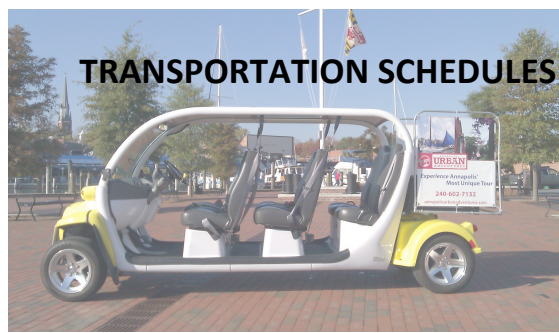




**June 12-15, 2016**  
**Loews**  
**Annapolis, Maryland**



## TRANSPORTATION SCHEDULES

### Sunday

- 12:30 – 2:30 Three electric carts will shuttle guests between the Westin and Loews.
- 12:30 – 2 pm Electric carts will shuttle guests to and from the Westin to downtown (the top of Main Street) so you can enjoy the lovely historic shopping and entertainment area. You may choose to walk directly from the downtown area to the Naval Academy for the tour or the reception. (There is no shuttle service from the Loews to the downtown because the Loews is only two blocks away.) Please also note the Annapolis Circulator as a choice for going downtown.
- 2 pm Electric carts will be available to take guests from the Loews and the Westin to Gate One of the Naval Academy for those who wish to participate in the tour. (Please note that, because of street closures during the Maryland Avenue & State Circle Spring Festival, which runs from 10 am to 5 pm, the short trip to the Naval Academy will take a little longer than usual.)
- 2:30 – 4:30 Electric carts will shuttle guests between the Westin and Loews.
- 4:30 - 7:30 Electric carts will shuttle guests to and from the hotels and the Naval Academy's Gate Three. The reception at the Officers Club officially ends at 7 p.m.

## Monday

- 7:15 – 8:30      Electric carts will shuttle guests from the Westin to the Loews.
- LUNCH            Beginning at noon, mini-buses will pick up attendees at the Loews (on the restaurant side, West Street). The buses will make continuous runs to the Historic Inns of America's Calvert House restaurant. Note that the bus cannot go around State Circle. Disembarkment is on College Avenue at Lawyer's Mall. You will walk across the mall to State Circle. Electric carts will be available on State Circle to assist with any attendees who choose to not walk the short distance. Buses will shuttle attendees to the Loews after the meal.
- 4 – 5:30 pm      Three electric carts will shuttle guests from the Loews to the Westin.
- 5:30 – 7:30      Private tour option: Electric carts will be available at \$15 per person for City View Tours. This fun ride throughout Annapolis takes in historic sites, points out shopping and entertainment, and explores neighborhoods. Call 443-822-8618 to schedule your tour.

## **Tuesday**

- 7:15 – 8:30 Three electric carts will shuttle guests from the Westin to the Loews
- 4 – 5:30 Three electric carts will shuttle guests from the Loews to the Westin
- 5:30 - 6:30 Six electric carts will be available to shuttle guests from each hotel to the banquet at the Charles Carroll House.
- 6:30 – 8:30 Two electric carts will be available to shuttle guests from the Carroll House back to the hotels
- 8:30 – 9:30 Six electric carts will be available to transport guests between the hotels or downtown and return.

## **Wednesday**

- 7:15 – 8:30 Three electric carts will shuttle guests from the Westin to the Loews.
- 10 – 12:15 Three electric carts will shuttle guests between the Loews and the Westin.

### **Also, note...**

Annapolis provides a Circulator Trolley for easy and cheap (just \$1) transportation around town. It runs on a 20-minute interval and one of its pickup spots is next to the Westin at 5 Park Place. Hours are 7:30 a.m. to 11 p.m. Monday through Saturday. Sunday hours are 8 a.m. to 8 p.m. (last trolley is 7:40 p.m.) Destinations include the Annapolis Central Business District, Westgate Circle, Memorial Circle, Historic Section and Waterfront-Maritime Attractions.



