



2019 Meeting Minutes Special Projects Committee

- **March 18-19, 2019**
 - **April 11, 2019**
 - **May 9, 2019**
 - **June 13, 2019**
 - **July 10, 2019**
 - **Aug. 8, 2019**
 - **Sept. 12, 2019**
 - **Oct. 10, 2019**
 - **Nov. 14, 2019**
-

Special Projects Committee Taxpayer Advocacy Panel (TAP) Face-to-Face Meeting Minutes March 18, 2019

TAP Staff and IRS Employees Present

- Cedric Jeans, Designated Federal Official (DFO) –TAP
- Rosalind Matherne, Analyst -- TAP
- Fred N. Smith, Jr., Analyst – TAP

TAP Members Present

- Michael Gati
- Robert Moretti
- Richard Russell
- Laura Snyder
- Cheryl Williams
- John Hughes (Attending Virtually)
- Kimberly Mason (Attending Virtually)

TAP Members Absent

- Gina Gray
- Kristen Petersen
- Tiffany Mosely

Welcome/Announcements/Review Agenda

DFO, Cedric Jeans greeted the participants and officially opened the meeting.

Self-Introductions/Roll Call



The attending TAP members introduced themselves and provided background.

TAP Mission

Jeans goes over the TAP mission. Jeans provided examples of outreach the members can do to achieve the mission. Jeans goes over the TAP vision. He talks about the TAP Charter and how the commissioner provides resources to the program that enables it to achieve its mission. Jeans talks about the Annual report and how the commissioners and other organizations read the reports and how the program tries to drive people to read the annual report. Jeans speaks about TAS, the NTA, the NTA Annual Report to Congress (ARC) and the areas the resources ARC covers. Fred informs the members the ARC is posted on ImproveIRS.org. Jeans speaks about TAP success stories and how the VITA quality has been approved. VITA Longer extension was achieved through a recommendation from TAP. Jeans goes over the program responsibilities and how the program works grassroots issues and projects from the IRS and TAS. Jeans covers TAP issues and the program screens issues and drops issues. Jeans talks about the issues should focus on IRS customer service improvements. Jeans informs the members the staff provides research and analysis of issues

TAP Meeting Procedures

Smith covers the ground rules of TAP meetings. Informs the members of the methods of communication the TAP program uses to conduct meetings (conference calls, WEBEX, email).

So You Want to Be A Chair?

Cheryl Williams and Richard Russell were the only members present who were on the Committee last year and provided the members their experience as to how the committee functioned last year.

Nominations

Cheryl Williams and Robert Moretti were nominated for Chair. Williams and Moretti accepted the nominations and proceeded to give their campaign speeches. The committee votes for the 2019 Chair and Vice-Chair

Election Results

Williams wins the Special Projects 2019 Chair nomination and Moretti accepts and wins the Vice-Chair nomination.

Establish Quorum & Consensus

Jeans goes over quorum is and what it means. Cedric provides Gives the equation that for 10 members quorum would be 50% plus 1. For the Toll-free committee meeting quorum would be 6. Consensus

Approval of November 2018 Meeting Minutes



The members took 5 minutes to review the minutes. Williams motions to accept the Minutes with two minor changes and Russell seconds it

Establishment of Sub Committees and Meeting

Full committee meeting the 2nd Thursday of the month at 11:00am ET

Subcommittee 1 - 1st Thursday of the month at 11:00am ET

Richard Russell (Lead), Robert Moretti, Laura Snyder, Kimberly Mason and Kristen Petersen

Subcommittee 2 – 1st Thursday of the month at 12:00pm ET

Michael Gati (Lead), Cheryl Williams, John Hughes, Gina Gray and Tiffany Mosely

Quality Review – John Hughes and 1 additional member

Internal Communications – 2 members needed

Outreach - Robert Moretti

Screening Committee - Cheryl Williams, Laura Snyder and Richard Russell

Williams states that she will reach out to the members not present to see if they are interested in serving on any other sub-committees.

Screening Committee Overview

Smith goes over the process of screening an issue and what an issue is. Jeans adds information on systemic issues, issues that have been raised by the NTA.



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Face-to-Face Meeting Minutes
March 19, 2019**

TAP Staff and IRS Employees Present

- Cedric Jeans, Designated Federal Official (DFO) –TAP
- Rosalind Matherne, Analyst -- TAP
- Fred N. Smith, Jr., Analyst – TAP
- Debra K. Awalt, Wage & Investment Program Analyst

TAP Members Present

- Michael Gati
- Robert Moretti
- Richard Russell
- Laura Snyder
- Cheryl Williams
- John Hughes (Attending Virtually)

TAP Members Absent

- Gina Gray
- Kristen Petersen
- Tiffany Mosely
- Kimberly Mason

Welcome/Announcements/Review Agenda

Cedric welcomes the TAP members and officially open the meeting. Jeans gives an overview of the committees' project work from yesterday.

New Issue Screening

Smith goes over how to screen a potential new item. He speaks about the Parking lot status assigned to certain issues. Jeans and Smith expounds about requesting guidance from full committee and researching an issue and calling in a SME. Smith gives each sub-committee time to review several items in the Special Projects Committee's inventory. Each sub-committee then reports out on how they would change the status of each item reviewed. These items will be changed to the consensus decision of the committee. Screening sub-committee members are then chosen.

IRS Project Committee Work Liaison (Debra K. Awalt)

Awalt gave an overview on W&I and its goal and mission. Largest operation division in the IRS. Awalt gave an overview of the 2 FACA committees sponsored



by W&I. They are IRSAC and IRPAC. IRSAC is working on the validity of 3rd party organizations.

Review of Elevated Projects

Issue # 35050

Issue # 37212 – elevated February 4, 2019

Issue # 36509 – rebuttal supposed to occur

Review of 2019 Project Committee Work

Issue # 36671 – Expanding EIN Request

Issue # 36785 – Power of Attorney & E-Services

Issue # 36969 – International Taxpayer’s Mailing

Issue # 37337 – Claiming Healthcare Cost Internationally

Smith explains each of these issues. Discussion ensues. Sub-Committees break-out to work above issues.

