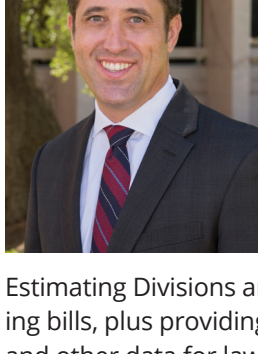


From The Top



As you know, the Legislature's back for a special session, which means the Legislative Affairs and Revenue

Estimating Divisions are busy following bills, plus providing estimates and other data for lawmakers.

Both the house and senate have passed a Sunset bill allowing several agencies, including the Texas Medical Board, to continue. Now those bills await action in the opposite chamber in order for the Legislature to complete the "must do" portion of its mission. But harder issues remain, including school finance reform. As always, we'll be keeping a keen eye on bills that may affect state finances and our agency's duties.

And speaking of finances, I recently made a trip to New York City to meet with credit rating agencies to discuss the state's financial position. Our credit ratings have come under a bit of fire recently, due largely to the



looming, long-term obligations I've spent so much of my time in office talking about. The trip was one way of ensuring we get the news out about Texas' bedrock economic strengths and maintain our AAA rating.

One issue we discussed is our upcoming issuance of Tax and Revenue Anticipation Notes (TRANS) —

short-term debt instruments we pay off within a year. We issue TRANS to manage temporary cash-flow problems, as we make nearly half of our annual payments to public schools in the first three months of each fiscal year, which is before we've received most of the year's tax revenue. TRANS help tide the state over until enough funds come in.

For 2016 and 2017, our fiscal position was strong enough to allow us to skip issuing TRANS; that hadn't happened since 1986. We weren't so lucky this year and anticipate issuing about \$5.4 billion in these instruments, about the same amount needed for fiscal 2015

Have questions about the special session, or anything else about our agency? Let me know so we can discuss it here. Email us at newsletter@cpa.texas.gov. I value your feedback.

Thanks for all you do for our agency and our state!

Glenn Hegar

From the First Floor

CAPPS Enhancements

Summer has been a busy time for Comptroller staffers working on the Centralized Accounting Payroll/Personnel System (CAPPS). Three new modules to the system will streamline the way in which employees access personnel, payroll and training information.

CAPPS Performance Management went online in July, replacing our current performance appraisal system. Performance Management simplifies the evaluation process for both employees and managers. The Department of Information Resources also deployed Performance Management in July, and other agencies are scheduled to introduce it later this year.



Performance Management & Recruiting

Similarly, on June 30, the agency went live on CAPPS Recruit. This module allows job applicants to search and apply for agency job postings and monitor their application status. Recruit replaced our NeoGov online application system. Ten state agencies have deployed CAPPS Recruit, while 20 more should deploy later this year.

CAPPS Learn is scheduled to go online on Sept. 1. This module will replace our current Training System Menu (TSMENU). CAPPS Learn offers employee self-enrollment, online courses, the ability to review and print training records and reporting on the status of course completions.

Learn more about enhanced CAPPS features by visiting the newly redesigned CAPPS information page at <http://cpa.cpa.state.tx.us/capps/>.

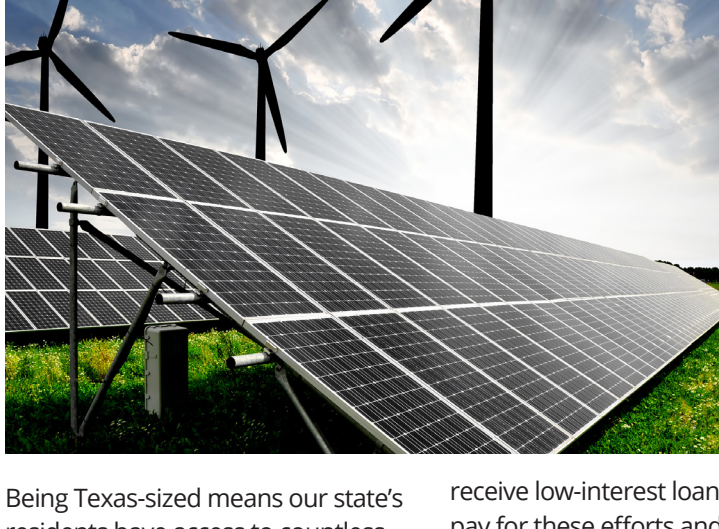
Training videos for CAPPS Performance Management can be viewed online at <http://www2.cpa.state.tx.us/ctv/capps/>.

Thanks for all you do,

Mike Reissig

Division Spotlight

SECO



Being Texas-sized means our state's residents have access to countless goods and services. But it also means we need a lot of resources to keep going: Texas ranks first and fifth in U.S. and worldwide energy consumption, respectively.

To maximize energy efficiency while protecting the environment, the Texas Legislature created the State Energy Conservation Office (SECO) in 1987. SECO and its 10-person staff operate as a division of the Comptroller's office.

