

**From:** [Duvan Arsola](#)  
**To:** [Lou Moreno](#)  
**Cc:** [Michael Apperley](#); [Clarisse Roquemore](#); [Shelly Arnold](#)  
**Subject:** RE: Tracy Norris - Executive Correspondence attachment  
**Date:** Thursday, October 21, 2021 10:46:28 AM  
**Attachments:** [RE Payrolls Kicking Out.msg](#)

---

All,

Here the last email attached. The emails do not reflect the sometime daily phone calls from the agency or the sometimes biweekly MS Teams meetings. Just a couple of highlights over the last 6 months. The agency had their two most experience budget analysts leave in the spring, leaving the agency was 2 budget analysts with less than a year of experience. Additionally these unexperienced budget analysts have not taken either USAS Core or Appropriation Management trainings. The agency then hired a new Budget Manager in the spring who ultimately just left last week. The agency then appointed their purchasing director (in the interim) as Budget Manager.

During this time since the spring, the Budget Manager (who just left) and the two remaining budget analysts have been good at asking questions, receiving feedback and learning from that feedback. Essentially they are trying but there is a lot to learn.

If y'all have any other questions, please feel free to reach out to me.

Thank you,  
Duvan J. Arsola  
Appropriation Control Officer  
Fiscal Integrity Division  
Texas Comptroller of Public Accounts  
LBJ State Office Building  
111 E. 17th Street  
Austin, Texas 78774  
Phone (512)936-4432  
Toll Free: 1-800-531-5441, ext.6-4432  
Fax (512)475-0986

PLEASE NOTE: Office Hours: 9am-6pm M-F  
Lunch: 2pm-3pm

IMPORTANT NOTICE: This communication, and any attachments may contain confidential information under §552.139 of the Texas Public Information Act and/or other applicable state and federal laws. Because of the secure content, this message is intended solely for the use of the addressees named above. If you have received this message in error, please notify the sender immediately, delete this email from your system, and destroy any copies you have made of this communication or any attachments. Recipients may not forward this communication to unauthorized persons, and must segregate copies of this email and any attachments from any publicly accessible records. Unauthorized interception of this email may be prosecuted as a violation of federal criminal law.

-----Original Message-----

From: Duvan Arsola  
Sent: Thursday, October 21, 2021 10:24 AM  
To: Lou Moreno <[Lou.Moreno@cpa.texas.gov](mailto:Lou.Moreno@cpa.texas.gov)>  
Cc: Michael Apperley <[Michael.Apperley@cpa.texas.gov](mailto:Michael.Apperley@cpa.texas.gov)>; Clarisse Roquemore <[Clarisse.Roquemore@cpa.texas.gov](mailto:Clarisse.Roquemore@cpa.texas.gov)>; Shelly Arnold <[Shelly.Arnold@cpa.texas.gov](mailto:Shelly.Arnold@cpa.texas.gov)>  
Subject: RE: Tracy Norris - Executive Correspondence attachment

All,

Here are some benefits/payroll emails from TMD over the past couple of months. I am bumping up against the email server size limit so I will send another email with some other benefit/payroll emails from TMD.

Thank you,  
Duvan J. Arsola  
Appropriation Control Officer  
Fiscal Integrity Division  
Texas Comptroller of Public Accounts  
LBJ State Office Building  
111 E. 17th Street  
Austin, Texas 78774  
Phone (512)936-4432  
Toll Free: 1-800-531-5441, ext.6-4432  
Fax (512)475-0986

PLEASE NOTE: Office Hours: 9am-6pm M-F  
Lunch: 2pm-3pm

IMPORTANT NOTICE: This communication, and any attachments may contain confidential information under §552.139 of the Texas Public Information Act and/or other applicable state and federal laws. Because of the secure content, this message is intended solely for the use of the addressees named above. If you have received this message in error, please notify the sender immediately, delete this email from your system, and destroy any copies you have made of this communication or any attachments. Recipients may not forward this communication to unauthorized persons, and must segregate copies of this email and any attachments from any publicly accessible records. Unauthorized interception of this email may be prosecuted as a violation of federal criminal law.

-----Original Message-----

From: Lou Moreno <Lou.Moreno@cpa.texas.gov>  
Sent: Thursday, October 21, 2021 9:59 AM  
To: Duvan Arsola <Duvan.Arsola@cpa.texas.gov>  
Subject: FW: Tracy Norris - Executive Correspondence attachment

Duvan,  
Can you please provide any correspondence that you have outlining the payroll issues at TMD. Anything that highlights the problems with benefits and balances would be helpful.  
Thanks.

