



**2017 Meeting Minutes
Special Projects Committee**

- Nov. 14, 2017
- Oct. 10, 2017
- Sept. 12, 2017
- Aug.8, 2017
- July 11, 2017
- June 13, 2017
- May 9, 2017
- April 11, 2017
- March 20-21, 2017

**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Nov. 14, 2017**

Designated Federal Officer

- Lisa Billups Acting Designated Federal Officer

Attendance

- | | | |
|---------------------------------|----------------------|------------|
| • Mary Florence | Kansas City, MD | Vice Chair |
| • Victor Frausto | El Paso, TX | Member |
| • William “Bill” Green | New Castle, DE | Member |
| • Richard Herman | Fresno, CA | Member |
| • Larry Meade | Sacramento, CA | Member |
| • Kristen Petersen | Colorado Springs, CO | Member |
| • Sophia Sakoff | Turner, OR | Chair |
| • Juliana Weeks | Blythewood, SC | Member |
| • Richard “Kent”
Christensen | Boise, ID | TAP Chair |

Members Absent

- | | | |
|--------------------------|--------------------|--------|
| • Shirley Atkinson Samms | Salt Lake City, UT | Member |
| • Paul Kurth | Washington, D.C. | Member |

Staff

- Susan Jimerson, Acting TAP Director
- Matthew O’Sullivan, TAP Program Analyst
- Lisa Billups, TAP Senior Program Analyst
- Tamikio Bohler, W&I



- Debra Awalt, W&I
- Annie Gold, TAP Administrative Assistant

Roll Call

Quorum was met.

Opening/Welcome

Billups welcomed everyone to the meeting. She congratulated all the members for a very successful TAP year. Members who have had a better awareness of the Tax Administration and have had a positive experience were asked to give feedback to the staff. Members were encouraged to consider their role for next year. There will be a solicitation sent out for members to state their first, second and third committee choice for TAP year 2018. There will be leadership opportunities available. The committees chair and vice chair positions will be open. The subcommittee leads will be available. The retiring members were thanked for their time, leadership, contributions and roles within TAP.

National Office Report

Jimerson welcomed everyone to the last meeting of 2017 for Special Projects. The year has gone by so fast. There has been so much work put out by the committee; the referrals, complex issues when working and making recommendations for improving customer service. The passion demonstrated by each member has been shown. The Special Projects committee has produced over 1,200 volunteer hours in participating on calls and working on the different activities. There has been so much work done by this committee. Members were commended for their efforts. Members remaining with TAP were encouraged to continue with the Special Projects committee. The topics for the new year are being worked on. There will be more information coming on taxpayers living abroad and ID Theft.

Members who are retiring have provided leadership to the committee. Jimerson expressed her gratitude to each of retiring member. There will be two more Joint Committee (JC) meeting held in this month. Members were encouraged to join in and listen. There will be one held on Nov. 17, 2017, and the final meeting on Nov. 29, 2017. Referrals will be reviewed on Nov. 17, 2017, and Nov. 29, 2017. They will hear report out from the committee chairs who will speak at that time. There will be an email sent out for members to make their first, second and third choice of which committee they would like to work on for TAP year 2018. It will require members to decide if they are interested in being a mentor for the new members. Members were advised to be on alert for this message. The New Member package has been approved by the National Taxpayer Advocate Nina Olson. The Commissioner signed off on the package and it is with the Department of Treasury. It is anticipated to have the TAP annual face-to-face meeting earlier than was done on this year. Locations are being looked at and training material for the new members. The training days are being looked at as



well. Jimerson encouraged members to reach out to her at (206) 946-3009 with comments or questions.

Approval of Minutes

Oct. 10, 2017, minutes approved with corrections.

Chair Report

Sakoff expressed thank you to the committee members for their dedication and hard work. The committee has done a fantastic job. There are a lot of issue referrals that are ready to move forward. If some of them do not get through the JC review, they will be worked next year. William Green had a great idea to summarize what the ID Theft subcommittee worked on. Next year's group will have this as a starting point to work. The referral for Issue 35185 has been approved and moving forward. A corrected copy was provided for members to view. Sakoff will be speaking on the referral during the next JC meeting. Outreach was great and members did a great job. There were some great opportunities for Outreach and members took advantage of them. Great job.

Members of Public

None

Subcommittee Updates

Green stated the last meeting was held last week. They reviewed the referral form with Tamikio Bohler. The language was adjusted. Matthew O'Sullivan made the adjustments and Green looked over the revised referral. It is ready to move to the next level. Bohler stated she would look over the referral.

Decision: Full committee consensus move forward with Issues 32455 and 34586 to the Joint Committee quality team.

Screening Committee Update

Mary Florence stated the Future State had minor changes and it went back up.

- Issue 35080, Get Transcript, ready for JC to review. O'Sullivan will send to the JC for review.
- Issue 35609, Google Listing, ended up being two referrals. One to be work by the Taxpayer Assistance Center. Bohler stated IRS does have Google workers. Google does not allow appointments but do have tax forms to be used. Online Services may have more information on this issue. Debby Awalt stated the Service Center is where Returns are processed.

Decision: Full committee consensus to move forward.

Outreach

Florence expressed thank you to all members for their hard work and getting their reports in on time. It is very important to try and catch up on the Activity Reports to capture the correct total number of hours. This does help with the



funding for TAP. The hours also attribute to members getting Presidential Volunteer Awards. Members were encouraged to continue doing outreach activities. A reminder to try and have TAP business cards readily available to be able to share when the opportunity presents itself.

Action Items

O'Sullivan stated the following action items:

- Make corrections to last month's minutes, post onto the system.
- Forward referrals to the JC and update SAMS.

Kent Christensen extended his appreciation and thank you to the full committee. Expressions of gratitude were expressed by all.

Closing

Billups closed the meeting.

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Oct. 10, 2017**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer

Attendance

- Shirley Atkinson Samms Salt Lake City, UT Member
- Victor Frausto El Paso, TX Member
- Richard Herman Fresno, CA Member
- Larry Meade Sacramento, CA Member
- Kristen Petersen Colorado Springs, CO Member
- Juliana Weeks Blythewood, SC Member
- Richard “Kent”
Christensen Boise, ID TAP Chair

Members Absent

- Mary Florence Kansas City, MD Vice Chair
- William “Bill” Green New Castle, DE Member
- Sophia Sakoff Turner, OR Chair
- Paul Kurth Washington, DC Member

Staff

- Cedric Jeans, Acting TAP Director
- Matthew O’Sullivan, TAP Program Analyst
- Lisa Billups, TAP Senior Program Analyst
- Tamikio Bohler, W&I
- Debra Awalt
- Annie Gold, TAP Administrative Assistant

Roll Call

Quorum was met.

Opening/Welcome – Susan Jimerson

Jimerson welcomed everyone to the meeting and gave an overview of the agenda. Matthew O’Sullivan will facilitate the meeting in the absence of the chair and vice chair. Members were encouraged to continue to turn in their Activity Reports. This is important to account for the hours worked on outreach and activity of the TAP. The September Newsletter was sent out and members were informed it should be in their inboxes. If it is not let the staff know and they will make sure to get a copy out to them. The background checks are being completed for recruitment. The package will be sent up for approval.