SECO partners with state agencies, local governments, public K-12 schools and public colleges and universities to reduce utility costs and maximize efficiency. The division coordinates the Texas LoanSTAR program, which funds water-efficient and energy-saving retrofits to state buildings, public schools and universities and public hospitals. Applicants

receive low-interest loans to help pay for these efforts and then repay them from the energy savings the projects generate.

"As of June 2017, the LoanSTAR program has provided more than 285 loans and saved about \$548 million in taxpayer dollars," reports Dub Taylor, division director. "Most notably, not one of these loan recipients has ever defaulted." Taylor estimates LoanSTAR funding has prevented the release of nearly 5.4 million tons of pollutants, such as carbon dioxide, sulfur dioxide and nitrogen oxides.

SECO also oversees several other energy efficiency and renewable energy programs that reduce costs and consumption, including those involving alternative fuels, clean energy and industrial energy, using State Energy Program Funding provided through the U.S. Department of Energy. Additionally, to facilitate the

adoption and implementation of the latest energy standards, SECO offers training and resources for professionals and the public alike.

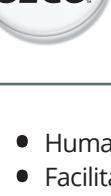
"We're a small division, but we provide a multitude of services for our customers: energy assessments, water management training, renewable energy education, pollution mitigation and more," says Taylor.

Learn about the Texas-sized impact SECO employees have on statewide energy and water efficiency [in this video](#).

Employee Spotlight



Eddy Trevino is a long-time Austinite and Longhorn who has worked at CPA for 11 years. He describes SECO's mission and what makes his job so rewarding [in this video](#).



Training Hours

Agency training: now with fewer required hours!

Based on feedback from an agency training survey, the Organizational Development and Training (ODT) Division has designed a new training program to better meet the needs of each division. The number of required training hours will be reduced starting with the 2018 fiscal year (Sept. 1, 2017). Now CPA employees can focus their efforts on

mandatory, technical and division-specific training.

ODT will meet with each division management team to identify particular training needs, modify existing courses and programs as needed, and suggest new solutions, such as:

- ODT professional development, management and technical courses
- Skillsoft technical and professional courses
- Interpersonal and management workshops
- Division cross-training workshops

- Human Resources courses
- Facilitated team discussions using a variety of training methods

ODT also is streamlining most of its offerings by limiting classes to no more than two hours (exceptions are the Leadership Academy, Management Development Program and Team Lead Development Program).

Divisions still will have the option to require additional training to meet their own business needs, including personal and professional development training and professional licensing.

Check out the table below for a closer look at new training requirements.

New Agency Training Program

Effective Sept. 1, 2017



Mandatory Training: All employees

Privacy and Information Security Awareness

Anti-Fraud Training

Open Records Training

Ethics in the Comptroller's Office

Work Conduct — Sexual Harassment/Discrimination

Minimum Training Hours: All employees

Technical training (Skillsoft, classroom or webinar)

Division-specific training (workshop)

Minimum Training Hours: Additional for managers

Human Resources training (webinar, classroom or on-demand)

Management training workshop

Management training (webinar, classroom or online)

Annual Time Requirement

1 hour

1 hour

1 hour every other year

1 hour every other year

1 hour every other year

Annual Time Requirement

2 hours

2 hours

Annual Time Requirement

2 hours

2 hours

2 hours

CPA's Spanish Initiatives

Found in Translation

With the Office of the State Demographer's prediction that Hispanics will become the state's majority population by 2042, creating a more robust customer service experience for Spanish-speaking taxpayers is a high priority for the agency's ongoing transparency and accessibility efforts.

The Comptroller's office has provided Spanish translations of many forms, publications, press releases, articles and some web pages for many years. But now, those outreach efforts have been expanded, yielding positive results for both taxpayers and agency personnel.

While research into Spanish social media efforts is ongoing, posts currently focus on our college savings programs, sales tax holidays, small business information and Webfile. Additionally, CPA's Tax Policy and Communications and Information Services divisions have teamed up to create four Spanish-language Webfile "how-to" videos. These will be posted on the Comptroller's YouTube channel in September, with six more in production.

Letty Torres is Communications' official Spanish translator and the final authority for the agency's public-facing



Spanish taxpayers, such as letters to taxpayers, press releases, publications, web content and social media. Torres also translates and records the majority of messages for the agency's phone system and helps the Criminal Investigation Division translate audio recordings from Spanish to English.

Torres worked closely with Tax Policy's **Petra Dominguez-Banks, Joel Montes** and **Richard Granados** to create transcripts for the Spanish-language Webfile videos.

"It's truly a team effort," says Torres. "I always seek out and take into account the suggestions of other Spanish speakers in the agency. There are so many ways to say any given sentence in Spanish. As a translator, I also need to be aware of the level of formality and the context of the text. For example, I wouldn't be as formal in a social media post as I would in a press release. That's not always easy to turn on and off, and that's why it's always good to get input from others."

Dominguez-Banks proposed translating the English-only Webfile "how-to" videos into Spanish during a session meeting with Tax Policy Division director **Teresa Bostick** and assistant director **Korry Castillo**.

"The management team thought it would be a great idea and began the process of making it possible," Dominguez-Banks recalls.

