committee**

Dery stated Sophia Sakoff sent an email of her absence today. The subcommittee met on March 23, 2015. The subcommittee's focus is the TAP monthly newsletter and updating the TAP Brochure which is outdated several years. The subcommittee will meet on the fourth Monday of each month at 12:30 PST. The Annual Report is now going to the Ad Hoc committee that has been set up.

**Action Item for TAP Staff:** Susan Jimerson will follow up on the webinar and speak with Kristen Hoiby to get it set up and possibly expanding it out to the full committee. (The committee would like to have the Webinar after April 15, 2015 and before the scheduled May 7, 2015 meeting)

### **Closing**

Susan Jimerson officially closed the meeting.

**Next meeting May 7, 2015**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
March 5, 2015**

**Designated Federal Officer**

- Susan Jimerson, Designated Federal Officer

**Attendance**

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Nancy Dery        | Sanbornville, NH    | Chair      |
| • Jamelda Fulton    | Greenville, MS      | Member     |
| • Francesca Hary    | Riverside, OH       | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Samuel Kindred    | Westerville, OH     | Member     |
| • Paul Lubell       | Catonsville, MD     | Member     |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Sophia Sakoff     | Turner, OR          | Member     |
| • Michael Swartz    | Austin, TX          | Member     |

**Members Absent**

- |                     |                |        |
|---------------------|----------------|--------|
| • Elizabeth Chaney  | Lansing, MI    | Member |
| • Kirk Chartier     | Atlanta, GA    | Member |
| • Patricia Dossdall | Huntsville, AL | Member |
| • Merry Mattson     | Saint Paul, MN | Member |

**Staff**

- Sheila Andrews, TAP Director
- Kimberly Vinci, TAP Analyst
- Annie Gold, TAP Secretary/Administrative Assistant
- Tamikio Bohler, W&I Program Liaison
- Johnnie Beale, W&I Senior Tax Analyst

**Roll Call**

Annie Gold took roll, quorum was met.

**Public Input**

None

**Opening/Welcome**

Susan Jimerson welcomed everyone to the meeting. Today's meeting will be an administrative meeting. The notices were not posted within the 15 day Federal Advisory Committee Act (FACA) guidelines prior to having the meetings due to inclement weather and various office closures. The committee can only discuss issues for the committee to decide on during the next meeting. The process of



getting the notices posted onto the FACA database takes time. It begins when the notices are reviewed and approved. It is then forwarded to the TAP office in Washington, DC for publishing.

There have been a number of Staff changes since the beginning of the year. Some employees have left and some new additions have been added to the TAP Staff. There is a new Outreach/Activity Report that has been approved by the Joint Committee (JC) during their last meeting. A Centralized process will be in place to record any issues and or activities the committees may have from their Outreach Activities. By centralizing into one source, it will help the TAP Chair and Vice-Chair get a well-rounded view of all the activities going on within the committees where the members are participating in. It will also give a clear overview of the types of issues coming in and what is going on within the TAP program. This information should be coming out soon as far as what to do with the report.

Beginning March 9, 2015, our Recruiting period begins for new members and alternates. It will run through April 20, 2015. We will be recruiting for 25 new members and 31 alternates. This will be the first time the application will be posted on [www.usajobs.gov](http://www.usajobs.gov). By doing this, it will help us in the recruiting process where 400 applications are normally received. This takes a lot of staff hours to get through the process. The USAJOBS website will help get the process streamline and completed faster.

Both Sheila Andrews and Susan Jimerson are soliciting for a Program Owner to represent this committee and are also looking for Systemic Advocacy Expert to support this committee.

### **National Office Report**

Sheila Andrews welcomed everyone to the call.

### **Chair Report**

Nancy Dery shared – On the last JC meeting all committees are still working on projects. There have not been any issues elevated yet. Most members have been reviewing what was already been on TAP last year and new issues coming in this year. They also had comments from one committee.