National Office Report – Cedric Jeans

Jeans welcomed everyone to the call. The TAP Chair election is coming up. There is a scheduled information meeting to prepare members with the roles and responsibilities of the TAP Chair and Vice Chair. It is scheduled for Oct. 17, 2017. Notification has been sent out to everyone. If the information has not been received, let Jimerson or O’Sullivan know and they will take care of it. Members are encouraged to self-nominate if they choose to or nominate another member. Richard Christensen will be on the call to share some of his experiences to give members an idea of some of the duties and challenges to expect as the TAP Chair. The recruitment package is in its final stage to be finished for the new member coming aboard in TAP year 2018. During the survey on last year a question was presented on the retiring members to find a way to transition some of the duties. This will take place this year. They will be shared some of the names of the new members coming aboard to share this information. Members are encouraged to share the number of referrals with Jimerson and O’Sullivan so that they will get them forward over to the Joint Committee in time. The number of referrals may force a second meeting by the Joint Committee to get all the referrals done. The end of the TAP year survey will be going out in mid-November. Members are encouraged to participate in the survey. This will help to make improvement where needed.

Approval of Minutes

Sept. 12, 2017, minutes approved.

Chair Report

O’Sullivan shared the chair report in Sophia Sakoff’s absence. Issue 35185 was sent out on last month to the Joint Committee. It was returned for edits. The edits were made and received back from Sakoff. The referral was sent to Gretchen Swayzer to get it over to the Joint Committee.

Members of Public

None

Subcommittee Updates

International Subcommittee

There were no updates for this subcommittee.

Screening Committee Update

O’Sullivan stated the Screening Committee call was held on last month. The notes were sent out on the issues that were screened. All comments are welcome.

Decision: The full committee agreed to accept the decision of the Screening Committee from O’Sullivan’s suggestion to move forward.



The full committee voted to send Issue 35185 to the Joint Committee.

Quality Review Update

O'Sullivan stated the final copy for recommendations were received for Issue 35080. It will be forwarded to Systemic Advocacy (SA) and the Attorney Advisor.

Identity Theft Update

O'Sullivan stated the subcommittee had one item currently being reviewed. Richard Herman added the flow charts were attempted. Jimerson pointed out the referral has been completed and is now with O'Sullivan. He will look it over and forward to SA and the Attorney Advisor for their review.

Outreach

O'Sullivan stated Mary Florence did an outreach activity on Sept. 14, 2017. She went to the Diamond Jewelry Fundraiser Grant River Homemakers where she did a presentation on TAP. The total audience was 24 individuals. She shared brochures and information with them.

Action Items

O'Sullivan stated the following action items:

- Forward the two items from Quality and Review to the SA and Attorney Advisor
- Close out issues from last month's Screening Report
- Place approved referrals on the Joint Committee's agenda

Richard Christensen stated he is available to answering members question on TAP Chair position.

Closing

Susan Jimerson closed the meeting.

Next Meeting: Nov. 14, 2017

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Sept. 12, 2017**

Designated Federal Officer

- Lisa Billups Acting, Designated Federal Officer

Attendance

- | | | |
|------------------------------|----------------------|------------|
| • Shirley Atkinson Samms | Salt Lake City, UT | Member |
| • Mary Florence | Kansas City, MD | Vice Chair |
| • Victor Frausto | El Paso, TX | Member |
| • William "Bill" Green | New Castle, DE | Member |
| • Larry Meade | Sacramento, CA | Member |
| • Kristen Petersen | Colorado Springs, CO | Member |
| • Juliana Weeks | Blythewood, SC | Member |
| • Richard "Kent" Christensen | Boise, ID | TAP Chair |

Members Absent

- | | | |
|------------------|----------------|--------|
| • Richard Herman | Fresno, CA | Member |
| • Sophia Sakoff | Turner, OR | Chair |
| • Paul Kurth | Washington, DC | Member |

Staff

- Susan Jimerson, Acting TAP Director
- Matthew O'Sullivan, TAP Program Analyst
- Lisa Billups, TAP Senior Program Analyst
- Tamikio Bohler, W&I
- Johnnie Beale, W&I
- Debra Awalt, W&I
- Annie Gold, TAP Administrative Assistant

Roll Call

Quorum was met.

Opening/Welcome – Lisa Billups, Acting DFO

Billups welcomed everyone to the meeting and shared an overview of the agenda. The new members and alternates recommendations have been made for the TAP year 2018. The background checks are currently being done. The anticipated date for them to be on board is Dec. 1, 2017. Work has begun on the 2017 Annual Report. Thank you was expressed to the volunteers who are assisting with the report. The deliverable date is Sept. 15, 2017. Matthew O'Sullivan and Sophia Sakoff will be working on the Annual Report template and will be reaching out to members for assistance.



National Office Report – Susan Jimerson, Acting TAP Director

Jimerson welcomed everyone to the call. It is time for the TAP year 2018 nominations for TAP chair and vice chair. Gretchen Swayzer is the analyst conducting the process. Sallie Mullins Thompson is coordinating the events. Members are able to self-nominate themselves. There will be an email sent out soliciting members for their nominations. There are three more Joint Committee (JC) meetings left in this TAP year. The new and improved www.irs.gov website is up and running. Members are encouraged to go out onto the website and submit their feedback. The Activity Reports are important in reporting the overall activity hours and the outreach hours. At the end of the three-year term, volunteers will receive Presidential Awards. There are three levels, bronze, silver and gold. Members receive one of these depending on the activity or number of hours volunteered with TAP. This well-deserved recognition is given based on members' volunteer hours.

Approval of Minutes

August minutes approved as edited.

Chair Report – Mary Florence

Billups stated the Chair report will not be done in Sakoff's absence. Mary Florence covered the meeting.

Subcommittee Updates

Identity Theft – William Green stated he completed and sent out the referral form to the members for review and comments. There were questions on why there was not a flow diagram. The subcommittee used *Publication 17* as an example in completing their task for a diagram. Comments are welcomed. They are ready for the full committee's review. Florence encouraged members to get all comments in to finalize and send to Quality Review (QR). The next step is to send it to Systemic Advocacy (SA) and the Attorney Advisor (AA), the full committee and on to the JC for their review. Green will forward to O'Sullivan once he receives the comments.

International Subcommittee – Atkinson Samms stated SA wanted the subcommittee to extend their scope to include Individual Taxpayer Identification Number (ITIN) taxpayers and not limit it to International taxpayers who do not have Social Security numbers. They ran into problems with no identifiable numbers. They have no way to determine if taxpayers filed inside or outside of the U.S., or if they are the primary or dependent. The subcommittee does not have workable solutions. Atkinson Samms suggested the subcommittee would proceed without the ITIN users. They narrowed the scope to U.S. taxpayers living abroad. Billups added the referral has been through QR, SA and the AA. It can now move forward.



Decision: Full Committee Consensus move forward with Issue 35185, International Future State.

Florence stated Victor Frausto drafted an issue he has been working on. It is with O'Sullivan for review.

Screening Committee Update

The full committee agreed to accept the decision of the Screening Committee from O'Sullivan's suggestion to move forward.

Outreach – Mary Florence

Florence stated Kristen Petersen had some creative outreach on last month. There have been some great ideas coming in. She encouraged members to record how long it takes when working on issue or doing activities. Feedback from the Planning Committee will be added to the agenda on next month.

Debra Awalt shared information on www.irs.gov website that has been improved. She wanted feedback and or suggestions from the members. Green stated he was amazed at the improvements. He noticed an overall improvement. He gave it a thumbs up. Florence suggested an email be sent to all members for their feedback.

Action Items

O'Sullivan stated the following action item

- Make the revision
- Close out issues from last month's Screening report
- Respond to Mary on issues she asked about
- Be available for members
- Place approved referral on the JC's agenda
- Shirley Atkinson Samms will send email to committee on the questions and concerns

Closing

Susan Jimerson closed the meeting.

