

Division of Purchasing

*Social Services / Welfare Records
Retention Schedule of the
Records Management Guide*

(This Schedule Revised April, 2008)



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http://adm.idaho.gov/purchasing/RecordsCenter/individual_books/Social_Services_Records_Book.pdf

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APPENDIX 9: RECORDS RETENTION SCHEDULE FOR STATE GOVERNMENT AGENCIES

GUIDELINES

A record is recorded information, in any form, including data in computer systems, created or received and maintained by an organization or person in the transaction of business or the conduct of affairs and kept as evidence of such activity.

The following records retention schedule is reviewed and modified, if necessary, on a yearly basis. The schedule is designed to be a reference in designing individualized agency retention schedules and to provide a level of uniformity in records retention throughout Idaho state government. The State Record Center, Department of Administration, should be contacted regarding proposed changes or modifications to the records in this schedule, or if activities of an agency require different retention.

All retention periods are filed by either the fiscal or calendar year. For all UNANNOTATED DUPLICATE COPIES, preferably destroy immediately after administrative need ends by either the fiscal or calendar year.

INTRODUCTION TO RECORDS RETENTION SCHEDULE

This schedule is intended for use within an agency's records management program. Regardless, until an agency creates a version of this records retention series specific to its facilities, these are the accepted and established time frames and limitations that should be adhered to.

Retention Schedule Headings Definitions	
Series #	Number associated with each schedule type
Series Title	A general description of the series
Office of Record	Office that commonly creates the record and holds it during its active period
Retention Period	Time to retain the record; life of the record
Transfer Instructions	Where a record goes after its active period
Archival	<p>A – Indicates the record is or may be permanent and have historic value</p> <p>R – Indicates a required review by the Records Manager to determine value</p>
Vital	X – Record is vital for immediate operation of the office of origin or the institution.
Guidance: Restricted Access	<p>RA – Refers to the security needs of a record series. Must be justified.</p> <p><i>Access to applicable records should be limited to authorized personnel and approved individuals due to privacy and educational interests. Questions about limits should be based on the type of records, its content and the nature of the request for access and use.</i></p> <p>Records may contain, but are not limited to, confidential, personal or proprietary information.</p>
Guidance: Authorities	Federal and State laws, regulations or requirements that pertain to the series. Where not specifically referenced, Idaho Code § 9-337 through 9-347 of the Public Records Law has been applied. Note that there are exemptions for the access requirements of this law. These may be noted as well.

Retention Codes (Refer to Records Regardless of Format; Type May Vary)	
AC	After closed, terminated, completed, expired, settled or last date of contract
AV	As long as administratively valuable
CE	Calendar Year End (December 31 st)
FE	Fiscal Year End (June 30 th)
LA	Life of Asset
PM	Permanent
UA	University Archives
US	Until Superseded

HOW TO USE THESE SCHEDULES

ESTABLISHING A SCHEDULE

This schedule assumes that:

- The person using it is knowledgeable about his/her office or agency's records;
- An inventory of the records of the office or agency will be performed;
- Time will be taken to apply the definitions to the records found on hand; and
- Records will not be destroyed or reorganized without supervision of the agency's Records Manager or consultation with the State Archivist.

FUNCTIONS AND TYPES OF RECORDS

This schedule is intended to address records common to most offices and agencies of the State of Idaho. Not every type of record listed here will occur in every agency. Some agencies will discover they have records that do not appear to fit any of these series. For those records, contact the State Archivist or the agency's Records Manager for guidance.

HIERARCHY OF RECORDS WITHIN AN AGENCY

Put simply, not every office holding a copy of a record is holding the *record copy*. An example is time sheets. The record copy of a time sheet is the one signed and sent to the payroll office. Any copies kept in other offices to confirm later payroll reports (e.g., proper charges to accounts, etc.) are a short-term record, as are any personal copies in other offices. The Office of Record is the payroll office.

When trying to assess the value of a record in the focus area, bear this concept in mind: Where does the ultimate responsibility for a document, report or record lie? There are instances where a record has value for different reasons in different offices. This is the primary reason a physical inventory of records is essential to this process.

WHEN A RECORD SHOULD BE RETAINED LONGER THAN ITS RETENTION

Documents, regardless of format or storage media (e.g., electronic files), associated with any dispute, audit or legal proceeding should not be destroyed or altered without consultation with the agency's Records Manager, General Counsel, Deputy Attorney General or the State Archivist.

