



**Toll-Free Phone Lines (TFPL) Project Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Tuesday, February 25, 2025**

Designated Federal Officer

- Susan Jimerson TAP West Chief

Attendance

- | | | |
|---------------------|--------------------|------------|
| • Anthony Earwood | San Antonio, TX | Chair |
| • Charles Slaney | Wilsonville, OR | Vice Chair |
| • Vahagan Aganikiah | Henderson, LA | Member |
| • Caroline Kim | Honolulu, HI | MI |
| • Kandace Shawn | Perris, CA | MI |
| • Mark Sullivan | Beverly, MA | Member |
| • Jantel VanOrden | Salt Lake City, UT | Member |
| • Thomas Wolf | Canton, OH | Member |

Members Absent

- | | | |
|-----------------|---------------|--------|
| • Luis Marrero | Lafayette, LA | MI |
| • Alisha Payton | Westland, MI | Member |

Staff

- | | |
|-------------------------|------------------------------|
| • 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 Lead Program Analyst |
| • Annie Gold | TAP Administrative Assistant |
| • Mejbeen Balsara | W&I |

Quorum

Quorum was not needed for today's administrative meeting.

Welcome and DFO Report

Susan Jimerson opened the meeting and welcomed all new and returning members to the call. She provided an introduction of her role as the DFO/Manager for the TFPL committee along with the Staff who will be available for their support. A brief overview of the TAP process and the agenda was shared.

Introductions

Rosalind Matherne provided information on his role as the Analyst overseeing the TFPL committee along with a brief introduction. Each Staff member was allowed the opportunity to introduce themselves to the committee. Members were also given the opportunity to introduce themselves.

- Members were encouraged to be respectful when speaking. Each member will be allowed the opportunity to speak
- Members were encouraged to always participate
- Communication is very important
- Communication is done primarily through the use of email. Members were asked to copy in the Subject line the project related work messages and send a copy to TaxpayerAdvocacyPanel@irs.gov
- Communicating is provided through documents stored on www.TAPSpace.org
- MS-Teams is another avenue for communicating. Matherne is available for assistance
- Rosters with contact information will be provided to each member
- Meetings start on time and end on time
- Each team will have virtual meetings to discuss and work on their assigned projects. If there should be any issues, members were asked to contact Matherne directly
- Members were asked to save all scheduled meeting dates and times to their calendars. Calendar invites will be sent to each member prior to the actual meeting
- For record keeping purposes, members were asked to keep track of all time spent doing TAP work. The total number of hours will determine which President Volunteer Service Award (Gold, Silver or Bronze) members would receive at the end of their third-year term
- The anticipated dates for the Face-to-Face meeting are April 21, 2025, through April 25, 2025. Additional information will be shared
- Quorum is set at fifty percent plus one. TFPL will need five members to be present to approve documents and move forward. Documents and projects will be discussed without quorum. Decisions are made on consensus
- Email etiquette is important. Member were asked to try and tailor messages to the specific email
- The work the committee does is very important. Members were encouraged not to get discouraged if referrals or recommendations were not adopted

Election of Chair and Vice Chair

Matherne provided information on the duties and responsibilities for leadership roles. Volunteers were asked for each position:

- Jantel VanOrden nominated Anthony Earwood for the position of TFPL Chair position. There were no additional nominations. **Congratulations to Anthony Earwood, TFPL Chair**
- Charles Slaney self-nominated himself for the Vice Chair position. There were no other nominations for Vice Chair. **Congratulations to Charles Slaney, TFPL Vice Chair**

Meeting dates and times

- TFPL full committee will meet on the second Tuesday of each month, beginning at 1:00PM, EST
- Subcommittee 1 will meet on the first Tuesday of each month, beginning at 1:00PM, EST. **Members assigned: Anthony Earwood, Alisha Payton, Thomas Wolf, and Kandace Shawn**
- Subcommittee 2 will meet on the first Tuesday of each month, beginning at 2:00PM, EST. **Members assigned: Jantel VanOrden, Charles Slaney, Caroline Kim, Vahagan Aganikiah, and Luis Marrero**
- Screening Committee: Jantel VanOrden, Anthony Earwood, Mark Sullivan, Vahagan Aganikiah
- Quality Review: Anthony Earwood, Jantel VanOrden, Charles Slaney
- Internal Communications Committee (ICC): To be determined

Minutes Review

TFPL November 14, 2024, Minutes were reviewed for accuracy or grammatical errors. Approval will be done during the next full committee meeting.

Annual Report Update

Jimerson shared the following updates:

- The Annual Report has been completed and is now with the graphic design area
- We are getting close to issuing copies
- There have been some challenges with all the changes throughout the country
- A balancing act is being done between producing the Annual Report and the Low-Income Taxpayer Clinic. The Communication Liaison person is very busy working on the two reports
- IRS anticipates a soft launch in early March

Project Proposals assignment

IRS updates are expected early March on the following: Testing of the Voice Bot, and Where's My Amended Return and Where is my Refund. Conchata Holloway is working to get updates.

There are two projects TFPL has been asked to work by Taxpayer Services and Online Services:

- Chat Bot and Live Chat Technology
- Communicating with IRS Taxpayers and Tax Professionals perspectives
- There is one issues from the Parking Lot, Streamlining Phone Service

Action Items

Matherne stated he will complete the following action items:

- Forward a copy of the TFPL Roster to members with assignments
- Information with committees meeting dates and time will be forwarded to each member
- November 14, 2024, TFPL minutes will be approved during next month's meeting
- The calendar invite will be shared with members for upcoming meetings
- The project proposals will be sent to each member

Roundtable

Matherne asked for member comments:

- Earwood expressed gratitude to everyone and TAP Staff. There is a new member checklist available. Members with questions were encouraged to reach out to Earwood. It is important to know where to go on www.TAPSpace.org for information. Encouragement expressed to members to complete their activity reports and get the hours in
- Slaney expressed appreciation to members to continue to do Outreach to help get the word out about TAP
- VanOden stated she is excited and has three mentees this year to help them get strong and secure
- Wolf stated he is excited to be a member of TAP and looks forward to working with everyone and contributing
- Shawn is excited and looking forward to working with members. She enjoys being a voice for the people
- Sullivan is looking forward to getting started, working with members, and reaching out to Earwood as his mentor
- Aganikiah stated he is please to be a part of the panel and is looking forward to working with everyone
- Kim stated she is delighted to be a part of the team and looks forward to working with everyone

Jimerson expressed appreciation to everyone for being on the call.



Closing

Jimerson officially closed meeting was officially closed at 3:18PM, EST.

**Next Meeting: Tuesday, March 11, 2025
1:00PM EST, 2:00PM CST, 10:00AM MST, 09:00AM PST**

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