

CF OPERATING PROCEDURE  
NO. 60-70, Chapter 1

STATE OF FLORIDA  
DEPARTMENT OF  
CHILDREN AND FAMILIES  
TALLAHASSEE, July 18, 2017

Human Resources

EMPLOYEE SEPARATIONS AND REFERENCE CHECKS

1-1. Purpose. This operating procedure establishes requirements and responsibilities to ensure uniformity in processing separations and establishes guidelines for supervisors and managers to follow when asked to provide references on employees.

1-2. Policy. It is the policy of the Department to establish procedures which must be followed by all supervisors and managers regarding employee separations and responding to reference checks on current and former employees. This policy applies to all Department employees, including current and former Career Service, Selected Exempt Service, Senior Management Service, and Other Personal Services (OPS) employees. It is Department policy that when an employee separates that a close-out performance evaluation must be completed.

1-3. Separation Procedures.

a. Notice of Separation Form.

(1) Upon receipt of a written or verbal notice of resignation, the supervisor shall complete a Notice of Separation (form CF 788, available in DCF Forms). A copy of the completed separation form will be hand-delivered, or mailed to the employee attached to a letter acknowledging the resignation (see sample letter in Attachment 1 to this chapter). As noted in the sample letter, employees should be encouraged to complete the Exit Interview Survey that can be found at the following web address or accessed by scanning the QR Code with a mobile device:

<https://fs16.formsite.com/DCFTraining/Exit-Survey/index.html>



(2) A Notice of Separation form must be completed for all separation reasons (voluntary and involuntary) identified on the form.

(3) A "YES" answer to any question in Section (4) on the Notice of Separation form requires the completed form to be forwarded to the servicing employee relations representative for review and approval. All information included on the completed Notice of Separation form must be supported by written documentation. The servicing employee relations representative shall return the completed Notice of Separation form to the supervisor for delivery to the employee.

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This operating procedure supersedes CFOP 60-70, Chapter 1, dated February 3, 2016.

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(4) The completed Notice of Separation form and documentation related to the employee's resignation, including any e-mails, shall be filed in the employee's official personnel file.

b. State Property/Work Products.

(1) Employees separating from the Department are responsible for returning all state owned property given to them (i.e., cell phone, laptop computer, Purchasing Card, identification card, etc.) no later than their last day of work.

(2) Supervisors are responsible for securing from their separating employee all state property and accounting for all files, records and work products given to the employee, no later than the employee's last day of work. An Employee Separation Actions Checklist (form CF 789, available in DCF Forms) must be completed to identify and account for all state property, files, records and work products.

(3) Where state property, a file, record or work product has not been received by the supervisor or manager and cannot be accounted for, the supervisor is responsible for immediately reporting such discrepancy to their manager.

(4) Supervisors are responsible for notifying the appropriate Security Officer to delete security/access to assigned computer/data systems within 24 hours of employee's termination.

(5) Each Region, Mental Health Treatment Facility and Headquarters shall utilize the Employee Separation Actions Checklist, form CF 789 (available in DCF Forms).

c. Separation Package.

(1) The supervisor or hiring liaison is responsible for creating and submitting the separation package to the Human Resources Shared Services Center (HRSSC) for review and processing. The separation package should be submitted as soon as possible but no later than the end of the pay period in which the employee separates. The timely submission will assist in correctly and accurately finalizing the employee's last time sheet for compensation and initiating a system generated package to the employee regarding benefits continuation options. Items needed in the separation package shall include, but are not limited to:

- (a) Employee Separation Checklist (form CF 748, available in DCF Forms).
- (b) Request for Personnel Action (form CF 785, available in DCF Forms).
- (c) Notice of Resignation (if applicable).
- (d) Resignation Acceptance (if applicable).
- (e) Notice of Separation (form CF 788, available in DCF Forms).
- (f) Employee Separation Actions Checklist (form 789, available in DCF Forms).
- (g) Dismissal letter (if applicable).

(2) Supervisors must consult with an Employee Relations representative prior to completing an involuntary separation action. The Employee Relations representative will assist in preparing the Request for Personnel Action form upon receipt of the signed dismissal letter and the other required documents listed above and will submit to the HRSSC on the supervisor's behalf.

1-4. Providing References on Current or Former Employees. Any deviation from the requirements for providing references on current or former employees provided for in this operating procedure must be approved in writing by the Department's General Counsel. Settlement Agreements within the personnel files of all former or current employees shall be honored.

a. All former employees are eligible to apply for re-employment. A former employee's employment history, along with the former employee's qualifications, will be carefully reviewed to determine if the former employee is an appropriate candidate for re-employment consideration.

b. Responding to Requests from Outside the Department for Employment References.