There are still some TAP members having difficulties getting onto [www.tapspace.org](http://www.tapspace.org). Kimberly Vinci asked if there was confusion with putting things on the calendar versus not having access to TAPSpace website. She stated the couple members that do not have access have not completed the registration process. She will follow up with Donna Powers the analyst for Tax Forms and Publications committee to make sure everyone is able to access.

Dery added the Taxpayer Assistance Centers (TAC) offices are now making appointments and this will make it easier for taxpayers to go in. A



recommendation put out by a TAP committee which was shot down is now being implemented. Everyone is happy with this information. This proves that even if recommendations are not implemented this year it may happen in the future.

Catherine Jeppson will provide more information on the Activity Report.

The Internal Communications Committee (ICC) that Shelby Lyons and Sophia Sakoff had volunteered to be on also use to do the Annual Report. They are now going to make the Annual Report an Ad Hoc committee. We are looking for volunteers to join this committee. The second and third committee members have received a copy of the Report but not sure if the new members have received it or not. Volunteers will have a lot of reading, proofreading, ideas and being able to set it up. The IRS staff and TAP analysts will be available in helping put it together and getting it printed. This is just another committee that we are looking for volunteers.

Tamikio Bohler from IRS asked if some of the topics covered are from other committees. She wanted to know the Special Project's focus. It is a brand new committee currently taking on international and Identity Theft issues. ID Theft has been previously worked by other committees. It was decided that it would be a good issue for the Special Projects Committee. This eliminates having multiple committees working on this issue and no one knowing. We are still in the process of gathering issues for the committee to work on, specifically issues that do not duplicate other committees efforts. Andrews added that the Special Projects Committee was identified by International, Affordable Care Act (ACA) and ID Theft issues for this committee. Any others are unique and wanting this committee to look at. There should not be much overlap as in the past.

### **International Update**

Shelby Lyon stated the International Committee was organized due to all of the cutbacks in services abroad people were more desperate for information than they were before. One thing was brought up from one of the IRS employees in Paris is that the taxpayers beyond the US citizens who are foreign citizens who have US tax obligations. She is trying to schedule a meeting with this person in Paris. She will try to obtain information from him. Their office will be closing in June. She is not sure what will happen to the employees at that office nor is the employee sure of what will happen. Another item is to try and find out what the plan is and what will happen to them. There was a report done by the IRS in 2012 that outlined services available to International taxpayers and how those services were used. Lyon submitted a request to have maybe one or two of those persons listed on the report come and talk with the committee. This would allow access to some of the information. Their main goal is to see how to obtain information that is available through some of those offices while trying to see how to maintain and make readily available and distributed through the channels to individuals. Taxpayers are asking for information on forms and how to file and how to obtain the information and no one is able to give them any answers.

There are a total of three offices closing. The process is not moving as fast as the committee would hope. Through embassies and consulates the committee will try and gather as much information as possible. All of the TACs are already burdened with so many phone calls and all of this will be routed back to the US or online. The main objective is to get information and services available to taxpayers abroad.

### **Identity Theft**

Sam Kindred stated they met yesterday and need to get a Program Owner. Vinci is working to get a Program Owner/Expert to talk with the committee. They do not want to go down a path where issues have already been investigated or they have a system in place to fix the problem. The decision from the meeting yesterday was to figure out what the committee can actually work on. Kindred said he shared an email with his ideas on possible issues dealing with education for late filers. Maybe the committee could educate taxpayers receiving large refunds to stop doing that. It could help with other things. The committee is leaning towards the business side of ID Theft. Maybe there is more to be gained in working with and help IRS in this area. He took a look at Publication 4557 and there are some good things in there. The committee is looking to make some of those things mandatory. Vinci will look at the ideas gathered from the team members and help determine what will be fruitful for the committee to work on.

In the meantime, the committee is still trying to get someone from IRS to come and talk with the committee on the protocols. Kindred visited with his state's supervisor and had a discussion on cutting down on fraudulent returns and refunds. There are some practices that could be adopted possibly or worked as well. Mike Swartz asked if the report was read that the committee submitted on last year. Kindred stated it has been read. There has not been a response yet from IRS. Dery said she agreed to find out what has previously been done.

