

Retention and Classification Report

Agency: Department of Health and Human Services. Operations. Division of Customer Experience. (4611)

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Records Officer: _____

25728 Disabilities ombudsman case reviews

AGENCY: Department of Health and Human Services. Operations. Division of Customer Experience.

SERIES: 25728

3

TITLE: Disabilities ombudsman case reviews

DATES: 2003-

ARRANGEMENT: Alphabetical by name, thereunder chronological by date.

ANNUAL ACCUMULATION: 0.50 cubic feet.

DESCRIPTION:

These case files are collected and maintained to document steps taken in the process of resolving conflicts between consumers of the Division of Services for People with Disabilities (DSPD) and any of the Divisions contracted service providers or the Division itself. Records may contain identifying information such as: name, date of birth, social security number, Medicaid number, address, phone number, DSPD support coordinator, DSPD Region offering services and contracted day and residential providers including direct care and supervising staff on the referrer, subject of the referral and legal guardian for the subject of the referral. Case logs document all activities, conversations, observations, thoughts, and conclusion of the Disabilities Ombudsman.

Also included is collateral information copied from DSPD case files, bank statements, Social Security records, medical/dental records, psychological records, Medicare/Medicaid records, correspondences not generated by nor originally addressed to the Disabilities Ombudsman, court records, e-mails, correspondences addressed to the Disabilities Ombudsman and other agencies providing services to the consumer/subject of the referral or their families. Also included are correspondences initiated by the Disabilities Ombudsman and sent to members of a mediation team that may include DSPD staff, contract provider staff, family, friends or interested parties of the consumer/subject of the referral, and the consumer/subject of the referral. These correspondences contain detailed information about the issues of concern, each team member's perspectives about the issues of concern, agreed upon solutions to resolve the conflicts in the issues of concern and follow-up task given to members of the mediation team. Closing Summary Reports detail issues of concern; the steps taken to try and resolve the conflicts found in the issues of concern; DSPD's response to the consumer/subject of concern and willingness to cooperate in the resolution.

RETENTION:

Retain for 8 year(s)

DISPOSITION:

Destroy.

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(continued)

RETENTION AND DISPOSITION AUTHORIZATION:

Retention and disposition for this series were specifically approved by the State Records Committee.

APPROVED: 04/2005

FORMAT MANAGEMENT:

Paper: Retain in Office for 3 years and then transfer to State Records Center. Retain in State Records Center for 5 years and then transfer to State Archives with authority to weed.

Computer data files: Retain in Office until administrative value has been met and then delete.

APPRAISAL:

These records have administrative value(s).

PRIMARY DESIGNATION:

Controlled UCA 63G-2-304(2008)