

# Manager Separation Checklist for Involuntary Separation/Termination (Separation for Cause)

**Refer to the checklist to confirm the completion of separation steps and communicate the following details to the employee:**

## 1. Consult with Human Resources (HR) and the Office of Chief Counsel on dismissal decision

- ☐ Verify manager is using the correct separation checklist. Other checklists: [voluntary separation or retirement](#), [transfer to another state agency](#), [transfer to another position in the same state agency](#), or [separation due employee death](#).
- ☐ Notify [Human Resources \(employee relations\)](#) of the decision to consider employee's possible disciplinary action. HR identifies the status (probationary or regular) of the employee.
- ☐ You and HR coordinate with the Office of Chief Counsel to ensure all appropriate process steps are completed prior to the decision to dismiss. After consultation with HHS HR and agency Legal Services, the dismissal decision can be made. For more information, see HR dismissal [policy](#) and [guidance](#).
- ☐ If the decision is made to dismiss employee, decide what day will be employee's effective date of separation.
- ☐ Review the [Payroll Calendar](#) to ensure payroll impacting entries are entered by the deadline. If the monthly payroll has already processed, contact [Human Resources \(employee relations\)](#) for assistance with cancellation and reissuing of employee pay.

## 2. Network, System and Telecom Deactivation

- ☐ To ensure employee's network/access is terminated on their last physical work day, within **two business days** prior to employee's last physical work day, start the process to terminate network, system, telecom, and other access. Request removal of access to various applications, emails, and software using the links below:
  - For [HHSC \(non-facility or legacy\)](#):
    - In [Enterprise Portal](#), **Manage Staff** tab
    - In [IAMOnline](#), **Supervisor Dashboard**>Manage User Access
    - [IT001 Form](#)
  - For [HHSC State Hospitals](#), use [DSHS Network Access Form IT003](#) (contact your [Facility Automation Manager](#)).
  - For [HHSC State Supported Living Centers \(SSLCs\)](#), use HHSC IT Form IS777 (contact your SSLC Facility Manager).
  - For [DSHS](#), use [DSHS Network Access Form IT003](#).
- ☐ Open a [Help Desk](#) ticket to deactivate telecom services and retrieve devices (e.g., desk phone, softphone, call center). **Note:** Open a second Help Desk ticket to retrieve hardware such as laptops, computers, or tablets.
- ☐ For other applications or resources not submitted via [IAMOnline](#), [Enterprise Portal](#), or [Help Desk](#), submit service request to program area third-party point of contact to remove access to any program area, third-party or non-HHS vendor systems. **Note:** Follow specific department processes for terminating such access.  
  
If unsure how to submit a request, contact the [Help Desk](#) for assistance.

## 3. Notify employee of dismissal decision and separation date

- ☐ Notify employee in writing that they are being dismissed in accordance with HHS HR policy. **Note:** Consult with HR and the Office of Chief Counsel to ensure the Final Notice of Disciplinary Action for the employee complies with the [HR policy requirements](#).

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### 4. Leave Balance Options

#### **Vacation Leave and FLSA Overtime:**

- ☐ Inform employee that, if eligible, vacation lump sum is processed after 30 calendar days off payroll.
- ☐ Employee has the option to roll lump sum into 401(k) or 457 Texa\$aver account by completing the [Request for Deferral of Lump Sum Payment](#) form, available in [CAPPS](#) under **Service Center Featured Links > Policies and Forms**. Employee must fax (1-833-245-3659) or email ([HHSServiceCenter.Benefits@ngahrhosting.com](mailto:HHSServiceCenter.Benefits@ngahrhosting.com)) the completed and signed form to the Service Center.
- ☐ Inform employee that, if they have an eligible FLSA overtime balance, a lump sum payment for FLSA overtime leave balance will be processed on the payroll run after the employee's separation date.