(1) In responding to requests for employment references, only the following basic information shall be provided to prospective employers:

- (a) Job title and program area;
- (b) Dates of employment; and,
- (c) Salary history.

(2) If a prospective employer requests evaluative information, the best sources of such information are the performance evaluations and other job related information found in the official personnel file.

(3) Any request for a reference check or file review (involving an official personnel file) should be requested on the Human Resources Personnel Records Request (form CF 747, available in DCF Forms) and submitted to the HRSSC via a ticket through the self-service portal (submitted through Footprints at <https://servicedesk.dcf.state.fl.us/MRcqi/MRentrancePage.pl>) or, if requested by a source external to the Department, submitted by fax at (850)410-1870.

(4) The HRSSC will respond to such requests and notify affected individuals of the requested information or how to access the requested information.

(5) Any subpoena or public records request for Human Resources personnel records received by the HRSSC will be forwarded or referred to the appropriate Headquarters, Region, or Mental Health Treatment Facility Legal Office where the employee whose records are being subpoenaed works, or worked, and the Legal Office will request such records using the Human Resources Personnel Records Request (form CF 747, available in DCF Forms). The Legal Office will submit the Human Resources Personnel Records Request to HRSSC, and Legal will coordinate the response to the subpoena or public records request.

c. Responding to Requests from Within the Department or by a Community-Based Care (CBC) Agency or Other Business Partner of the Department for Employment References.

(1) For reference checks within the Department or by a CBC agency or other business partner<sup>1</sup>, a supervisor or manager may be contacted and should provide any requested job related information to assist the hiring authority with making an informed decision.

(2) All information provided should be supported by documentation in the employee's official personnel file, any appropriate administrative file or other properly documented information.

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<sup>1</sup> An example of a business partner is a public or private entity the Department has outsourced to or contracted with for the delivery of services and has a current business relationship with in delivering services to or on behalf of the Department.

(3) Any request for a reference check or file review (involving an official personnel file) should be requested on the Human Resources Personnel Records Request (form CF 747, available in DCF Forms) and submitted to the HRSSC via a ticket through the self-service portal (submitted through Footprints at <https://servicedesk.dcf.state.fl.us/MRcgi/MRentrancePage.pl>) or, if requested by a source external to the Department, submitted by fax at (850)410-1870.

(4) The HRSSC will respond to such requests and notify affected individuals of the requested information or how to access the requested information.

d. Information Applicable to All Requests for Employment References.

(1) Section 768.095, Florida Statutes (F.S.), provides limited liability to employers for providing requested reference information on current or former employees unless the information disclosed is knowingly false or violates any civil rights of the former or current employee protected under Chapter 760, F.S.

(2) The use of on-line reference check websites to post employee references is prohibited.

(3) Written reference letters for employment must be consistent with all the provisions in paragraph 1-4b(1) of this operating procedure. Written letters of recommendation for educational or similar purposes, e.g., to return to school or to attend graduate school, are permitted.

(4) In responding to requests to examine an applicant's personnel file, the requestor should be advised that the individual's personnel file is a public record and may be reviewed subject to confidentiality and nondisclosure rights secured by all applicable laws, rules, and procedures.

BY DIRECTION OF THE SECRETARY:

*(Signed original copy on file)*

DENNISE G. PARKER  
Human Resources Director

SUMMARY OF REVISED, ADDED, OR DELETED MATERIAL

In paragraphs 1-4b(3) and 1-4c(3), updated the instructions (and the link) for submitting a request for a reference check or a request for review of an official personnel file.

## Sample Letter Acknowledging Resignation

(Use letterhead paper)

Date

Employee Name  
Employee Address

Dear Mr. /Ms. \_\_\_\_\_:

This letter acknowledges receipt of your notice of resignation from your position as a \_\_\_\_\_ with the Department of Children and Families, effective (month / day / year). The Department accepts your resignation.

You are encouraged to complete the Department's Exit Interview Questionnaire Survey at <https://fs16.formsite.com/DCFTTraining/Exit-Survey/index.html> or access by scanning the below QR Code with a mobile device.



The survey is designed to give you the opportunity to provide anonymous feedback about the factors which influenced your departure from the Department. Your feedback is vital and will assist with analyzing the factors attributing to turnover and give the Department an opportunity for improvement.

Inquiries concerning your employment with the Department may be directed to the Human Resources Shared Services Center (HRSSC) at 1-855-MyHR411 (694-7411).

Sincerely,

Title

cc: Employee Personnel File