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Last Revised:	12/2019
Next Review:	12/2020
Owner:	<i>Bernard Hooper: Compliance Officer</i>
Policy Area:	<i>Compliance</i>
References:	

Record Retention and Disposal Policy

POLICY

The Detroit Wayne Integrated Health Network ("DWIHN") is a public body required by law to comply with the archival requirements of the State of Michigan. It is the DWIHN's policy to retain and dispose its public records in a manner consistent with state and federal requirements.

PURPOSE

The purpose of this policy is to establish the safe keeping of records including retention and destruction in accordance with the applicable standards.

APPLICATION

1. The following groups are required to implement and adhere to this policy: DWIHN Board, DWIHN Staff, Contractual Staff, Access Center, Network Providers, Crisis services vendor, Credentialing Verification Organization (CVO)
2. This policy serves the following populations: Adults, Children, I/DD, SMI/SEI, SED, SUD, Autism
3. This policy impacts the following **contracts/service lines**: MI-HEALTH LINK, Medicaid, SUD, Autism, Grants, General Fund

KEYWORDS

1. General Schedule: Covers records that are common to a particular type of government agency. General Schedules may not address every single record that a particular office may have in its possession. General Schedules do not mandate that any of the records listed on the schedule be created. However, if they are created in the normal course of business, the schedule establishes a minimum retention period for them. Retention records for longer periods is authorized if the individual has reason to believe that a record may be required beyond the minimum retention period for the efficient operation of the agency. The General Schedule covering the DWIHN's operations is General Schedule # 20, attached as Exhibit A.
2. HIPAA: Health Insurance Portability and Accountability Act
3. Non-record Materials: Include, but are not limited to, extra copies of documents retained only for convenience of reference, and letters of transmittal/routine correspondence that do not document significant activities of the DWIHN. Non-record materials do not need to be retained. A more comprehensive description may be found within General Schedule #1, attached as Exhibit B.

4. Public Records: Recorded information "prepared, owned, used, in the possession of, or retained by a public body in the performance of an official function, from the time it is created." Michigan Freedom of Information Act (FOIA) (M.C.L. 15.231 - 15.232)

Any terms used, but not otherwise defined, in this policy shall have the same meaning as those terms have under state and federal law

STANDARDS

1. General

- a. DWIHN records may only be disposed of in accordance with this policy and the applicable General Schedule(s).
- b. DWIHN Non-record Materials may be disposed of once they have served their intended purpose.
- c. Generally, the original version of a record created and/or received by, or on behalf of, DWIHN Personnel or representatives is the record that needs to be retained. Only one copy of a record needs to be retained. The copy may be in either digital or paper format.

2. Email

- a. Personnel shall retain email that has not fulfilled its legally-mandated retention and/or destruction period.
- b. Messages routing correspondence and that do not document significant activities of the DWIHN and messages of a purely personal nature that do not relate to the business operations of the DWIHN may be deleted immediately.
- c. Personnel shall organize their business-related email messages so that they can be located and used as needed.
- d. Personnel shall not permanently delete (i.e., "double delete") any business-related emails or empty entire email folder(s) at any time, including upon separation from the DWIHN.
- e. Senders and recipients of email messages shall evaluate each message to determine if the message needs to be kept as documentation of their role in a business-related process.
- f. Senders are generally considered to be the person of record for an email message. However, if recipients of the message take action as a result of the message, they should also retain it as a record.
- g. Personnel shall retain only the final message in a communication string that documents the contents of all previous communications. This is preferable to retaining each individual message containing duplicate content.
- h. Personnel shall understand that forwarding business-related email -- whether or not illegally deleted from the DWIHN's email system -- to other accounts (e.g., home) incurs risk of seizure of personal computer systems in accordance with state and federal law.
- i. Personnel shall promptly dispose of (delete) email messages if there is no official business-related reason to keep, store, or print them.
- j. Questions regarding email retention and destruction can be directed to the DWIHN's Corporate Compliance Officer or General Counsel for assistance and/or guidance.