"I had never worked on any Spanish video before and was happy to participate in this one," says Dominguez-Banks. "I was very active in the translations of the scripts and am the person speaking in our Spanish videos. I was excited and grateful for the opportunity to work on this project to reach out and assist our Spanish-speaking community."

Tax Policy's customer service responsibilities mean the division has a daily need for employees fluent in Spanish. Granados says Tax Policy maintains a dedicated Spanish-language phone number that is routed to himself and one other bilingual team lead, as well as four bilingual tax policy customer service professionals.

And he says the Spanish videos will increase his division's efficiency. Before, a customer might have additional questions that would necessitate another phone call. Both the English- and Spanish-language videos are visual resources taxpayers can access whenever needed.

"The Spanish Webfile videos are one more tool we can offer our Spanish-speaking taxpayers so they can self-manage their accounts and understand their filing options," agrees Montes.

Employee Highlights



Fiscal Management's Financial Reporting Section

received the Government Finance Officers Association's Certificate of Achievement for Excellence in Financial Reporting for the State of Texas 2016 Comprehensive Annual Financial Report — for the 27th time! The certificate is the highest form of recognition in governmental accounting and financial reporting, and earning it represents a significant accomplishment.

A business owner commended **Michael Stegint** for catching a tax overpayment she had made. "Everyone I have talked to has been so helpful and professional — your people are amazing!" **Vicky Poursepanj** was recognized for her efficiency in responding to a taxpayer's email and promptly handling the situation.

A taxpayer who accidentally wrote a check for \$3,600 more than he owed in sales tax spoke to Comptroller staff in the Taxpayer Services section. "I made a big mistake and it had nothing to do with the people at the Comptroller's office," he says. "The people I spoke with were kind, considerate and helpful. I want to recognize the quality of their work and integrity."

Goodbye, newsletter



Hello, new and improved @CPA

In January, we launched the Connect @CPA newsletter as a pilot to help Comptroller employees learn more about and connect with our agency missions. The newsletter also spotlights our amazing employees and their contributions to this office, as well as their personal interests.

Austin Parking Alert



Parking meter rate change in downtown Austin

Socializing after work in downtown Austin? Be aware that metered parking enforcement times have changed for the area from IH-35 to Lamar Boulevard and from Lady Bird Lake to 10th Street. Now you have to feed the meter Wednesday through Friday from 8 a.m. to midnight (previously, you didn't have to pay to park after 6 p.m. on Wednesday).

Employee Anniversaries

August 2017

5 Years

Isreal Miller
Ricardo Salomon Jr.
Terrence Jones

10 Years

Jonathan Gonzales
Richard Wiest II

15 Years

La Christa Roberts
Stacey Breach

20 Years

Clayton Deming
Colette Thomas
Curtis Morrison
Jeane

Acord-Ramirez
Kimberly Duffin
Kristin Adkins
Matthew

Ornelas
Monica
Chavez-Steib

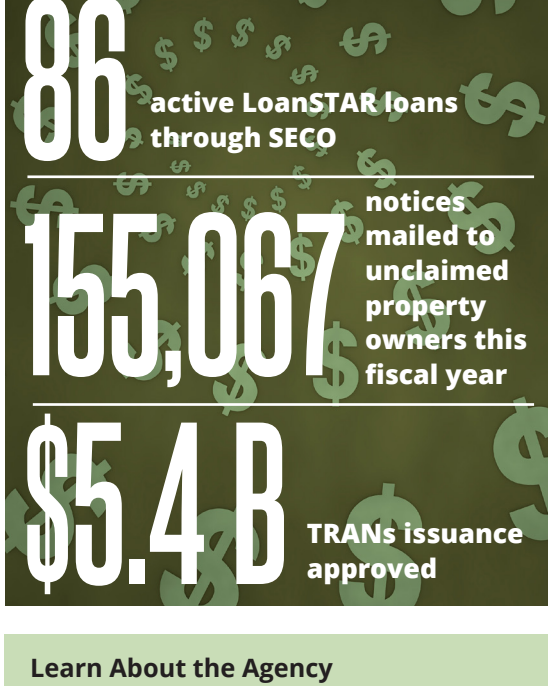
Alvin Evans Jr.
Linda Estes
Mary Gold
Ralph Pleasant

During the past several months, the Communications and Information Services Division also has been redesigning the Comptroller's internal website, @CPA, with an eye toward simpler navigation and better organization.

In September, these two initiatives will merge, with Newsletters features folded into @CPA. Stay tuned for details on our continued efforts to share agency information and encourage employees to recognize their contributions to the big picture.

Counting on CPA

Agency Activity, July 2017



Learn About the Agency

Legislative Affairs,
Wednesday, Sept. 20,
10:00-11:00 a.m. and 2:00-3:00 p.m.
(same session offered twice)

Travis Building, Room TBD

Holidays and Events

Labor Day, Monday, Sept. 4

Offices closed

Food Truck Friday



Aug. 11 – Casey's Snowballs
DJ's Catering

Aug. 18 – Mama Noy's

Aug. 25 – Lala's Tamales

Sept. 1 – Austin Land and Cattle

Sept. 8 – Lada Ladies

Sept. 15 – Emoji's Grilled Cheese