

**Taxpayer Assistance Center Improvements Project Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Tuesday, April 1, 2022**

Designated Federal Officer

- Susan Jimerson TAP West Chief

Attendance

- | | | |
|----------------------|--------------------|--------|
| • Edward Donovan | Cary, NC | Member |
| • Sarah Holtzclaw | Pleasanton, GA | Member |
| • Anthony Jackson Jr | New Orleans, LA | Member |
| • Paula King | Lexington, KY | Member |
| • Daniel Leatham | Shrewsbury, MA | Member |
| • Conner McFarland | Augusta, ME | Member |
| • David Newingham | Henderson, NV | Member |
| • Omar Roman | Farmers Branch, TX | Member |
| • Charles Simineo | Cheyenne, WY | Member |
| • Suzanne Trnka | Detroit Lakes, MN | Member |
| • Nina Tross | Apollo Beach, FL | Member |

Member Absent

- Philip George Saint George, UT Member

Staff

- | | |
|----------------------|------------------------------|
| • Terrie English | TAP Director |
| • Matthew O'Sullivan | TAP Program Analyst |
| • Rosalind Matherne | TAP Program Analyst |
| • Conchata Holloway | TAP Program Analyst |
| • Annie Gold | TAP Administrative Assistant |
| • Kevin Brown | TAP Administrative Assistant |
| • Tamikio Bohler | Wage & Investment (W&I) |
| • Schenita Thornton | Wage & Investment (W&I) |
| • Gail Johnson | Wage & Investment (W&I) |
| • Leslie Henley | Wage & Investment (W&I) |

Members of the Public

None

Quorum

Quorum was met.

Welcome

Susan Jimerson opened the meeting and welcomed everyone to the call. She shared an overview of the agenda.

National Office Report

Terrie English welcomed members to the call with encouragement and expressed excitement in working with everyone

Self Introductions

Each member was given the opportunity to introduce themselves. The TAP Staff followed with their introductions.

Meeting Procedures and Ground Rules

Matthew O'Sullivan provided an overview of the TAP Ground Rules:

- Ideas, opinions, and concerns are important
- Allow each person to speak
- Time is valued and respected, meetings start on time and end on time
- Telephone etiquette (mute phones when not speaking) *6 to mute and unmute
- Our method of Communication is by using Email, phone, or WebEx (make sure to send a copy to TaxpayerAdvocacyPanel@irs.gov and to your Analyst). Do not reply to all unless the message applies to all
- Member can call the Analyst with any concerns
- Call in to meetings five minutes prior to the start of the meeting is preferred. If anyone has problems signing onto WebEx, the Staff will be available and signed on thirty minutes prior to the start of the meetings to assist or answer question relative to getting on
- Participation is required
- Members were encouraged to reach out to the Analyst or management with any questions
- Agendas will be shared with the Chair, Analyst and DFO for review prior to sending to members before the start of each meeting
- Copies of the Pre-reads will be shared with each member and should be reviewed prior to the beginning of meetings.
- The Full Committee will be divided into two Subcommittees
- Quorum is required to approve referrals and meeting minutes
- Members advised not to get discouraged

Committee Chair and Vice Chair Election

Want to become a Chair or Vice Chair was opened for volunteer nominations or self-nominations. O'Sullivan provided a brief description of the roles and responsibilities for both positions. Jimerson added additional guidance on the

positions. English encouraged members to participate and appreciation to each member.

Congratulations to Nina Tross, TAC Chair for 2022 TAP year
Congratulations to Charles Simineo, TAC Vice Chair for 2022 TAP year

Minutes Approval

November 11, 2021, TAC Minutes were approved as submitted.
Donovan moved, and Charles Simineo seconded, Holtzclaw abstained.

Subcommittee 1 and Subcommittee 2 members assignment

- **Subcommittee 1:** Edward Donovan, Philip George, Anthony Jackson Jr, David Newingham, Charles Simineo and Suzanne Trnka
- **Subcommittee 2:** Sarah Holtzclaw, Paula King, Daniel Leatham, Conner McFarland, Omar Roman and Nina Tross
- **Leads** for each Subcommittee will be established during the first Subcommittee meetings

Meeting Dates Assigned

- **TAC Full Committee** meeting will be held every second Thursday of the month beginning at 3:00 PM, EDT. Their first meeting will be held on April 14, 2022, at 3:00 PM, EDT
- **Subcommittee 1** will have their meeting every first Thursday of each month beginning at 1:00 PM, EDT
- **Subcommittee 2** will have their meeting every first Thursday of each month beginning at 10:00 AM, EDT

Outreach

Vice Chair, Charles Simineo is the lead for the Outreach. The schedule for the Outreach committee meetings will be shared soon.

Screening Committee

Sarah Holtzclaw and Paula King volunteered to be the members on the Screening Committee

Quality Review (QR)

Suzanne Trnka and Edward Donovan volunteered for this committee

Leads for each committee will be established during their individual meetings.

Internal Communications Committee (ICC)

Matthew O'Sullivan is the TAP Analyst over the ICC, and he provided an overview of what the ICC committee does beside writing the Newsletter. Jimerson added ICC works on other projects such as the Speak Up Brochures, messaging around TAP, the Annual Report, and other projects. Trnka and Holtzclaw volunteered to be on this committee

IRS Responses

The following Issues were reviewed:

- **Issue #40902**, Telephone Application Confirmation was closed. Tross moved to accept IRS response and Donovan seconded.
Decision: Full Committee Consensus to approve Issue #40902 and close
- **Issue #44436**, Oil and Gas Royalties Specialty Training was returned to Subcommittee 1 to be reworked
- **Issue #44276**, Review of TAC Tips was returned to Subcommittee 2 to be reworked

Program Owner

Tamikio Bohler shared information on herself and she is standing in for Michael Odom. The following Issues have been submitted to TAP for assistance:

- The project proposal on **Issue #54682**, Signage and Visibility in TAC has been prepared for TAP to work. There is a need for options to make the public aware. TAP assistance is requested in getting additional products and placement in this area
- The other **Issue # 54683**, Revision of Understanding Taxes VITA/TCE Training Material and Revision

Action Items

O'Sullivan stated he will complete the following action items:

- Post approved November 11, 2021, TAC Minutes on www.improveIRS.org
- Set up invites on WebEx
- Pull up Inventory reports
- Send members invites
- Request SMEs for Subcommittee meetings
- Close the Issues on SAMs per the Screening Report
- Update SAMS with Issues
- Send Issue #44276 information to Subcommittee 2

Roundtable

- Tross mentioned the Activity Reports template. Jimerson added the reports are available on www.TAPSpace.org for members to complete information
- Members were reminded to submit their Position Description with an Electronic Signature is acceptable
- New members were encouraged to reach out to their assigned mentors with any questions they may have

Closing

Jimerson officially closed the meeting.