



TAP – One Voice for Change

“Citizen Volunteers Valued for Improving IRS Services”

Toll Free Phone Lines Full Committee Meeting Agenda
Tuesday, August 12, 2025
3:00 PM ET; 2:00 PM CT; 1:00 PM MT; 12:00 PM PT; 9:00 AM HT
Meeting held via [Join the meeting now](#) Meeting (Audio Included)
Or call in (audio only): +1 737-253-8186 ID: 991 258 988#

Administrative	Leader
Welcome / Open Meeting / Roll Call	Rosalind Matherne
Members: Anthony Earwood, Tom Wolf, Vahgan Aghanikin, Candice Shaw, Caroline Kim,	Staff: Fred Smith, Roz Matherne, Matt O’Sullivan, Melinda Purcell (SA) Saul Hernandez
National Office Report	Saul Hernandez
Saul gave the report. Received updates on the LTA listing. Provided updated information. Also provided staff a list of LITC clinics. Concern related with meeting quorum. The only FACA Committee is the Joint Committee, all others can operate on consensus of those in attendance.	
Committee Chair Report	Anthony Earwood
We did have a JC planning meeting this morning and there will be another next week. We do have 3 projects we are currently working on. Reported on comments from Erin Collins working on ID theft issues. He then asked for questions.	
Review and Approve July 8, 2025 Meeting Minutes.	Anthony Earwood
Wolf moved to approve; Shaw seconded Minutes approved	
Public Comment No Public comment.	Anthony Earwood

Project Topic	Leader
<p>78568 Revise the IRS Level of Service (LOS) Metrics on the Telephone Lines</p> <p>75140 Improve the Phone System and Services</p> <p>66274 1040 Toll Free Phone Line – On-Hold Music and Messages REBUTTAL</p>	Jantel Vanorden
<p>78568 Revise the IRS Level of Service (LOS) Metrics on the Telephone Lines There were 3 revisions to the original referral. # items were already implemented. These were noted by SA & AA. Wolf moved to send to JC Shaw seconded. Voted to move to JC</p> <p>75140 Improve the Phone System and Services This is still being worked on. Shaw and Vanorden are setting a date to review this item.</p> <p>66274 1040 Toll Free Phone Line – On-Hold Music and Messages REBUTTAL. The rebuttal was discussed at the last sub meeting. They decided at that point it could be closed. Kim asked what the benefit is to re submit after the IRS already said no. What are the chances of them reconsidering. This referral will be closed and updated information will be reviewed to determine this matter could be addressed through a new referral.</p>	
Project Topic	Leader
Outreach Report	Chuck Slaney
Roz reported out as Chuck is not here. Tony does outreach with SCORE. Look for events or community organizations. Roz reminded the members to please do their activity reports as soon as they can to avoid having items pile up. Roz will	

be sending out individual outreach plan templates to each member.	
Meeting Action Items <ol style="list-style-type: none"> 1) Post approved minutes 2) Elevate 78568 3) Close 66274 4) Reminded members of outreach reports 5) Reminded of newsletter date. 	Rosalind Matherne
Chair Closing Comments & Roundtable	Anthony Earwood
Tony discussed the challenges at the beginning of the year, issues with members leaving, staffing changes etc. Solicited info from members on items of concern that can be passed on to staff. Caroline asked for an update on the printing of business cards. Roz advised that we do not have a budget for that. Caroline asked for a template so she can have her own printed. Tony asked if there were any generic cards available. Roz will check on that.	
Closing	Rosalind Matherne
Closed at 3:36 eastern time	

PREREAD:

Meeting Minutes for July 8, 2025

Issue 78568 Revise the IRS Level of Service (LOS)
Metrics on the Telephone Lines

Next Meeting: Tuesday, September 9, 2025

- ✓ Participate fully
- ✓ Listen and respect each other
- ✓ Be specific
- ✓ Share and don't dominate
- ✓ Respect people and attack problems

- ✓ OK with disagreements
- ✓ Solid teamwork
- ✓ Avoid sidebar conversations
- ✓ Speak one at a time

- ✓ Stay with time schedule
- ✓ Mute when not talking *6
- ✓ Agreement with no regurgitation
- ✓ Have fun