



Spring 2022 Conference

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CERCA Spring 2022 Conference

WEDNESDAY, May 25, 2022 (as of 4/30/2022)

MORNING PROGRAM

KEYNOTE SPEAKER — CHARLES P. RETTIG, IRS COMMISSIONER

IRS FY 2022-2025 Strategic Plan — Todd Egaas

Associate Chief Financial Officer for Corporate Budget,
IRS

Tax Season 2022 and Beyond

The CERCA Board once again leads a roundtable discussion of this year and the upcoming tax season

Moderator: Shannon Bond, Wolters Kluwer Vice Chair

John Sapp, Drake Software

Timur Taluy, FileYourTaxes.com

Daniel Eubanks, Intuit

Cassie Mayberry, Metabank

Featured Speaker: Ken Corbin, IRS Chief Taxpayer Experience Officer & Commissioner,
Wage & Investment

AFTERNOON PROGRAM

Taxpayer/Customer Experience Panel

Moderator: Kathy Pickering, Chief Tax Officer, H&R Block

Speakers:

- IRS, Annette M. Jones, Assistant to the Chief Taxpayer Experience Officer
- Bureau of Fiscal Service – Matt Garber, Chief Customer Officer
- MITRE – Meredith McCullough, Center for Enterprise Modernization
- VISA – Ronda Kent, Senior Account Executive, Government Solutions

Federation of Tax Administrators: Reflections by the States on the
2022 Tax Season and the Future

Moderator: Michele Geraci, Vice President, Technical Product Management, Jackson Hewitt

Speakers:

FTA Executive Director: Sharonne Bonardi

FTA President: Neena Savage, Rhode Island Tax Administrator

FTA: First Vice President: Peter Barca, Wisconsin, Secretary of the Dept. of Revenue

FTA Secretary: Vernon Barnett, Alabama Commissioner of Revenue

FTA Board Member: Keith Richardson, District of Columbia, Deputy Chief Financial Officer

Featured Speaker: The National Taxpayer Advocate – Erin Collins



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