Subcommittee 1 - Report Out

Issue # 36969 – International Taxpayer’s Mailing

Issue # 37337 – Claiming Healthcare Cost Internationally

Subcommittee 2 - Report Out

Issue # 36671 – Expanding EIN Request

Issue # 36785 – Power of Attorney & E-Services

Meeting Assessment / Travel / Next Steps / Closing

Jeans summarizes the meeting and address any concerns the members might have. Smith informs members to contact him for all committee needs. Jeans addresses administration issues.

Jeans closes the meeting at 11:45 a.m. MT.

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
April 11, 2019**

TAP Staff Present

- Rose A. Babb – Management Assistant, TAP
- Terrie English – Director, TAP
- Cedric Jeans – Designated Federal Official, (DFO)
- Fred Smith – Program Analyst

IRS Employees Present

- Debbie Awalt – Program Analyst, W&I
- Tamikio Bohler – Management and Program Analyst, W&I
- Gary Linsey – W&I Tax Analyst

Members Present

- Michael Gati – Laughlin, NV
- John Hughes – Memphis, TN
- Kimberly Mason – Chicago, IL
- Robert Moretti – Great Falls, MT
- Kristen Petersen – Colorado Springs, CO
- Laura Snyder – Paris, France
- Cheryl Williams – Shelton, WA

Members Absent

- Gina Gray – Nichols Hills, OK
- Tiffany Mosely – Santa Monica, CA
- Richard Russell – Owens Cross Roads, AL

Welcome/Opening

Jeans welcomed everyone and declared the meeting opened.

Roll Call

Babb conducted roll call. There were no public participants on the call. Quorum was met for this meeting.

Welcome/Announcements/Comments/Acknowledgement

Williams and Moretti welcomed the members to the first full committee call and proceeded with the agenda.

Approval of Minutes

The committee voted to approve the March Face to Face meeting minutes for posting to improveirs.org

National Office Report / Designated Federal Official Report

English welcomed the members and stated the following:

- The recruitment season is currently open to the public from April 8, 2019 through May 3, 2019. Members and staff are asked to use their talking points during outreach in areas of low applicant turn out responses.
- Record keeping cards with a check sheet will be sent to members from the TAP mail box.
- The Joint Committee's first teleconference is scheduled for April 25, 2019, 1:00 - 2:30 p.m. ET. The Joint committee is a combination of the chair and vice chairs of the full committees. New members are encouraged to join the call according to their schedules to see how the process works.
- Tax Forms and Publications will have its annual forum in 5 cities. Volunteers are asked to consider attending if they are in proximity of those locations; an email will be sent soon with the details. Members can be approved for 2 days attendance at the forum.

Jeans stated the following

- Members are reminded that to remain a panel member, they must continue to meet their tax obligation timely each year.
- Members will be receiving a Face to Face Meeting survey this week; this survey responses will help to improve the TAP program. The Survey will be open through April 19th, 2019.
- If you haven't submitted your Travel voucher for processing; please do so.
- Members are asked to look at their Bio profiles in TAPSpace and ensure that it is up to date; this can be helpful beyond the TAP.
- There is News Release template that members will receive via email. This template can be used to send to news outlet. Members are asked to draft their news release and let Jeans and Fred review it.

Outreach Report

The outreach committee will meet on April 17th @ 3:00 p.m. ET. Moretti will have an outreach report next month. As of this meeting, 5 members sent in activity reports for outreach.

Williams mentioned that she is writing an article in the Enroll Agent journal; this article is due May 31. Williams asked the members if they would like to contribute to the article, they can reach out to her.



Subcommittee 1

Issue 36969 and Issue #37337 - The committee members agreed that both issues should be combined into 1 and address in the 1040 Instruction manual. Smith will prepare 1 referral.

Subcommittee 2

Issue #36785 – This referral was transferred to Taxpayer Communications Committee.

Issue #36671- The subcommittee has requested additional information from the IRS.

Action Items

- Activity Reports are due on the 25th day of each month, any questions or assistance members can contact Moretti or Smith.
- Members will receive a template

Closing

Williams thanked everyone for joining the call; Jeans then proceeded to declare the meeting closed.

The next TFP full committee meeting will be on Wednesday, May 9, 2019, 11:00 a.m. ET.

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
May 9, 2019**

TAP Staff Present

- Rose A. Babb – Management Assistant, TAP
- Cedric Jeans – Designated Federal Official, (DFO)
- Rosalind Matherne – Program Analyst
- Fred Smith – Program Analyst

TAP Staff Absent

- Terrie English – Director, TAP

IRS Employees Present

- Tamikio Bohler – Management and Program Analyst, W&I

IRS Employees Absent

- Debbie Awalt – Program Analyst, W&I
- Gary Linsey – W&I Tax Analyst

Members Present

- Michael Gati – Laughlin, NV
- Gina Gray – Nichols Hills, OK
- John Hughes – Memphis, TN
- Kimberly Mason – Chicago, IL
- Robert Moretti – Great Falls, MT
- Kristen Petersen – Colorado Springs, CO
- Laura Snyder – Paris, France
- Cheryl Williams – Shelton, WA

Members Absent

- Tiffany Mosely – Santa Monica, CA
- Richard Russell – Owens Cross Roads, AL

Members of the Public

- John Lloyd, TIGTA

Welcome/Opening

Jeans welcomed everyone and declared the meeting opened.

Roll Call

Babb conducted roll call. Quorum was met for this meeting.



Welcome/Announcements/Comments/Acknowledgement

Williams and Moretti welcomed the members to the teleconference and proceeded with the agenda.

Approval of Minutes

The committee voted to approve the April meeting minutes with a minor change to be made before posting to improveirs.org

National Office Report / Designated Federal Official Report

English was absent, and Jeans covered both reports:

- Analyst Lisa Billups shared a document via TAP Space on TAS assistance offered for Problem Solving Days; members are asked to look at that email, it provides the dates and cities for the event.
- Thanks to the members for the first quarterly meeting held on April 30; if members have any topics that they believe will be beneficial to the TAP membership, they are encouraged to inform the TAP Staff.
- The TAP business cards order has been received; the TAP staff will send them out to those members that were waiting for cards.
- The recruitment period from has ended on May 3 for new TAP membership. For those members who can assist in conducting interviews, they should contact the analyst of their committee with their schedule availability.