Next Meeting Oct. 10, 2017

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Aug. 8, 2017**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer (DFO)

Attendance

- | | | |
|------------------------------|----------------------|------------|
| • Shirley Atkinson Samms | Salt Lake City, UT | Member |
| • Mary Florence | Kansas City, MD | Vice Chair |
| • Victor Frausto | El Paso, TX | Member |
| • William Green | New Castle, DE | Member |
| • Larry Meade | Sacramento, CA | Member |
| • Kristen Petersen | Colorado Springs, CO | Member |
| • Sophia Sakoff | Turner, OR | Chair |
| • Richard "Kent" Christensen | Boise, ID | TAP Chair |

Members Absent

- | | | |
|------------------|----------------|--------|
| • Richard Herman | Fresno, CA | Member |
| • Paul Kurth | Washington, DC | Member |
| • Juliana Weeks | Blythewood, SC | Member |

Staff

- Susan Jimerson, Designated Federal Officer
- Matthew O'Sullivan, TAP Program Analyst
- Gilbert Martinez, TAP Program Analyst
- Lisa Billups, TAP Senior Program Analyst
- Tamikio Bohler, W&I
- Johnnie Beale
- Cindy Jones
- Betty Scott
- Debra Awalt
- Rosemary Rixey
- Annie Gold, TAP Administrative Assistant

Roll Call

Quorum was met.

Opening/Welcome

Susan Jimerson welcomed everyone to the meeting and reviewed the agenda. Javier Hernandez could not be on the call. Jimerson stated she will combine the DFO and National Office Report. The TAP year ends on Nov. 30, 2017. The last



Joint Committee (JC) meeting will be held on Nov. 29, 2017. There are four JC meetings remaining to get referrals to them for consideration. With this in mind, committees should be writing up the referrals. Once it has been written, it will go to the committee's Quality Review (QR), Systemic Advocacy (SA) and on to the Attorney Advisor for their review. Wrap up referrals and recommendations can be done in August and September to be ready for the Oct. 10, 2017 full committee meeting. Now is time to start this process. If there are any questions, members are encouraged to reach out to the TAP staff. The JC's planning session will be held on Aug. 22-23, 2017. They will be looking at developing the project proposals for 2018 TAP year. Members are encouraged to submit two ideas each on what TAP should be working on within the project committees. Mary Florence will attend the JC's planning session. Members were encouraged to talk with individuals about TAP when doing outreach, share information on the work being done by TAP and ask if they have any ideas that could help improve service.

Sakoff recommended that Special Projects Committee members review the NTA's June Report to Congress. Jimerson agreed it would be a good resource for possible suggestions. Matthew O'Sullivan will do further research on this and get back with the committee.

Sheila Andrews expressed appreciation to members for all the hard work being done and their dedications to TAP. She agreed it is a good to look at what members think TAP projects should be doing for 2018. The JC will need member input in making determination on what the TAP will be doing next year.

Approval of Minutes

July minutes approved as submitted.

Chair Report-Sophia Sakoff

Sakoff stated the subcommittee has been working on a project and will be talking about it. She was unable to attend the JC's meeting last month. As the committee moves forward, she will make a better effort to attend as many as possible to assist in getting the referrals completed and through the process. Members are encouraged to send Sakoff any information for her to focus on. Thank you to Florence on her willingness to go to the JC's planning meeting on Sakoff's behalf.

Members of Public

None

Subcommittee Updates

Identity Theft – Green stated the subcommittee members have been given segments of the Identity Theft Flow chart. They are working on it. Feedback from one of the members will be added. There should be no difficulties in making the



deadline on the calendar. The subcommittee will have a meeting on tomorrow. They will address all the Identity Theft items during the meeting. Green will forward the attachments to Sakoff to follow their progress.

International Subcommittee

Florence stated:

- **Issue 35119** – Deals with IRS closure of all the International offices due to the Future State: They are trying to get individuals to do business by telephone and online with questions. Improved online support is an area the subcommittee saw could use improvement. Research was done by subcommittee members and they found out there is information on how to qualify and maintain certification for enrolled agents. The subcommittee's recommendation is to close Issue 35119. Florence will provide a summary of the subcommittee's decision for closure to Sakoff and O'Sullivan.

Decision: Full Committee Consensus close Issue 35119

- **Issue 35185** – Future State Security Authorization: The subcommittee is doing more research based on comments they received from the Attorney Advisor and SA. Comments suggested place on www.TAPSpace.org. They will be going back over the referral and send to QR to make sure added comments are correct. They will present to the full committee during the next meeting.
- **Issue 35080** – Get Transcript: Information was sent to O'Sullivan and Jimerson on the referral. The subcommittee anticipates this issue will be resolved by the next month's meeting. They met with the subject matter expert (SME). Questions that were put together for the SME to be placed on www.TAPSPace.org to help the subcommittee be more productive. Jimerson agreed this would be a great idea. A tab would be created. There would be a question and answer (Q&A) list available. This could be helpful years from now if similar questions should arise. O'Sullivan added he saved a list of questions some with Internal Revenue Manual references and some have been answered. He will be elevating some of them to the SME.

Outreach – Mary Florence

Florence recognized Kristen Petersen for the number of hours she put into doing outreach in July. She handed out business cards, 32 at one and 44 at another. She also had outreach at the libraries. They are a great source of information. They held round table discussion on tax issues. Petersen was able to speak at some of those events with a total of 28 people and 37 at another. Florence received positive feedback from Special Projects on contacting IRS, and local tax preparers. If there are any interesting outreach ideas or members have



participated in, be sure to send the information to Florence in an email. Add a blurb to save extra work. Sakoff encourages members to get out there and spread the word on TAP. Florence stated she enjoys doing outreach.

Action Items:

O'Sullivan stated the following action items:

- Consolidate outstanding collections questions
- Consult with the SME
- Touch base with the International SME to speak with the subcommittee

Jimerson added each member is asked to provide two items on topics to be worked in the TAP year 2018. O'Sullivan will collect all the responses and send to Florence to take with her to the JC planning session. Sakoff added members should submit all suggestions to O'Sullivan. Be creative and gather ideas. Green asked what the questions should be based on Special Projects Issues. Jimerson stated there is no limit on the ideas.

Closing

Susan Jimerson closed the meeting.

Next Meeting Sept. 12, 2017

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
July 11, 2017**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer (DFO)

Attendance

- | | | |
|--------------------------|----------------------|--------------------|
| • Shirley Atkinson Samms | Salt Lake City, UT | Member |
| • Kent Christiansen, | Boise, ID | TAP National Chair |
| • Mary Florence | Kansas City, MD | Vice Chair |
| • William Green | New Castle, DE | Member |
| • Richard Herman | Fresno, CA | Member |
| • Kristen Petersen | Colorado Springs, CO | Member |
| • Sophia Sakoff | Turner, OR | Chair |

Members Absent

- | | | |
|------------------|----------------|--------|
| • Victor Frausto | El Paso, TX | Member |
| • Paul Kurth | Washington, DC | Member |
| • Larry Meade | Sacramento, CA | Member |
| • Juliana Weeks | Blythewood, SC | Member |

Staff

- Susan Jimerson, Designated Federal Officer
- Matthew O'Sullivan, TAP Program Analyst
- Gilbert Martinez, TAP Program Analyst
- Lisa Billups, TAP Senior Program Analyst
- Tamikio Bohler, W&I
- Johnnie Beale
- Cindy Jones
- Betty Scott
- Debra Awalt
- Rosemary Rixey
- Annie Gold, TAP Administrative Assistant

Roll Call

Quorum was met.

Opening/Welcome

Susan Jimerson welcomed everyone to the meeting and shared an overview of the agenda. The DFO report will be combined with the National Office Report. Javier Hernandez is out of the office today. There has been an official resignation



received from Collette Keeton. She is no longer with TAP. There will not be anyone replacing her on the committee. The removal of Paul Kurth from the TAP is currently being worked. There have been several attempts to contact Kurth with letters, emails and phone calls. No response has been received back from him. This is a long process that has been elevated to Hernandez for the next phase.

