

**Taxpayer Communications Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Wednesday, March 13, 2024**

Designated Federal Officer

- Susan Jimerson TAP West Chief

Attendance

- | | | |
|-----------------------|-----------------|------------|
| • Melanie Almeida | Sandpoint, ID | Vice Chair |
| • Michelle Brookens | Taylorville, IL | Member |
| • Howard Choder | Seattle, WA | Member |
| • Daniel Halleman | Thornton, CO | Member |
| • Philip Hwang | Placentia, CA | Member |
| • LaRee Lowman | Homewood, IL | Member |
| • Angela Madison | Los Angeles, CA | Member |
| • Candace Smith | Mustang, OK | Member |
| • Walter Webster | Las Cruces, NM | Member |
| • James (Jim) Wiseman | Brentwood, TN | Chair |

Visiting Member

- Debra Kurita Fullerton, CA TAP National Chair

Staff

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

Quorum

A quorum was met.

Welcome and DFO Report

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, appreciation was expressed for a second or third year back with TAP. Assurance was given that they will have the best TAP Staff they have ever worked with. To the new members, it is expected each member will contribute two to three hundred hours per year. It is a lot and members are appreciated. Members make a difference in the Internal Revenue Service. This is why we are here to make improvement in what is going on within IRS. Thank you to all members. The Staff is there to support and hold your hands through the process. Collins is looking forward to working with each member and her door is always open.

Self-Introductions

Jose Cintron Santiago began the introductions by introducing himself. Each member and Staff were given the opportunity to introduce themselves. Debra Kurita, TAP National Chair encourage ed members to put their name in for a leadership role and assured them the Staff and mentors will be there to assist them.

Meeting Procedures

Santiago shared the following ground rules for meeting procedures:

- Listen to others
- Everyone may share their ideas or opinions
- Respect each other
- Adhere to schedules as time is very important. It is very important to start on time and end on time

Methods of communications

- Emails, phone calls, meetings will be held by using MS Teams
- Members may call Santiago using the telephone, but MS Teams will be used most of the times.

Telephone etiquette

- Arrive five minutes prior to calls
- Always try and participate
- Do not get discouraged
- Your opinions matter
- Identify self when on the phone so everyone will know who is speaking
- Limit distractions and side bars
- Mute phones when not speaking

Email etiquette

- Do not reply to all unless it necessary
- Be aware of time zones

Meetings will have an Agenda prepared, revised, and approved by the Chair and DFO. It will be shared prior to meetings along with the pre-reads or any reading materials needed prior to meeting.

All meeting minutes will be posted onto www.TAPSpace.org if members should have problems retrieving the information, contact Santiago and he will forward the information.

Quorum is half plus one. TCC needs six members to have quorum. Members were encouraged to participate and attend all meetings.

MS Teams will be used for the conference calls. On occasions, a telephone number will be provided to call in to a meeting. MS Teams is the most used method.

Matthew O'Sullivan shared the follow information. TAP has its own website:

- the public facing site, www.ImproveIRS.org public information about when TAP meetings will be held. Meeting minutes are posted there, a list of members by states are posted there, Taxpayers and members of the public are able to submit suggestions and issues for consideration for the improvement of IRS.
- www.TAPSpace.org is a private website for TAP. All documents generated by the committees are housed there. Documents from the Annual Report are kept there. Each committee has their own account where members are able to pull information from their committee documents. Some of the documents may contain sensitive information and will not be share through email but are posted on www.TAPSpace.org Also is where members must post the Activity Reports. This is important when doing Outreach activities. The hours are able to be tracked exactly what is being done and the number of hours will determine what award type members will receive at the end of their term with TAP.
- O'Sullivan is one of the Administrators for www.TAPSpace.org when there are problems with the site. Currently, some issues are being worked.
- The public facing website for the Internal Revenue Service is www.IRS.gov Both the Staff and members use information from this site to find data, make suggestions on how to improve the site to communicate better with Taxpayers, Taxpayers can set up online accounts. Members were encouraged to familiarize themselves with www.IRS.gov

So, You Want to Be a Chair

Kelvin Johnson shared the Chair responsibilities:

- Ensure additional time is made for Chair duties
- Have strong organizational and communications skills
- Be able to engage with members of the committee
- Gain a basic understanding of the Federal Advisory Committee Act (FACA) requirements

- Effectively communicate with members and ensure members receive consistent information
- Be the spokesperson for the committee at the Joint Committee level
- To be the point of contact for TCC committee
- Provide input for the committee on projects and collaborate with other committees
- Share information on TAP mission and goals
- Help establish and maintain an optimistic view about TAP
- Link volunteer participation to the broader mission of TAP

***Michelle Brookens nominated Jim Wiseman for the Chair position
Melanie Almeida seconded. Consensus: Congratulation Jim Wiseman, TCC
Chair. ***

Responsibilities for Vice Chair

Johnson shared the following:

- Assist the Committee Chair in performing committee responsibilities
- Assume the Chair responsibilities when the Chair is absent
- Coordinate Outreach activities for the committee. If the Vice Chair is unable to carry out this task, a committee member will assume the role
- Provide training for members on how to keep focus on Outreach and share tips and suggestions on how to partner with the Local Taxpayer Advocate (LTA) and other organizations
- Participate in TAP Outreach committee meetings
- Coordinate and write TAP Newsletter

***Michelle Brookens nominated Melanie Almeida for the Vice Chair position.
Wiseman and Candace Smith seconded. Consensus: Congratulations
Melanie Almeida, TCC Vice Chair. ***

Minutes Approval

TCC November 14, 2023, Minutes were approved as submitted.
James Wiseman motioned, and Richard Bell seconded.

Committee Meeting Date and Times

- TCC Full Committee meetings will be held on the second Thursday of each month at 1:00PM, EST
- Subcommittee 1: Melanie Almeida, Daniel Halleman, Philip Hwang, Angela Madison, and Candace Smith. Subcommittee 1 meetings will be held on the first Wednesday of each month at 3:00PM, EST
- Subcommittee 2: Michelle Brookens, Howard Choder, LaRee Lowman, Walter Webster, and Jim Wiseman. Subcommittee 2 meetings will be held on the first Thursday of each month at 12:00PM, EST

- Screening Committee: Michelle Brookens, Philip Hwang, Daniel Halleman, Angela Madison, and Candace Smith
- Quality Review (QR): Philip Hwang, Melanie Almeida, and Michelle Brookens
- Jimerson shared the following information for the Internal Communications Committee (ICC): It is an Ad Hoc committee that meets once each month. They discuss communication items, how to improve internal and external messaging for TAP members as well as out to the public. They work on updating the Speak Up Brochures, projects to come up with the cover to the Annual Report, the Newsletter that is shared within the TAP community to know what is going on in the other committees. It is a worthwhile committee with a lot to do to promote the TAP program and member satisfaction. Madison added ICC is communication centered. O'Sullivan added ICC works with the internal Facebook page. ICC needs members who like social media and like to post information there, and experience or skillset in that area. It is very rewarding.
- Daniel Halleman, Philip Hwang, and Angela Madison volunteered to be on the ICC committee

IRS Updates

Santiago asked if there were question on the two issues. Wiseman shared the following updates:

- Issue #66193, Effectively Measures Outreach five recommendations were submitted to IRS. One was adopted, three under consideration, one resolved prior to elevation
- Issue #48868, How to Update Contact and Banking Information had eight recommendations. An extension was requested to respond. Anticipating more information in April 2024
- Santiago share TCC received two issues. One will be assigned to each subcommittee. Information will be included in the pre-reads for next month's full committee meeting

Action Items

Johnson shared the following Action items:

- Forward November 14, 2023, approved minutes to Kevin Brown for posting and post onto www.TAPSpace.org
- Send email to members with TCC committee and subcommittees meeting dates and times through the end of November 2024

Jimerson shared the following information for the Face-to-Face meeting to be held in May:

- TCC will meet on May 06, 2024, starting at 1:00PM, EST.
- All day on May 07, 2024, for the project committee portion of the meeting

- All day on May 08, 2024, for training with TAC committee
- The meeting will be held in Oklahoma City
- The second half of the week, TAC will be there
- TAC will meet all day, May 08, 2024, for the training session
- All day on May 09, 2024
- Half day on May 10, 2024, and travel home

Annie Gold will be working on the travel arrangements, gathering your information. She will be the point of contact for all travel needs.

Roundtable

Jimerson asked for Roundtable questions or comments:

- Kurita congratulated Wiseman and Almeida on their elections as Chair and Vice Chair. The committee has done a great job and Kurita is looking forward to all the progress from this committee. She shared a reminder to members to log their time into the Activity Report when it is up and running
- Almeida thanked members for being on the call today and for volunteering to be in extra activities
- Wiseman thanked members and stressed TCC is a strong team, and they are appreciated. He thanked members for volunteering. There is a Newsletter done internally. Historically members will take turns doing it. It will be discussed at next month's meeting
- O'Sullivan suggested members should go onto www.TAPSpace.org and review the Newsletters from last year to find out what it is all about. O'Sullivan is always available to assist with the Newsletter
- Wiseman advised members get onto the site and set up an email address

Collins thanked members for being a part of TAP. She is looking forward to working with everyone and a great year. Her door is always open. Members who may need to speak with Collins were encouraged to contact her and she will be more than glad to have a conversation with them.

Jimerson thanked everyone for being on the call and for all of the hard work.

Close

Susan Jimerson closed the meeting at 3:23 PM ET.

**Next Meeting: Thursday, April 11, 2024
1:00PM ET, 12:00PM CT, 11:00AM MT, 10:00AM PT**

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