3. Administrative Records

- a. Administrative records are to be retained/disposed of in accordance with the applicable General Schedule and the requirements of the State of Michigan Department of Technology, Management and Budget.
- b. All records disposal will be done in a manner insuring client confidentiality.

4. Claims

- a. After the claims determination payment action and posting is completed, the claims and related materials are accumulated in file segments and held before transfer to an approved off site storage facility.
- b. Claims are held in house for three (3) years based on the starting date of initial payment or denial.
- c. At the end of the three (3) year retention period, claims will be moved to an approved off site storage facility and held for 10 years.
- d. Claims that have satisfied their required period of retention will be destroyed in an appropriate manner.

The unauthorized destruction and/or the removal of such claims are prohibited.

QUALITY ASSURANCE/IMPROVEMENT

DWIHN shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of the direct contractors and their subcontractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWIHN staff, Direct contractors, and subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

1. State of Michigan Records Retention and Disposal Schedule Department of Department of Technology Management and Budget.
 - a. General Schedule # 20 (Approved 5/01/07 for Community Mental Health Services Programs)
 - b. General Schedule # 26 (Approved 10-07-08 for Local Government Human Resources)
 - c. General Schedule # 30 (Approved 12-01-09 for Local Government Information Technology)
 - d. General Schedule #31 (Approved 04-07-09 for Local Government Financial Records)
2. State of Michigan Department of Technology Management and Budget – Non-record Material Defined (Approved 11/16/04 for most offices in local government, Approved 06/02/2015).
3. Michigan Mental Health Code Act, PA 258 of 1974, as revised.
4. Michigan Freedom of Information Act, PA 442 of 1976 as revised.
5. Health Insurance Portability and Accountability Act (HIPAA) of 1996, 45 CFR 164.316(b)(2),
6. HIPAA Privacy Rule, 45 CFR 164.530(c) (<https://www.hhs.gov/hipaa/forprofessionals/faq/575/what-does->

[hipaa-require-of-covered-entities-when-they-disposeinformation/index.html](#))

7. 42 CFR 422.504 [d][2][iii] (<https://www.gpo.gov/fdsys/pkg/CFR2006-title42-vol3/pdf/CFR-2006-title42-vol3-sec422-504.pdf>).

RELATED POLICIES

1. [Customer Service Medical Record Retention](#) Procedure

RELATED DEPARTMENTS

1. Administration
2. Claims Management
3. Clinical Practice Improvement
4. Compliance
5. Customer Service
6. Information Technology
7. Integrated Health Care
8. Legal
9. Managed Care Operations
10. Management & Budget
11. Purchasing
12. Quality Improvement
13. Recipient Rights
14. Substance Use Disorders

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

EXTERNAL

Attachments:

[General Schedule 1.pdf](#)
[General Schedule 20.pdf](#)

Approval Signatures

Approver

Date


Dana Lasenby: Chief Clinical Officer

12/2019

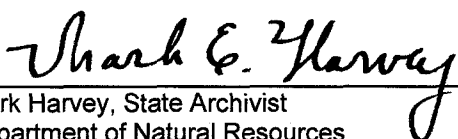
GENERAL SCHEDULE #1 – Non-records

This Retention and Disposal Schedule revises General Schedule #1 that was approved on November 16, 2004.

This Retention and Disposal Schedule covers materials that are classified as "non-records." These materials are common to most local government agencies. We, the undersigned, believe that the materials described in this schedule have no administrative, legal, fiscal and archival value to the State of Michigan.

 4/17/15

Brice Sample, Records Manager Date
Department of Technology, Management and Budget
Records Management Services

 4/30/15

Mark Harvey, State Archivist Date
Department of Natural Resources
Archives of Michigan

APPROVED

2015 6-2-15

State Administrative Board Date

State of Michigan
Department of Technology, Management & Budget - Records Management Services
Records Retention and Disposal Schedule

General Schedule #1: Non-record Materials

Item Number	Series Title	Agency Retention	Total Retention	State Administrative Board Approval Date
GS1	- <u>Non-record Materials</u>	ACT	ACT	

Non-record materials are recorded information that are in the possession of an agency, but are not needed to document the performance of an official function. An agency's disposition practices needs to include managing non-record materials, because their volume may exceed that of records that do document official functions.