### **Outreach**

Catherine Jeppson stated everyone but one member has turned in their report. She encouraged the one person to submit the report. The new form will be called the Outreach/Activity Report. She will forward the reports to Vinci once she has the final one. Dery asked if there were any dates given. Jeppson stated we should have it by the end of March. If it is not, use the old report and combine March. She will send an email and update everyone on the status. Andrews added a mailing will go out to everyone with the information.

### **Internal Communications Committee**

Sophia Sakoff stated there has not been any communications from the ICC but an email was received from Janice Spinks who is attempting to set up a call for March 23, 2015 to go over what the committee will be doing.



### **Issue Screening Committee**

Vinci stated there are no new issues to screen at this point. Jimerson added the Issue Screening calls are scheduled for once a month. If there are no new issues to screen in the parking lot, there will be no call. At this time, we have no issues for the Special Project to screen but expect there will be some in the near future.

**Action:** Kim Vinci will send out an email to the volunteers on this committee to arrange a date for the monthly calls.

Jimerson suggested we try and schedule the calls towards the middle of the month. The invite for the Internal Committee will be going out. Retha Blumhagen will be joining to get up to speed on what the committee is doing. Also another email will be coming on the Annual Report.

Thank you to everyone who turned in their reports and participated on this call. Keep up the good work. We will continue to work on getting someone to speak with you on the International/ID issues.

### **Closing**

Jimerson officially closed the meeting.

**Next meeting April 2, 2015**

**These minutes have been approved and certified by the committee chairperson.**



**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
February 5, 2015**

**Designated Federal Officer**

- Susan Jimerson, Designated Federal Officer

**Attendance**

- |                     |                     |            |
|---------------------|---------------------|------------|
| • Elizabeth Chaney  | Lansing, MI         | Member     |
| • Nancy Dery        | Sanbornville, NH    | Chair      |
| • Jamelda Fulton    | Greenville, MS      | Member     |
| • Catherine Jeppson | Northridge, CA      | Vice-Chair |
| • Samuel Kindred    | Westerville, OH     | Member     |
| • Paul Lubell       | Catonsville, MD     | Member     |
| • Shelby Lyon       | Geneva, Switzerland | Member     |
| • Merry Mattson     | Saint Paul, MN      | Member     |
| • Sophia Sakoff     | Turner, OR          | Member     |
| • Michael Swartz    | Austin, TX          | Member     |

**Members Absent**

- |                     |                |        |
|---------------------|----------------|--------|
| • Kirk Chartier     | Atlanta, GA    | Member |
| • Patricia Dosedall | Huntsville, AL | Member |
| • Francesca Hary    | Riverside, OH  | Member |

**Staff**

- Sheila Andrews, TAP Director
- Kimberly Vinci, TAP Analyst
- Powers, Donna, TAP Analyst
- Annie Gold, TAP Secretary/Administrative Assistant

**Roll Call**

Annie Gold took roll, quorum was met.

**Public Input**

None

**Opening/Welcome**

Susan Jimerson welcomed everyone to the meeting. Today's meeting will be an administrative meeting due to notification was not posted within the fifteen day FACA guidelines prior to having the meeting. It will be an information sharing session with no decisions made. The committee can only discuss issues for the committee to decide on during the next meeting. Some information on the Office





report was shared on what is going on with the TAP. Members are getting together to work on projects. Thank you to everyone who attended the face to face. It was very productive. The TAP Staff is working to get the TAPSpace website updated so all the information can be posted that the subcommittees are working on. Please be patient with the Staff as we go through this transition. Our long time Database Analyst who did a lot of the administrative TAP tasks with [www.tapspace.org](http://www.tapspace.org) has retired. Once it is finalized it will be easier to use and to find documents. If everyone has not enrolled onto [www.tapspace.org](http://www.tapspace.org), go on and make sure your profile is updated to ensure you are receiving notifications and are not missing any information posted.