CONFIDENTIALITY, RESTRICTED ACCESS AND PUBLIC RECORDS

The need to limit access to a record type does not mean that it is unavailable as a public record.

- Requests for access to public records should be handled by personnel familiar with the requirements of the laws and regulations that apply to the information requested; and
- For some records flagged in this schedule as "RA – Restrict Access," copies can be furnished where restricted information is blocked out or redacted to make it available to a public records request. An example is a contract that may be copied if social security number, names, etc., have been obscured.

Concerns about making records available to a public records request should be addressed to the agency's Records Manager, General Counsel, Deputy Attorney General or the State Archivist.

CREATING AN AGENCY'S RETENTION SCHEDULE

Once an inventory is completed and a summary of the record series which occur in the agency's office has been compiled, based on this general schedule, a set of decisions will need to be made to establish the Office of Record for each record type. **NOTE:** For many common series, like "correspondence," the Office of Record will probably be the "office of origin" until it is time to transfer the inactive years of material to the State Archives. Other records have obvious "homes," like payroll records (Accounting or Payroll) and permanent or long-term personnel files (Human Resources). It should be noted that smaller-scale agencies may find that a central office becomes the Office of Record for many record types because of staffing or the preference of the agency director. For agencies with regional offices around the State, these decisions may seem problematic. However, with a careful focus on the needs of the offices within an agency and by consulting the State Archivist, these decisions can be made to the benefit of all.

One of the established benefits of records management, with improved accountability of the Office of Record, is efficiency, in both expense and time, of being able to retrieve a record when it is truly needed, without multiple copies taking up space throughout an agency or an office.

HOW TO USE THE RETENTION SCHEDULE FORMAT

Please consider the sample inserted below. Microsoft Excel was used to create this version of the retention schedule document. The fields of the table should be adhered to for compatibility with other State agencies and offices within a given agency.

The *Records Retention Form*, an online Excel fill-in form document, may be accessed at http://adm.idaho.gov/purchasing/record_cnt.htm.

SAMPLE RECORDS

Series #	Series Title (Additional Description)	Office of Record	Retention Period & Transfer Instruction (By Year)	Archival (A) or (R)	Vital (X)	Guidance
SG0110	PERIODIC BUDGET REPORTS Monthly or routine reports on the status of agency appropriation accounts and apportionment, excluding Annual Budget Reports.		FE +3, then destroy			
SG1310	LOSS CONTROL INSPECTION REPORTS An annual self-inspection report used to identify potential hazards within the building or on the agency property. This record may also be used as evidence in defense of a claim. GUIDANCE: - Retain by agency until superseded or obsolete, then send to Risk Management.	Risk Manage- ment	US +12, then destroy			
SG18312	STUDENTS - FINANCIAL AID RECORDS - FFEL AND DIRECT LOANS Records related to borrower's eligibility and participation. All audit requirements to be met prior to disposal. GUIDANCE: - AC - End of the award year in which the student last attended. - Retention based on 34 CFR § 668.24		AC +3, then destroy			RA -Access: FERPA, Confi- dential Record.
SG18559	COMPUTER SYSTEMS - HARDWARE DOCUMENTATION Operational and maintenance requirements of computer hardware, such as operating manuals, hardware configurations, control systems. GUIDANCE: - Series may relate to property management schedules.		PM	A	X	RA -Access may be restricted as part of facility security plans.

NOTE: A column may be added for specific agency series numbers to allow for associating a records series with an in-house procedure or policy.

SOCIAL SERVICES / WELFARE RECORDS

NOTE: All retention periods are filed by either the fiscal or calendar year. For all UNANNOTATED DUPLICATE COPIES, preferably destroy immediately after administrative need ends by either the fiscal or calendar year.

Series #	Series Title (Additional Description)	Office of Record	Retention Period & Transfer Instruction (By Year)	Archival (A) or (R)	Vital (X)	Guidance
SG1401	<p>CASE RECORD</p> <p>A. Including but not limited to application for assistance or services, eligibility forms, case history, authorization of assistance or services, and correspondence.</p> <p>B. Including but not limited to pre-adoption history, medical report on natural mother and child, and correspondence.</p> <p>C. For child, and covering one of the following: abuse or maltreatment; child support; foster care child; family adopting a child; child health; medical assistance; or day care child's medical records; except for adopted child sealed case record, which must be retained permanently; including but not limited to application for assistance or services, eligibility forms, authorization of assistance or services, and correspondence.</p> <p>D. For child held in detention home, children's shelter or similar facility, including but not limited to admission and release notice, copy of court order, copy of admission physical examination, psychiatric evaluation, accusation of staff abuse, list of personal property, and clothing inventory.</p>		<p><i>Items:</i></p> <p>A: PM</p> <p>B: PM</p> <p>C: Retain until youngest child attains age 28, then destroy</p> <p>D: Retain until child attains age 21, then destroy</p>			