The tax forum starts on today in Orlando, FL. There will be two members attending to represent TAP. The two members are Jim Sowell and Alice Azzaro. There will be an Internal Communications Committee (ICC) call scheduled for today beginning at 2:30 p.m. ET. The June Newsletter came out of the ICC. The July Newsletter is being worked on. Gilbert Martinez sent out a solicitation for articles to be included in the Newsletter. He also asked that an update from each of the project committees to go along with information on outreach and an article from the TAP Chair. Clarification was given so that members would know the chairperson is to submit the articles to the analyst by the fifth of the month. The chair is able to designate someone to present the article in his absence. Due to the Fourth of July holiday, the submission date was extended to the July 13, 2017. If anyone is having any concerns on getting the articles out, contact O'Sullivan or Jimerson for assistance.

The interviews are at the end of being completed and the staff is busy with the background and fingerprints. The recommendations for 2018 TAP year members will be forwarded to Javier Hernandez who will proceed with the next step in the approval process. Appreciation and thank you was expressed to the members who participated in the interview process. The TAC committee is working on a Volunteer Income Tax Assistance (VITA) project review. They are reviewing the following Publications for the VITA program.

- Publication 4012 VITA Tax Counseling for the Elderly (TCE) Volunteer Resource Guide
- Publication 4491 VITA TCE Training Guide
- Form 6744 VITA Test/Retest

The TAP is continuing to pursue efforts to make IRS services better for taxpayers. The review is being done virtually. The National Taxpayer Advocate has approved the Joint Committee's (JC's) planning session for August 21- 24, 2017. The 21st and 24th will be travel days. The members who will be attending the session are the TAP Chair, Vice-Chair and each of the chairs of the project chairs. If the committee chairs are unable to attend, the vice chairs of the committee would be looked to attend in the place of the chair. Sakoff pointed out August 21, 2017, is solar eclipse day and travel may be difficult.

Approval of Minutes

June minutes approved as submitted.



Chair Report-Sophia Sakoff

Sakoff stated she was unable to attend the JC's meeting on last month. William Green was acknowledged for doing an amazing job on Identity Theft. He was thanked for putting the information together and the flow chart development. Mary Florence stated she mentioned William's report during the JC meeting. They thought it was a wonderful idea also. Kent Christenson shared information from the JC's meeting that Tax Forms and Pub had a few referrals and Notices and Correspondences had one. The JC discussed the Corporate Budget-Strategic Planning Office (CFO) meeting on the Strategic Plan for the IRS. All of the Chairs and Vice Chairs are invited to participate.

Members of Public

None

Subcommittee Updates

Identity Theft – Green stated the subcommittee is focused on making taxpayers aware of the resources available to them at the IRS in reference to Identity Theft. The most difficult task was how to present to the public. He came up with a process of providing information to taxpayers who wanted more information. The subcommittee members were shared the information and has to review it and gather further information. They will come together for discussion and take it from there. By the end of the month, the subcommittee should have a flow chart available. They are open to any and all suggestions from members not on the subcommittee. Green anticipates the subcommittee will have a working flow chart to present at the next meeting. Sakoff expressed to Green and the subcommittee thank you.

International Subcommittee

Florence stated the subcommittee had to reschedule their monthly meeting due to the holiday. They have not been able to get the meeting reschedule for any updates on this call. However, she gave a brief recap of June's activity and what the subcommittee was working on. O'Sullivan will send out a notification to the subcommittee with possible dates in order to reschedule their meeting.

Outreach – Mary Florence

Florence began by saying thank you to members for submitted the time reports. A consolidated report will be completed. If anyone has any additional information for outreach, please forward to Florence. She encouraged members to be in touch with their LTA. Members are to let Florence and O'Sullivan know if they are unable to reach their LTA. Florence added she was invited by Sally to get involved with the planning with the Internal Committee. If there have been any outreach done by members, they are encouraged to let Florence know in order to have it shared on the Newsletter. The review of the new Landing page for the IRS was missed. A response was sent asking for the deadline on it. It was not



shared in time for complete review. Florence assured members they will look for ways to make it easier for everyone.

Action Items:

O'Sullivan stated the following action items:

- Send invitation out to the International subcommittee for rescheduling of July's meeting
- Make sure issues from last month's meeting have been closed off in the Database
- Quorum reminder, if there is another member loss, quorum will drop to five
- O'Sullivan will schedule a call with Lisa to get up to speed and current on where everyone is

William added the Screening Committee items directly related to Identity Theft be held off on trying to resolve until after his subcommittee project on the flow charts have been completed. Sakoff agreed if items come forth to hold them upfront to see if they will be addressed in the flow chart being created by the Identity Theft subcommittee.

The question was asked on the timeline to submit a rebuttal. Jimerson stated it is not a matter of the timeline for accepting the IRS response or the rebuttal of the response. It is based on the information provided in the referral. If there is new information that would strengthen the referral it should be resubmitted.

Closing

Susan Jimerson closed the meeting.

Next Meeting: Aug. 8, 2017

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
June 13, 2017**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer

Attendance

- Shirley Atkinson Samms Salt Lake City, UT Member
- Victor Frausto El Paso, TX Member
- William Green New Castle, DE Member
- Richard Herman Fresno, CA Member
- Larry Meade Sacramento, CA Member
- Kristen Petersen Colorado Springs, CO Member
- Sophia Sakoff Turner, OR Chair
- Juliana Weeks Blythewood, SC Member

Members Absent

- Mary Florence Kansas City, MD Vice Chair
- Collette Keeton Ellenwood, GA Member
- Paul Kurth Washington, DC Member

Staff

- Javier Hernandez, Acting TAP Director
- Susan Jimerson, Designated Federal Officer
- Gilbert Martinez, TAP Program Analyst
- Lisa Billups, TAP Senior Program Analyst
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- Johnnie Beale
- Cindy Jones
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- Debra Awalt
- Rosemary Rixey
- Annie Gold, TAP Administrative Assistant

Roll Call

Quorum was met.

Opening/Welcome

Susan Jimerson welcomed everyone to the meeting and shared an overview of the agenda. The Interviews are being conducted for new members and alternates for TAP year 2018. It is expected interviews should be completed by



the first week of July. Matthew O'Sullivan will be back in the office during the first week of July. There will be an Internal Communications committee call directly after this call. It will begin at 2:30 p.m. ET.

National Office Report – Javier Hernandez

Javier stated TAP staff is in the midst of interviewing for the 2018 Panel. He anticipates completion by the end of June but may go into the first week of July. It depends on how many interviews may need to be rescheduled. He expressed appreciation for every member who volunteered their time to assist with the Interviews.

The result of the outreach push has been tremendous. Members have been doing an outstanding job coordinating with the Local Taxpayer Advocates and visiting Congressional offices; this leads to more networking with other organizations to conduct outreach. Members are encouraged to continue with these efforts. The Activity Reports not only capture the time spent with the committees (full and subcommittees) but also the time spent doing outreach. He stressed how critical it is to timely submit activity reports monthly; it reflects all of the issues and work being done. TAP is committed to helping improve the service as much as possible.

Sheila Andrews expressed thank you to the committee for all the hard work and assistance with the interview process. Kudos was given to all.

Approval of Minutes

May minutes approved as submitted.

Chair Report-Sophia Sakoff

Sakoff stated during the Joint Committee's meeting it was stressed members are to get prior approval for any outreach travel if reimbursement is expected. This is to be done prior to traveling. The IRS offers electronic subscriptions to newsletters for various audiences/market segments that are useful for outreach purposes. The subscriptions can be found on www.IRS.gov at the top right banner of the homepage. She advised against subscribing to too many, as they will generate a lot of email. Sheila shared that Publication 17 when ordered last year was no longer available. Sakoff stated it is only available online. Jimerson shared the 2016 Annual Report is available on www.ImproveIRS.org under the tab *About TAP*. The correct access code for the committee's monthly calls is 3446895.