## **CONFERENCE HOST TEAM**

Sharonne Bonardi, Deputy Comptroller  
Maryland Office of the Comptroller

### **FTA Planning Committee Members**

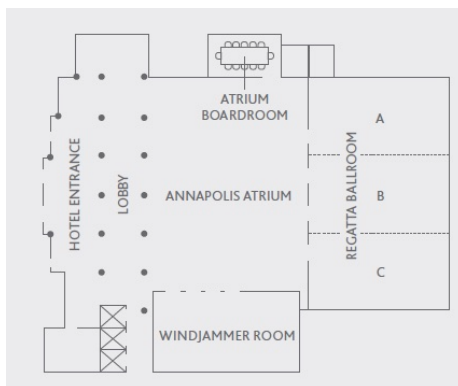
Linda Couch  
Sarah Dufresne  
Kynara Fogan  
Megan Hayes  
Kathleen Henry  
Lebogang Mbonani  
Fred Mertes  
Sue Nasatka  
Leslieann Nataro  
Jeane Olson  
Jane Reger  
Chris Riley  
Michele Santucci  
Sudi Tasissa  
Deirdre Tanton  
Lindsay Welsh  
Michele Moffett

### **IT Team**

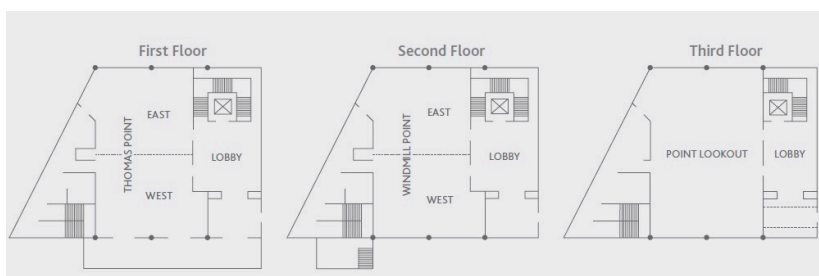
April Browning  
Michele Moffett  
Tim Arcilesi  
Matthew Ouslander  
Pierre Gaither  
Gary Hastings  
Shanea Randall  
Jim Polo  
John Nixon

# Loews

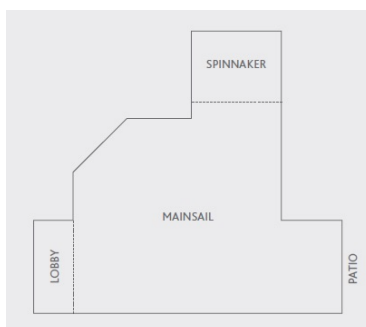
## General Session and Breaks



## Breakouts – in the Powerhouse Conference Center



## Commissioner events



## EVERYTHING AT A GLANCE

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### SUNDAY

- Noon – 5:30 p.m. Conference Registration Begins  
(Registration remains open during conference hours)  
*Annapolis Atrium (behind lobby registration)*
- 5 - 7 p.m. Opening Reception  
*Officers Club, U.S. Naval Academy*  
Note special ID requirements for certain states.
- Optional Academy Tour available at 3 p.m.  
Gather at Gate One Visitor's Center by 2:30 to allow time to get through security. Note special ID requirements for certain states.

### MONDAY AND TUESDAY

- 8 - 9 a.m. Commissioners Only Breakfast  
*Spinnaker*
- 8 - 9 a.m. Continental Breakfast  
*Atrium*
- 9 a.m. – Noon General Sessions  
*Regatta Ballroom*
- Noon – 1:45 Luncheon (Monday only)  
*Historic Inns of America*  
*58 State Circle, Annapolis*