### 5. Benefit Adjustment Procedures

- ☐ Inform employee with a Tex\$aver Spending Account that Tex\$aver will not reimburse post-termination health expenses unless continued through COBRA. Claims for participating year-end expenses must be filed by the calendar year's end.
- ☐ For deferred compensation accounts (401[k], 457, or loans), contact Empower Retirement at 1-800-634-5091.
- ☐ Employee seeking retirement contribution withdrawal should contact [ERS](#) at 1-877-275-4377.
- ☐ Return-to-work retirees should complete specified section of [RTW Retiree Benefits Election Form](#) marked "Complete this section only upon termination of return to work retiree.", in [CAPPS](#) under **Service Center Featured Links > RTW Retiree Benefit Election Form**. Submit completed and signed form to Service Center by fax (1-866-245-3659) or email ([hhsservicecenter.bef@ngahrhosting.com](mailto:hhsservicecenter.bef@ngahrhosting.com)) before the 15<sup>th</sup> calendar day of the retirement month.
- ☐ Instruct employee to access [ERS](#) and update home/mailing address, if necessary.

### 6. Timesheet and Leave Balances

- ☐ Update employee's timesheet up to separation date in [CAPPS](#), **Manager Self Service (Time and Leave Management > Manager Timesheet)**.
- ☐ For FLSA-nonexempt employees, instruct them to certify previous month's timesheet in [CAPPS](#) **Employee Self Service (My Time and Leave > Employee Time Certification)**.  
**Note:** If employee is unable, perform certification on their behalf in [CAPPS](#), **Manager Self Service (Time and Leave Management > Certification)**, and click **E-Sign & Certify**.
- ☐ Validate time entries and clear leave balances. Address exceptions in [CAPPS](#) **Manager Self Service (Time and Leave Management > Manage Exceptions)**, choosing the employee, and clicking **Continue** for updates.
- ☐ Exhaust remaining leave balances using appropriate TRC on the employee's timesheet.  
**Notes:**
  - CAPPS automatically pays out vacation and FLSA overtime balances for eligible employees.
  - Clear remaining balances using transfer out/lose TRC.
  - You must wait for the nightly time administration process to run, then approve all time.

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<b>Refer to the checklist to confirm the completion of separation steps and communicate the following details to the employee:</b>	
	<ul style="list-style-type: none"> <li>Refer to the <a href="#">Time and Leave User Guide</a> for relevant TRCs.</li> </ul>
<input type="checkbox"/>	Click <b>E-Sign &amp; Approve</b> .
<b>7. CAPPS Access After Separation</b>	
<input type="checkbox"/>	Inform employee that <a href="#">CAPPS</a> access will continue for 24 months after separation using their former employee ID and password. During this period, employee can log in to <a href="#">CAPPS</a> to perform various actions, including viewing a personal information summary, changing mailing addresses, updating email addresses and phone numbers, accessing earnings statements, and modifying online W-2 choices. Additional options for those with electronic W-2s include viewing, requesting reissue, downloading, and printing W-2 forms.
<b>8. Mailing Address &amp; Electronic Consent - W-2 and/or W-2c Forms</b>	
<input type="checkbox"/>	Instruct employee to confirm their mailing address for accurate final paycheck and W-2 delivery by accessing <a href="#">CAPPS Employee Self Service (My Profile &gt; View My Personal Information)</a> .
<input type="checkbox"/>	Instruct employee on opting for electronic W-2 delivery by accessing <a href="#">CAPPS Employee Self Service (My Pay &gt; W-2/W-2c Consent)</a> and following the on-screen instructions for electronic receipt.
<b>9. Collect and Transfer State Property</b>	
<input type="checkbox"/>	Obtain a list of property issued to employee by navigating to the <b>Manager Self Service</b> section in <a href="#">CAPPS</a> . Either access the <b>Track Agency Property</b> link, or go to the <b>Reporting</b> link, then click on the <b>Agency Property Report</b> link under <b>Track Agency Property Reports</b> to generate the report.
<input type="checkbox"/>	Collect all property from employee, including any state credit cards, and update the <b>Track Agency Property</b> page to confirm receipt.
<input type="checkbox"/>	Follow agency or location guidelines to return state property. <b>Note:</b> For state-issued wireless telecommunication devices (e.g., smartphone/iPhone, MiFi/hotspot, basic/flip cell phone, iPad/tablet) collect and cancel or suspend services as per the <a href="#">HHSC Wireless Telecommunications</a> process.
<input type="checkbox"/>	Transfer all tagged and inventoried assets (e.g., computer equipment) assigned to employee to their immediate manager or supervisor. <b>Note:</b> A designated property point of contact can be appointed at the manager's or supervisor's discretion.
<input type="checkbox"/>	Complete the asset management form <a href="#">HHS-AM01</a> during the employee's exit interview and submit it as directed on the form. <b>Note:</b> Direct questions regarding this process to the appropriate <a href="#">Asset Management Office Contact</a> for your area.
<b>10. Terminate Physical Access</b>	
<input type="checkbox"/>	Submit service request(s) for termination of access to buildings, data centers, and restricted areas following the outlined procedure at <a href="https://hhsconnection.hhs.texas.gov/building-services/building-access-badging">https://hhsconnection.hhs.texas.gov/building-services/building-access-badging</a> .
<input type="checkbox"/>	Collect all electronic access card(s) and return them to <a href="#">Regional Administrative Services (RAS)</a> for regional facilities or the Business Services Officer for State Office facilities. In case of urgency, contact <a href="mailto:facilitymanagement@hhsc.state.tx.us">facilitymanagement@hhsc.state.tx.us</a> or call 512-424- 6970.
<b>11. Record Employee Separation in CAPPS</b>	