Members of Public

None

IRS Responses



Sakoff stated two responses were received from the IRS. The committee is to review the response and decide whether to accept or request reconsideration. If it is accepted, the committee will move forward. If we reject, additional information would be needed that wasn't presented to IRS in the original referral.

- Issue 35166, the International Check Box, Mary Florence was on the committee last year. The issue was U.S. taxpayers living abroad and having trouble filing their tax returns due to them not having a Social Security number. IRS response states there was a process in place to assist taxpayers living abroad with filing and did not have a Social Security number or Individual Taxpayer Identification Number. A temporary number would be issued to the return and is identified and processed. Not all of credit and deductions are allowed. A tracking number is assigned. Once the taxpayer receives a Social Security number, the credits can be reconciled. Taxpayers living abroad are able to file a return. Sakoff asked if any questions before the committee's decision to accept or reject IRS response.

Decision: Full Committee Consensus IRS response accepted.

- Issue 33297, Improvement to customer service: This issue relates to taxpayers being able to provide feedback to the level of service from IRS, it was recommended a customer survey be added at the completion of the call to obtain statistics of level of service. IRS rejected the recommendation. There is a process for surveying customers within each operating division. No other survey options need to be taken. Jimerson stated based upon the business units, there are measures in place and no additional methods will be considered.

Decision: Full Committee Consensus IRS response accepted.

Subcommittee Updates

Identity Theft – Bill asked if members received the email he had sent to everyone. The subcommittee meeting is scheduled for tomorrow. Discussion will be held during the next full committee meeting.

International Subcommittee – Mary Florence

Sakoff stated the subcommittee is going over the referral. The July meeting will be reschedule due to the Holiday.

Outreach – Mary Florence

Sakoff stated an article was posted on outreach. The audience was huge. First year members are doing an awesome job.

Action Items:



Lisa stated the following action item:

- Update Database to show the full committee's acceptance of Issues 31566 and 33297

Closing

Susan Jimerson closed the meeting.

Next Meeting July 11, 2017

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
May 9, 2017**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer

Attendance

- Shirley Atkinson Samms Salt Lake City, UT Member
- Mary Florence Kansas City, MD Vice Chair
- Victor Frausto El Paso, TX Member
- William Green New Castle, DE Member
- Richard Herman Fresno, CA Member
- Kristen Petersen Colorado Springs, CO Member
- Sophia Sakoff Turner, OR Chair
- Juliana Weeks Blythewood, SC Member

Members Absent

- Collette Keeton Ellenwood, GA Member
- Paul Kurth Washington, DC Member
- Larry Meade Sacramento, CA Member

Staff

- Javier Hernandez, Acting TAP Director
- Susan Jimerson, Designated Federal Officer
- Matthew O'Sullivan, Program Analyst
- Gilbert Martinez, Program Analyst
- Lisa Billups, Senior Program Analyst
- Tamikio Bohler, W&I
- Johnnie Beale
- Cindy Jones
- Betty Scott
- Debra Awalt
- Rosemary Rixey
- Annie Gold, TAP Administrative Assistant

Roll Call

Annie Gold

Opening/Welcome

Susan Jimerson welcomed everyone to the meeting and shared the agenda. Matthew O'Sullivan will be out for the next eight weeks due to knee surgery. Lisa



Billups will be taking over as the Lead Analyst for Special Projects. Gilbert Martinez will be her backup. Jimerson assured the members there will be continual support to assist with issues during Matthew O'Sullivan's absence. Sheila Andrews is on her assignment. Javier Hernandez is the Acting TAP Director during this time. The interviews for new members and new alternates will begin soon. Solicitation for members to volunteer to assist on the interview panel will be going out soon.

National Office Report – Javier Hernandez

Hernandez stated the recruitment for the 2018 new members and alternates is underway. Member participation in the interview process is encouraged. Hernandez explained how important and critical it is to have for fairness across the board in representing taxpayers. This would also assist in the case of coverage if an emergency situation should arise and a member of the interview panel is unable to make it. Member participation is critical to the success of TAP and helping ensure Taxpayer concerns are met. Andrews is in travel status this week. Hernandez encouraged members to reach out to their Local Taxpayer Advocate (LTA). If any member has tried to reach their LTA and were unsuccessful, let Hernandez, Jimerson or the Analyst know. Member information is being shared with the LTAs in case members are unable to reach them. Partnering with the LTA and Congressional offices allows networking opportunities. Notifications of local outreach efforts have been shared with Hernandez. Requests for Speak Up Brochures have been made. Attendance at local Congressional outreaches with the LTAs have afforded members the opportunity to participate in other outreach efforts the Congressional Offices already have scheduled. TAP strive on grass root issues and rely heavily on IRS for projects to help improve IRS products and services.

Approval of Minutes

April minutes approved pending corrections to show Mary Florence as Vice Chair and grammatical edits.

Chair Report – Sophia Sakoff

Sakoff stated the Joint Committee decided there will be an additional layer of Quality Review to referrals as they move through the process. A member will be assigned to do the review and have a backup person. The review is to make sure the Style Guide is followed. The content review or substance review should all be done at the Committee level and Committee level Quality Review. It will be a final look over the referral before it moves to the Joint Committee for review. It was determined at the Joint Committee the Chairs of the committees would not be doing the additional review because they have enough on their plates. More information may be sent on this. If there are any questions, Sakoff is available.

Members of Public

None

Subcommittee Updates

Identity Theft – Sophia Sakoff stated she called in late to the Identity Theft meeting. Questions were submitted to O’Sullivan during the meeting. The decision to determine whether or not to continue with ID Theft as a topic for the Subcommittee will be discussed at the next meeting. Jimerson stated some of the things IRS is currently working on. ID theft topic has been a struggle for the past three years when Special Projects began as a committee. She suggested taking another look at it and focus on the customer service aspect and less on what all is involved with IRS working these types of cases. Members were encouraged to have thoughts around that suggestion and any additional issues for the subcommittee. Bill Green stated he went through the topics listed on www.IRS.gov and it is extensive. He suggested the subcommittee should have a good handle on what IRS has presented to the public and the options available.

There is an extensive process in getting information on ID Theft, personal PIN etc. IRS does provide information on the process if ID Theft has been suspected or detected. Some of the issues raised by taxpayers have been addressed by IRS. Green would like to continue doing what he is doing to address these issues with a customer experience focus on the resources IRS provides and the accessibility to information. Sakoff agreed it is a good idea to go through and analyze what is available. She assured Green help is available from the group to assist him in the research. Rick Herman stated he expected to see responses from IRS on the questions presented by Sakoff on the email she sent out.

- Issue 34586 regarding the Taxpayers suggestion to have people go to Post Office rather than go to IRS office to identify themselves. He believes there might be merit in this issue. He met with the LTA on the Fresno Campus and five managers last week.
- Issue 35579 Intent File Date; let IRS know their file date for the following year. Subcommittee thinks there may be some problem with this issue. They did not think the PIN number was a good lead.

International Subcommittee – Mary Florence

Florence stated they had their meeting last week where Matthew O’Sullivan shared some answers to the subcommittee from research he had done. The list of questions was forwarded to the SME and Lisa Billups. The subcommittee had a few carry over issues to work.

- Issue 35185, International Future State was written up last year and was reviewed per the TAS Style Guide. They are waiting to see if it already went up through the Attorney Advisory review and Systemic Advocacy (SA) review. This takes up to 10 days to be completed. Jimerson stated the referral will be submitted to the Attorney Advisor and SA. The Subcommittee will be notified when the review has been completed.