Noon – 1:30	Lunch on your own (Tuesday only)
1:45 Monday 1:30 Tuesday	<p>Concurrent Sessions</p> <p>Legal <i>Regatta A-B</i> Technology/Fraud <i>Windmill Point (second floor, Powerhouse)</i></p> <p>Compliance (Monday) <i>Point Lookout (third floor, Powerhouse)</i></p> <p>Management (Tuesday) <i>Point Lookout (third floor, Powerhouse)</i></p> <p>Sponsor Solution Series <i>Thomas Point (first floor, Powerhouse)</i></p>
6 – 9 p.m.	<p>Reception and Banquet – (Tuesday only) <i>The Charles Carroll House (outdoors)</i> The beverage reception begins at 6 p.m. and dinner is available at 7.</p>
<b>WEDNESDAY</b>	
8 - 9 a.m.	<p>Continental Breakfast <i>Atrium</i></p>
9 – 9:30 a.m.	<p>FTA Business Meeting (open to all) <i>Regatta Ballroom</i></p>
9 a.m. – Noon	<p>General Session and Ethics Training <i>Regatta Ballroom</i></p>

## 2016 FTA ANNUAL MEETING PROGRAM

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### Monday, June 13

8 - 9 a.m.	Commissioners Only Breakfast <i>Spinnaker</i>
8 - 9 a.m.	Continental Breakfast <i>Atrium</i>
9 a.m. – Noon	General Session <i>Regatta Ballroom</i>

*Presiding:* Michael Reissig, Deputy Comptroller, Texas  
Comptroller of Public Accounts  
and President, FTA Board of Trustees

**Welcome and Unique Viewpoint of the Maryland Comptroller**  
*Peter Franchot, Comptroller, State of Maryland*

**State of the Economy**  
*Mark Zandi, Chief Economist, Moody's Analytics*

**Quick Ideas for Fighting Fraud**  
*Panel:*  
*Lynne Riley, Commissioner, Georgia Department of Revenue*  
*Julie Magee, Commissioner, Alabama Department of Revenue*  
*Sharonne Bonardi, Deputy Comptroller, Maryland Office of the Comptroller*  
*Doreen Warren, Idaho Tax Commission*

**Tax Administration Challenges**  
*John Koskinen, Commissioner, Internal Revenue Service*

**Presentation of FTA Awards**

*Special Presenter: Harley Duncan, KPMG*

Doreen Warren, Idaho, Harley T. Duncan Award for Leadership and Service

Washington State, Award for Management and Organization

Wisconsin, honorable mention, Award for Management and Organization

Kentucky, Award for Compliance

Noon – 1:45 p.m. Luncheon

*Historic Inns of America's Calvert House*

1:45 – 5 p.m.

Concurrent Sessions

Verbal Judo Training

*Windjammer Room*

Technology

*Windmill Point (second floor, Powerhouse)*

Legal

*Regatta A-B*

Compliance

*Point Lookout (third floor, Powerhouse)*

Sponsor Solution Series

*Thomas Point (first floor, Powerhouse)*

## Technology

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*Windmill Point (second floor, Powerhouse)*

**Online Trust Alliance's Audit Review of  
Efile Provider Security Measures: How to Get on the  
Honor Roll, How to Gauge Your Efilers**

*Jeff Wilbur and Craig Spiegle, Online Trust Alliance*

**Overview of FTA and IRS E-File Security Efforts**

*Doreen Warren, Idaho Tax Commission, and Chief State Lead, IRS  
Security Summit*

*Tamara Powell, IRS, Financial Services Workgroup Lead, Security  
Summit*

**Understanding the Upcoming Information Sharing and Analysis  
Center (ISAC)**

*Todd Egaas, IRS Security Summit*

**Implementing New Fraud Initiatives in the Financial Area and  
Measuring Success**

*Terri Steenblock, Minnesota Department of Revenue*

*Joe Sica, Santa Barbara Tax Products Group*

*Eric Inkrott, Green Dot*

## **Legal and Tax Policy**

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*Regatta A-B*

### **Transfer Pricing Panel**

*Marshall Stranburg, Multistate Tax Commission*

*Karl Friedan, Council on State Taxation*

*Michael Bryan, Deloitte*

*Jeff Friedman, Sutherland*

### **Legal Case Summaries**

*Valerie Dickerson, Deloitte*

*Sheldon Laskin, Multistate Tax Commission*

### **Cannabis Update**

*Alexander Spelman, SICPA*

## **Compliance**

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*Point Lookout (third floor, Powerhouse)*