Examples of non-records may include:

- Draft documents that are replaced by new or final versions. Drafts that are not needed to document the development of the final record. Drafts that are not required to be retained by an agency-specific schedule.
- Duplicate copies of a document that are retained for convenience of reference.
- Information that does not document official activities.
- Letters of transmittal (including routing slips) that do not add any information to the transmitted material.
- Notes and recordings that have been transcribed into another format for record retention.
- Publications that are received from outside sources that are retained for reference purposes, such as newsletters, brochures, catalogs, books, professional development materials, etc.
- Mass mailings, notices, flyers, etc. that are received for informational purposes.
- Advertisements, spam and junk mail.
- Tracking documents or tools that are used to ensure that all steps in a business process take place, but are not the official documentation of the action or activity.
- Research and reference materials that are collected from outside sources, but are not needed to document how the final decision is made.

ACT = Non-record materials can be disposed of when they are no longer needed for reference purposes.

GENERAL SCHEDULE #20 – Community Mental Health Services Programs

General Schedule #20 replaces the Retention and Disposal Schedule developed for the Community Mental Health Board that was approved on March 17, 1992.

This Retention and Disposal Schedule covers records that are commonly found in **local Community Mental Health Services Programs**. The records that are described on the attached pages are deemed necessary (1) for the continued effective operation of Michigan government, (2) to constitute an adequate and proper recording of its activities, and (3) to protect the legal rights of the government of the State of Michigan and of the people. We, the undersigned, believe that this schedule meets the administrative, legal, fiscal and archival requirements of the State of Michigan.

Janet Olszewski 3-2-07

Janet Olszewski, Director (Date)
Department of Community Health

Mark Harvey 4/5/07

Mark Harvey, State Archivist (Date)
Department of History, Arts and Libraries, Archives of Michigan

Debra Gearhart 2/27/07

Debra Gearhart, Director (Date)
Department of History, Arts and Libraries, Records Management Services

APPROVED

State Administrative Board 5/1/07
(Date)

State of Michigan
Department of History, Arts and Libraries - Records Management
Records Retention and Disposal Schedule

DeptCode DeptName
 /GS20/ *Community Mental Health Services Programs*

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
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0.INTRO -

In 1974 the Michigan Mental Health Code (Public Act 258) transferred the authority and funding for the care and treatment of adults and children with mental illness and developmental disabilities from the state to Community Mental Health Services Programs (CMHSPs), agencies sponsored by Michigan's 83 counties and overseen by the Michigan Department of Community Health (MDCH). Mental health services in Michigan are coordinated through local Community Mental Health Services Programs (CMHSPs).

A Community Mental Health Services Program is an entity operated under Chapter Two of the Michigan Mental Health Code. Forty six (46) CMHSPs serve all 83 Michigan counties. Created by county government and financed by state, federal and local funds, CMHSPs provide a comprehensive range of services and supports to children and adults with mental illnesses and developmental disabilities. CMHSPs provide 24 hour emergency/crisis response services, 24 hour preadmission screening services, children's diagnostic and treatment services, the single point of entry into the public mental health system, management of mental health and substance abuse specialty services benefits for medicaid beneficiaries.

20.0001 -	<u>Board Member Records</u>	PERM	05/01/2007
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This record will document the past and current members of the Board of Directors for the Community Mental Health Services (CMHS) Program. The records may include photographs and biographies.

