

**Taxpayer Communications Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Tuesday, November 09, 2021**

Designated Federal Officer

- Susan Jimerson TAP West Chief

Attendance

- | | | |
|------------------------|-----------------|------------|
| • Hercules Analitis | Chicago, IL | Member |
| • Patricia Anthony | Garland, TX | Member |
| • Marlon Bell | Pearland, TX | Member |
| • Denise Besson | Trufant, MI | Member |
| • James “Jim” Buttonow | Summerfield, NC | Chair |
| • Ai Lin | China Lake, CA | Member |
| • Donna Patterson | Bothell, WA | Member |
| • Tracey Randall-York | Ontario, CA | Member |
| • Joanne Thurston | Marietta, GA | Member |
| • Leigh Ann Wood | Columbia, SC | Vice-Chair |

Members Absent

- Rita Green Memphis, TN Member

Staff

- Terrie English TAP Director
- Conchata Holloway TAP Program Analyst
- Matthew O’Sullivan TAP Program Analyst
- Rosalind Matherne TAP Program Analyst
- Annie Gold TAP Administrative Assistant
- Debra Awalt Wage & Investment Customer Account
Services (W&I CAS)
- James Bellinger W&I Operations Support

Quorum

A quorum was met.

Welcome /DFO Report

Susan Jimerson opened the meeting and welcomed everyone to the call. A review of the Agenda and the Designated Federal Official updates were shared:

- Congratulations and thank you expressed to Patricia Anthony and Ai Lin on their graduation from TAP on November 30, 2021

- TAP Chair and Vice Chair election process will be ending soon. Members who have not had the opportunity to vote were encouraged to do so
- Returning members were reminded to submit their committee preference for TAP year 2022
- November 17, 2021 the Internal Communications Committee (ICC) will have their final meeting for the year at 12:00PM, EDT
- November 17, 2021 the Outreach Committee will have their meeting beginning at 2:00PM, EDT

National Office Report

Terrie English shared the following National Office Report:

- November 18, 2021 the Joint Committee will have their monthly meeting at 1:30PM, EDT. Members were encouraged to try and attend
- November 19, 2021 TAP Graduation Ceremony will begin at 1:00PM, EDT. Members encouraged to join in and to utilize the opportunity to obtain more hours on their Activity Reports
- Special thank you to all TAP members for the hard work, time and effort each member has put forward
- Thank you to the IRS staff who partner with TAP
- Midnight tonight is the final opportunity for members to cast their votes. Members were encouraged to submit their ballots

Chair Report

Jim Buttonow welcomed members to the meeting and shared the following:

- Appreciation and thank you expressed to: Leigh Ann Wood for coverage on last month. Thank you to Anthony and Lin for three years of service with TAP. Thank you to Donna Patterson for submission of the monthly Newsletter article
- Ballots are due for the TAP Chair and Vice Chair. There is one candidate for the Chair and two for the Vice Chair. Members were encouraged to enter their ballots
- Encouraged returning members to remain with TCC for TAP year 2021
- A total of twelve Issues and twenty-five recommendations have been submitted for TAP year 2021. Buttonow added, the Online Accounts anticipated to be one of the biggest issues for TAP year 2022

Minutes Approval

TCC Monthly Minutes for October 12, 2021 were approved with corrections.

Members of the Public

No members of the public were present for comments.

Subcommittee 1

Buttonow shared Subcommittee has seven recommendations are with IRS: The first two Issues were consolidated:

- **Issue #41768**, Accelerated Online Accounts development and adoption plan for Taxpayers and Tax professionals online accounts. This issue was approved by the Joint Committee and forwarded to IRS
- **Issue #51118**, IRS Online Features
Debra Awalt shared the webpage on www.IRS.gov has changed and should make it easier for Taxpayers. Taxpayers are able to submit the Form 9000 to received Notices in various languages. Now available in Spanish, English and can be indicated on the Taxpayers accounts what language they would like it to be in. Also available in braille or large print. Awalt also announced her retirement at the end of the year

Subcommittee 2

Wood shared the following updates for Subcommittee 2:

- **Issue #44163**, Refundable Credit ready for the Full Committee approval of the five recommendations to be forwarded to the Joint Committee
Buttonow motioned and Ai Lin seconded
Decision: Full Committee Consensus forward Issue 44163 to the Joint Committee

Internal Communications Committee (ICC)

Buttonow stated the following updates:

- Edits to the Annual Report to be posted on www.TAPSpace.org
- The Facebook page is up and running. Thank you to Christine Scott
- Buttonow volunteered to complete the next article

Outreach

Wood stated the consolidated report will be provided later and shared the following:

- Members were encouraged to continue doing Outreach and submitting their Activity Reports
- During the off season, members are encouraged to keep track of their Outreach hours
- The last meeting for the Outreach Committee will be on November 25, 2021
- The graduating members were encouraged to submit their reports to account for their hours. The hours will help determine the Presidential Award type

Action Items

- Forward approved TCC October 12, 2021 minutes to Kevin Brown for posting

- Notice on the www.IRS.gov new homepage
- Graduation for members leaving TAP will be held on November 19, 2021 at 1:00PM, EDT
- Issue #44163 will be forwarded to Gilbert Martinez to place on the Joint Committee's Agenda
- Activity Reports are being worked on for the consolidated report
- Buttonow volunteered to do the next Newsletter article for ICC
- Activity Reports due by the 25th of each month

Roundtable

- Bellinger thanked members for the hard work done and he is looking forward to the next season
- Awalt thanked members and informed the committee, there will be a couple of projects waiting for them next year
- Buttonow expressed gratitude and thank you to all

Jimerson thanked members and staff for a great year of working together. Special thank you to the retiring members: Anthony, Lin and Awalt on her retirement.

Close

Jimerson officially closed the meeting.

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