The staff is working on centralizing the outreach and activity reporting. The outreach and activity reports go to your analyst and then it is forwarded on to be consolidated and make a centralized report. One person is assigned and will send out reminders of the report. A new TAP activity/outreach report will be on the agenda for the next Joint Committee (JC) meeting for approval on February 25, 2015. The new report will be put into place after that.

### **National Office Report**

Sheila Andrews welcomed everyone back and we have a great start to the TAP year. There will be some shuffling within the TAP staff. Jimerson and Vinci will not be taken away from this committee. If there are questions please reach out to the staff. We are here for you to help you achieve what you would like this committee to do. Thanks to all of you.

### **Chair Report**

Nancy Dery stated she attended her first JC meeting held on last week. The other five committees were represented. Since they have already been in progress from prior years, at their face to face meetings they were able to get into projects already started and began working on the issues already started as well as the new ones coming in. The face to face was really productive. Everyone was very informed and ready and willing to get started. She informed the JC the Special Projects committee had broken into two subcommittees. One was with the International Issues and the other one with Identity Theft. Shelby Lyon did a wonderful job leading the International Issues group. She is working with meeting officials from the international world. Hopefully she will be getting answers from them. Identity Theft met on yesterday and is waiting on reports to see where things are going. Until they receive the report it will be difficult to move forward.

### **International Update**

Shelby Lyon stated discussion was held on the final three offices for closure that are abroad. There is one in France, England and Germany. They will all be closing. There has been a big cutback on sending information out to people. The phone lines are tough to get through on. We are looking at how to utilize existing publications and other distribution networks to get information out to people. She



met with the embassy and some folks from the IRS office in Paris to see how we can help with trying to pilot something in Switzerland to roll out. Looking to see what existing ways or plans the IRS has to reach out to people. It is a broad scope, but this topic needs to be explored. Direct any questions to Lyon.

### **Identity Theft**

Samuel Kindred stated they met yesterday and need to get out to the Program Managers. Vinci will use all of her resources to assist in getting them on board. We don't want to go down a path where they have already investigated or they have a system in place to fix the problem. There is a problem with us sending a reply to taxpayers. Discussions were held on what the states are doing in Michigan and Ohio. Ohio has the same issues but not on the same magnitude as IRS. They have a filter that is triggered by certain events. Not sure what those events are. If the return is targeted the person is asked to verify information. The credit score is to be verified. He will have more information on next week after meeting with them. Developing questions to help focus on the issue to get in to him. Friday of next week should be enough time for us to get together on this.

### **Outreach**

Catherine Jeppson stated there were a good portion of the reports turned in but since some are still pending, go ahead and use the old one with no name. She will contact everyone on next week.

Clarification on turning in the reports to a centralized person was requested. Vinci stated hopefully by the next week we will have something set up to discuss at the JC. As soon as we have something in place notification will be shared with everyone. Jimerson added we still want the outreach representative to get this information as well.

### **Internal Communications Committee**

Mike Swartz stated that the Internal Communications (IC) Committee in the past worked on sending out newsletters periodically a responsible for preparing the Annual Report. There would be a separate Ad Hoc committee responding to the JC. Towards the end of the year it gets to be too much. Focus on the IC with opportunities to volunteer. Jimerson added many hands make light work. One or two people may want to step up to the plate. A summary of what the committees are doing to be included in the reporting.

**Volunteers:** Sophia Sakoff stated the person reaches out and gathers summary of what is happening with the committees and summarizes into a paragraph. Lyon would be willing to assist with this for international topics and put it together. Donna Powers shared the Analyst will assist with this. Someone who is good with proofreading, writing and you will not be out there alone. There will be separate meetings set up for the Internal Communications Committee.



### **Issue Screening Committee**

One or two members go through and screen the issues as they come in to the Committee.

Volunteers: Paul Lubell, Elizabeth Chaney and Samuel Kindred  
Vinci will get the issues in and setting up the meeting with the volunteers to screen.