- Issue 35080, Get Transcrip, the draft is being written up. Will discuss during next meeting to write up the draft.

Outreach – Mary Florence

Florence stated during the outreach meeting it was stressed that members should connect with their LTAs. Sakoff added a lot of opportunities are on www.TAPSpace.org for outreach activities. She agreed to reach out to the LTAs for possible outreach. Time Reports are important; it helps IRS get the funding for TAP to continue this program. Members are encouraged to do their time weekly. Copies of all time reports are to be forwarded to Lisa Billups, Sophia Sakoff and to the TAP email address. Sakoff will send out an email with the addresses. Members should refer back to the email from Cedric Jeans with the User Guide. It gives information on how to report your time. The reports are due on the 25th of the month.

Jimerson reminded members to get pre-approval for any outreach travel if reimbursement is expected. There is no overnight travel and will not be approved.

Hernandez shared information on a visit to Philadelphia where the LTA invited him to attend an outreach event with the local Congressional office. Unfortunately, he was not able to attend but it was a good opportunity for TAP to get information out. He looked up the TAP member who was assigned to the state as well as connecting states. He provided the LTA with three members contact numbers. The LTA contacted the members and one of them was able to attend. It is ok to cross state lines to do outreach. Members should make sure to alert the analysts and the member from the state you will be going to. This will help keep everyone informed as to what is going on.

2017 Activity Report

Jimerson asked if there were any questions or problems completing the Activity Reports. If there are any questions members are encouraged to reach out to the analyst or Susan Jimerson for assistance.

Action Items

Lisa Billups stated the following action items:

- Edits have been done to the minutes and have been posted
- Provide Shirley Atkinson Samms Publication 1 *Your Rights as a Taxpayer*
- Forward responses for the International Subcommittee from Matthew O'Sullivan
- Follow-up on Business cards

Closing

Susan Jimerson closed the meeting.



Next Meeting: June 13, 2017

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
April 11, 2017**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer

Attendance

- Shirley Atkinson Samms Salt Lake City, UT Member
- Victor Frausto El Paso, TX Member
- Richard Herman Fresno, CA Member
- Larry Meade Sacramento, CA Member
- Kristen Petersen Colorado Springs, CO Member
- Sophia Sakoff Turner, OR Chair
- Juliana Weeks Blythewood, SC Member
- Kent Christenson Boise, ID Member

Members Absent

- Mary Florence Kansas City, MD Vice Chair
- William Green New Castle, DE Member
- Collette Keeton Ellenwood, GA Member
- Paul Kurth Washington, DC Member

Staff

- Sheila Andrews, TAP Director
- Javier Hernandez, Detailed to TAP
- Susan Jimerson, Designated Federal Officer
- Matthew O'Sullivan, Program Analyst
- Lisa Billups, Program Analyst
- Tamikio Bohler, W&I
- Johnnie Beale
- Cindy Jones
- Betty Scott
- Debra Awalt
- Rosemary Rixey
- Annie Gold, TAP Administrative Assistant

Member of Public

None

Roll Call

Roll Call completed, quorum met.



Opening/Welcome

Susan Jimerson welcomed everyone to the meeting and shared the overview of the agenda. Today's meeting is an Administrative meeting. Information will be shared but there will be no decisions made. This is due to the short timeframe in getting the meeting information completed and posted onto the Federal Register. Decisions will be made at the next month's full committee meeting. The face-to-Face meeting in Albuquerque was a good meeting and it was very productive. A lot was accomplished in figuring out the direction the committee will be going.

The committee will be working on two main issues, one on Identity Theft and the second on International issues. Matthew O'Sullivan has been very busy getting the face-to-face meeting minutes together. They should be available during the next meeting for approval. He is also working on questions that came up during the meeting to get Subject Matter Experts (SMEs) and is doing research for the committee to move forward. Reimbursements for travel vouchers are going well. Annie is in the process of gathering all of the information needed in order to get the vouchers over to the finance center so everyone will receive reimbursements. Anyone who has not submitted travel reimbursements, please do so.

National Office Report – Sheila Andrews/Javier Hernandez

Sheila Andrews stated the Recruitment is still underway and will end on April 24, 2017. If anyone is aware of or know anyone who may be interested in becoming a member of TAP they are encouraged to have that person submit his/her application. Javier Hernandez has joined the TAP Staff and will be working directly with Andrews. They are working on some developmental and changes in duties will be done. Hernandez will gradually be taking over the leadership role within TAP. Andrews emphasized she will not be leaving TAP but working in a different fashion. Hernandez has been very active and busy for a month or so trying to learn how things are done and to be involved. Annie will include his contact information in the minutes.

A survey was sent out to everyone regarding the training and the face-to-face meeting. Everyone was encouraged to participate in the survey. This information is used to help TAP improve and member insight is welcomed. Some things may not be in TAP's latitude to change but what worked well and what didn't work needs to be known. Changes that TAP are able to make will occur. Member input is so very valuable to TAP. The training sessions and virtual meetings will begin in May. The training sessions will be basic insights or hot issues in IRS. Tax professionals may find the sessions too basic but are welcome to attend. It is designed to give members insight on how IRS operates and identify topics and hot issues. It will also provide a better understanding and some background information for members when working issues. Virtual meetings will be held quarterly for all of the committees to share information of what is going on in each committee.



Javier Hernandez welcomed everyone to the call and stated he looks forward to working alongside each member. He assured the committee O'Sullivan, Jimerson and he would be available to assist and answer questions when needed. Members are encouraged to reach out to him. His contact information will be included in the minutes. TAP Staff utilize WebEx during the meetings and members are able to see the Staff and each other. Members are encouraged to use the WebEx camera option if they have it available. It will help put a face with the name. If anyone has questions, reach out to Hernandez and he will respond as quickly as possible:

Javier Hernandez
(202) 317-3018 – Telephone
Javier.Hernandez@irs.gov

Chair Report – Sophia Sakoff

Sakoff welcomed everyone to the call. There are a couple of members that have not been in attendance. Susan Jimerson will be taking the next steps to try and reach out to them to see if they are still interested in being a part of TAP. Paul Kurth is a part of ID Theft subcommittee for individuals. If anyone is sending out emails to him and no response is received he may be unable to get back with you. Collette Keeton may also be busy and not able to get back with a response. Mary Florence informed the committee of her absence on today. She provided some notes to share with the committee. O'Sullivan sent the Activity report out to everyone. Anyone who did not receive it should let O'Sullivan know and it will be forwarded to you. Members are encouraged to check back to the beginning of the year for any work done on TAP. Any correspondence in inboxes, deleted folders, sent or spam should be counted and listed on the Activity log sheets for time. If anyone should have questions Sakoff is available.

Public Input

None

Subcommittee Updates

Rick Herman stated there are two issues that were addressed from the subcommittee for Identity Theft for Individuals. Some information was sent out to the members of the subcommittee. Some of their comments are beginning to come in.

- There was one comment with a suggestion from a Taxpayer to have the Post Office verify the Identity and ask certain questions opposed to the IRS. The taxpayers had a 20 mile drive to get to the Taxpayer's Assistance Center Committee (TAC) and it was difficult for them.
- Taxpayer suggested on the Protecting Americans from Tax Hikes Act of 2015 (PATH ACT) the Taxpayer sending IRS a date where you would not find the return submitted prior to the date.



- Herman made an attempt to reach out to his Local Taxpayer Advocate (LTA) but did not receive a response back. He stated Cedric Jeans sent out a survey regarding the LTA in San Diego. Herman provided feedback that he would have to travel over 200 miles but that he would reach out to the LTA in Fresno. He shared his contact information to the LTA in Fresno. The LTA's name should be corrected to show the correct spelling of the LTA's name in Fresno Jeffrey. It is incorrect in his email address. Herman would like to have business cards sent to him. Annie will follow up with Otis Simpson of the status of the business cards. There are some generic business cards available until the cards are delivered. O'Sullivan will send them out to all who would like to have them. Andrews encouraged members to let the Analyst and Jimerson know once contact has been made with the LTA.