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**Refer to the checklist to confirm the completion of separation steps and communicate the following details to the employee:**

### **You will No Longer have Access to Employee Record in CAPPS after Completing this Step**

- ☐ To begin separation in [CAPPS](#), navigate to the **Manager Self Service**, click on **Separations & Retirement**, and select **Involuntary Separations**. Choose the employee's name to start the separation process.
- ☐ Determine and enter the **Separation Effective Date**. The effective day for the separation is the day after employee's date of dismissal as indicated in the Disciplinary Action Decision letter. **Note:** There will not be a Disciplinary Action Decision letter for employees dismissed due to RIF. There should be other documentation available containing employee's termination date (e.g., a RIF notice letter).
- ☐ Enter the **Last Date Physically Worked**.
- ☐ Select the appropriate dismissal reason from the dropdown menu. **Note:** Only the following reasons are available options:
  - Reduction in Force – dismissal due to a RIF
  - Dismissal for Cause – dismissal of a regular status employee for cause (Example: work rule violations)
  - Dismissal for Cause: Probation/Not Suited – dismissal of a probationary employee
  - Dismissal for Cause: Exhausted all leave – dismissal of an employee who exhausted all leave and is unable to return to work. This is a non-disciplinary dismissal.

Consult with [HR \(employee relations\)](#) as necessary.
- ☐ If not already done, complete the Time and Leave processes (refer to Step 6: Timesheet and Leave Balances) before finalizing the separation.
- ☐ Validate the information and select **Submit**.
- ☐ Notify the HHSC IT Consolidated [Help Desk](#) at 512-438-4720 or 855-435-7181 of the employee's separation.
- ☐ Review the Payroll Calendar in [CAPPS](#) (under **Service Center Featured Links > Payroll Calendar**) to determine if employee has been overpaid for the pay period in which they are separating. If so, contact the Payroll Time, Labor & Leave action box at [PTLLaction@hhs.texas.gov](mailto:PTLLaction@hhs.texas.gov).

### **12. Access and Manage Employee Records**

- ☐ Contact the HHSC IT Consolidated [Help Desk](#) at 512-438-4720 or 855-435-7181 to request access to employee's account(s) and personal network space containing state records.
- ☐ Review and retain essential emails/files for records retention compliance.
- ☐ Safely dispose of eligible records and non-record content received from employee, adhering to the [records retention schedule](#) while appropriately preserving the remaining records.

### **13. Verify Employee Access Termination**

- ☐ Confirm the successful termination of employee's access credentials within 48 hours after notifying the HHSC IT. Log into Outlook and verify the user no longer shows up in the Global Address List. Login to [IAMOnline](#) and [Enterprise Portal](#) to verify employee's access is disabled or employee no longer shows up as one of your reports. **Note:** Follow specific department processes for verifying access termination.

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Links to Additional Resources	
<b>SharePoint:</b> <ul style="list-style-type: none"><li><a href="#">HHS Records Management SharePoint</a></li></ul>	<b>User Guides:</b> <ul style="list-style-type: none"><li><a href="#">Separations and Retirements</a></li><li><a href="#">Time and Leave</a></li><li><a href="#">My Profile</a></li><li><a href="#">My Pay</a></li><li><a href="#">Track Agency Property</a></li></ul>