

**Toll-Free Phone Lines (TFPL) Project Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Tuesday, March 12, 2024**

Designated Federal Officer

- Susan Jimerson TAP West Chief

Attendance

- | | | |
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| • Elaine Adkins | Conyers, GA | Member |
| • Anthony Earwood | San Antonio, TX | Vice Chair |
| • Charles Harvey | Albany, NY | Member |
| • Kathryn Kempf | Greenville, WI | Member |
| • Debra Kurita | Fullerton, CA | National Chair |
| • Alisha Payton | Westland, MI | Member |
| • Alan Smith | Saint Louis, MO | Member |
| • Jantel VanOrden | Salt Lake City, UT | Chair |
| • George Williams | Ridgeland, MS | Member |

Members Absent

- Charles Slaney Wilsonville, OR Member

Staff

- Shawn Collins Acting TAP Director
- Rosalind Matherne TAP Program Analyst
- Kelvin Johnson TAP Program Analyst
- Matthew O’Sullivan TAP Program Analyst
- Jose Cintron Santiago TAP Program Analyst
- Conchata Holloway TAP Program Analyst
- Annie Gold TAP Administrative Assistant

Quorum

A quorum was met.

Welcome

Susan Jimerson opened the meeting and welcomed everyone to the call. The meeting was held in Microsoft Teams both visual and audio. A call-in line is also provided if needed. The meeting has been scheduled for two hours. An overview of the agenda was provided along with a few housekeeping procedures.

National Office Update

Shawn Collins welcomed everyone to the call. To the returning members and new members applause was expressed. Members were assured the Staff is available to support and assist them. Collins shared some of her background experience and added how excited she is to have the opportunity to be a part of TAP again. Members were encouraged to reach out to the Staff who will supply them with what they may need to get their job done. Collins assured members they are appreciated.

Self Introductions and Role Call

Rosalind Matherne began by allowing each member and Staff to introduce themselves.

Public Comments

None

Mission of TAP

Jimerson provided information on the Mission of TAP:

- The Mission of TAP is to reach out to Taxpayers, find out what their concerns or issues are. Whether it is about forms, Toll-Free, Notices received that were unclear. A lot of process makes the IRS work
- Plans may be in place to make things work. Members will go out and talk with Taxpayers to find out what their thoughts are and what concerns they have and bring comments, concerns, and suggestions back to the TAP program to look at and work the issues
- It is important that members reach out to the Taxpayers in your areas to obtain the information. There are several ways to obtain the information: social media, events attended, meetings you are involved with, talking with neighbors and explain how you work for the organization that looks at Taxpayers concerns on a systemic basis not an individual tax problem
- Members were encouraged to do Outreach. While working the projects and doing research the Staff will do a lot of the background work for you. It will help if members are able to go and do some research. Members needing information must go through the Staff to get the information. Members were encouraged to develop their own ideas and suggestions

Meeting Procedures

Matherne shared the following:

- Have patience and give each member the opportunity to share their point of view
- Value and respect time. Meetings will start on time and end on time
- Attendance and participation are very important. If quorum is not met, reading minutes cannot be voted on, referrals cannot be elevated to the Joint Committee

- Communication is done through email, telephone, Microsoft Teams, virtual meetings. There will be a face to face meeting this year
- Members were encouraged to copy the email address Taxpayeradvocacypanel@irs.gov when sending messages. This is where TAP's information is tracked. TAP is a Federal Advisory Committee and must stay within certain parameters
- Meeting etiquette is important. Members were encouraged to do their best
- When sending emails discretion is encouraged when replying. Possible to one individual and not to all
- There will be an Agenda for the meetings. The Chair will lead the meetings along with the Analyst and the DFO. Jimerson is the Designated Federal Officer.
- Pre-reads will be shared a week prior to meetings and will be posted on www.TAPSpace.org members were encouraged to review the pre-reads and minutes
- Quorum and participation are very important
- When sending emails add in the subject line: the date, year (2024), the committee's name and what the subject is
- New members have been added to www.TAPSpace.org and when working with mentors will be encouraged to add their Bio
- The website www.Improveirs.org is what the public will see. Members and Staff will log into www.TAPSpace.org and www.IRS.gov that has a wealth of information available

So, You Want to Be a Chair

Matherne explained the committee is made up with a Chair and a Vice Chair. These positions are elected by the committee. There will be the Project Committee Chair and Vice Chair. There are two subcommittees. Each subcommittee will have a Subcommittee Lead. The duties and responsibilities were shared:

- The Chair will be the point of contact and attend the Joint Committee Meetings once per month as the spokesperson who explains the referrals and answer questions
- Debra Kurita added her experience as the Chair: work closely with Matherne, review Minutes, prepare reports, communicate with members on questions or anything, run the meetings, assigned to a subcommittee, attend other subcommittee meetings to know what is being worked on, responsible for writing the Newsletter article once monthly. During last year, members volunteered to write the article for one month. At the end of the year, prepare the Annual Report. Members assist in writing the summary of what was done by the committee for the year, the Chair will be a part of the Joint Committee as the spokesperson. When referrals have been approved to move forward, reviewed, and forwarded to the Joint Committee, the Chair provides a summary of what the referral entails

and answer questions while working with the Joint Committee to make changes going forward

- Jimerson assured the committee the Staff will be available to support them with all the work. Members will not be alone. The Staff is available to provide information from meetings missed, information on number of attendees during a meeting, questions on processes or procedures. The Staff is in the background available to provide the tools needed for the Chair to be successful and prepared
- Kurita added how the Staff is always supportive, the Analyst is very accessible, they can be counted on to help through the process, their support is provided with a lot of experience and a lot of experience with Toll-Free. Kurita highly recommended members to consider becoming the Chair for TFPL
- Matherne encouraged the first-year members to become the Chair