Tax Forums will be held in 5 cities. Volunteers are asked to consider attending if they are in proximity of those locations; Smith will send an email to those members who are interested in attending.

Outreach Report

Moretti informed the committee that 4 members have not submitted any outreach for the month of March. There were about 550 hours that reached an audience of 7,000. Moretti thanked Snyder for her outreach event. For the month of April, there were 51 hours of outreach that reached an audience of over 15,000.

Internal Communications Committee

Hughes and Russell wrote an article for the ICC and would like to solicit comments before forwarding for publication.

Moretti wrote a 12 - line summary of what Special Projects is working on; he asked the members to inform him of what they would like to see highlighted in the ICC Publication moving forward.

Subcommittee 1



Issue# 36969 *International Taxpayers' Mailing* – The subcommittee has voted to have this issue elevated to the JC for consideration to the IRS.

Subcommittee 2

Issue#36671 *Expanding EIN Request* - This subcommittee is waiting for the IRS response to their rebuttal on some questions.

Screening Committee

Williams mentioned that there were 63 items in the inventory; her committee reviewed half of those issues. The committee agree to look at the following issues:

Issue# 40164 - *US VI Territory Needs Representation*

Issue# 40785 – *Filing Threshold for Married filing Separate*

Action Items

- Issues# 40785, 40164 will be **transferred** to the Internal Communications Committee and,
- Issue# 35966 will be **transferred** to the ID theft Committee
- Issue#36969 will be **elevated** to the JC contingent on the QR and SA.
- Smith will finalize an SME request through Bohler for the next Subcommittee 1 meeting.
- Activity Reports are due on the 25th day of each month, any questions or assistance members can contact Williams or Smith.
- Volunteer to write a blurb article each month for the ICC publication.
- Inform Russell and Smith for the future if you want to submit an article for ICC publication.

Public Comments

There were no public comments.

Closing

Williams thanked everyone for joining the call; Jeans then proceeded to declare the meeting closed.

The next TFP full committee meeting will be on Wednesday, June 13, 2019, 11:00 a.m. EST.

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
June 13, 2019**

Designated Federal Officer

- Cedric Jeans Designated Federal Officer

Members Present

- | | | |
|-------------------|-----------------------|--------|
| • Gina Gray | Nichols Hills, OK | Member |
| • John Hughes | Memphis, TN | Member |
| • Kimberly Mason | Chicago, IL | Member |
| • Robert Moretti | Great Falls, MT | Member |
| • Richard Russell | Owens Cross Roads, AL | Member |
| • Cheryl Williams | Shelton, WA | Chair |

Members Absent

- | | | |
|--------------------|----------------------|------------|
| • Michael Gati | Laughlin, NV | Member |
| • Tiffany Mosley | Santa Monica, CA | Member |
| • Kristen Petersen | Colorado Springs, CO | Vice Chair |
| • Laura Snyder | Paris, France | Member |

Staff

- Terrie English, TAP Director
- Cedric Jeans, Designated Federal Officer
- Fred Smith, TAP Program Analyst
- Rosalind Matherne, TAP Program Analyst
- Debra Awalt, W&I
- Tamikio Bohler, W&I
- Gary Lindsey, W&I
- Diana Wiser, TIGTA
- Nicole Smith, TIGTA
- Annie Gold, TAP Administrative Assistant

Members of the Public

N/A

Roll Call

Quorum was met

Opening/Welcome – Cedric Jeans

Jeans welcomed everyone to the call. Thank you to all the Members who participated in with the Interviews. The process will continue through the end of June.



- The Tax Forum is approaching. Bob Moretti from Special Projects will be attending the Tax Forum. Fred Smith will send information to Moretti on what to be aware of.
- The Annual Report arrived in Washington, DC office. Copies will be mailed out to each Member.
- A Link was shared to the Congressional Budget Annual Performance Report. Members were advised to review it under the News Tab on www.TAPSpace.org . It has a lot of information that could possibly help with the referrals being developed. If anyone is unable to view the link, let Jeans and Fred Smith know so they will be able to assist.

National Office Report – Terrie English

English welcomed everyone to the call.

- June 18, 2019 beginning at 2:00pm EST Nina Olson will be speaking with all Members
- Recruitment Interviews for TAP year 2020 are in process. The completion date will be June 28, 2019. Thank you to Members who volunteered to assist with the Interview process.
- June 27, 2019 beginning at 1:30pm EST the Joint Committee will have their monthly meeting
- Notice and Correspondence Committee Chair, Jerri Hunter will be stepping down as the Chair of NCC. She has accepted the position as Local Taxpayer Advocate in Anchorage, Alaska. Best wishes to Hunter on her new position.

Approval of Minutes

May 2019 minutes approved.

Chair Report – Cheryl Williams

Williams welcomed everyone to the call.

Screening Committee Report

Williams stated Laura Snyder could not attend the call. The Screening Committee will report during July Full Committee meeting. A new date will be sent out for the Screening Committee to discuss the issues and decide on recommendations and provide additional Issues for the Subcommittees to work.

Subcommittee Updates

Subcommittee 1

Moretti stated Subcommittee 1 has two Issues being reviewed.

- Issue 40785, the rules and documents showing different determinations for people married filing separately. The referral will propose several issues. Subcommittee agreed to forward this Issue with the Full Committee's approval.



Decision: Full Committee Consensus elevate Issue 40785 to the Joint Committee

- Issue 40164, the individual lives in the Virgin Islands, asking TAP Member assigned to the Virgin Islands. Subcommittee will require further research on what guidance IRS has for TAP Members in numbers or ceiling overseas. A report with more information will be provided at the next month's meeting. English suggested contacting the LTA in Hawaii who would cover Guam. She will forward the information to Moretti.