Sakoff mentioned the LTA in Oregon was unavailable when she reached out to him. She suggested members should be mindful of putting the out of office notification on their messages. They may not go outside to the LTA and they would not know contact is being done.

Sakoff shared Mary Florence's updates:
Issue 35185 *International Future State* – Shirley Atkinson-Samms and Kristen Petersen are working on the International Future State. It is ready for the full Committee for approval. Jimerson added it had not made it to the Joint Committee (JC).

Victor Frausto is working on the Get Transcript. There was a good description of the issue. When the paper is set up it will be reviewed by the subcommittee and on to the Quality Review, full committee, and on to the JC for approval before it move on to IRS. There is no fast turn-around time.

2017 Activity Report

O'Sullivan sent the members the current updated version of the 2017 Activity Report. The Report is due back by the Twenty-fifth day of the month. They should be copied to the TAP mailbox (TaxpayerAdvocacyPanel@IRS.gov), O'Sullivan and the committee Vice-Chair. Jimerson added the analysts will gather the Reports and compile them onto the Outreach Database to be pulled when needed. If there are any questions, contact O'Sullivan. Members were asked to check and make sure they receive a copy of the report and instructions O'Sullivan had sent out on today. A reminder not to add boxes or edits to the spreadsheet it may change the calculations already set. Contact O'Sullivan with questions or concerns.

Action Items:

O'Sullivan stated he is still gathering information in response to the request for information he received from the face-to-face meeting.

- Accessibility of Task Style Guide, the document is on www.TAPSpace.org. Go to the Search button, type Task Style Guide and it will take you to directly to the document where downloading is available.
- Some examples of the ID Theft letters were requested of what the IRS sends out. An example letter was found on 4883C – potential identity theft during original processing. It was forwarded to the committee via email. Let O’Sullivan know if anyone did not receive it.
- A request for contact information for TIGTA (Treasury Inspector General for Tax Administration) was submitted. Their website has an interactive map per state with Agent in charge. This link was emailed to members. Let O’Sullivan know if anyone did not receive it.
- Trouble accessing www.TAPSpace.org a work-around link was forwarded to members. Let O’Sullivan know if not received.
- A question came up while working the Virgin Islands tax issue. There was a problem in trying to access the practitioner list via www.IRS.gov. There are practitioners listed with contact information for Certified Public Accountants and enrolled agents. It does work when a zip code is provided.
- A concern about Individual Tax Identification Numbers (ITINs) and Refunds, sending in original documents in order to get an ITIN. Austin, Texas, is the centralized location that handles this. The normal processing time is about seven weeks. During the peak filing season, January through April it may take up to nine to 11 weeks. An alternative is a link that list IRS TAC offices that will review the documents. Taxpayers can make an appointment and take original documents to the TAC. Documents will be certified and returned at the time. This would avoid documents being lost.

O’Sullivan is researching before going to a SME.

Jimerson reminded the committee there is an Identity Theft Subcommittee call tomorrow April 12, 2017. The International Subcommittee call is the first Tuesday of each month beginning May 2, 2017 at 1 p.m. EST.

O’Sullivan expressed his apology for lateness in sending out information. Subcommittee meetings are being posted onto the calendar. Jimerson suggested if any questions or concerns with putting together their Activity Reports let O’Sullivan know.

Closing

Susan Jimerson closed the meeting.

Next Meeting May 9, 2017

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Face-to-Face Meeting Minutes
March 20, 2017**

Designated Federal Officer

- Susan Jimerson Seattle, WA Chief, TAP West

Attendance

- Atkinson-Samms, Shirley Salt Lake, UT Member
- Florence, Mary Kansas City, MO Member
- Frausto, Victor El Paso, TX Member
- Green, William New Castle, DE Member
- Herman, Rick Fresno, CA Member
- Petersen, Kristen Colorado Springs, CO Member
- Sakoff, Sophia Turner, OR Member
- Weeks Juliana Blythewood, SC Member

Members Absent

- Keeton Collette Ellenwood, GA Member
- Kurth, Paul Washington, DC Member
- Meade, Larry Sacramento, CA Member

Staff

- Lisa Billups, TAP Analyst
- Matthew O’Sullivan, TAP Analyst
- Kimberly Vinci, TAP Analyst

Member of Public

None

Opening/Welcome/Announcements

Jimerson welcomed everyone to the meeting. This is the first official meeting for Special Projects committee in this TAP year 2017.

TAP Mission

Jimerson made a presentation on the TAP mission.



TAP Member Procedures.

O'Sullivan did a presentation on TAP member procedures.

- Ground Rules
- Telephone & E-Mail Etiquette
- Agenda and Pre-Read Information (www.TAPSpace.org)
- Activity reports/Time Reporting
- Methods of Communication

So You Want to Be a Chair

Jimerson and O'Sullivan did a presentation on the responsibilities of the Committee Chair and Vice-Chair.

Nominations and Election Process for Chair and Vice-Chair

Sophia Sakoff was nominated and seconded for Chair. Mary Florence was nominated and seconded for Vice-Chair.

Voting and Election Results

Sophia Sakoff was elected Chair. Mary Florence was elected Vice-Chair.

Approval of November 2016 Meeting Minutes

Chair Sophia Sakoff heard a motion to approve the November 1, 2016 meeting minutes. The motion was seconded and approved by the committee.

Establish Conference Call Meeting Dates and Times

The full committee will meet on the second Tuesday of each month at 1 p.m. ET.

Quorum Described

Per the Chair, Sophia Sakoff, a quorum is defined as one-half plus one members of the committee. As the committee has eleven members, six will constitute a quorum.

Consensus Described

Per the Chair, Sophia Sakoff, Consensus is defined as a general agreement or accord.

Sub Committee members were established for the Special Projects Committee

Outreach Sub-Committee

Mary Florence, Paul Kurth.

Screening Sub-Committee

William Green, Shirley Atkinson-Samms, Victor Frausto



Quality Review Sub-Committee

Shirley Atkinson-Samms, Victor Frausto

Internal Communications Sub-Committee

Julia Weeks, Mary Florence, Collette Keeton

End of Day/Announcements

Chair Sophia Sakoff closed the meeting for the day.



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Face-to-Face Meeting Minutes
March 21, 2017**

Designated Federal Officer

- Susan Jimerson Seattle, WA Chief, TAP West

Attendance

- Atkinson-Samms, Shirley Salt Lake, UT Member
- Florence, Mary Kansas City, MO Member
- Frausto, Victor El Paso, TX Member
- Green, William New Castle, DE Member
- Herman, Rick Fresno, CA Member
- Petersen, Kristen Colorado Springs, CO Member
- Sakoff, Sophia Turner, OR Member
- Weeks Juliana Blythewood, SC Member

Members Absent

- Keeton, Collette Ellenwood, GA Member
- Kurth, Paul Washington, DC Member
- Meade, Larry Sacramento, CA Member

Staff

- Lisa Billups, TAP Analyst
- Matthew O'Sullivan, TAP Analyst
- Kimberly Vinci, TAP Analyst

Member of Public

None

Welcome/Announcements/Review Agenda

Susan Jimerson opened the meeting with announcements and a review of the Agenda

Project Committee Information Review of 2016 Recommendations

Issue #31300. The IRS rejected the project and indicates that they were making program changes to address the issue. The committee voted to accept the findings.

Issue #35166. This issue was submitted on December 21, 2016, no response has been received. A follow up contact was made on March 17, 2017.



