

## SECTION 17. HUMAN SERVICES RECORDS

Records relating to the provision of human services for families, vulnerable adults and children by the County.

<b>General Instructions</b>		
<ul style="list-style-type: none"> <li>▪ <b>The minimum retention period applies to the record copy regardless of the storage format for the record (paper, electronic, microfilm, etc.).</b></li> <li>▪ <b>Unless otherwise specified in this retention schedule, duplicate copies may be destroyed at the discretion of the duplicate copy custodian provided they have no further administrative or other value. Duplicate copies should not be retained longer than the record copy.</b></li> <li>▪ <b>No record that is eligible for destruction under the retention schedule can be destroyed if it is pertinent to any anticipated, current or pending litigation, claim or audit or the subject of a legal hold.</b></li> </ul>		

Record Title	Record Copy Custodian	Record Copy Minimum Retention Period
<b>1. AGREEMENTS, CONTRACTS AND SUPPORTING DOCUMENTATION.</b>	See: Section 15 General Records – Agreements, Contracts and Supporting Documentation	
<b>2. CASE RECORDS.</b> Includes applications, proof of identity, verifications, income supporting documentation, claims and supporting documentation, and other records of human services provided by the County.		
<b>A. Adult Protection Services Client Case Records.</b> Records relating to protection services in connection with reports of abuse of at-risk adults, age 18 and older, who are unable to protect themselves due to age or disability and have no one to advocate on their behalf.	Human Services	5 years + current after case is closed
<b>B. Child Care Assistance Client Case Records.</b> Applications and supporting documentation relating to child care assistance.	Human Services	3 years + current after case is closed
<b>C. Child Support Enforcement Case Records.</b> Records relating to establishment, modification and enforcement of child support obligations pursuant to the state IV D plan.	Human Services	3 years + current after case is closed <u>and</u> youngest child in the case is declared emancipated

## Douglas County – Records Retention Schedule

Record Title	Record Copy Custodian	Record Copy Minimum Retention Period
<b>D. Child Welfare Services Records.</b>	Human Services	
<b>1) Adoption Client Case Records.</b> Records relating to placement of a child with an adoptive family after termination of parental rights, including evaluations, social history and medical information, birth family information, consent forms for out-of-state travel and medical care, adoption placement agreements, information sharing forms, etc.	Human Services	Permanent
<b>2) Child Welfare Client Case Records.</b> Records relating to child welfare assistance.	Human Services	5 years + current after case is closed
<b>3) Foster Care Client Case Records.</b> Records relating to placement of a child in foster care.	Human Services	5 years + current after case is closed
<b>E. Financial Assistance Client Case Records.</b> Includes, but is not limited to, applications and supporting documentation for Colorado Works and Old Age Pension.	Human Services	3 years + current after case is closed
<b>F. Food Assistance Client Case Records.</b> Applications and supporting documentation relating to eligibility for food assistance.	Human Services	3 years + current after case is closed
<b>G. General Emergency Assistance Client Case Records.</b> Applications and supporting documentation relating to eligibility for general emergency assistance.	Human Services	5 years + current after case is closed
<b>H. Low Income Energy Assistance Program (LEAP) Client Case Records.</b> Applications and supporting documentation relating to assistance to low-income households with winter heating costs; supporting documentation includes proof of income, copies of heating bills and rent receipts, proof of identification and signed affidavits of proof of citizenship.	Human Services	3 years + current after conclusion of the annual assistance program
<b>I. Medical Assistance Client Case Records.</b> Includes, but is not limited to, applications and supporting documentation for all categories of Family Medicaid, Children's Health Plan Plus, all childrens' waivers and all Adult Medicaid.	Human Services	3 years + current after case is closed
<b>J. Senior Services Client Case Records.</b> Records relating to County services to seniors, including information and referral services, needs assessment, and neighbor networking in which neighbors earn bankable credits by helping others in need.	Human Services	3 years + current after case is closed and bankable hours have been claimed or deeded to another Neighbor Network member

Douglas County – Records Retention Schedule

Record Title	Record Copy Custodian	Record Copy Minimum Retention Period
<p><b>K. Veterans Services Client Case Records.</b> Case files tracking advisory and counseling services provided to veterans in connection with benefits and services, including disability benefits, dependent and survivor benefits, hospital and medical care, burial benefits, education and training, vocational rehabilitation, or home loans.</p>	Human Services	3 years + current after last service provided to the veteran or survivor, or after there is no longer a surviving widow or dependents, whichever comes last
<p><b>L. Youth Initiative Client Case Records.</b> Program referral forms for Project “WrapAround” and applications and supporting documentation for other youth initiative assistance programs.</p>	County Administrator’s Office, Youth Initiative	5 years + current after case is closed
<p><b>3. CASE RECORDS - INVESTIGATIONS.</b></p>	Human Services	
<p><b>A. Investigations of Founded Referrals.</b></p>		
<p><b>1) Colorado Works Investigations – Founded Referrals with Intentional Program Violations.</b></p>	Human Services	<p><b>First and Second Offense:</b> 3 years after the determination</p> <p><b>Third Offense:</b> Permanent</p>
<p><b>2) Food Assistance Investigations - Founded Referrals Based on Misrepresentation of Identity or Residence.</b></p>	Human Services	<p><b>First and Second Offense:</b> 10 years after determination</p> <p><b>Third Offense:</b> Permanent</p>
<p><b>3) Food Assistance Investigations - Founded Referrals with Intentional Program Violations.</b></p>	Human Services	<p><b>First and Second Offense:</b> 3 years after the determination</p> <p><b>Third Offense:</b> Permanent</p>
<p><b>B. Investigations of Founded Referrals with Felony Fraud Charges.</b></p>	Human Services	<p><b>Felony Fraud Charges with Conviction:</b> 5 years after case conviction or until restitution is paid off, whichever is later</p> <p><b>Felony Fraud Charges with No Conviction:</b> 5 years after charges filed</p>
<p><b>C. Investigations of Unfounded Referrals.</b></p>	Human Services	3 years after determination
<p><b>4. CORRESPONDENCE AND GENERAL DOCUMENTATION.</b> Correspondence and documentation of a general nature.</p>	See: Section 15 General Records – Correspondence and General Documentation	
<p><b>5. FINANCIAL RECORDS.</b></p>	See: Section 13 Financial Records	
<p><b>6. GRANT RECORDS.</b></p>	See: Section 13 Financial Records – Grants and Supporting Documentation	

Douglas County – Records Retention Schedule

Record Title	Record Copy Custodian	Record Copy Minimum Retention Period
7. LONG RANGE PLANS – HUMAN SERVICES.	See: Section 15 General Records – Reports, Studies and Plans – Strategic Plans	
8. PAYROLL AND PERSONNEL RECORDS.	See: Section 23 Payroll Records and Section 24 Personnel Records	
9. PROGRAM DEVELOPMENT RECORDS.	See: Section 15 General Records – Program Development Records	
10. PUBLICATIONS.	See: Section 15 General Records – Publications	
11. REPORTS.	See: Section 15 General Records – Reports, Studies and Plans	
12. VOLUNTEER RECORDS.		
A. <b>Transportation Database.</b> Tracking of trips by clients, monthly logs of volunteers and reimbursement to volunteers.	Human Services	3 years + current after audit
B. <b>Volunteer Worker Records.</b>	See: Section 24 Personnel Records – Employee Records – Volunteer Worker Records	