Lou Moreno  
(512) 463-7889

-----Original Message-----

From: Clarisse Roquemore <Clarisse.Roquemore@cpa.texas.gov>  
Sent: Thursday, October 21, 2021 8:39 AM  
To: Lou Moreno <Lou.Moreno@cpa.texas.gov>  
Subject: FW: Tracy Norris - Executive Correspondence attachment

Good morning

This relates to a conversation I had with Colonel Finley (over the Tx State Guard) last week. I spoke with Duvan, and he notes that TMD had not pulled down AY21 benefits or moved certain revenues forward to support troop salaries. Duvan has indicated there are a lot of problems within the agency's finance department, and the colonel conceded that he was more or less aware of that. I would appreciate it if you could get Duvan to gather any emails about those payroll issues and send them to Mike and I.

On a broader level though--Duvan indicated that he gave and then took TMD away from Charmane. He is also actively helping Kyle (if not doing a lot of the work) related to DPS. And with Chris's departure, I worry the courts' APS 011 machinations will crush our green hire, Shantel. I don't want to stress you out, nor do I want to malign

Duvan, but we will have to do something or he will blow up. I feel it may be appropriate for Drey to be the active backup on the courts, and to actively work with Shantel on APS 011. We also need to be very aware that TMD's problems are going to get worse, not better, in light of the border surge.

Might be good to have a strategy session during or on top of your normal update with Shelly next week. That will give you a chance to noodle over these issues as well. Thanks Lou!

C

-----Original Message-----

From: Michael Apperley <Michael.Apperley@cpa.texas.gov>  
Sent: Thursday, October 21, 2021 8:16 AM  
To: Clarisse Roquemore <Clarisse.Roquemore@cpa.texas.gov>  
Subject: FW: Tracy Norris - Executive Correspondence attachment

FYI

-----Original Message-----

From: Rob Coleman <Rob.Coleman@cpa.texas.gov>  
Sent: Wednesday, October 20, 2021 5:07 PM  
To: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>; Chelsa Vinklerek <Chelsa.Vinklerek@cpa.texas.gov>; Stacey Mince <Stacey.Mince@cpa.texas.gov>; Jeremiah Jarrell <Jeremiah.Jarrell@cpa.texas.gov>; Andrea Smith <Andrea.Smith@cpa.texas.gov>  
Cc: Michael Apperley <Michael.Apperley@cpa.texas.gov>; Kyle Baxter <Kyle.Baxter@cpa.texas.gov>  
Subject: RE: Tracy Norris - Executive Correspondence attachment

Adding Jeremiah and Andrea.

-----Original Message-----

From: Rob Coleman  
Sent: Wednesday, October 20, 2021 5:03 PM  
To: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>; Chelsa Vinklerek <Chelsa.Vinklerek@cpa.texas.gov>; Stacey Mince <Stacey.Mince@cpa.texas.gov>  
Cc: Michael Apperley <Michael.Apperley@cpa.texas.gov>; Kyle Baxter <Kyle.Baxter@cpa.texas.gov>  
Subject: FW: Tracy Norris - Executive Correspondence attachment

I'm not aware of any issues in getting SAD personnel "reliably paid in a timely manner". This request to the Comptroller for assistance is to ensure "support priority resolution".

If there are concerns, please let me know immediately.

Thanks,

Rob

-----Original Message-----

From: ECSM@cpa.texas.gov <ECSM@cpa.texas.gov>  
Sent: Wednesday, October 20, 2021 4:45 PM  
To: Rob Coleman <Rob.Coleman@cpa.texas.gov>; Kyle Baxter <Kyle.Baxter@cpa.texas.gov>; Regina Luna <Regina.Luna@cpa.texas.gov>  
Cc: Glenn Hegar <Glenn.Hegar@cpa.texas.gov>; Lisa Craven <Lisa.Craven@cpa.texas.gov>; Cay Greene <Cay.Greene@cpa.texas.gov>; Bertha Valadez <Bertha.Valadez@cpa.texas.gov>; Phillip Ashley <Phillip.Ashley@cpa.texas.gov>; ECSM <ECSM@cpa.texas.gov>  
Subject: Tracy Norris - Executive Correspondence attachment

Please view the instruction field of the attached Executive Correspondence to see what, if any, action needs to be taken.

Questions? Please respond to ECSM at [ECSM@cpa.texas.gov](mailto:ECSM@cpa.texas.gov) 512-475-0932.

Thanks, ECSM