



**Toll-Free Phone Lines (TFPL) Project Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Thursday, March 30, 2023**

Designated Federal Officer

- Susan Jimerson TAP West Chief

Attendance

- | | | |
|---------------------|-------------------|-------------------|
| • Anthony Earwood | San Antonio, TX | Member |
| • Debra Kurita | Fullerton, CA | Chair |
| • Eugene Lillie | West Deptford, NJ | N. Chair/Member |
| • Angela Madison | Los Angeles, CA | N. V. Vice/Member |
| • Robin Mosley | Centerville, OH | Member |
| • Jon Ramirez | Maize, KS | Member |
| • Richard Rodriguez | Stockton, CA | Vice Chair |
| • April Smith | Birmingham, AL | Member |
| • George Williams | Ridgeland, MS | Member |

Members Absent

- | | | |
|------------------|-----------------|--------|
| • Charles Slaney | Wilsonville, OR | Member |
|------------------|-----------------|--------|

Visiting Member

Staff

- | | |
|----------------------|------------------------------|
| • Frank Bustos | Acting, TAP Director |
| • Rosalind Matherne | TAP Program Analyst |
| • Conchata Holloway | TAP Program Analyst |
| • Hannah Jair | TAP Program Analyst |
| • Matthew O'Sullivan | TAP Program Analyst |
| • Annie Gold | TAP Administrative Assistant |
| • Kevin Brown | TAP Administrative Assistant |
| • Kudiratu Usman | TAP Program Analyst |

Quorum

A quorum was met.

Welcome

Susan Jimerson opened the meeting and welcomed everyone to the call. An overview of the agenda was provided with the following DFO updates:



- The meeting is being hosted in Microsoft TEAMS for the visual and audio portion of the meeting
- Members who do not have access to Microsoft TEAMS can participate by calling the telephone number that was provided in the invite for the audio portion
- Members were asked to mute their microphones when not speaking during the call. Pressing *6 to mute and *6 again to unmute. This helps to block some of the background noise
- Members having questions were encouraged to use the raised hand option in TEAMS
- Meetings start and end on time to adhere to time constraints. Member consent will be obtained to extend the meeting if needed
- Members have expectations of the Staff. There are expectations of the members to attend meetings, participate, take on tasks and contribute to complete projects
- Members were encouraged to contact Jimerson by phone or email
- The TAP Staff is available to assist members
- Rosalind Matherne is always available to assist

An overview of the agenda was shared.

National Office

Frank Bustos apologized to the committee for getting on late. He was having some technical problems. He stressed this committee is the rock stars of the panel. He expressed his appreciation, recognition and thank you to the committee for the work being done. Matherne stated Bustos has an open-door policy and encouraged member to get to know him.

Self Introductions

Members introduced themselves during roll call. Anthony Earwood, Debra Kurita, Richard Rodriguez, volunteered to be in a leadership role.

Meeting Procedures

Rosalind Matherne stated TFPL has all returning members with one new member. He is not in attendance on the call. A discussion on the meeting procedures was held due to the members present are fully aware of the procedures.

- FTPL has two subcommittees Subcommittee 1 and Subcommittee 2. Work is done and is not open to the public. Issue of a confidential nature are discussed. Their meetings are usually held during the first week of each month.

- TFPL full Committee meetings are held during the second week of each month. Referrals worked on by the subcommittees have been elevated to the full committee to vote on to go forward to IRS. Referrals go through a screening process after approval and vote. It then goes to Quality Review, Systemic Advisory and the Attorney Advisor
- The Full committee approves the minutes. The minutes contains referrals to be voted to be elevated to the Joint Committee. It goes to the IRS program owner to review, adopt, consider, not adopt, or discuss further
- Telephone and email etiquette has one point stressed; instead of responding “Reply to all” just respond to the person the message was sent from. Jimerson added when sending email to a group, discussion is about a particular item. Those types of emails need to be sent to all. Saying thank you should be sent to the sender
- Quorum is very important. The committee is unable to move forward, example approving minutes require quorum
- Agenda and Pre-reads will be shared one week prior to meetings. Members were encouraged to review and read over the information
- Members time is so important. Completing the Outreach reports are important. The activity reports are found on www.TAPSpace.org
- Encouragement was shared to utilize all methods of communications: Emails, telephones, text messaging and if it is a business matter copy to www.TAPSpace.org this will help in being transparent and with communications. Jimerson added when discussing TAP business be sure to include in the Subject line: 2023: Committee TFPL: Subject name:

So, you want to be a Chair

Richard Rodriguez shared encouragement to members considering running for the position.

