

**From:** [Alice Alvarado](#)  
**To:** [Rob Coleman](#); [Chelsa Vinklarek](#); [Stacey Minces](#); [Jeremiah Jarrell](#); [Andrea Smith](#); [Lou Moreno](#)  
**Cc:** [Michael Apperley](#); [Kyle Baxter](#); [Clarissee Roquemore](#); [Shelly Arnold](#)  
**Subject:** RE: Tracy Norris - Executive Correspondence attachment  
**Date:** Friday, October 22, 2021 1:48:55 PM

---

Good afternoon Rob - here is a summary from Production Support including some background information and our go forward approach:

Background:

- TMD has an internal State Active Duty tracking system that relies heavily on daily updates from Federal Service Members to track and record State Active Duty statuses for each person on each mission. This system (PEMS – Personnel Emergency Management System) has the capability of generating the mass hire file for CAPPS; however, this functionality may not be working as originally designed, which is resulting in the need for manual hires/updates.
- National Guardsmen are used to being paid for the time they are on Federal Orders, almost immediately. This can happen because the Federal Pay Office knows exactly when a guardsman is on Federal Orders and for how long, since attendance is mandatory.
- State Active Duty is not mandatory in the same way Federal Duty is for them; therefore, the federal Personnel Office (who handles State Active Duty mission management) must get daily attendance information from the Unit Personnel Officers in order to validate duty days and payments. This requires manual attendance entry into the PEMS system. Once the Federal Pay Office sets a cutoff date for a payroll, they must then validate the attendance information within PEMS before they can provide the payment information to the TMD State Payroll Office. It is not until that point that the TMD Payroll Office knows who will be paid and for how much. Once that is determined, they mass load spreadsheet can be generated and pulled from PEMS and provided to CPA to load.
- There is no mechanism for pulling EFT data for only those SAD Service Members currently on duty. The federal Personnel Office has to request a file from the Federal Pay Office and provide it to the TMD Payroll Office. The TMD Payroll Office then has to format the file and provide it to CPA to load.
- TMD is already configured for two special pay calendars (SPC) per month, 1st –15th and 16th - 30th/31st, which allows them to process bi-monthly payrolls.

SR 32817 was created to communicate with TMD on the current SAD1 hires and payments. In this SR we have provided:

- The file format, file name, and file location to mass load new hires into CAPPS
- The file name and file location to mass load direct deposit information into CAPPS

We are working on compiling the following to provide:

- The fields that can be defaulted on the mass hire spreadsheet and the values of those defaults
- The file format of the mass DD spreadsheet

Since 9/1/2021, 16 TMD Users have manually hired 866 SAD1 into CAPPS. This manual process has resulted in several SSN entry errors requiring LOA updates. We also had an instance of a new hire Empl ID being set to “New” which caused an error to generate for all CAPPS agencies who subsequently tried to enter new hires. We had Accenture run a SQL script to delete the “New” Empl ID to allow for new hire processing to resume. Because such mass manual entry can result in these issues, we are highly recommending to TMD to provide a mass hire file to load into CAPPS.

When Danette last spoke with TMD staff, they were preparing a mass new hire file that contains 17,000 new hires and hope to have that file to CPA by the end of the day today, 10/22/21.

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

From: Rob Coleman <[Rob.Coleman@cpa.texas.gov](mailto:Rob.Coleman@cpa.texas.gov)>  
Sent: Friday, October 22, 2021 9:52 AM  
To: Alice Alvarado <[Alice.Alvarado@cpa.texas.gov](mailto:Alice.Alvarado@cpa.texas.gov)>; Chelsa Vinklarek <[Chelsa.Vinklarek@cpa.texas.gov](mailto:Chelsa.Vinklarek@cpa.texas.gov)>; Stacey Minces <[Stacey.Minces@cpa.texas.gov](mailto:Stacey.Minces@cpa.texas.gov)>; Jeremiah Jarrell <[Jeremiah.Jarrell@cpa.texas.gov](mailto:Jeremiah.Jarrell@cpa.texas.gov)>; Andrea Smith

<Andrea.Smith@cpa.texas.gov>; Lou Moreno <Lou.Moreno@cpa.texas.gov>  
Cc: Michael Apperley <Michael.Apperley@cpa.texas.gov>; Kyle Baxter <Kyle.Baxter@cpa.texas.gov>; Clarisse Roquemore <Clarisse.Roquemore@cpa.texas.gov>; Shelly Arnold <Shelly.Arnold@cpa.texas.gov>  
Subject: RE: Tracy Norris - Executive Correspondence attachment

All-

I spoke with Shelia Taylor, Director of State Administration at the Military Department, this morning and provided my contact information for any issues or concerns that may arise getting in these state active duty personnel loaded into CAPPS and subsequently paid. She provide me with her contact information as well.

Ms. Taylor noted the turnover experienced by the agency and the volume of state active duty personnel to be deployed as concerns of the agency. They anticipate adding about 500 personnel each week for the foreseeable future, with staff rolling off as needed. They also want to process bi-monthly payments to these personnel. She mentioned the manual processes needed to add individuals into CAPPS. I thought this was already an automated process. Are we working with them on this?

Ms. Taylor was complimentary of the CAPPS staff and appreciated us reaching out on their current concern.

Of note, the agency also contacted the Governor's office and said that there was something about the current process taking a while for personnel to get their first check and the General was worried about what personnel might start saying publicly. Do we know what this is related to (loading the personnel in CAPPS?), and can we help?

If issues arise, please let me know immediately. Since a letter was sent to the Comptroller and the Governor's office reached out to us, Exec is interested in knowing about this activity.

If any questions, please let me know.

Thanks,

Rob

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

From: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>  
Sent: Thursday, October 21, 2021 8:25 AM  
To: Rob Coleman <Rob.Coleman@cpa.texas.gov>; Chelsa Vinklarek <Chelsa.Vinklarek@cpa.texas.gov>; Stacey Minces <Stacey.Minces@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

Good morning Rob,

I cannot tell if you got an answer, but the short version is the Production team is aware and has proactively made plans to support.

1. Danette was transferred to us from TMD and has been kept in the loop by her previous agency of the Governor's intent to move troops to the border for the rest of the year. She is already working with them to ensure their "federal budget" in CAPPS is configured appropriately.
2. We are also aware of high turnover at TMD. As such, Production will be treating them much like we do the legislative agencies - and consider every request "high" to ensure things are handled quickly and appropriately.
3. Saundra Farley has been in communications with Veronica Higgins to ensure we order enough W-2s to cover this special circumstance.

If you feel like we're missing anything, please let us know.

Thanks,

Alice

-----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 Vinklarek <Chelsa.Vinklarek@cpa.texas.gov>;  
Stacey Mincee <Stacey.Mincee@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 Vinklarek <Chelsa.Vinklarek@cpa.texas.gov>;  
Stacey Mincee <Stacey.Mincee@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 512-475-0932.

Thanks, ECSM