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SUP = Superseded	EVT = Event	DISP = Immediate Disposal	

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
20.0002 -	<u>County Board of Commissioner Records</u>	PERM	05/01/2007
	<p>The County Board of Commissioners provides oversight to the community mental health agency (a department of county government). The record will include correspondence and decisions of the Board. This record series does not apply to community mental health organizations or mental health authorities.</p>		
20.0003 -	<u>CMHS Program Bylaws</u>	PERM	05/01/2007
	<p>This record will document bylaws promulgated to govern the organization, operation and procedures of the CMHS Program.</p>		
20.0004 -	<u>Annual Reports</u>	PERM	05/01/2007
	<p>The Annual Report contains yearly statements about the financial performance and operations of the program. One copy of each annual report should be retained for historical reference.</p>		
20.0005 -	<u>Strategic Plan</u>	CR+5	05/01/2007
	<p>A strategic plan is used by the CMHS Program to align its organization and budget structure with organizational priorities, missions, and objectives. The plan may include a mission statement, a description of the agency's long-term goals and objectives, and strategies or means the agency plans to use to achieve these general goals and objectives. The strategic plan may also identify external factors that could affect achievement of long-term goals.</p>		

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20.0009 - Transitory Correspondence **CR+0/1** **05/01/2007**

Transitory correspondence is written communication of short term interest which has no documentary value and need not be retained more than 30 days (CR+0/1). This type of correspondence message has limited administrative and evidential value which is lost soon after the communication is received. Transitory messages do not set policy, establish guidelines or procedures, certify a transaction or become a receipt. Examples of transitory correspondence include letters of transmittal that do not add information to the transmitted materials, routine requests for information which require no: administrative action, policy decision, special compilation or research. This type of record also includes invitations to work-related events, notifications of an upcoming meeting, and similar records.

20.0010 - General Correspondence **CR+2** **05/01/2007**

General correspondence does not pertain to a specific project or case, and it is often organized chronologically or by correspondent's name. General correspondence may include referral correspondence. If the correspondence does pertain to a specific project or case, it should be filed with that project or case file. General correspondence may exist in a variety of formats, including memos, letters, notes and electronic mail messages. This series also includes automated or manual tools that index and/or track when correspondence was received, the topic of the correspondence, who is responsible for responding to the correspondence, and when the correspondence is considered closed for further action.

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20.0011 - Administrative Subject File **ACT+6** **05/01/2007**

These records are used to support administrative analysis, program and project planning, procedure development and programmatic activities for a department or agency. Subject files are generally organized alphabetically by topic. Document types may include periodic activity reports (narrative and statistical), special reports, topical correspondence, research materials, project planning notes, organizational charts, agency descriptions, etc. Subject files do NOT include case files, files related to individual program activities, human resources files, and accounting records.

Subject files should be retained while the topic is still considered to be of active interest. For topics that will always be active, the office may want to consider cutting-off the file every year and creating a new file for subsequent years.

Topics in the subject files are to be destroyed six years after they become inactive (ACT+6).

20.0012 - Policies, Procedures, and Directives **SUP** **05/01/2007**

These records include manuals, regulations, orders, circulars, information sheets, memos, etc. They do not include distribution and reference copies, or the documentation that is used to develop the policy, procedure or directive. Records will be retained until they are superseded.

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
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20.0013 - Meeting Records - Open Meetings of Public Bodies **CR+6** **05/01/2007**

These records document the official activities of public bodies that are subject to the provisions of the Open Meetings Act (such as official governing boards, commissions, committees, advisory boards, task forces or other legislatively mandated decision-making bodies). These records include original approved (sometimes signed) meeting minutes, agendas, audio/visual recordings, and other supporting documentation. Audio/visual recordings may be destroyed after the meeting minutes are approved. These records do not include meeting notices, bulletins, or documentation of expenditures.

20.0014 - Meeting Records - Closed Meeting Sessions of Public Bodies **EVT** **05/01/2007**

These records document the official activities of public bodies that are subject to the provisions of the Open Meetings Act (such as official governing boards, commissions, committees, advisory boards, task forces or other legislatively mandated decision-making bodies). These records include original approved (sometimes signed) meeting minutes, agendas, audio/visual recordings, and other supporting documentation related to closed meeting sessions only. EVT = 1 year and 1 day after approval of the minutes of the regular meeting at which the closed session occurred. MCL 15.267(2).

