

From: [Rob Coleman](#)
To: [Glenn Hegar](#)
Cc: [Phillip Ashley](#); [Tom Currah](#); [Lisa Craven](#)
Subject: RE: Tracy Norris - Executive Correspondence attachment
Date: Monday, October 25, 2021 9:46:37 AM

We looked up 1LT Ward's payment records and he does not have a current payment processed. The last payment processed for him was on March 5, 2021. TMD attempted to process a payroll that erred off both Thursday and Friday, and he was not included on either of the payrolls. Those payrolls covered 89 personnel.

We will contact TMD to inquire specifically about this person, and work with them on their issues.

On Friday, TMD was preparing a mass new hire file that contains 17,000 new hires. We have not received the file as of this morning, and it is possibly related to the fact that an Electronic File Transfer server managed by IT has been down since Friday. We are currently working with IT to fix that issue.

From: Glenn Hegar [REDACTED]
Sent: Friday, October 22, 2021 9:34 PM
To: Rob Coleman <Rob.Coleman@cpa.texas.gov>
Cc: Phillip Ashley <Phillip.Ashley@cpa.texas.gov>; Tom Currah <Tom.Currah@cpa.texas.gov>; Lisa Craven <Lisa.Craven@cpa.texas.gov>
Subject: Re: Tracy Norris - Executive Correspondence attachment

Rep Capriglione texted me this evening about some national guardsmen not getting paid and said that about 280 have not been paid so fyi and more clarity as to why they sent us a letter. They have a bigger issue than admitting it seems in putting data into CAPPs so their folks can get paid.

Glenn Hegar
Texas Comptroller of Public Accounts
PO Box 13528
Austin, Texas 78711-3528
(512) 463-4444

From: Rob Coleman <Rob.Coleman@cpa.texas.gov>
Date: Friday, October 22, 2021 at 9:40 AM
To: Glenn Hegar [REDACTED]
Cc: Phillip Ashley <Phillip.Ashley@cpa.texas.gov>, Tom Currah <Tom.Currah@cpa.texas.gov>, Lisa Craven <Lisa.Craven@cpa.texas.gov>

Subject: RE: Tracy Norris - Executive Correspondence attachment

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 will talk to my staff to see if we can offer assistance in this area.

Additionally, my staff is aware of the situation, but I'll let them know to continue to monitor the agency and provide immediate assistance as we can.

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

If any questions, please let me know.

Thanks,
Rob

From: Rob Coleman

Sent: Thursday, October 21, 2021 5:30 PM

To: Glenn Hegar [REDACTED]

Cc: Phillip Ashley <Phillip.Ashley@cpa.texas.gov>; Tom Currah <Tom.Currah@cpa.texas.gov>

Subject: RE: Tracy Norris - Executive Correspondence attachment

I will reach out to them tomorrow AM to hopefully soothe their concerns.

From: Glenn Hegar [REDACTED]

Sent: Thursday, October 21, 2021 5:27 PM

To: Rob Coleman <Rob.Coleman@cpa.texas.gov>

Cc: Phillip Ashley <Phillip.Ashley@cpa.texas.gov>; Tom Currah <Tom.Currah@cpa.texas.gov>

Subject: Re: Tracy Norris - Executive Correspondence attachment

Thanks and so what is the point of the letter?

They even called Kim to make sure I got the letter through her as well so we may need to give them a call so they take deep breath.

Glenn Hegar
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PO Box 13528

Austin, Texas 78711-3528
(512) 463-4444

From: Rob Coleman <Rob.Coleman@cpa.texas.gov>
Sent: Thursday, October 21, 2021 5:00:14 PM
To: Glenn Hegar [REDACTED]
Cc: Phillip Ashley <Phillip.Ashley@cpa.texas.gov>; Tom Currah <Tom.Currah@cpa.texas.gov>
Subject: RE: Tracy Norris - Executive Correspondence attachment

Glenn,

According to staff, we are aware that the agency has experienced turnover in some senior staff, but we are prepared to assist as needed.

As state active duty staff are deployed, the agency sends us a file to load those individuals into CAPPS so we can produce the payments. This is somewhat routine, and we should not have an issue with the volume.

If we run into significant problems, I'll certainly let you know.

Thanks,
Rob

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

From: Rob Coleman
Sent: Thursday, October 21, 2021 12:06 AM
To: Glenn Hegar [REDACTED]
Cc: Phillip Ashley <Phillip.Ashley@cpa.texas.gov>; Tom Currah <Tom.Currah@cpa.texas.gov>
Subject: RE: Tracy Norris - Executive Correspondence attachment

I have asked staff if there are any concerns and will let you know of any feedback.

Thanks,
Rob

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

From: Glenn Hegar [REDACTED]
Sent: Wednesday, October 20, 2021 9:33 PM
To: Rob Coleman <Rob.Coleman@cpa.texas.gov>
Cc: Phillip Ashley <Phillip.Ashley@cpa.texas.gov>; Tom Currah <Tom.Currah@cpa.texas.gov>
Subject: FW: Tracy Norris - Executive Correspondence attachment

Is there any issue processing payments? Understand that OOG wants to increase deployment from 5000 personnel to 10,000 yet that is not something that is going to happen in the coming weeks.

Glenn Hegar

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(512) 463-4444

On 10/20/21, 4:47 PM, "Glenn Hegar" <Glenn.Hegar@cpa.texas.gov> wrote:

-----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