LEGEND:

Retention Codes: **AC**-After closed, terminated, completed, expired, settled or last date of contact; **AV**-As long as administratively valuable; **CE**-Calendar Year End (December 31st); **FE**-Fiscal Year End (June 30th); **LA**-Life of Asset; **PM**-Permanent; **UA**-University Archives; **US**-Until Superseded

Archival: **A**-Record is or may be permanent and have historic value; **R**-Required review by the Records Manager to determine value.

Vital: **X**-Record is vital for immediate operation of the office of origin or the institution

Guidance: **RA**-Refers to the security needs of a record series. Must be justified.

Series #	Series Title (Additional Description)	Office of Record	Retention Period & Transfer Instruction (By Year)	Archival (A) or (R)	Vital (X)	Guidance
	<p>E. Non-services and Services case files, other than those described in item 1, sections c and d above, including programs such as Public assistance and Care, Medical Assistance, Food Stamp, Adult Services, and Aid to Dependent Children, and including but not limited to application for assistance or services, eligibility forms, authorization of assistance or services, and correspondence.</p> <p>F. Home Energy Assistance case files.</p>		<p>E: AC +6, then destroy</p> <p>F: AC +3, then destroy</p>			
SG1402	DENIED OR WITHDRAWN APPLICATION FOR ASSISTANCE OR SERVICES		AC +1, then destroy			
SG1403	<p>REGISTER</p> <p>Index or other record showing applications or requests for assistance or services or showing participation in program.</p>		AC +6. then destroy			
SG1404	<p>SOCIAL SERVICES CASE TRANSACTION HISTORY OR CASE ACTIVITY CONTROL LOG</p> <p>Record listing actions taken on case and dates, including public assistance, adult services, children's services, adoption case, and day care registration.</p>		PM			Contact State Archivist.

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Series #	Series Title (Additional Description)	Office of Record	Retention Period & Transfer Instruction (By Year)	Archival (A) or (R)	Vital (X)	Guidance
SG1405	FOSTER HOME CASE ACTIVITY CONTROL LOG GUIDANCE: - AC - After termination of foster home certification or license.		AC +6, then destroy			
SG1406	RECORD OF ASSISTANCE GRANTED A. Assets have been assigned. B. No assignment of assets.		<i>Items:</i> A: AC +10, then destroy B: AC +6, then destroy			
SG1407	ASSET ASSIGNMENT RECORD		AC +10, then destroy			
SG1408	ASSET REGISTER		AC +6, then destroy			
SG1409	PROPERTY RECORDS Including deed, mortgage, lien or estate records, and appraisal of fair market value. GUIDANCE: - LA - After assets liquidated or recoupment completed.		LA +6, then destroy			

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SG1410	UTILIZATION REVIEW AND LONG-TERM CARE PLACEMENT RECORDS Where Social Services conducts review and placement functions.		AC +6, then destroy			
SG1411	PAYMENT ROLL, SCHEDULE OR HISTORY		AC +10, then destroy			
SG1412	MEDICARE, MEDICAID OR INSURANCE CARRIER CLAIM RECORDS Including but not limited to schedule of payments, copy of claim, listing of invalid or rejected claims, vendor payment list, list of claims submitted for payment, and list of checks received.		AC +7, then destroy			
SG1413	INSURANCE AND REIMBURSEMENT RELATED REPORTS Including Medicare or Medicaid cost report, certified uniform financial or statistical report, and all necessary supporting documentation.		AC +9, then destroy			

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SG1414	SUPPORT COLLECTION ACCOUNTING RECORDS A. Official record of account B. Original entry and intermediary records, used in posting information to official account record: C. Fiscal and statistical reports relating to support collection:		<i>Items:</i> A: AC +6, then destroy B: AC +6, then destroy C: AC +6, then destroy			
SG1415	SUPPORT COLLECTION ENFORCEMENT CASE RECORD		AC +6, then destroy			
SG1416	MASTER SUMMARY RECORD Index or register of support collection cases.		PM			Contact State Archivist.

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