



Policy Number:

39

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Revised: September 18<sup>th</sup>, 2017, April 9, 2020

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Subject: Client Digital/Electronic Records

**PURPOSE:**

Camden County Developmental Disability Resources (CCDDR) shall maintain permanent client physical records when necessary, convert physical records to digital/electronic format when applicable, and store digital/electronic records on secured online (aka “cloud”) databases.

**POLICY:**

Client records shall be stored in multiple secured online databases maintained by the contracted online data storage provider, contracted IT agent, and/or appropriate designee(s). The servers are redundant and update immediately and simultaneously. Data compromised by damage to any one online server can be recovered immediately via one of the other online servers or via a secondary provider’s back-up data storage system server.

All client records are given to a designated employee. Records received in digital form will be moved to the Client Records folder on the appropriate secured online database, and an email will be sent to the designated employee regarding the receipt of new records.

Physical records received will be placed in the Records Room Inbox to await scanning. The designated employee will scan the physical records and transfer the digital copy to the appropriate file in the secured online database. Physical records will be filed by client name and number and will be maintained for 1 year. After 1 year, any physical document that does not require permanent retention and/or pertains to initial eligibility or legal status will be shredded as outlined in the Division of Developmental Disabilities Directive 1.060.

As much as possible, any transfer of records will occur digitally. Once the receiving agency has confirmed receipt of the digital files, the digital record will be moved to the CCDDR Inactive Client file.

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

**REFERENCES:**

- DDD Directive 1.060
- DMH DOR 8.110
- CARF Standards Manual