Subcommittee 2

Williams stated:

- Issue 35966, Taxpayer Authentication Option. Subcommittee 2 is recommending this Issue be forwarded to the Joint Committee with two additional LAN lines.

Decision: Full Committee Consensus to forward Issue 35966 to the Joint Committee

Outreach- Bob Moretti

Moretti stated all but three Outreach reports have been received.

The Outreach Committee achieved:

- 110 hours of activity
- 700 individuals were reached during the activities
- July 9-11, 2019 Moretti will participate at the Tax Forum in Washington, DC

Jeans mentioned additional SpeakUp Brochures have been printed and if anyone needs more to contact Smith. Annie Gold completed the ID Badge order and they are expected to be delivered by Monday of next week.

Williams open discussions with options to have the Subcommittee meetings July.

Decision: Full Committee Consensus move Subcommittee meetings for July 04, 2019 to July 02, 2019.

Action Items:

Smith stated he will

- Send invite for Subcommittee meetings moved to July 02, 2019
- Elevate Issues 40785 and 35966 to the Joint Committee
- Contact Members to schedule Screening Committee meeting

- Williams reminded Members of the dates for the meetings in July and that Jeans has the Brochures available if needed.
- Moretti reminded Members when sending Emails to make sure to include in the "Subject" line 2019:SpecialProjects: (Add the Title)
- Jeans added a SharePoint Site has been added to take the subject line from Emails and place in folders to be sorted for TAP.



- Following the Subject Line add TaxpayerAdvocatePanel@irs.gov will keep Members compliant.

Closing

Jeans closed the meeting.

**Next Meeting: Thursday, July 11, 2019
2:00 p.m. ET, 1:00 p.m. CT, 12:00 p.m. MT, 11:00 a.m. PT**

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



**Special Projects Committee
Taxpayer Panel (TAP)
Meeting Minutes
July 10, 2019**

Members Present

- Gina Gray – Nichols Hills, OK
- John Hughes – Memphis, TN
- Kimberly Mason – Chicago, IL
- Robert Moretti – Great Falls, MT
- Kristen Petersen – Colorado Springs, CO
- Laura Snyder – Paris, France
- Cheryl Williams – Shelton, WA

Members Absent

- Tiffany Mosely – Santa Monica, CA
- Richard Russell – Owens Cross Roads, AL

TAP Staff Present

- Rose A. Babb – Management Assistant, TAP
- Terrie English – Director, TAP
- Cedric Jeans – Designated Federal Official, (DFO)
- Rosalind Matherne – Program Analyst
- Fred Smith – Program Analyst

IRS Employees Present

- Debbie Awalt – Program Analyst, W&I

IRS Employees Absent

- Tamikio Bohler – Management and Program Analyst, W&I

Welcome/Opening

Jeans welcomed everyone and declared the meeting opened.

Roll Call

Babb conducted roll call. There were no public participants on the call. Quorum was met for this meeting.

Welcome/Announcements/Comments/Acknowledgement

Williams and Moretti welcomed the members to the call and proceeded with the agenda.

Approval of Minutes

The committee voted to approve the minutes for the month of June for posting to



improveirs.org.

National Office Report / Designated Federal Official Report

Jean stated the following:

- The recruitment season has ended, and the selections have been submitted for approval; Once approved at the next higher level, TAP will then proceed to start the 2020 year.
- The Joint Committee face to face meeting will take place in the state of Arizona; if members have any ideas for 2020 projects, they should submit those suggestion for topics to Smith, Williams, Moretti and Jeans for consideration.
- The NTA, Nina Olson is retiring, the TAP is still working on scheduling a teleconference with the TAP members before she leaves the IRS.
- The Managers and Analyst will be in training the week of July 22, members were told that they may be a slight delay in responses to their emails and or phone calls.
- A link for The Taxpayer First Act email was sent out today; it was also posted on TAP Space as well for members to look; there are lots of information that supports the TAP projects.

Outreach Report

Moretti attended the National Tax Forum in Washington, DC; he was paired with another TAP member Steven Selden. He mentioned that both him and Selden collected several issues for review. Some attendees mentioned to the TAP volunteers that they will go online to the IRS website to input their issues/ suggestions for improvement.

Snyder will work on a newsletter article for submission to the ICC for this month. Moretti mentioned that some of the Monthly Activity Reports are still outstanding; he asked the members to go ahead and submit them and he reminded them that the hours worked or spent preparing reports are part of the volunteer hours counted towards their total volunteer time 250 -300 hrs.

Subcommittee 1

Issue# 40785 -Filing Threshold for Married Filing Separately – this issue has already gone through to SA and AA and will be placed on the JC agenda for the July meeting.

Issue# 40164 Tap Representation for USVI- This issue is still being worked on, some more research will be done.

Subcommittee 2

Issue# 35966 – Deficient Options for Accessing Online- is still being worked on.

Screening Committee

Issue# 35920 is combined with Issue 36017 and already written up.



Issue# 35966 and Issue 37156 will be reviewed.
Issue# 37026 is assigned to Subcommittee 2 for review.

Action Items

- Activity Reports are due on the 25th day of each month, any questions or assistance, members can contact Moretti or Smith.
- Remember to **add 2019:** in front of the subject line for all emails according to the FACA rules when conducting TAP business.
- Inform Moretti if you would like to volunteer to write an article for the TAP Monthly Newsletter.
- Issue 40875 going through to the JC for the July meeting.

Closing

Williams thanked everyone for joining the call; Jeans then proceeded to declare the meeting closed.