### **Kentucky's Upgraded Computer Assisted Collection system (award winner)**

*Mack Gillim and Tammy Watts, Kentucky Department of Revenue*

### **Using Analytics to Detect Fraud**

*Kathleen Henry, Maryland Comptroller's Office*

### **IRS Governmental Liaison Program for State Tax Administrators**

*Perry Castellani, Internal Revenue Service*

### **Data-Driven Compliance Decisions**

*Matthew Donahue, Oliver Wyman*



## Sponsor Solutions

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*Thomas Point (first floor, Powerhouse)*

### **The Impact of the Internal Revenue Service Budget Reductions on State Tax Administrations**

*Joe Milack, FAST Enterprises*

The IRS has sustained five years of budget cuts while absorbing new responsibilities associated with the tax related provisions of the Affordable Care Act and the need to focus more resources on refund fraud. IRS is now operating with 13,000 less staff, 5000 of which are enforcement positions. All this is occurring while the latest IRS study released in April 2016 shows the Tax Gap continues to grow. This presentation will focus on the scope and impact of these budget cuts and discuss the likely implications on state tax administration, especially for those states with personal income tax and corporate income tax statutes that substantially conform to the Internal Revenue Code. The reduction in resources dedicated to IRS compliance programs will have a rippling effect on state compliance revenues as the volume of federal audits and the risk of associated with noncompliance continues to decrease, especially for states that have historically relied on IRS to enforce compliance with proper computation and reporting of Federal Adjusted Gross Income. Thus, state revenue agencies will need to rethink personal and corporate income tax compliance programs to mitigate the impact of the reduction in IRS compliance programs. This presentation will provide some considerations and suggestions to help state tax administrators rethink their compliance approaches.

## **Business Tax Compliance Research Study Results:**

### **The Problem and How to Solve It**

Cynthia Caskey, Tax Fraud Analysis Manager

*LexisNexis Risk Solutions*

Business Tax Compliance is a problem facing this nation today. This fact will come as no surprise to anyone in the tax administration community, especially at the state-level. This session will cover third-party analysis from leaders in 29 different states where the presenter will highlight the recent findings from a Governing Institute research study titled, Business Tax Compliance Views at the State-Level. In doing so, the presenter will also discuss the underlying problems, best practices, viewpoints on data sharing and any unmet needs surrounding business non-compliance. The session will also touch on how agencies can break down the barriers of data silos, while uncovering unknown business connections and relationships between business entities and individuals, to ultimately help determine if businesses are non-compliant.

### **Certified Service Providers Can Make Your Job Easier, Whether or Not You're a Streamlined State!**

*National Association of Certified Service Providers*

David Campbell , The Federal Tax Authority (FedTax)

Bruce Johnson, Taxometry

Matthew Walsh, Sovos

Certified Service Providers (CSPs) are a rapidly growing part of the sales tax landscape. They are collecting and remitting sales and use taxes for all sales tax states and provide state revenue agencies with an opportunity to cut administrative costs and increase revenues. Come learn how your revenue agency can benefit from working with CSPs to improve sales tax administration.

## 2016 FTA ANNUAL MEETING PROGRAM

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### Tuesday, June 14

8 - 9 a.m.	Commissioners Only Breakfast <i>Spinnaker</i>
8 - 9 a.m.	Continental Breakfast <i>Atrium</i>
9 – Noon p.m.	General Session <i>Regatta Ballroom</i>
Presiding:	Dawn Cash, Commissioner, Oklahoma Tax Commission and First Vice President, FTA Board of Trustees

