

Federation of Tax Administrators



74th Annual Meeting



June 4-7, 2006



Little Rock, Arkansas



Welcome

to the
74th Annual Meeting
of the
Federation of Tax
Administrators

Conference Host

Arkansas Department of Finance and
Administration, Revenue Division

***Timothy J. Leathers, Commissioner of
Revenue***

Host Committee:

John Theis	David Foster
Martha Hunt	Tom Atchley
Danny Walker	Bob Chastant

Special Assistance and Support provided by: Tom Rugger-Registration,
Gary Keadle Technical Support, Roberta Overman, Wendy Spadoni, Janie
Doolos, John Ross, Jerry Walton, Lisa Hankins, Stephanie Felterman, Nina
Finch, Angela Williams, and Tamara Deaver

PRESIDENT'S WELCOME

On behalf of the FTA Board of Trustees and the Arkansas Department of Finance and Administration, Revenue Division, welcome to the Seventy-Fourth Annual Meeting of the Federation of Tax Administrators. This year's program is a substantive one, featuring significant general session topics, a variety of afternoon sessions, and enjoyable social activities.

The meeting opens with registration and features a welcoming reception on Sunday evening at the William Jefferson Clinton Presidential Center. On Tuesday evening, we will enjoy our annual banquet and be entertained by the unique group Trout Fishing in America.

Please wear your name badge for participation in all FTA events.

Enjoy your stay in Little Rock!

Sincerely,

Pam Hendrickson
President

SPECIAL EVENT INFORMATION***Sunday, June 4***

**5:30 – 8 p.m. Opening Reception - William Jefferson Clinton
Presidential Center**

Library tours – 5:30 – 8:00 p.m.

Reception – Great Hall, 6 p.m. – 8 p.m.

Buses will be located in front of the Peabody Hotel beginning at 5 p.m. Return buses will be available at the Library beginning at 7:30 p.m. Walking option - The Presidential Center is located approximately 1 mile directly East of the Peabody Hotel. Turn left in front of the hotel and follow President Clinton Avenue.

Monday, June 5

8:30 – 3:30 p.m. Guest Tour – Hot Springs, Arkansas

The bus will be in the loop in front of the Peabody to load from 8:15 to 8:30 a.m. Guests will tour Garvan Gardens and the Visitor Center before an on-your-own lunch, followed by a bus tour of Hot Springs.

Noon President's Awards Luncheon
Statehouse Conference Center Ballroom A&B

5:15 p.m. Resolutions Committee
Grampas Room

Tuesday, June 6

Noon Luncheon for all FTA Presidents
Meet in the hotel lobby immediately following the general session

6 p.m. – 10 p.m. Closing Reception and Banquet
Salon B/C Foyer

Musical entertainment will be by Trout Fishing in America. (If you're old enough to remember the original hip book from the '60s, raise your hand!) Together, Keith Grimwood on bass and Ezra Idlet on guitar are Trout Fishing In America. The two-time Grammy nominated duo will display their superb musical abilities in a high energy, fun filled concert.

DAY AT A GLANCE***Sunday, June 4***

- 1:00 p.m. – 5:30 p.m. Registration – Prefunction Balcony
- 5:30 p.m. – 8:00 p.m. Opening Reception
William Jefferson Clinton Presidential Center

Monday, June 5

- 7:30 a.m. – 5:00 p.m. Registration - Prefunction Balcony
- 7:30 a.m. – 8:30 a.m. Continental Breakfast – Salon C
Commissioners Only Breakfast – Lower Pinnacle
- 8:30 a.m. – Noon GENERAL SESSION
Salon A and B
- Noon – 1:45 p.m. FTA President's Awards Luncheon
Ballroom A&B, Statehouse Convention Center
- 1:45 p.m. – 5:00 p.m. CONCURRENT SESSIONS
- Technology - Harris Brake Room
Legal and Tax Policy - Conway Room
FTA Award Winners - White Oak Room
Sponsor Solution Series - Ouachita Room

DAY AT A GLANCE***Tuesday, June 6***

7:30 a.m. – 5 p.m.	Registration - Prefunction Balcony
7:30 a.m. – 8:30 a.m.	Continental Breakfast – Salon C Commissioners Only Breakfast – Lower Pinnacle
8:30 a.m. – Noon	GENERAL SESSION Salon A and B
Noon – 1:45 p.m.	Lunch on your own
1:45 p.m. – 5 p.m.	CONCURRENT SESSIONS Technology - Harris Brake Room Legal and Tax Policy - Conway Room Compliance - White Oak Room Sponsor Solution Series - Ouachita Room
6 p.m. – 10 p.m.	Reception and Closing Banquet Entertainment by Trout Fishing in America Salon B and C