**The next TFP full committee meeting will be on Thursday, August 15, 2019,
11:00 a.m. ET.**

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



**Special Projects Committee
Taxpayer Panel (TAP)
Meeting Minutes
August 8, 2019**

Members Present

- Gina Gray – Nichols Hills, OK
- John Hughes – Memphis, TN
- Robert Moretti – Great Falls, MT
- Richard Russell – Owens Cross Roads, AL
- Laura Snyder – Paris, France
- Cheryl Williams – Shelton, WA

Members Absent

- Kimberly Mason – Chicago, IL
- Tiffany Mosely – Santa Monica, CA
- Kristen Petersen – Colorado Springs, CO

TAP Staff Present

- Kevin Brown – Management Assistant, TAP
- Susan Jimerson – Designated Federal Official (DFO)
- Fred Smith – Program Analyst

IRS Employees Present

- Debra Awalt – Program Analyst, W&I
- Tamikio Bohler – Management and Program Analyst, W&I
- Gary Lindsey - Senior Tax Analyst
- Paula Johnson - Treasury Inspector General for Tax Administration (TIGTA)

Welcome/Opening

Jimerson welcomed everyone and declared the meeting opened.

Roll Call

Brown conducted roll call. There were no public participants on the call. Quorum was met for this meeting.

Welcome/Announcements/Comments/Acknowledgement

Williams and Moretti welcomed the members to the call and indicated a change to the agenda. The subcommittees will report first since Richard Russell has to leave early

National Office Report / Designated Federal Official Report

Jimerson reported:



- The Joint Committee (JC) planning meeting will be held on August 13-14, 2019, in Phoenix, AZ, from 8:00 a.m. to 4:30 p.m. MT. The access code is 8874267 and this call is open to the public. Matthew O'Sullivan is the current analyst.
- The Internal Communications committee meets on August 20, 2019, 3:00p.m. ET.
- The Outreach Committee will meet on August 21, 2019, at 11a.m. ET.
- The regular JC monthly meeting will be August 29, 2019, at 1:30 p.m. ET.

Approval of Minutes

The following dates were corrected in the minutes: the last meeting was held on July 11, 2019, and the next meeting was scheduled for August 8, 2019. The minutes were approved, with these amendments, to be posted to www.improveirs.org. Hughes motioned, Snyder seconded.

Subcommittee 1

- **36399 Ogden UT Center Tax Return Processing-** Snyder wrote a draft to be circulated to the subcommittee. We are still waiting to see if Systemic Advocacy (SA) will take this since if they do, we must drop it. Moretti recommended it be shared with the committee despite of the pending decision from SA.

Action: Issue tabled until it is determined if SA will take this.

- **40164 TAP Representation for US Virgin Islands-** This issue may require more than the committee can be involved in. Moretti added that we need to speak to the Local Taxpayer Advocate (LTA) of Puerto Rico along with possible changes to the TAP charter. Because of this, it may be something that requires the National Taxpayer advocate (NTA) to resolve at a higher level.
- **41230 Foreign Trusts IRS Penalty Notices For Late Forms-** Taxpayers surprised about getting notified that they did not filing a form. This is a possible issue.
- ID Theft victims being asked to appear in IRS Taxpayer Assistance Centers (TACs). Victim of ID Theft requiring personal appearance at TAC.

Subcommittee 2 – John Hughes

- **35423 Victims of ID Theft issued Form CP 5747C-** We are waiting on some answers from Office of Professional Responsibility (OPR) and Wage and Investments (W&I)
- **Issue # 35920 - IRS Check Endorsement-** We got feedback on some of our questions.
- **Issue # 36550 - Mandatory IP PIN Issuance-** We will follow-up to ensure this has already been resolved before possibly closing it out.
- **Issue # 37026 – Prevention of Identity Theft Relating to Refunds-** We posed questions to a Subject Matter Expert (SME) and are awaiting their response.

Screening Committee



N/A

Action Items

Subcommittee 1

36399- Returned to SA.

40164- Referred to staff and NTA

41230- Tabled

Subcommittee 2

35423- Awaiting answers

35920- Questions for that.

36550- Checking to see if resolved before closing.

37026- Awaiting answers from SME

- 40164 referred to staff and NTA
- 41230 tabled
- 35423 awaiting answered
- 36550 may be resolved
- 37026 awaiting SMEs
- **35920 IRS Check Endorsement-** The social security number is the taxpayer's identification number, according to Awalt. Direct pay, credit card or payment by mail are options to avoid this issue.
- Smith indicated we are fixing www.tapspace.org and will let the committee know when it is resolved.

Outreach Report

Moretti reported the National Harbor tax forum had 176 visitors. We picked up eight possible issues. Moretti recognized Laura Snyder for her trip to Washington D.C. Snyder attended the trip with Associations of Americans Resident Overseas (AARO) and Federation of American Women's Club Overseas (FAWCO). They meet with Congress, the State Department, Government Accountability Office (GAO) and Taxpayer Advocate Services (TAS). She was able to discuss some issues that Americans overseas face and she learned more about the TAS roadmap project during her meeting with Maryclaire Ramsey.

176 visitors at the National Tax Forum in Washington, D.C.; Picked up possibly 8 issues. Recognized Laura Snyder for the DC trip. Snyder reported Associated of Americans located overseas and FALCO to congress, state department, GAO, TAS. Met with Maryclaire Ramsey and spoke about issues with Americans overseas. Taxpayer roadmap was reviewed.

Moretti worked with Stephen Selden who specializes in helping veterans with their taxes. Moretti reported that he sends monthly reminders to the chairs for their newsletter articles. Petersen will submit the next one for this committee.



Closing

Williams thanked everyone for joining the call. Williams reminded the committee of the JC face to face meeting next week and reminded each member they can join the call. Jimerson explained that JC meeting will be working on potential projects for next year. Bridget Roberts is the acting NTA and Bonnie Fuentes acting DNTA. Jimerson then closed the meeting.

The next TFP full committee meeting will be on Thursday, September 12, 2019, 11:00 a.m. ET.