Screening

New Issue Screening Report

Issue #35733 *1040 Preparation Help for International Taxpayers*
Committee voted to keep this as an International issue.

Issue #34514 *ID Theft*
Committee voted to keep this as an ID Theft issue.

Issue #34554 *Elimination Fraudulent Returns*
Committee voted to keep this as an ID Theft issue.

Issue #34586 *Treatment of ID Theft Victims*
Committee voted to keep this as an ID Theft issue.

Issue #35185 *International Future State*
Committee voted to keep this as an International issue.

Issue #35301 *IRS Penalty Procedure RE: 1042 and Partnerships*
Committee voted to drop this issue as the return due date is set by statute.

Issue #35307 *Sharing Tax Data with States*
Committee voted to drop this issue as it is a State matter we have no control over.

Issue #35380 *Taxation Without Representation*
Committee voted to drop this issue as it is an individual matter.

Issue #35511 *ACA Tax Subsidies Stop at 400 percent Over Federal Poverty level (FPL)*
Committee voted to drop this issue as the limit is set by statute and the statute may change by legislative action.

Issue #35514 *Premium Tax Credit*
Committee voted to drop this issue as the income limitations are set by statute.

Issue #35532 *Power of Attorney Revocation*
Committee voted to drop this issue as the representative has the option of withdrawing on the Form 2848.

Issue #35579 *Identity Theft*
Committee voted to keep this as an Identity Theft issue.



Issue #35593 *VITA Software*

Committee voted to refer this issue to the Forms and Publications committee.

Issue #35603 *Group Term Life Insurance*

Committee voted to drop this as it is an individual issue.

Issue #36585 *Tax Return Fraud*

Committee voted to keep this as an ID theft issue.

Issue #35690 *Tax Free Distributions from 457 Plans*

Committee voted to drop this issue as it is a legislative issue.

Issue #35691 *35 percent Non-Deductible H1B Visa Tax*

Committee voted to drop this issue as it is a legislative issue.

Issue #28793 *501(c)3 Non-Profit and Form 1023*

Committee voted to drop this issue as the fee is helpful in preventing fraud.

Issue #29415 *Return Processing Issue PINs Yearly to ID Theft Victims*

Committee voted to keep this as an ID Theft Issue.

Issue #35050 *Delay in ITIN and refund*

Committee voted to keep as an International issue.

Issue #35119 *Virgin Islands Tax System*

Committee voted to keep this as an International issue.

Issue #35223 *Delayed Refund Fuel Tax*

Committee voted to drop as this is an individual issue.

Issue #32655 *ACS/Priority Practitioner's Line representative Rude Unprofessional*

Committee voted to drop issue, information forwarded to Director for action.

Parking Lot

Issue #32488 *Smart Card Digital Signature for Return Signature*

Committee has voted to drop this issue.

Issue #31300 *Getting E-Services Transcripts for ID Theft Accounts*

Committee voted to drop this issue.

Issue #34929 *Update Streamline Compliance Webpage/Links*

Awaiting response from IRS.



Issue #35166 *SSN for International Taxpayers*

This issue was submitted on December 21, 2016, no response has been received. A follow up contact was made on March 17, 2017.

Issue #32455 *Identity Theft*

Committee voted to keep this as an ID Theft issue.

Sub-Committees

The Special Projects Committee has set up two Sub-Committees to address the open issues.

The ID Theft Sub-Committee will meet on the second Wednesday of the month at 1 PM Eastern. The Sub-Committee members are William Green (Lead) Rick Herman, Juliana Weeks, Paul Kurth, Larry Meade. This Sub-Committee will address Issues 35685, 34586, 29415, 34514, 34554, 34960, 35779.

The International Sub-Committee will meet on the First Tuesday of the month at 1 p.m. ET. The Sub-Committee members are Mary Florence (Lead), Shirley Atkinson-Samms, Victor Frausto, Collette Keeton, Kristen Petersen.

Committee Chair, Sophia Sakoff will work with both Sub-Committees.

Sub-Committee Focus Groups

The Sub-Committees broke into separate focus groups to review and discuss their issues. Matthew O'Sullivan assisted the ID Theft Sub-Committee. Lisa Billups assisted the International Sub-Committee.

Sub-Committee Report Out

ID Theft Sub-Committee

The ID Theft Sub-Committee divided the ID Theft issues between IRS generated actions and Individual generated actions:

- 34514 IRS generated
- 34554 IRS generated
- 34960 IRS generated
- 35578 Individual generated
- 35685 IRS generated
- 34586 Individual generated
- 29415 IRS generated

Rick Herman, Juliana Weeks and Paul Kurth will work on Issues 35579 and 34586.



William Green and Larry Meade will work on Issues 34514, 35685, 34554, 34960 and 29415.

William Green reported that issues 34514 and 35685 should be combined under 34514 with 35685 being closed as an associated issue. He also indicated that issues 34554 and 34960 should be combined under 34554 with 34960 being closed as an associated issue. He will review 29415 and present a report on that issue.

Rick Herman indicated that issue 35779 is a suggestion that the taxpayer notifies the IRS when they intend to file. If a return is submitted prior to the indicated date, the return could be flagged so a refund would not be issued prior to the taxpayer's indicated filing date.

The Sub-Committee requested the Analyst, Matthew O'Sullivan, get information on the following items:

- What notices are sent to ID theft victims?
- How is it determined that notices be sent?
- How many fraudulent returns have addresses different from prior returns or the IRS address of record?
- The State of Oregon determined that several practitioner databases were hacked due to the fact that multiple refunds were going to the same back account and routing numbers. Does the IRS track the same information?
- What is the evolution of ID Theft tactics?
- How does the IRS do outreach on ID Theft issues?
- What are the most common ID Theft issues currently?
- What is the current process on ID Theft letters?
- What is the next step if the taxpayer responses are not correct?
- Can we get a sample ID Theft letter?
- What is the process of communicating with the taxpayer on ID theft cases?
- What is happening from the time the correct return is verified and the refund is issued?
- Can the taxpayer speed up the process by going to the TAC office?
- What are the questions asked by IRS?
- Can the committee get a list of local TIGTA contacts?

International Sub-Committee



Mary Florence discussed the use of the TAS Style Guide for help in writing referrals and to be sure the referrals are uniform within TAS guidelines. Use of this guide would also promote consistency in the review process.

Issue #35733 *1040 Preparation Help for International Taxpayers*

We need to determine how many international taxpayers are impacted and quantify the problem. Identify the nature of the problem and potential solutions. Can a Subject Matter Expert (SME) provide information on access to www.IRS.gov in other countries?

Issue #35080 *Transcript Function Not Working With Foreign Addresses*

Due to zip code issues foreign taxpayers are having difficulties with receiving transcripts by mail. A possible check box to indicate a foreign address may solve this problem. Victor Frausto will write up a recommendation.

Issue #35185 *International Future State*

This issue has already been written up and has been through quality review. Kristen Petersen and Shirley Atkinson-Samms will review; Mary Florence will provide background information.

Issue #35050 *Delay in ITIN and Refund*

Taxpayers have to relinquish documents; we need to review this process. How long are the documents kept? How many taxpayers are impacted?

Issue #35119 *Virgin Islands Tax System*

Is there a certification system list for tax preparers who prepare returns for those living abroad? People are revoking U.S. citizenship because of difficulties complying with filing requirements while living abroad. The cost of filing a U.S. return creates a financial burden. Request a SME to discuss this process.

TAPSpace Travel WebEx

Susan Jimerson and Matthew O'Sullivan reviewed www.TAPSpace.org, Travel and WebEx issues with the committee.

Meeting Assessment/Next Steps/Closing.

Susan Jimerson and Sophia Sakoff did an assessment of the meeting, discussed next actions and closed the meeting.

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