Wednesday, June 7

7:30 a.m. – 8:30 a.m.	Continental Breakfast – Salon C
8:30 – 9 a.m.	FTA Annual Business Meeting
9 a.m. – Noon	GENERAL SESSION

2006 FTA Annual Meeting PROGRAM

Sunday, June 4

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5:30 p.m. – 8:00 p.m. Opening Reception
William Jefferson Clinton Presidential Center

Monday, June 5

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Commissioners Only Breakfast – Lower Pinnacle

8:30 a.m. – Noon **GENERAL SESSION**
Salon A and B

Presiding: Pam Hendrickson, Chair, Utah State Tax Commission, and
President, Federation of Tax Administrators

Welcome to Little Rock and Arkansas

Timothy J. Leathers, Deputy Director/Commissioner of Revenue,
Arkansas Department of Finance and Administration

Federal Tax Gap: New Estimates, New Approaches

Elizabeth Tucker and Cliff Jones, Internal Revenue Service

Closing the Tax Gap: The California Strategy

Anne Miller, California Franchise Tax Board

Leveraging Taxpayer Information to Improve Compliance

Stefan Becker, CGI-AMS

Around the Tax World in 40 Minutes

Paul Frankel, Morrison and Foerster, New York, N.Y.

Noon – 1:45 p.m. **FTA President's Awards Luncheon**
Ballroom A&B
Statehouse Convention Center

Presentation: *Leon Rothenberg Awards for Taxpayer Service*
Training Awards
Leadership and Service Award

1:45 p.m. – 5:00 p.m. **CONCURRENT SESSIONS**

Technology
Harris Brake Room (Peabody Conference Center)

FTA-IRS Tactical Advisory Group (TAG) Update
Tim Blevins, Kansas Department of Revenue

Update on Federal and Fed-State Modernized E-File (MeF) Programs
Joan Barr, Internal Revenue Service
Terry Garber, South Carolina Department of Revenue

Streamlined Sales Tax Update
Terry Garber, South Carolina Department of Revenue

Data Warehouse Initiatives
Laurie McGrath, Massachusetts Department of Revenue
Terry Garber, South Carolina Department of Revenue

Fed-State Security Review of IRS Guidelines on State Data Warehouses
Tim Blevins, Kansas Department of Revenue

Legal and Tax Policy
Conway Room (Peabody Conference Center)

Panel: Recent Developments in State Tax Case Law
Marilyn Wethekam, Horwood, Marcus & Berk, Chicago
State Representative TBA

Estimating the Impact of Federal Legislation on State Tax Systems
Sarah Puro, U.S. Congressional Budget Office

Panel: Recent State Actions Addressing UDITPA Sales Factor Issues

Moderator: Shirley Sicilian, Multistate Tax Commission
Diann Smith, Council on State Taxation
Bruce Fort, New Mexico Dept. of Taxation
Michael Fatale, Massachusetts Dept. of Revenue
Fred Nicely, Ohio Dept. of Taxation
Eric Craig, Kentucky Dept. of Revenue

FTA Award Winners
White Oak Room (Peabody Conference Center)

Michigan's Disclosure Training Concept

Teaching ethical behavior effectively and efficiently

Miriam Van Goor, Michigan Department of Treasury

California ReadyReturn

Anne Miller, California Franchise Tax Board

South Carolina's One Stop Wizard

Ray Stevens, South Carolina Department of Revenue

Washington State's Web-based Tutorials

Vikki Smith and Janet Shimabukuro, Washington Department of Revenue

Iowa's E-File Strategy

Paul Benson, Iowa Department of Revenue

New York's Leadership Academy

Deborah S. Dammer and Kiaran Johnson-Lew, New York Department of Taxation and Finance

*See also the award-winning **North Carolina Guest Worker Voluntary Compliance** presentation during Tuesday's Compliance breakout.*

Sponsor Solution Series
Ouachita Room (Peabody Conference Center)

1:45 pm to 2:20 pm

Problems You Can Solve with Commercial Software
SPL

2:30 pm to 3:15 pm

Changing the Behavior of the Unwilling: The Science and Art of Voluntary Compliance
FAST Enterprises

3:30 pm to 4:05 pm

Measuring Value in the Public Sector
Accenture

4:15 pm to 5:00 pm

Network Business Model: The Next Generation of Performance Improvement
Microsoft

Tuesday, June 6

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7:30 a.m. – 8:30 a.m. Continental Breakfast – Salon C
Commissioners Only Breakfast – Lower Pinnacle

8:30 a.m. – Noon **GENERAL SESSION**
Salon A and B

Presiding: Cynthia Bridges, Secretary, Louisiana Department of Revenue and
First Vice President, Federation of Tax Administrators

Outlook for the U.S. Economy

Mark Zandi, Moody's Economy.com, West Chester, Penn.

