

**Special Projects
Taxpayer Advocacy Panel (TAP)
Face to Face Meeting Minutes
Thursday, April 10, 2025**

Designated Federal Officer (DFO)

- Cedric Jeans TAP East Chief

Attendance

- | | | |
|---------------------------------|----------------------|-------------------|
| • Dr. Olurotimi “Timi” Akindele | Chicago, IL | Member (Absent) |
| • Jason Brinkley | Prince Frederick, MD | Member |
| • Stacey Cloyd | Washington, D.C. | Member Vice Chair |
| • Aissata Diaby | Harrisburg, PA | Member |
| • Tiffany Grayson | Beaufort, SC | Member |
| • Steven Hall | Long Island, NY | Member Chair |
| • Jihan Jude | Orlando, FL | Member (Absent) |
| • Joseph Parampathu | Irvine, CA | Member (Absent) |
| • John Shoemaker | INTL- Singapore | Member |

Staff

- | | |
|-----------------------|-------------------------|
| • Kevin Brown | Management Assistant |
| • Shawn Collins | TAP Director |
| • Conchata Holloway | Joint Committee Analyst |
| • Kelvin Johnson | TAP Program Analyst |
| • Ann Tabat | TAP Program Analyst |
| • Kudi Usman-Olugunna | TAP Program Analyst |

IRS Staff

- Mejbeen Balsara Taxpayer Services Program Analyst

Members of the Public

None

Welcome Announcements/Comments/Acknowledgements

Cedric Jeans opened the call and welcomed everyone to the meeting.

Roll Call

Brown completed the roll call. Quorum was met.

Comments From the Public

N/A

National Office and DFO Reports

Jeans reported travel funding has been suspended. Contact Johnson for virtual outreach assistance. There is no funding for tax forum travel. Jeans encouraged members to ask for outreach materials if you need any if you are traveling on their own. We can assist with outreach via social media as well according to Jeans. The outreach materials can be used for both types of outreaches.

Wayne Segal resigned.

Approval of Minutes

November 13, 2024

February 20, 2025

March 13, 2025

Shoemaker motioned; Brinkley seconded.

Action: All minutes unanimously approved as submitted

TAP Committee Update

Hall thanked everyone for the improvements and engagements. Hall thanked Cloyd for her part in the issue protecting taxpayer information. Hall encouraged members to subscribe to the IRS and the National Taxpayer Advocate (NTA) newsletter. Hall will share the link with the committee via email.

TAS: <https://www.taxpayeradvocate.irs.gov/contact-us/subscribe-to-tas/>

IRS: <https://www.irs.gov/newsroom/e-news-subscriptions>

Hall thanked everyone who has been doing outreach.

IRS Responses Received

None

Awaiting IRS Responses

- Issue 66513 – Less Noticeable Envelopes for Refunds to Reduce Theft; we are still awaiting an IRS response.

Referrals submitted JC:

None

Outreach

Cloyd reported

- TAP Newsletter (Need volunteers)

Volunteers requested. Hall- May newsletter. Cloyd stated that she will have to prepare an excel spreadsheet and assign members. If the assigned date does not work for the member, then they need to reach out to the member and if they can swap.

- Activity Report

Cloyd asked members to record their time in www.tapspace.org.

- Outreach

Hall reported doing a networking event and shared information about TAP.

Shoemaker attended a meeting with the International BAR Association in London, England and spoke about TAP. Shoemaker attended the American BAR Association's Family Law Section Conference where he networked about TAP and had several calls with agents on lack of clarity, spoke about technology advances for improvements. Shoemaker worked with Rebecca Lammers, former member, working with Shoemakers for events to help taxpayers.

Cloyd asked the member to conduct outreach and provided outreach examples.

Subcommittee -1 Report – Shoemaker

- **Issue 66912**-Clients living and working abroad are dual status
Being worked
- **Issue 69843**-Improve the experience of taxpayers who have ITINs
Being worked
- **Issue 78407**-IRS Customer Service Inefficiencies
Being worked

Subcommittee -2 Report - Cloyd

- **Issue 68356** – Volunteer Income Tax Assistance (VITA) Site and Custodial Parents
Worked with a Subject Matter Expert (SME) to learn more about this. The IRS does not want to engage in such matters, so the issue is being dropped.
- **Issue 74376**-Direct File Eligibility Requirements
Being worked
- **Issue 74632**-Tax Pro Account Page
Being worked
- **Issue 75527**-Expand Direct File Program
Being worked
- **Issue 78232**-Protecting Taxpayer Information
Being worked

Screening Report

Johnson reported on March 5, 2025, and March 27, 2025. Screened 77 issues, the committee considered accepting the report. Shoemaker motioned; Crispin seconded.

Action: Screening report accepted by committee

Internal Communications Committee

Shoemaker had nothing report to share.

Action Items

Johnson will do the following:

- Forward Minutes to Brown
- Cloyd will assign volunteers for newsletter report
- Issue 68356 dropped
- Screening reports accepted and updated

Chair Closing Comments and Roundtable

Shoemaker spoke about IRS sharing information outside of the agency, as it is for renewal of passports for those owing a certain amount to the IRS. Hall thanked everyone for joining the call and reminded everyone of the mission of the committee. Hall stated that we are here to improve the IRS for better service for taxpayers, and we should keep up the great work of TAP.

Closing

Jeans reminded everyone that TAP is so much more effective at getting our recommendations acted upon in real time and discussing them in our Annual Reports. This should be discussed while you are doing your outreach. Get the word out with anyone who will join you, including former members, and highlight our successes in your outreach. Jeans closed the meeting at 11:42 a.m. EST.

**Next Meeting: May 8, 2025, at 11:00am EST/12:00pm CST/1:00pm
MST/2:00pm PST/7:00am AST/6:00am HST**

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