**Action:** Volunteers will contact Kim Vinci with what dates/time will work best. An afternoon call was suggested during the third week of the month.

Vinci stated if there are any questions, don't hesitate to contact her. The TAP staff is available to help and assist you.

### **Closing**

Kim Vinci officially closed the meeting.

**Next meeting March 5, 2015**

**These minutes have been approved and certified by the committee chairperson.**

**Special Projects Committee  
Taxpayer Advocacy Panel (TAP)  
Meeting Minutes  
January 12 – 13, 2015**

**TAP Members Present**

- Chartier, Kirk – Atlanta, GA
- Dery, Nancy – Sanbornville, NH
- Fulton, Jamelda – Greenville, MS
- Jeppson, Catherine “Cathy” – Northridge, CA
- Kindred, Samuel – Westerville, OH
- Lubell, Paul – Catonsville, MD
- Lyon, Shelby – Geneva Switzerland (via phone)
- Mattson, Merry – Saint Paul, MN
- Sakoff, Sophia – Turner, OR
- Swartz, Michael – Austin, TX

**TAP Members Absent**

- Chaney, Elizabeth – Lansing, MI
- Dossall, Patricia – Huntsville, AL
- Hary, Francesca – Riverside, OH

**IRS Staff**

- Sheila Andrews – Director, TAP
- Kim Vinci – Program Analyst, TAP
- Donna Powers – Program Analyst, TAP

**Welcome**

Sheila Andrews, Director of the TAP, and Designated Federal Official (DFO), opened the meeting, welcoming each participant.

**Welcome/Announcements**

Kim Vinci took roll as the participants introduced themselves.

**Chair Elections**

Chair and Vice Chair elections were held:

**Action Item:** Nancy Dery elected as committee chair and Cathy Jeppson elected as committee vice-chair.

**Administrative Information**

Kim Vinci and Donna Powers discussed the staff roles and responsibilities, including communication methods. General information on travel, minutes and minutes approval was also discussed.

**Action item:** The monthly meeting time was set, which will be the first Thursday of each month at 2 p.m. EST.

### **Quorum**

Quorum for the Special Projects Committee will be 50 percent plus one, which is eight.

### **Outreach**

Cathy Jeppson will be the outreach representative for the Special Projects Committee and as such, will present the outreach statistics on each call, as well as participate on the outreach conference call each month.

### **Internal Communications Committee**

Sophia Sakoff volunteered to be representative for this committee and Shelby Lyon will help with international issues.

### **Project Overview**

Kim Vinci and Sheila Andrews gave an overview of the project committee. As this is a new committee, the issues will be varied and cover a cross section of what trends are occurring within IRS.

### **Issues**

The committee decided to break into two subcommittees:

#### **International Issues**

This subcommittee will deal with all issues relating to the international taxpayer community. Shelby Lyon, the panel member from Switzerland has a very unique perspective on the issues pertaining to the international taxpayer. The subcommittee is composed of Shelby Lyon (lead), Kirk Chartier, Nancy Dery, Patricia Dosdall, Sophia Sakoff, and Michael Swartz. Monthly subcommittee meetings are set for the third Thursday of the month at 2 p.m. EST. However, the meeting for January will be held on January 29, 2015 at 2 p.m. EST. The next meeting will be February 19, 2015.

#### **Identity Theft**

This subcommittee will deal with all issues relating to ID theft, both individual and business. The subcommittee is composed of Sam Kindred (lead), Merry Mattson, Paul Lubell, Jamelda Fulton, Cathy Jeppson, Elizabeth Chaney and Francesca Hary. Monthly subcommittee meetings are set for the first Wednesday of the month at 2 p.m. EST.

### **Closing**

Panel members were given the opportunity for feedback on the meeting. In spite of technological issues, they all seemed happy with the meeting and the results. The chair and DFO closed the meeting.

**These minutes have been approved and certified by the committee chairperson.**