



**Taxpayer Advocacy Panel (TAP)
Taxpayer Assistance Center Improvements Committee
Meeting Minutes
March 23, 2020**

Designated Federal Officer

- Susan Jimerson Chief, TAP West

Members Present

- Patrice Brown Brooklyn, NY Member
- Edward Donovan Cary, NC Member
- Paula King Lexington, KY Member
- Ying Sa Des Moines, IA Member
- Thurston Smith Arlington, TN Member
- Kathryn Tracy Buckeye, AZ Member
- Nina Tross Apollo Beach, FL Member
- Jessica Wilson Byram, MS Member

Members Absent

- Sheila Campbell Washington, DC Member
- Licia Haynie Kaneohe, HI Member
- Anthony Whitmarsh San Marcos, CA Member

TAP Staff Present

- Matthew O'Sullivan, Program Analyst
- Kudiratu Usman, Program Analyst
- Annie Gold, TAP Administrative Assistant

IRS Staff Present

- Tamikio Bohler, Wage & Investment (W&I)
- Debra Awalt, Wage & Investment

Opening/Welcome – Susan Jimerson

Susan Jimerson opened the meeting, reviewed the agenda and provided an overview of the TAP mission.



Roll Call

Matthew O’Sullivan conducted the Roll Call. Quorum was met.

Self Introductions

Matthew O’Sullivan asked the Committee Members, TAP Staff and IRS Staff to introduce themselves.

Members of Public

Susan Jimerson asked if there were any members of the public on the call. There were none. No Public Comment.

TAP Meeting Procedures

Matthew O’Sullivan reviewed the TAP Meeting Procedures and Ground Rules by explaining

- Ground Rules
- Telephone & E-Mail Etiquette
- Minutes/Minutes Approval
- Establish Quorum & Consensus
- Agenda & Pre-Read Information
- Activity Reports/Time Reporting
- Methods of Communication

Matthew emphasized that the call-in number listed on Web Ex is not the correct number to use for the audio portion of the call. He advised the members that they should use the phone number and access code on the calendar invite, which will always remain the same throughout the year.

Susan reminded the members to “copy” TAP Staff and the TAP Mailbox (www.taxpayeradvocacypanel@irs.gov) on TAP related e-mails in accordance with the Federal Advisory Committee Act (FACA) guidelines. She also reminded the members to call TAP Staff if they needed to discuss any issues or if they were unable to attend meetings. Susan also advised the members not to go directly to IRS Staff with questions and emphasized that committee members should only go to Matthew and the other TAP Staff members with their questions and/or concerns.

So, You Want to Be A Chair?

Matthew O’Sullivan conducted a presentation on Chair and Vice Chair roles and responsibilities. A nomination process followed for Chair and Vice Chair positions.



Kathryn Tracy nominated Thurston Smith and Ying Sa nominated Nina Tross for committee Chair. They accepted the nomination. Nina Tross was elected TAC Committee Chair.

Kathryn nominated Thurston Smith for committee Vice Chair which he accepted. Thurston Smith was elected TAC Committee Vice Chair. Susan offered thanks to the nominees for their participation in the election process and congratulations to Nina and Thurston for their selection as Chair and Vice Chair. Susan asked Nina and Thurston to stay on the call after the meeting ended to prepare for Tuesday's meeting.

End of Day/Announcements

Susan Jimerson thanked everyone for joining today's call and tomorrow's call will begin at the same time with the same call in number. Susan Jimerson and Nina Tross closed the meeting.



**Taxpayer Advocacy Panel (TAP)
Taxpayer Assistance Center Improvements Committee
Meeting Minutes
March 24, 2020**

Designated Federal Officer

- Susan Jimerson Designated Federal Officer (DFO)

Members Present

- | | | |
|---------------------|------------------|------------|
| • Patrice Brown | Brooklyn, NY | Member |
| • Sheila Campbell | Washington, DC | Member |
| • Edward Donovan | Cary, NC | Member |
| • Licia Haynie | Kaneohe, HI | Member |
| • Paula King | Lexington, KY | Member |
| • Ying Sa | Des Moines, IA | Member |
| • Thurston Smith | Arlington, TN | Vice Chair |
| • Kathryn Tracy | Buckeye, AZ | Member |
| • Nina Tross | Apollo Beach, FL | Chair |
| • Anthony Whitmarsh | San Marcos, CA | Member |
| • Jessica Wilson | Byram, MS | Member |

Members Absent

- None

TAP Staff Present

- Susan Jimerson, Chief TAP West
- Rosalind Matherne, TAP Analyst
- Matthew O’Sullivan, TAP Analyst
- Annie Gold, TAP Management Assistant

IRS Staff Present:

- Tamikio Bohler IRS Wage & Investment (W&I)



Welcome/Announcements/Review Agenda

Susan Jimerson and Nina Tross opened the meeting and reviewed the agenda and TAP Mission.

