

Examination

- This presentation will cover FY2019 Exam priorities.

Brenda Toliver is the manager of Lee's Summit, MO Field Examination Group

Brenda is a graduate of Kansas State University. She joined the IRS in 2001 as a revenue agent. In 2009, she was promoted to a Supervisory position. In Detroit, MI, she worked primarily as the training manager for newly-hired revenue agents. Earlier this year, she was promoted to senior manager position in Lee's Summit.

Taxpayer Advocate Service

- Traci Wilnerd, Local Taxpayer Advocate will make a presentation on TAS Mission as well as TAS and tax updates.

Taxpayer Advocate Problem Resolution Appointments:

- Please have the practitioners call Traci Wilnerd at 316-651-2104 for appointments.

Traci Wilnerd
Local Taxpayer Advocate for Kansas
Taxpayer Advocate Service-IRS

Traci attended Lee University and has worked for the federal government for over 29 years. A majority of that time has been with the IRS and includes working in the Collection Division, Wage and Investment, and now the Taxpayer Advocate Service. In addition to the IRS, Traci also worked for the U.S. Attorney's Office and the U.S. Army Corps of Engineers.

As the Local Taxpayer Advocate for the Kansas area, Traci works closely with congressional offices, tax practitioners, businesses, and individuals to resolve tax issues which the IRS has failed to resolve through normal channels. Additionally, Traci works diligently to protect taxpayers' rights and to resolve systemic IRS problems that affect multiple taxpayers.

Traci is devoted to volunteer work in her community and has a passion

Criminal Investigation:

I will be doing an overall presentation on Criminal Investigation that will include an overview of CI, our mission and the types of cases we work.

**Adam Jobes
Special Agent
Internal Revenue Service – Criminal Investigation**

Adam Jobes began his career with IRS-CI as a Special Agent in 2001 in the St. Louis Field Office working in Kansas City, Missouri. As a Special Agent, he conducted numerous investigations involving violations of the Internal Revenue Code and related financial crimes. These investigations included parallel efforts with the civil side of the IRS, abusive scheme promotors and international investigations.

In 2011, Special Agent Jobes accepted a position as a Supervisory Special Agent within the St. Louis Field Office overseeing a group of highly trained investigators, professional staff and task force officers from a local police department. This group conducted a wide variety of investigations involving tax fraud, identity theft, money laundering, and complex financial fraud. Many of these investigations were conducted collaboratively with other federal, state and local law enforcement agencies.

In 2015, Special Agent Jobes moved overseas to work at the U.S. Embassy in Bridgetown, Barbados where he was responsible for tracking money flow, fugitives and working with foreign law enforcement in 24 countries in the Caribbean. He returned to the Kansas City area in [July 2018](#).

Special Agent Jobes graduated from Missouri Western State University in 1998 with a Bachelor's Degree in Accounting

- 2019 Field Collection presentation will cover:
 - Field Collection Resources
 - Leadership areas of focus
 - Field presence and financial interviews
 - Re-growing expertise and pairing
 - Priority on Complex issue development
 - Employment Taxes
 - Potential Fraud
 - Suits and Seizures
 - Marijuana industry cases
 - Virtual Currency
 - Passports

Allison Malone Biography
Revenue Officer Supervisory Manager
Small Business/Self-Employed Division
Internal Revenue Service

- Allison Malone has been in the Collection Field for 22 years. Her career started in 2003 as a Revenue Officer in the Springfield Missouri Office. Prior to 2003, she worked eight years with Missouri Department of Revenue as a Collection Specialist. In 2009, Allison was selected as a Collection Group Manager and she currently manages two groups of Revenue Officers. Her Office is in Overland Park, KS.

2019 Appeals – Collection

- What Happens in a Collection Appeals Hearing?
- When to Appeal an IRS Decision?
- Appeals Commitment
- Taxpayer/POA Responsibilities
- Collection Due Process Lien/Levy
- Offer in Compromise
- Collection Appeal (CAP)

Paul Mazan started his career at IRS as a Revenue Officer in 1987 and served as a RO for about 15 years. Within the Collection Field Function, Paul worked both as a Revenue Officer and OIC Specialist. Paul moved on to Appeals in 2002 and worked as a Settlement Officer for 10 years. In 2012 Paul became an Appeals Team Manager for Collection Appeal Issues and presently manages employees in Chicago, IL, Peoria, IL, Kansas City, MO, St. Louis, MO and Omaha, NE.

Identity Protection Strategy

Presentation Summary:

A brief history of identity theft and tax administration

- An update on IRS efforts to combat identity theft
- The Security Summit Initiative
- The Information Sharing and Analysis Center (ISAC)
- Congressional updates that assist in the combating of tax related identity theft
- IRS victim assistance efforts
- Steps that practitioners can take to reduce the risk and impact of identity theft

Jeffery Eppler, Manager, Identity Theft Victims Assistance Headquarters Team

Jeffery Eppler, Manager -Tax Analyst
Internal Revenue Service
Wage and Investment Division
Identity Theft Victims Assistance (ITVA)

Mr. Eppler manages a team of tax analyst responsible for development and implementation of resolves Identity Theft IMF and BMF cases. His team is responsible for the writing and oversight of Internal Revenue Manuals (IRM) that provide guidance in resolution of IMF IDT, BMF IDT, and Return Preparer Misconduct (RPM) cases, as well telephone procedures for the IDT Toll-Free line, and Taxpayer Protection Program (TPP) taxpayer assistances lines. Those procedures are used to identify, research, and resolve IDT/RPM cases that taxpayers or the IRS identifies.

Mr. Eppler joined the IRS in 1980as a seasonal clerical employee. In his 39-year career, he served as a senior manager for Collection, Automated Collection Service (ACS) Call Site, Criminal Investigation and the Planning and Analysis Chief in the Kansas City Office. In Criminal Investigation, he led a team that identified more than four million of fraudulent returns in one year, before identity theft was a program at the IRS. He has also served as program manager for all ACS sites across the country in Wage and Investment. In 2008, he was selected as the outstanding Federal Leader by the Heart of America Federal Executive Board. He led the reengineering process for the Innocent Spouse (IS) program in 2009, revising regulations, the IS forms, and the procedures for that program. The results of the reengineering won praise from various parties, including: The Taxpayer Advocate Service, Low Income programs owners throughout the country and the practitioner community.

In 2011, he was asked to lead the identity theft program for W&I Compliance. He developed the teams, training and procedures for the compliance functions, including; ACSS, AUR, Automated Substitute for Return (ASFR), and balance due programs. In

less than three months, he identified and trained 16 teams across the country to work IDT cases with compliance activities. In 2014, he was a leader in consolidated the Compliance and Accounts Management IDT teams together into the current Identity Theft Victims Assistance Directorship (IDTVA). He led his team in developing IRMs for the new organizations and continues to work on improving consistency for taxpayers that are victims of IDT, regardless of how their account has been impacted.

In 2015, Mr. Eppler led a multifunctional team to reengineer the identify theft processes in the consolidated directorship. Those efforts included significant changes that improved the efficiency of the program, reduced processes that did not add value, redesign of the communications with IDT victims, both by telephone and all letters used by the employees. During the one-year initiative, every process in working identity theft cases was reviewed and a large majority revised. Currently he is personally involved in any new schemes identified and takes the leadership in developing the strategy on how to reduce the impact on the victims.

He also serves as National Vice-president of the Professional Manager Association (PMA), serving in that position for over eight years. That organization advocates for all IRS management and non-bargaining officials. Mr. Eppler has two grown daughters both who are Special Education Teachers and lives in Kansas.