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
September 12, 2019**

Designated Federal Officer

- Cedric Jeans Designated Federal Officer

Members Present

- | | | |
|--------------------|-----------------------|------------|
| • Kimberly Mason | Chicago, IL | Member |
| • Robert Moretti | Great Falls, MT | Member |
| • Kristen Petersen | Colorado Springs, CO | Vice Chair |
| • Richard Russell | Owens Cross Roads, AL | Member |
| • Laura Snyder | Paris, France | Member |
| • Cheryl Williams | Shelton, WA | Chair |

Members Absent

- | | | |
|------------------|-------------------|--------|
| • Gina Gray | Nichols Hills, OK | Member |
| • John Hughes | Memphis, TN | Member |
| • Tiffany Mosley | Santa Monica, CA | Member |

Staff

- Terrie English, TAP Director
- Cedric Jeans, Designated Federal Officer
- Fred Smith, TAP Program Analyst
- Rosalind Matherne, TAP Program Analyst
- Tamikio Bohler, W&I
- William Mezger, Taxpayer Advocate Service
- Paula Johnson, TIGTA
- Annie Gold, TAP Administrative Assistant

Members of the Public

N/A

Roll Call

Quorum was met

Opening/Welcome – Cedric Jeans

Jeans welcomed everyone to the call.

- Preparations are beginning for the presentations during the FTF training sessions. Returning Members will be asked to assist in the presentations. There will be an Email sent asking for volunteers to assist on the Wednesday when all Members are in attendance, at each location. If there



- are any Returning Members who would like to assist, they are encouraged to let the Analysts or Jeans know.
- Recruitment is in the final stage of being approved. The names of the New Members will be share. Members are to watch for the Email on this information.
 - Thank you to all Members who assisted with the Interviews. You are appreciated.
 - Encouragement to get all Referrals completed and through the process. There are two months remaining until the end of the TAP year.

National Office Report – Terrie English

English welcomed everyone to the call. She stated the Commissioner sent a message of encouragement and remembrance of the lives lost and scared during the September 11th incident. Encouragement was shared to observe the National day with recognition and kindness by doing a selfless act. Members were thanked for their selfless acts in making IRS better for the Tax paying public.

- The 2020 TAP Elections for chair and vice chair positions is open. Members are encouraged to nominate or self-nominate for the positions. When nominating a person, contact the person and make sure they are interested in the position. There have been some great individuals in those positions and continue going forth.
- A celebration is being prepared for the Retiring Members from TAP. Members were asked to make sure a picture of each member is sent in to the Analyst.
- Activity Reports should all be turned in. The information is being compiled and added to the 2019 TAP Annual Report.

Approval of Minutes

August 8, 2019 minutes approved with corrections.

Chair Report – Cheryl Williams

Williams welcomed everyone to the call. Thank you to William Mezger, LTA for Seattle, WA for joining the call.

Screening Committee Report

Cheryl Williams stated the Screening Committee met on August 27, 2019. They are assigning one Issue 41280 Could IRS Provide a Way to Search By Employee ID Number to Subcommittee 2. Further research will be done through Robert Rosalia and Subcommittee 1 will report back to the Full Committee on findings.

Action: Fred Smith will send calendar invite for the next Screening Committee meeting.

Subcommittee Updates

Subcommittee 1

Richard Russell stated Subcommittee 1 report

- The Ogden, UT Tax Return Processing Center issue should go to SA to be taken over by SA.
- On the Foreign Trust IRS Penalty Notices Form for late filing, the issue is there is a discrepancy on when the form should be filed by US owners of Foreign Trust without being assessed a penalty for not timely filing. Subcommittee 1 recommendation is to have the instructions be made clearer and IRS review and get them all in sync so they will be able to file timely without penalties. Need vote to move forward to IRS the Joint Committee.

Decision: Full Committee Consensus move forward to Joint Committee for review.

- Issue 40164 TAP Representation for the US Virgin Islands, the Subcommittee reviewed the issue and found the TAP representative for Puerto Rico is responsible for representing the US Virgin Islands. The recommendation by the Subcommittee is to move forward with this issue. The TAP representative should remain the representative for Puerto Rico and the US Virgin Islands and more be done to reach out to them to assist them. Fred Smith clarified to move forward to the NTA to make sure the procedures are being followed.

Decision: Full Committee Consensus to forward Issue 40164 to SA for follow up on procedures and recommendations are not already in place.

Subcommittee 2

Williams stated Subcommittee 2 has 4 Issue:

- Issue 36550, Mandatory IT will be closed as already resolved.
- Issue 35423, Victims of ID Theft the Subcommittee is still working on this issue.
- Issue 35920, IRS Check Endorsement the Subcommittee is still working on this issue.
- Issue 37026, The Prevention of ID Theft Related to Refund the Subcommittee recommendation is to move forward to the Joint Committee.

Decision: Full Committee Consensus to forward Issue 37026 to Joint Committee.

Outreach- Bob Moretti

Moretti emphasized Members have an obligation of volunteering 2 to 300 hours. Due to the Government Shutdown, two months were lost. Members are encouraged to complete their Activity Reports. Moretti explained how he talks about TAP each day. Entering information daily is not conducive to daily tasks. He suggested once per month, sit down and enter what activity with the number of hours spent doing the activity.

- Moretti participated with his LTA for three days over two different events. One was visiting the LTA's office to meet the Staff. Two days were spent



with a Vendor Stand Down in Great Falls, MT. He was able to meet a number of people who were in need of help with IRS issues. The LTA was very helpful. The minutes from meeting with the LTA was shared with the Full Committee.

- Gina Gray shared a situation where the LTA was able to help a homeless person with getting her Refund completed.
- Working on a shared Outreach and Internal Communications Calendar. When doing Outreach, add in the comments section what is being done and where the outreach will be.

Action Items:

Williams stated the Action Items:

- Forward two Issues to the Joint Committee; Issue 41230 and Issue 37026. Fred reminded the Members the Issues will go to the SA and Attorney Advisor and back to the Full Committee before being forwarded to the Joint Committee.
- Work Issues 35423, Issue 35920 and the new Issue 41280.

Committee Chair and Vice Chair Closing Comments

Williams shared the following activities she has participated in:

- Scheduled to be interviewed by the Honey Journal directly after today's meeting.
- She had an article published in the EEA Journal. She will also try to get an Article in the Wall Street Journal.
- She went to Washington, DC earlier this month and met with the Commissioner of the IRS. She met with Mary Claire Ramsey, Deputy Director of TAP. They talked about reaching the under-represented population such as Native Americans, Handicap, LGBTQ, Religious groups. She met Kevin Brown, TAP National Office Administrative Assistant. She saw the President of the United States but did not speak with him.
- She will be running for 2020 TAP chair and Moretti will run for TAP vice chair.

