



Policy Number: 39 Effective Date: August 15 th , 2016 Revised: N/A
Subject: Client Records

PURPOSE:

Camden County Developmental Disability Resources shall maintain permanent client records physically, convert to digital format, and store on an internet based storage utility (cloud).

POLICY:

Client records shall be stored on multiple physical servers maintained by the contracted internet data storage provider. The servers are redundant and update immediately and simultaneously. Data compromised by damage to any one physical server can be recovered immediately via one of the other servers.

- I. All Client records are given to a designated employee. Records received in digital form will be moved to the Record's folder on the shared drive and an email will be sent to the designated employee regarding the receipt of new records.
- II. Records received in physical form will be placed in the Records Room Inbox to await scanning.
- III. The designated employee will scan and digitally file all physical records. Physical records will be filed by client name and number and maintained for 1 year. After 1 year any document that does not pertain to initial eligibility or legal status will be shredded as outlined in Division Directive 1.060.
- IV. As much as possible, any Transfer of Records will occur digitally. Once the receiving agency has confirmed receipt of digital files, the digital record will be moved to CCDDR Inactive Client file.

If the receiving agency is unable to receive digital files, the CCDDR Records Clerk will print the file and send it to the receiving agency via certified mail.

REFERENCES:

- Section 630.110 and 630.115 RSMo
- CARF Standards Manual
- Division of DD Directive 1.060
- 9 CSR 45-3.030