Communities
Connected
for Kids

Series	1300: Records Management
Policy Name	**Records Management Process**
Policy Number	1301
Origination Date	11/1/2013

Revision Date: 7/1/2018

Policy   It is the policy of Communities Connected *for* Kids to establish a process for maintaining and managing client records within each service center. Procedures will ensure that Communities Connected *for* Kids is in compliance with all applicable statutory requirements pertaining to the handling of analog (paper) documentation and the application of electronic records management.

Procedure

1. Communities Connected *for* Kids transitioned from an analog (paper) case record process to an electronic case record system.
2. There are four centralized record and processing rooms which are maintained by the Data Management Specialist (DMS) assigned to each record room.
3. Each DMS is responsible for the local scanning, validation and upload of the active analong (paper) records into the Agency Secured Knowledge (ASK) system as an electronic file.

Record Requests and Retrieval

1. There are two types of record requests: closed case records and public record requests.
2. Internally, requests for records are submitted electronically to the Data Management Specialist via the Records Management System (RMS) by authorized individuals at Communities Connected *for* Kids or the case management agencies.
3. DMS staff review the request to determine if the record is archived (located off-site at Archive Management Center) or a public records request.
4. If the record request is from an external requestor, then the process for said request is followed per the Public Records Request Policy #1305.

Active Files

All active (open) case files are maintained within the electronic system, ASK and can be accessed by related case management agencies.

Semi-Active and Inactive Retrieval

a. Occasionally, semi-active and inactive (closed) case files are maintained in a third-party records management center using standard storage boxes, appropriate safe shelving and an automated index system while some inactive files (closed) are located in ASK.

b. All indexing required for efficient retrieval will be completed prior to archiving and in accordance with the vendor's procedures.

c. The Data Management Specialists (DMS) will process the retrieval and subsequently scan the retrieved file into the ASK system for electronic archiving.

d. The files are requested, retrieved and processed via RMS.

Approved: _Carol Deloach_

Carol Deloach, CEO

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