Roll Call

Matthew O'Sullivan took the Roll Call, quorum was met.

Comments from the public

Nina Tross asked for public comment. There were no members of the public on the call.

Approval of November Minutes

Nina Tross reviewed the November Meeting Minutes. Minor corrections were made to the minutes and Thurston Smith moved to approve the Minutes which were seconded by Kathryn Tracy. The November Minutes were approved by the Committee as edited.

Matthew stated he received a question from Ed Donovan after yesterday's meeting regarding the format to be used for e-mail subject lines. Matthew stated that the subject line should include the year, followed by a colon, then the committee name followed by a colon, then the subject. He mentioned again that the Taxpayer Advocacy Panel should be copied on all email.

Establishment of Sub Committees and Meeting Dates:

Matthew O'Sullivan and Nina Tross led a discussion to set the Full Committee and Sub-Committee meeting dates and Sub-Committee Membership.

The Full Committee will meet on the second Tuesday of each month from 1:00 pm to 2:00 pm Eastern time.

Sub-Committee 1 will meet on the first Tuesday of each month from 12:00 pm to 1:00 pm Eastern time on the first Tuesday of each month. The Sub-Committee Lead will be determined at their first meeting. The following members are in Sub-Committee 1:

- Sheila Campbell
- Patrice Brown
- Edward Donovan
- Nina Tross
- Thurston Smith
- Anthony Whitmarsh



Sub-Committee 2 will meet on the first Tuesday of each month from 1:00 pm to 2:00 pm Eastern time on the first Tuesday of each month. The Sub-Committee Lead will be determined at their first meeting. The following members are in Sub-Committee 2:

- Kathryn Tracy
- Paula King
- Ying Sa
- Jessica Wilson
- Licia Haynie

The Screening Committee will meet on the third Tuesday of each month from 1:00 pm to 2:00 pm Eastern time. This Committee will meet on an as needed basis. If there are no new issues to screen the meeting will be cancelled. The Lead will be determined at the first meeting. The following members are in the Screening Committee:

- Sheila Campbell
- Patrice Brown
- Kathryn Tracy
- Jessica Wilson

The Quality Review Committee will meet on an as needed basis, when new referrals need to be reviewed. The following members are in the Quality Review Committee:

- Ed Donovan
- Paula King
- Thurston Smith

Internal Communications Committee. The following members will also serve on the Internal Communications Committee:

- Nina Tross
- Anthony Whitmarsh

The dates and times of the Internal Communications Committee meetings have yet to be determined.

As TAC Committee Chair, Nina Tross will also serve on the TAP Joint Committee. The Joint Committee meeting dates and times have yet to be determined.



As TAC Committee Vice-Chair, Thurston Smith will also serve on the TAP Outreach Committee. The Outreach Committee meeting dates and times have yet to be determined.

Review of IRS Responses:

Matthew O'Sullivan and Nina Tross led the review of responses received from IRS:

- **Issue 40698 Modify VITA Training to Include HSA Issues IRS Response ID 1632.** The IRS has indicated that they are considering the TAP recommendation and will provide a response by December 30, 2020. There is no further action for the Committee to take at this time. Matthew O'Sullivan will continue to monitor this issue and provide the IRS response when received.
- **Issue 40513 Implement Modified Appointment System IRS Response ID 1739.** The IRS determined not to adopt the TAP recommendation. Susan Jimerson the referral process and rebuttals to IRS responses. The Committee determined that Issue 40513 needs further review by Subcommittee 1.

Matthew O'Sullivan then shared and reviewed the Screening Report with the Committee and stated that he will send out the Report reflecting the issues each subcommittee is working on. The Screening Committee is scheduled to meet on April 19, 2020 at 1:00 pm EDT. At this meeting it will be determined which issues the Committee will work on immediately; the issues which maybe dropped and the issues which will be placed in the Parking Lot.

2020 Project Committee Work from W&I:

- **Training.** Training and certification are vital components of the IRS's free volunteer tax preparation programs. SPEC provides both paper and electronic products to assist volunteer tax preparers in providing high quality services and in preparing accurate tax returns.

Tamikio Bohler and Mathew O'Sullivan reviewed the Project Request received from W & I.

Kathryn Tracy discussed Issue 41541 – List of Tax Preparers. It was decided that Subcommittee 2 will continue to work on it.

Thurston Smith reminded everyone that the Activity Reports are due tomorrow, March 25, 2020. Everyone should send it to him and copy Matthew as well as the Taxpayer Advocacy Panel mailbox.



Nina Tross and Susan Jimerson discussed the TAP Meeting Assessment and reminded everyone of their homework assignments. Susan suggested everyone continue to explore TAPspace and Improveirs.org and then closed the meeting.

The next TAC Full Committee Meeting will be held on April 14, 2020 from 1:00 pm to 2:00 pm Eastern time.

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