Congratulations to self-nominated, Jantel VanOrden, TFPL 2024 Chair

Matherne explained the duties and responsibilities of the Vice Chair position:

- In the event the Chair is unable to attend, the Vice Chair would attend in the Chair's absence
- Focus on Outreach and attend the Outreach meetings that will be held once every month
- Lead the Outreach Committee that is comprised of all Vice Chairs of the committees
- Remind members to complete their Activity Reports. The reports are very accessible on www.TAPSpace.org
- Mentors will work with the new members on completing the Activity Reports and Matherne is available. It is important to document all time including the meetings attended, the Outreach done, the research conducted and participation

Congratulations to self-nominated, Anthony Earwood, TFPL 2024 Vice Chair

Minutes Approval

TFPL November 9, 2023, Minutes were approved as submitted. Kurita moved to approve, and Earwood seconded.

Meeting Date and time:

- TFPL full committee will meet on the second Thursday of every month beginning at 4:00 PM ET
- Subcommittee 1: Elaine Adkins, Anthony Earwood, Kathryn Kempf, Charles Harvey, and Debra Kurita will meet on the first Thursday of each month beginning at 4:00 PM ET

- Subcommittee 2: Alisha Payton, Charles Slaney, Alan Smith, Jantel VanOrden, and George Williams will meet on the first Thursday of each month beginning at 12:00 PM ET
- Screening Committee: Kurita, Kempf, Earwood, Harvey, and Williams
- Quality Review Team: Alan Smith, Alisha Payton
- Matthew O'Sullivan explained the duties and responsibilities of the Internal Communications Committee. ICC does not meet monthly. They are responsible for the Newsletters, they work on improving documents, the SpeakUp brochures, the TAP Member Handbook, and operate the TAP Facebook page.

Responses Received

Matherne stated we waiting to receive responses from the IRS for three referrals elevated the end of 2023. The responses will be shared with the committee to review as soon as they are received.

The committee received three projects from Wage & Investment (W&I), as follows:

- The Voice Bot technology regarding the Toll-Free line 800-829-1954
- The Chatbot technology is regarding the 1040 line
- The Chatbot regarding artificial technology

A Subject Matter Expert (SME) has been invited to the first Subcommittee meetings to discuss in detail what they are looking for and have a dialogue with the committee.

- Kurita ask if the intention is to have both subcommittees work on the three projects together and what is the timeframe to be deployed? Did the timeframes change? Matherne agreed having both subcommittees work the projects would be most efficient
- The question was asked if the ones with responses due, were they sent over in November. It has been four months now, what is the status. Jimerson stated the process is forty-five days is allowed for responses. There are times when delays do occur for IRS to respond. There may be times an extension will be requested for them to gather additional data before they give a yea or nay response

Action Items

Matherne will do the following:

- Forward the approved TFPL November 9, 2023 Minutes to Kevin Brown for posting
- The Full Committee meeting has been set for every second Thursday of the month at 4:00 PM ET
- Subcommittee 1 meeting will be held on the first Thursday of the month at 4:00 PM ET

- Subcommittee 2 will meet on the first Thursday of the month at 12:00 PM ET
- Subcommittee 1 members are: Adkins, Harvey, Kurita, Earwood and Kempf
- Subcommittee 2 members are: Payton, Smith, Williams, VanOrden, and Slaney
- The Screening Committee members: Kurita, Kempf, Williams, Earwood, Harvey
- The ICC members: Smith and Payton
- Follow-up with Holloway regarding outstanding responses
- VanOrden has been elected as TFPL Chair and Earwood the Vice Chair
- Follow-up with members needing business cards and ID badges. Annie Gold will be contacting each member for information

Jimerson added congratulations to VanOrden and Earwood. Training will be provided to assist in their roles as Chair and Vice Chair.

Roundtable

VanOrden asked for comments and or questions:

- Earwood stated members can communicate with other team members and the TAP Staff. Members were encouraged to send him an email message with questions or comments. He looks forward to working with the committee
- Kurita congratulated VanOrden and Earwood. Members encouraged to reach out to Earwood, leadership, and mentors. She welcomed each member and looks forward to working with everyone
- Williams stated he is happy to get back to work and looking forward to speaking with people. Williams participated in an Outreach event that was displayed on the screen for members to view. Williams is looking forward to venturing out to other parts of the state that do not have representation. He is attempting to speak with local TAC to be invited to share information about TAP

Jimerson thanked members for attending the call. A lot was accomplished today. Members should not hesitate to reach out to staff with any questions. The staff is here for you. Additional information will be shared on the face-to-face meetings. The Administrative Assistant, Annie Gold will be contacting each member for travel information to make your travel arrangements.

Collins expressed thanks to each member for taking on a hard job. This job takes a lot of time and effort. Members were applauded for being a part of TAP. This is a joy and a wonderful task to be involved with. Collins shared her commitment as the TAP Director twelve years ago and as of October 2023, she is back as Acting TAP Director. Members were encouraged not to become overwhelmed. The Staff



and everyone are awesome and available for support. Members were welcomed to TAP.

Jimerson added the Joint Committee will have their first meeting April 22, 2024, beginning at 1:30 PM ET. This will be an open meeting. Members were encouraged to sit in and listen to what happens during their meeting.

The face-to-face meeting is scheduled for May 8, 2024, which will be the all-day member training. The actual committee meeting will be all day on May 9, 2024 to noon on May 10, 2024. The meeting will be held in San Antonio, TX.

Close

Meeting was officially closed at 12:51 PM ET.

**Next Meeting: Thursday, April 11, 2024
4:00 PM EDT, 3:00 PM CDT, 2:00 PM MDT, 1:00 PM PDT**

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