Disaster Preparedness and Response: Lessons from the Gulf Coast

Cynthia Bridges, Louisiana Department of Revenue
Alice Gorman, Mississippi Tax Commission

Characteristics of High Performance Revenue Agencies

Joe Milack, Accenture

Streamlined Sales Tax Project: Where We Are and Where We Are Headed

Scott Peterson, Streamlined Sales Tax Governing Board

FTA 2007: Chicago, Illinois

Brian Hamer, Illinois Department of Revenue

Noon – 1:30 p.m. Lunch on your own

1:30 p.m. – 5:00 p.m. **CONCURRENT SESSIONS**

Technology

Harris Brake Room (Peabody Conference Center)

Taxpayer Self-Service and Data Access

Steve Miller, Idaho Tax Commission

Adrianne Erley, Illinois Department of Revenue

Jim Evers, Florida Department of Revenue

Integrated Tax Systems

Loretta Silva and Phillip Salazar, New Mexico Department of
Taxation and Revenue

Automated Lien/Levy Programs

Jim Loftus, Maryland Comptroller's Office

Maureen Adams, New Jersey Division of Taxation

Legal

Conway Room (Peabody Conference Center)

Panel: Telecom Taxation Reform and the Challenges of New Products

Moderator: Frank Shafroth, Arlington County, Virginia

Jerry Johnson, Oklahoma Tax Commission

Deborah Bierbaum, AT&T

John Cmelak, Verizon Wireless

Bob McKee, Florida Association of Counties

Richard Dobson, Kentucky Dept. of Revenue

Meredith Garwood, Time Warner Cable

Panel: Reducing Tensions Between Taxpayers and Tax Agencies

Moderator: Matt Tomalis, FTA

Linda Tanton, Office of the Comptroller of Maryland

Doug Lindholm, Council on State Taxation

Jim Eads, New Mexico Tax Research Institute

Warren Townsend, Wal-Mart Stores, Inc.

Compliance
White Oak Room (Peabody Conference Center)

Working with Immigrant Taxpayer Issues (FTA Award Winner)

Alan Felton, North Carolina Department of Revenue

Data Warehousing: Project and Results

Julie Allen, Missouri Department of Revenue

The Art of Collections: Doing Good Work

Robert Coyne, Pennsylvania Department of Revenue

Ronald Randall, Hawaii Department of Taxation

Fraudulent Income Tax Returns and FTA's Suspicious Filer Program

Cal Mellor, Connecticut Department of Revenue Services

Solution Series
Ouachita Room (Peabody Conference Center)

1:30 pm to 2:15 pm

Case Study – State of Indiana Tax Amnesty Program

Sallie Mae Debt Management Solutions

2:30 pm to 3:15 pm

Achieving Higher Compliance Levels

Revenue Solutions

3:30 pm to 4:15 pm

Smarter Compliance, Better Decisions, Faster Revenue with Data Warehousing

Teradata

6 p.m.

Reception and Closing Banquet

6:00 p.m.

Hosted Reception
Foyer B and C

7 p.m. – 10 p.m.

Dinner and
Entertainment by Trout Fishing in America
Salon B and C

Wednesday, June 7

7:30 a.m. – 8:30 a.m. Continental Breakfast

8:30 a.m. – 9:00 a.m. **FTA Annual Business Meeting**
Salon A

The meeting is open to everyone. The senior individual in attendance from each member agency is urged to attend.

9:00 a.m. – Noon **GENERAL SESSION**
Salon A

Presiding: Pam Hendrickson, Chair, Utah State Tax Commission, and President,
Federation of Tax Administrators

State Budgets: Revenue Up, Expenditure Pressure Still Looms
Scott Pattison, National Association of State Budget Officers

MTC Initiatives
Joe Huddleston, Multistate Tax Commission

Joint Cost of Collection Study: What Does It Say?
Elliott J. Dubin, Multistate Tax Commission

Update: Federal Legislation Affecting State Taxation
Harley Duncan, Federation of Tax Administrators

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for Their Generous Support
of the Annual Meeting**

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