Moretti applauded Kristen Petersen for assembling last month's Newsletter.

- He is reviewing the Continuation Manual. There is a lot of talk on Social Media and a Facebook Website. Some Members have made comments on the Facebook Site.
- He has a short summary Article for September to submit for the monthly articles. Looking for a volunteer for October and November will be the last one.
- ICC is looking to develop a Content Library.
- Working on the Annual Report that comes out in the late summer.



Jeans reminded the Committee there will be a informational session on September 19, 2019 beginning at 3:00pm, EST. Members are encouraged to attend. Information will be shared on the duties and responsibilities of the TAP chair and vice chair. There is still time to send in nominations for the TAP chair and or the TAP vice chair position. Nominations should be sent to the Analyst, Smith or Jeans. A copy should also be sent to the TAP mailbox.

Closing

Jeans closed the meeting.

**Next Meeting: Thursday, October 10, 2019
11:00 a.m. ET, 10:00 a.m. CT, 9:00 a.m. MT, 8:00 a.m. PT**

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
October 10, 2019**

Designated Federal Officer

- Terrie English Designated Federal Officer

Members Present

- | | | |
|--------------------|-----------------------|------------|
| • John Hughes | Memphis, TN | Member |
| • Robert Moretti | Great Falls, MT | Member |
| • Kristen Petersen | Colorado Springs, CO | Vice Chair |
| • Richard Russell | Owens Cross Roads, AL | Member |
| • Laura Snyder | Paris, France | Member |
| • Cheryl Williams | Shelton, WA | Chair |

Members Absent

- | | | |
|------------------|-------------------|--------|
| • Gina Gray | Nichols Hills, OK | Member |
| • Kimberly Mason | Chicago, IL | Member |
| • Tiffany Mosley | Santa Monica, CA | Member |

Staff

- Terrie English, TAP Director
- Fred Smith, TAP Program Analyst
- Rosalind Matherne, TAP Program Analyst
- Debby Awalt, W&I
- Annie Gold, TAP Administrative Assistant

Member of Public

N/A

Roll Call

Quorum was met

Opening/Welcome – Terrie English

English welcomed everyone to the call. Cedric Jeans could not be on the call.

National Office Report – Terrie English

English shared the following:

- The 2020 candidate statements have all been posted on www.TAPSpace.org. A calendar invite was sent out to each member to attend the meet the candidate session. Members were encouraged to attend the session.



- Thank you to Heidi Hirschfeld, TAP Chair and Patrick Kusiak, TAP Vice Chair for keeping TAP on track. They helped keep TAP within the FACA guidelines. The TAP chair works a lot with English. She is looking forward to working with the person who steps into the position.
- There are very strong candidates. Members were encouraged to submit their names for the position.
- Members were reminded to submit their Activity reports timely. It is imperative to have the hours at the end of the year. The hours are used to determine what level of award will be given for the number of hours each member has put into the program.
- English participated in a Senior Management meeting where one of the decisions was the LTAs commitment for 2020 will be to contact members at least once per quarter. Members are to keep in mind there will be more traffic coming their way asking for participation in different events.
- Returning members were informed to continue doing Outreach activities and keep track of their hours for November, December and January. There is a continual resolution and if there is a lapse in funding, no Outreach will be done.

Approval of Minutes

September 2019 minutes approved.

Chair Report – Cheryl Williams

Williams welcomed everyone to the call. There were no announcements or comments from the Chair.

Screening Committee Report

Fred Smith stated the Screening Committee will have their next meeting on October 29, 2019 at 11:00 a.m. ET. They will review two new issues and determine if they will be worked by the Special Projects Committee. The end of the TAP year is approaching and depending on the complexity of these two issues, they will be placed in the Parking Lot to go into next year to be worked. The Screening Committee could email the Full Committee with their review to speed the process, if they should choose to address the review sooner.

Subcommittee Updates

Subcommittee 1

Richard Russell stated Subcommittee 1 has one issue ready to present to the Joint Committee. Moretti shared the following information

- Snyder, Russell and Moretti worked Issue 41405, Tax ID PIN Request Process. Subcommittee 2 suggested they add Issue 35423 to it. After researching they were able to find helpful ideas.
- Moretti had a conversation with his LTA who verified how hard it is for Taxpayers to get the ITPIN numbers.



Decision: Full Committee Consensus forward Issue 41405 to the Joint Committee.

Subcommittee 2

Williams stated Subcommittee 2 has one issue they recommend forwarding to the Joint Committee.

- Issue 35920, IRS Check Endorsement the Subcommittee was forwarded to members to review for approval

Decision: Full Committee Consensus forward Issue 35920 to the Joint Committee.

Outreach- Bob Moretti

Moretti stated three members who have not submitted their Activity reports. Fred Smith will be reaching out to members to make sure all hours are accounted for. He will total the hours for each member to determine what recognition they are awarded. Smith added members can go back and capture hours missed or an event that was omitted. Snyder participated in an Outreach event that will appear in the October Newsletter.

Action Items:

Smith stated the Action Items:

- Forward two Issues to the Joint Committee; Issue 41405 and Issue 35920. Fred reminded the Members the Issues will go to the SA and Attorney Advisor. He will get them out this afternoon to be placed on their Agenda.
- Post approved September minutes

Committee Chair and Vice Chair Closing Comments

Williams asked Laura Snyder to share for closing comments. Snyder informed the Committee she has spent a lot of time on and is very passionate about the issue she is working. She stated it is a growing problem with individuals living overseas and their taxes. The problems are progressively difficult to ignore. She advocated for the individuals living overseas in Washington during her visit at the Association of American Residents. Snyder expressed how those individuals will look to TAP for assistance. It involves obtaining their Social Security numbers and the barriers they have with not being able to speak English and possibly having penalties imposed. US Tax system can be very complicated. One thing is a joint statement put out by the IRS, Social Security Administration and State Department that links citizenship of taxation, Social Security numbers and banking. It is across the media overseas of the bank accounts closing. Clarification was asked and further discussion on the issue was held with the Full Committee. Snyder recommends more awareness by IRS. Snyder will share more information with English and members.