### **From Quill to Today**

*The Honorable Senator Heidi Heitkamp*

### **Sniffing Out Tobacco Tax Fraud**

*Michael Thorne-Bogland, Altria*

*Jerry Christiansen and John Connolly, Cardinal Point Strategies*

*Max, the dog*

### **Quick Ideas for Communicating with Taxpayers and Lawmakers**

*Kati Tillema and Allen Oelschlaeger, Vistelar Group*

### **Save the Date for Seattle – June 11-14, 2017**

*Vikki Smith, Washington State Department of Revenue*

Noon – 1:30	Lunch - On your own
1:30 – 5 p.m.	Concurrent Sessions
	Verbal Judo Training <i>Windjammer Room</i>
	Technology <i>Windmill Point (second floor, Powerhouse)</i>
	Legal <i>Regatta A-B</i>
	Management <i>Point Lookout (third floor, Powerhouse)</i>
	Sponsor Solution Series <i>Thomas Point (first floor, Powerhouse)</i>

### **Verbal Judo Training**

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*Windjammer Room*

Focused training by Allen Oelschlaeger and Kati Tillema, Vistelar Group [Preregistration required]

## Technology

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*Windmill Point (second floor, Powerhouse)*

### **Experience using an ID Confirmation Quiz as a Part of Your Fraud Prevention Efforts**

*Robert Dittmer, Indiana Department of Revenue*

### **A Pilot Using Enhanced Taxpayer Identity Verification**

*Julie Magee, commissioner, Alabama Department of Revenue*

*Lynne Riley, commissioner, Georgia Department of Revenue*

### **Taxpayer Outreach and Reporting of Data Breaches**

*Julie Magee, commissioner, Alabama Department of Revenue*

*Lynne Riley, commissioner, Georgia Department of Revenue*

### **Bad Preparers: Reviewing Their Filings, Shutting Them Down, and Regulating the Industry**

*Kathy Henry, Maryland Office of the Comptroller*

### **Digital Age Strategies**

*Gianni Huaman, Oliver Wyman*

### **New York's Social Media Presence**

*Nonie Manion, New York State Department of Taxation and  
Finance*

### **Modernizing the Digital Face of the Department of Revenue**

*Michael Heffernan, Massachusetts Department of Revenue*

## Legal and Policy

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*Regatta A-B*

### **Brave New World for Quill**

*Julie Magee, Commissioner, Alabama*

*Fred Nicely, Council on State Taxation*

*Andy Gerlach, Secretary, South Dakota Department of Revenue*

*Stephen Kranz, McDermott, Will & Emery*

### **Cigarette Tax Fraud's Breaking Legal Issues**

*Meredith Miles, Altria; Michael Thorne-Begland, Altria*

### **The New Federal (and State) Partnership Audit Rules**

*Helen Hecht, Multistate Tax Commission*

*Madison Barnett, Sutherland*

*Steven Wlodychak, Ernst & Young*

## Management

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*Point Lookout (third floor, Powerhouse)*

### **Enterprise Risk Management, Washington State (award winner)**

*Marcus Glasper, Washington State Department of Revenue*

### **The Bridge to Voluntary Compliance — Education Equals Easy Money**

*Jacob Foy, New Jersey Division of Taxation*

### **Employee Engagement Improvement, Wisconsin (honorable mention)**

*Rick Chandler, Secretary, Wisconsin Department of Revenue*

### **Beyond Enforcement: Prioritizing Voluntary Compliance**

*Kevin Sullivan, Commissioner, Connecticut Department of Revenue Services*

## Sponsor Solution Series

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*Thomas Point (first floor, Powerhouse)*

### **Teradata Tax Solutions — Advanced Analytics in Tax Compliance with Proven Results in Maryland and Elsewhere**

Andy Schaufele, Director, Bureau of Revenue Estimates

Les Arnold, Sr., Teradata Solutions Architect

*Teradata*

In this Solution Series, the Comptroller of Maryland (COM) and Teradata will cover the use of Advanced Analytics in Tax Compliance and what the future state of analytics has in store. We will explore a comprehensive Tax Solution offering with emphasis on Tax Compliance and Fraud Analytics. COM will share best practices and speak about how to show results and get the most out of your data.

