

Policy & Procedure on Record Retention & Destruction

CHOICE, Inc.

I. Policy

CHOICE, Inc. maintains records related to service recipients, personnel, financial and other various program documentation. Records are kept uniform, legible, confidential and protected against loss and/or alteration. Participant records are accessible, upon request, to the person receiving services, the person's legal representative and anyone else authorized by the person receiving services, the person's case manager, staff providing services and a county licensor.

II. Procedures

A. Record Retention

1. Participant Records

- a. Participant records will be kept organized and updated as CHOICE, Inc. representatives become aware of any revisions to the content. The participant record contains the current year and 1 previous year of data (2 years in the working file). Older information will be relocated to the back-file record keeping system where the information is kept for a minimum of 5 years following a participant's exit from the program, no matter the reason for leaving. All participant records must be kept while a person is receiving services from CHOICE, Inc. and will be stored in a secure filing area or electronically.

2. Personnel Records

- a. Personnel records will be kept organized and updated. Records will be kept for a minimum of 5 years following an employee's exit from the organization, no matter the reason for leaving.

3. Program Records

- a. Program records will be kept organized and updated. Records will be kept for a minimum of 5 years from the date that a program closes, no matter the reason for closing.

4. Financial Records

- a. Financial records will be kept organized and updated. Records will be kept for a minimum of 7 years from the date that a program closes, no matter the reason for closing.

B. Record Destruction

All records that contain identifying information will be properly destroyed, as required dates for maintaining this information expire. These records may be stored in a secure area awaiting proper destruction. CHOICE, will do this by securely shredding onsite or bringing in a professional shredding service. Discarding documents that may contain identifying information in a trashcan (without proper destruction) is prohibited.

Policy reviewed and authorized by:

BI BI
Date of last policy review: 6/30/21 Date of last policy revision: 9/12/2017

Policy reviewed and authorized by:

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