Williams stated two comments:

- Candidates statements are on www.TAPSpace.org



- Williams is running for chair and Moretti is running for vice chair
- Williams will be writing information for the Annual Report. Members encouraged to email with their comments to be added.

Moretti stated there was an article in his local newspaper that said the Government will be looking at the FACAs. CDC, Center for Disease Control (read the information printed). English added TAP received on last year IRS needed to downsize some of the FACA groups. IRS collapsed and consolidated under 30%. Currently there are no concerns for TAP. Moretti stated this more reasons members need to show their activities and hours in the tracking report.

Smith added there will be a calendar invite sent to all members for the members who will be retiring off TAP. Members that will be returning to TAP were encouraged to attend. It is scheduled for November 22, 2019 beginning at 11:00 a.m. ET.

Closing

Jeans closed the meeting.

**Next Meeting: Thursday, November 14, 2019
11:00 a.m. EST, 10:00 a.m. CT, 9:00 a.m. MT, 8:00 a.m. PT**

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



**Special Projects Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
November 14, 2019**

Designated Federal Officer

- | | |
|---|--|
| <ul style="list-style-type: none">• Terrie English• Cedric Jeans | Designated Federal Officer (Absent)
Acting Designated Federal Officer |
|---|--|

Members Present

- | | | |
|---|---|---|
| <ul style="list-style-type: none">• John Hughes• Robert Moretti• Richard Russell• Laura Snyder• Cheryl Williams | Memphis, TN
Great Falls, MT
Owens Cross Roads, AL
Paris, France
Shelton, WA | Member
Vice Chair
Member
Member
Chair |
|---|---|---|

Members Absent

- | | | |
|--|--|--------------------------------------|
| <ul style="list-style-type: none">• Gina Gray• Kimberly Mason• Tiffany Mosley• Kristen Petersen | Nichols Hills, OK
Chicago, IL
Santa Monica, CA
Colorado Springs, CO | Member
Member
Member
Member |
|--|--|--------------------------------------|

Staff

- Fred Smith, TAP Program Analyst
- Debby Awalt, W&I
- Rose Babb, Management Assistant

Roll Call

Quorum was met for this meeting. There were no members of the public on the call.

Opening/Welcome – Jeans

Jeans was the acting DFO for this meeting and he welcomed the members to the call.

National Office Report & DFO Report

Jeans reported the following:

- This is the last meeting of the year and he acknowledged the work of the full committee including the 2 members rotating off the panel.
- Currently, there are 55 panel members serving on the TAP; 18 are rotating off and, 28-30 new members will be joining the TAP in 2020.
- Susan Jimerson TAP West Chief has sent out 2 email to TAP members; one for 3rd year panel members requesting feedback on their committee preferences in the new TAP year and, the second email was sent to 2nd



- and 3rd year members to solicit mentorship for new members. The deadline response to the mentorship program is November 15.
- There will be a retirement ceremony for the 3rd year members that are rotating off on November 22nd @ 11 a.m. ET. The Acting National Taxpayer Advocate and Communications Stakeholders Organization, CSO Executive Director will be joining the call.
 - TAP Survey to solicit feedback on the program and staff services for the TAP year have been sent to the TAP membership. Members are asked to take a few minutes to respond to the survey questions; this helps TAP to make improvements to the program.
 - TAP is working on the Regional Face to Face meeting for the new TAP year. There are a few locations being researched but have not finalized yet. A list of possible dates is also being worked on for the FTF and will be shared for feedback from the membership next month.

Approval of Minutes

The minutes for October's meeting were approved by the full committee for posting to improveirs.org.

Chair Report – Cheryl Williams

Williams welcomed everyone and proceeded with the agenda for the call.

Outreach Report

Moretti mentioned the following:

- There is a great improvement in the submission of the Monthly Activity report. To date, there has been an audience of 1,230 with 170 hours of outreach.
- November will be the last newsletter for 2019. Williams volunteered to provide an article; the due date is 11/25.
- The TAP Annual Report was submitted to Analyst Gilbert Martinez for review; there were some grammatical errors identified.
- Continue to submit the Monthly Activity Report on the 25th of each month.

Screening Committee

Snyder reported that the following issues will be reviewed by Subcommittee 1 and a vote will be taken to elevate them to the JC next week.

Issue # 41526 – IRS Forms/Expanded Foreign Language

Issue # 41565 – TIN Matching with F8966 Under FATCA

Issue # 41566 – TINs and GIINs

Subcommittee Update

Subcommittee 1

Richard Russell reported on the following issues:

Issue # 41405 – Tax ID PIN Request Process and Victims of ID Theft Issued Form CP 5747C



Issue # 41411 – International Taxpayers Issue with Registering Online to Check Accounts

Both issues need some minor revisions that will be made; the full committee voted to elevate the issues to the JC contingent on the revisions for consideration.

Subcommittee 2

Williams reported that the following:

Issue 35920, IRS Check Endorsement

Some minor changes were made; this issue was already approved to forward to the JC – it will be returned to the JC subsequent to the revisions made for consideration.

Action Items

Smith will monitor the issues that will be elevated to the JC for consideration.

Closing Comments

This was the last teleconference meeting for the year.

Williams and Moretti thanked the members including those that are retiring for the work that they have done all year in the committee. Both also thanked the TAP Staff for their support as well and noted that it was a pleasure to see the staff face to face.

Smith thanked the members for their work, and he discussed their tasks and that he appreciated the work they have accomplished during the year.

Jeans thanked the members and especially the members that are rotating off the panel for their participation on the panel and for their assignments including outreach work all year. Jeans mentioned that TAP is working on an Alumni club for retired members.

Awalt expressed her appreciation to the TAP members for their commitment to the projects during the year.

Next Meeting: Date, time and city to be determined for the FACE to FACE.

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