

**Notices and Correspondence Committee (NCC)
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Tuesday, June 14, 2022**

Designated Federal Officer (DFO)

- Terrie English TAP East Chief

Attendance

- | | | |
|-------------------------|------------------------|---------------------|
| • Shequeila Birdsong | Amherst, NY | Member (Absent) |
| • Cheryl Crowe | Felton, DE | Member |
| • Kristin Gentile-White | Gilbert, AZ | Member |
| • Melissa Harvey | Hinton, WV | Member |
| • Steve Hoffman | Westford, MA | Member |
| • Charles Jones | Green Cove Springs, FL | Chair |
| • Shelly McCracken | Fountaintown, IN | Member |
| • T. Renee Parker | Brentwood, NY | Vice Chair (Absent) |
| • Ying Sa | Des Moines, IA | Member |
| • Martha Lewis | National Chair | Visiting Member |
| • Vivian Jin | Philadelphia, PA | Member (Absent) |
| • Gene Lillie | National Vice-Chair | Visitor |

Staff

- | | |
|---------------------|--|
| • Kevin Brown | TAP Administrative Assistant |
| • Terrie English | TAP Director |
| • Gilbert Martinez | TAP Program Analyst |
| • Robert Rosalia | TAP Program Analyst |
| • Fred Smith | TAP Program Analyst |
| • Antoinette Ross | TAP Program Analyst |
| • Michael Odom | Program Analyst Wage and Investments (W&I) |
| • Sergio Guzman | Tax Analyst W&I |
| • Lesley Henley | Program Analyst W&I |
| • Octavia Johnson | Program Analyst W&I |
| • Rosemary Rixey | Policy Analyst W&I |
| • Schenita Thornton | W&I Program Analyst |
| • Thomas Welch | Program Analyst W&I |

Welcome/Opening- DFO

Terrie English opened the meeting at 12:00pm ET.

Roll Call

Quorum met.

Members of the Public

None

National Office Report/ DFO Report

English thanked everyone who joined the TAP quarterly meeting and asked the members to send any questions for the National Taxpayer Advocate (NTA) to the analyst to for her response. English shared that having the NTA on our call shows how TAP's work has been approved at the highest levels in Taxpayer Advocate Service (TAS). English reminded the members of the media training and asked them to share articles and/or media interviews so we can upload them to www.improveirs.org. We would like to put these out for the public to see.

English reminded the committee to sign up for the tax forums so we can have good coverage from TAP. Contact your analyst to sign up.

Welcome/Acknowledgement of Citizens Comments from the Public

Jones welcomed everyone to the call and reminded members to log their time for all TAP activities including meetings, outreach, emails, and preparation.

Minutes Approval

May 10, 2022, minutes. Hoffman motioned; Gentile-White seconded.

Action: minutes approved as submitted.

Subcommittee 1

Jones and Hoffman reported

- **43347** – CP2000 Paragraph Language (R2)

Responses are being looked at but we will need more time to get a response from the IRS on the updated paragraph language.

- **53485** – LTR 2273C - IA Explained

Issue being worked.

- **57391** LTR1962C (DDIA) – (Project Proposal Approved)

Issue being worked.

Subcommittee 2

Kristen Gentile-White

- **53484** – LTR 3030C (Bal-Due/Interest Due)

We adopted some of subcommittee 1's recommendations, but this issue is still being worked. This issue is tabled until next month.

- **58801** - LTR 3127C (Reinstatement IA) – Project Proposal was approved by committee

Recommendation for all Notices: Committee discussed adding a paragraph discussing online accounts, this will make sure taxpayers know they can create and review their account to resolve issues.

Screening Report

Additional issues will be reviewed by the screening committee as we develop more projects through the parking lot items (below)

Parking Lot

- **52363** – LTR6470
- **52362** – CP14
- **52425** – CP 12
- **52434** – LTR324C
- **52479** – LTR503
- **53181** – CP80

Outreach

Ross reported the Outreach committee suggested ways to accurately complete the activity reports. Going in and updating the report every two days might be a good way to keep it accurate.

Ross reported working on social media outlet messaging by animation means and other modern techniques. They will tailor outreach messages for current issues in TAP. They will be working on recruitment in underserved states to get more representation to get more coverage. Ross reminded the committee to use the outreach toolkit and to complete your activity

Thompson suggested as soon as you complete a meeting or a research task to logon and complete it. The committee is looking for experts in outreach like social media. We discussed using newsletter for talking points to do outreach. The committee is looking for volunteer to attend the tax forums. Lillie asked members go get pictures of outreach activities so they can be uploaded to www.improveirs.org.

Internal Communications Committee (ICC) Updates/Newsletter

Gentile-White reported the ICC is reviewing the TAP member handbook. Currently they are reviewing the font, spacing, and doing so one chapter at a time. Gentile-White said they are looking for suggestions from all committees. The ICC is also working to reformat the newsletter.

Meeting Wrap-Up

Jones thanked everyone for showing up and working through all challenges.

Closing

English officially closed the meeting 12:34pm ET.

Next Meeting: Tuesday, July 12, 2022, at 12:00pm EST

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