### **Real Time Information Return Matching**

Tom Van de Merlen - Fraud Prevention and Detection

Julie Rushin - Tax Administration Solutions

*FedCentric Technologies*

FedCentric will present a Biometric Identity Authentication application that ensures the identity of previous IDT refund fraud victims for future tax filings as well as offering transition to secure online accounts for taxpayers. FedCentric will also demonstrate High Performance Tax Analytics, a solution that matches information returns (Forms W2/1099) to a taxpayer's return at acceptance to identify errors and fraud in real-time. Missing W2s or 1099s associated with unreported income, fake W2s associated with IDT refund fraud, and taxpayer errors can be identified pre-acceptance saving auditing, analytical and investigative resources while improving tax revenue collection and reducing fraud.

## **Fraud: What We Don't Know Can Hurt Us**

Peter Arena, PhD, Principal

*ASR Analytics*

Tax fraud has evolved into complex, well organized teams of data scientists that are hard at work each day with the objective of going unnoticed. They are intelligent and well funded teams that are leveraging tax processing insights, identity theft and analytics, in order to fraud tax authorities in each State and at the IRS. This Solution Series presented by Peter Arena, PhD will provide an insightful look at the new and complex fraud we are facing.

## **Leveraging Technologies to Create/Enable More Effective Business Processes**

John Bace, Director

Tiffany Dennen, Solution Sales Expert

*Revenue Solutions, Inc.*

Do you want to take advantage of new flexible ITS technology, provide the robust e-Services your customers demand, increase compliance revenues, and support inter-agency collaboration for better government? Of course you do! The trick is integrating the new technology that you want, when you want, with solutions you already employ – in a manner that delivers real results. Revenue Premier allows efficient integration of various modules and services, allowing agencies to choose which solutions will work for them and when. Come hear about the freedom your agency will enjoy with an open and flexible system such as RSI's Revenue Premier!

6 – 9 p.m.      **Closing Reception and Banquet**  
**The Charles Carroll House**  
**107 Duke of Gloucester Street, Annapolis**

The evening begins with a reception at 6 p.m. and continues with a buffet dinner served at 7. A dessert table will be unveiled at 8 p.m.



## 2016 FTA ANNUAL MEETING PROGRAM

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### Wednesday, June 15

8 - 9 a.m.	Continental Breakfast <i>Atrium</i>
9 – 9:30 a.m.	FTA Annual Business Meeting <i>Regatta Ballroom</i>
9:30 – noon	General Session <i>Regatta Ballroom</i>
Presiding:	Julie Magee, Alabama Department of Revenue, and Second Vice President, FTA Board of Trustees

9 - 9:30 a.m.      **FTA BUSINESS MEETING**

Open to all; the senior representative from each FTA member agency is requested to attend

Votes on:  
Resolutions  
Board of Trustees

9:30 – Noon

**GENERAL SESSION**

**Message from the Office of the Governor**

*Representative, Governor's Office*

**Has the International Tax Administration Community Invented a Practical Diagnostic Tool for Performance Measures for State Tax Agencies?**

*Munawer Khwaja, International Monetary Fund*

*Stu Vos, CGI*

*Bill MacLachlan, Delaware Division of Revenue*

*Bill Remington, former Director, Delaware Division of Revenue*

**The Millennials' View of Tax Administration—Faster, Better, Easier, More Fun (and With Rhythm)**

*Ryan Minnick, Federation of Tax Administrators*

**Leadership Lessons from the Naval Academy**

*Major Richard Ruiz, U.S. Marine Corps*

11 a.m. - Noon

**CPE/CLE Training on Ethics**

Trainer: Glenn C. McCoy, Jr., J.D., KPMG

Noon

Adjourn

## **FTA Thanks Our Marketing Partners**

### **Silver Partners**

Bloomberg BNA  
CGI Technologies & Solutions, Inc.  
Green Dot  
Harris & Harris, Ltd.  
MetroRev  
MorphoTrust USA  
Oliver Wyman  
SICPA/Meyercord Revenue

### **Bronze Partners**

ADP, LLC  
Altria Group Distribution Company.  
LTAS Technologies Inc.  
Ryan, LLC  
Sutherland Asbill & Brennan LLP

### **Supporting Partners**

McDermott Will & Emery, LLP

## FTA Thanks our Gold Marketing Partners

