

Big Bend Community Based Care Policy & Procedure

Series:	900: Data Collection, Records and Reporting		
Policy Name:	Retention, Storage, and Disposal of the Client Record		
Policy Number:	906		
Origination Date:	3/09/2009	Revised:	Board Meeting of 12/13/2018
Regulation:	Ch. 119, F.S. Ch. 257, F.S. 1B-24, F.A.C. 65E-14.002, F.A.C.	CFOP 15-4 CFOP 175-51 CF Pamphlet No. 15-7	

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to maintain, retain, and dispose of client records in accordance with current DCF Operating Procedures (CFOP), Florida Administrative Code (F.A.C.) and contractual requirements.

Procedure

A. General.

1. BBCBC will adhere to the retention and disposition requirements of public records as outlined in Chapters 119 and 257, F.S., applicable Florida Rules, including, but not limited to, 1B-24, F.A.C., CF Pamphlet No. 15-7 and all applicable contracts.
2. BBCBC will conduct an internal analysis of information not identified in the Florida retention schedules to assess the administrative, fiscal, regulatory, and historic value to the agency, resulting in a proposed retention period to be approved by the State of Florida through the State's prescribed procedures.
3. BBCBC will manage inactive records storage and dispose according to the retention schedule.
4. For purpose of this procedure, the following definitions apply:
 - a. "Public records" means all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.
 - b. "Agency" Any state, county, district, authority, or municipal officer, Department, division, board, bureau, commission, or other separate unit of government created or established by law and any other public or private agency, person, partnership, corporation, or business entity acting on behalf of any public agency.
 - c. "Record copy" is the official record, which must be retained for the retention period. There is only one "record copy" and it will always be located in the jurisdiction of the case.

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- d. "Duplicate records" are all copies other than the record copy. Duplicates may be destroyed when obsolete, superseded, or administrative value is lost.
- e. "Records retention schedule" means a document created by the BBCBC staff that specifies the length of time a "record copy" or a "duplicate copy" must be maintained by the agency before the copy must be or may be destroyed.

B. Retention Schedule for Child Welfare Network Client Records.

- 1. The retention schedule will be, maintained as a living document and will be updated as the information created and received within the organization changes.
- 2. At no time will any information in the case record be removed or expunged, except through legal court order.
- 3. The case file is to be retained in its entirety prior to any conversion based on the appropriate retention schedule.

C. Retention Schedule for Substance Abuse and Mental Health Managing Entity Records.

- 1. All financial and programmatic records, supporting documents, statistical records, and other records pertinent to the Managing Entity contract and necessary to document expenditures, income and assets will be maintained for the duration of the contract, and for an additional period of six (6) years, beginning ninety (90) days after the termination of the contract.
 - a. Records that exist in paper format will be retained in accordance with *BBCBC OP 1300-1311, Records Retention*.
 - b. Records that exist in electronic format will be maintained in secure electronic storage.

D. Storage and Maintenance of Closed and Inactive Files.

- 1. All records and information, both active and inactive, will be stored with due consideration for security, confidentiality, and final disposition.
- 2. All storage systems will be designed to be cost effective, to facilitate efficient access and with due consideration for the needs of the end user.
 - a. Closed and inactive files will be maintained in the BBCBC Archives in labeled, indexed boxes.
 - b. All service records will be maintained in the BBCBC Archives excluding adoption files, which are secured by DCF.
- 3. All storage media (hard copy paper, electronic data, film/fiche, etc.) will be designed to secure and protect the information contained therein for the appropriate period of time, to be disposed of according to the established retention schedule.

E. Disposal.

- 1. BBCBC will dispose of applicable Child Welfare Network and Substance Abuse and Mental Health Managing Entity records only after all retention schedule requirements have been met.
- 2. Disposal will be completed in a manner that maintains confidentiality of all relevant data and information.

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3. When disposing of Duplicate Records that contain confidential information (anything identifying a case/client, i.e., name, address, identifying numbers, etc.), sub-contractors are required to dispose of documents in a manner that maintains the confidentiality of all relevant data and information.