- The position is time consuming and very fruitful
- Communication is critically important, and accessibility is the key
- Matherne added the Chair will be on the Joint Committee and represent TFPL on the committee. This will be another meeting to attend. A representative from TFPL is also a member of the Internal Communications Committee. ICC puts out the Newsletter and is the Chair is the fall back to write the articles. There are a lot of extra duties including being able to present referrals in the Joint Committee and communicate with all the committee members



- Jimerson added the Chair is the representative of the committee. The Chair presents the referrals, explain what is going on with the committee. As the Chair you will have to reach out to the members, coach them, work with member and develop the relationship. The Vice Chair plays an important role. Normally as the representative to the Outreach Committee. The Outreach person is the champion for Outreach ideas, activities, and different ways to promote TAP and its mission
- Members were reminded the TAP Staff is always available to help facilitate processes. There will be other members of the committee along with the Staff to help carry the load. As a member of the Joint Committee, the Chair will develop relationships with other leaders in the TAP. The National TAP Chair, Eugene Lillie and The National TAP Vice Chair, Angela Madison is available to assist.

Nomination and/or self-nominations

Chair:

- Jon Ramirez was nominated. He accepted the nomination
- Debra Kurita was nominated. She accepted
- Richard Rodriguez volunteered for a leadership role

Nominees shared information why they would be able to be the Chair

Committee members voted:

- Debra Kurita 2023 TFPL Committee Chair, Congratulations

Thank you to Ramirez

Nominations for Vice Chair:

- Richard Rodriguez was nominated. He accepted

Full Committee Consensus, and voice vote to accept the nomination for Richard Rodriguez to become the 2023 TFPL Committee Vice Chair, Congratulations

Minutes Approval

The TFPL November 08, 2022, Meeting Minutes were approved as submitted. Eugene Lillie motioned to approve the minutes and Anthony Earwood seconded.

Meetings dates and times

The Full committee will meet on the second Thursday of each month beginning at 1:00 PM, EST

Subcommittee 1 will meet on the first Tuesday of the month beginning at 1:00 PM, EST

Volunteers: Kurita, Madison, Slaney, Ramirez, and Mosley

Subcommittee 2 will meet on the first Wednesday of the month beginning at



1:00 PM, EST

Volunteers: Earwood, Rodriguez, Lillie, Smith, and Williams

Outreach

Richard Rodrigues will represent the Committee

Screening Committee

Volunteers: Smith, Earwood, Rodriguez, and Williams

Quality Review

Mosley and Rodriguez volunteered to be on the QR team

Internal Communications

Matthew O'Sullivan and Hannah Jair are the Analysts over the ICC. The ICC completes the TAP Newsletter monthly, revise the TAP Handbook, draft the user guide for www.TAPSpace.org, completed the cover of the Annual Report, revised the Speak Up Brochures and the revise the formatting of the Newsletter, reworking the TAP Member Guide, and administer the TAP Facebook page.

Jimerson encouraged members with creative ideas to join and contribute. She pointed out revising the Speak Up brochure will be one of the first task ICC will take on this year.

Rodriguez volunteered to be on the ICC

IRS Response

Kurita stated the following with Matherne concurrence:

Issue #57616, Certified Acceptance Program Modification will be assigned to Subcommittee 2 to review

Issue #61226, Update Services for Where's My Refund will be assigned to Subcommittee 1 to review

Project Committee Proposals

Matherne state the committee did a great job on last year with the Voice Bot and Chat Bot project. Wage and Investments (W&I) is reaching back to the committee for more. Additional information will come and will assign to both subcommittees.

The next proposal is on the systems logins; .GOV verses ID.ME

This proposal will be assigned to Subcommittee 1

The Project Committee Overview, Matherne explained W&I are the primary source where the Voice Bot and Chat Bot came from.

Matherne added there will be W&I representatives joining the next TFPL meeting



Action Items

Matherne will do the following:

- Forward the approved November 2022 Minutes to Kevin Brown for posting
- Send the calendar invites to members with the committee meeting dates
- Update the TFPL Roster and follow up on members submitting any updates
- Finalize the roster to show the members who volunteered for the subcommittees, Screening committee, ICC, Outreach, and QR
- Assign Issue #61226 to Subcommittee 1 and Issue #57616 to Subcommittee 2

Matherne expressed appreciation to the committee their attendance and participation.

Kurita thanked members for their attendance and encouraged completion of the Activity Report. She also encouraged members to continue to do Outreach.

Jimerson expressed thank you to the committee for joining and congratulations to Chair and Vice Chair.

Bustos also thanked members for joining the call. He expressed his excitement for the year with the committee on the great things to be done with and for the Taxpayers.

Close

Meeting was officially closed at 4:08 PM EDT

Next Meeting: Face to Face Meeting in Washington, DC

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