20.0015 - Meeting Records - Internal Agency Staff **CR+2** **05/01/2007**

These records may include meeting minutes, agendas, and distribution materials related to staff meetings.

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20.0016 - Freedom of Information Act (FOIA) Records **CR+1** **05/01/2007**

These records will document requests for information and public records maintained by Community Mental Health Services Programs. They may include requests for information, correspondence, a copy of the information released, and billing documentation.

20.0017 - Budget Documentation **CR+7** **05/01/2007**

These files are maintained for budget planning and allocation purposes and may include copies of the following: revenue details, expenditure details, budget projections, recommendations, estimates, related correspondence, etc.

20.0018 - Litigation Files **ACT+10** **05/01/2007**

These files document any litigation to which the Community Mental Health Services Program is a party. Documents may include depositions transcripts, decisions, correspondence, data, exhibits, research materials, reports, press releases, media clippings, etc. Files will be retained until the case is closed (ACT) plus ten years.

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
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20.0022 - Visitor Logs/Registers CR+2 05/01/2007

These records will document who visited a particular office, what entity that person represented, which employee or office was visited, when they arrived and when they left. They may be used to track visitor statistics and/or for security purposes.

20.0023 - Contracts EXP+6 05/01/2007

This record will document original contracts/agreements between the Community Mental Health Services Program and all other entities, including the Department of Community Health. The records will include the contract and any supporting documentation. Records will be retained until contract expiration (EXP) plus six years.

20.0024 - Accounts Payable Records FY+7 05/01/2007

These records will include imprest cash and disbursement vouchers, travel expense vouchers, payment vouchers, purchase requisitions and orders, cash disbursement journals, billings, packing slips, approvals, reconciliations, and any other supporting documentation for a payment.

20.0025 - Accounts Receivable Records FY+7 05/01/2007

These records will document money received from revenue sources.

DeptCode
/GS20/

DeptName
Community Mental Health Services Programs

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
20.0026 -	<u>Journal Entries/General Ledger</u>	FY+7	05/01/2007
	<p>This record will contain general journal entries and general ledgers used to document corrections, miscellaneous adjustments, expenditure and revenue adjustments, year-end adjusting entries, and various other transactions.</p>		
20.0027 -	<u>Deposit Transactions</u>	FY+7	05/01/2007
	<p>This record may include daily cash receipt logs, cash receipts, deposit slips, journals, bank reconciliations, and other supporting documentation</p>		
20.0028 -	<u>Year-end Closing Records</u>	FY+7	05/01/2007
	<p>These records are used to support the year-end closing function. The records may include correspondence, documentation describing closeout problems and resolution, accounts receivable documents, accounts payable documents, etc.</p>		
20.0029 -	<u>Patient Fees</u>	FY+7	05/01/2007
	<p>This record will include approved fee schedules, pro-ration reports, third party billings, private pay billings, related revenue supporting documentation, etc.</p>		

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20.0030 -	<u>Purchase Orders</u>	FY+7	05/01/2007
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This record will include purchase requisitions and purchase orders.

20.0031 -	<u>Family Support Subsidy Records (Supersedes Item Number 4570)</u>	CR+7	05/01/2007
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The Michigan Legislature passed the Family Support Subsidy Act in 1983. The Family Support Subsidy Program provides financial assistance to families who care for their children with severe disabilities at home. The Department of Community Health and the CMHS Programs administer and implement the Act. These records are maintained to document family support subsidy assistance for children 18 years of age or younger. The records will include the application, the child's birth certificate, a copy of the family's most recently filed Michigan Income Tax Return (MI 1040), written proof from the local or intermediate school district that certifies that the child is eligible, and the child's Social Security number.

20.0032 -	<u>I-9 Forms</u>	EVT+3	05/01/2007
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Federal Form I-9 includes verification by employers of identity and immigration status of all new employees. Federal code 8 CFR 274A.2 (1998) requires that employers maintain signed copies of I-9 forms for 3 years after the date of hire or one year after termination (EVT), whichever is later.

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
20.0033 -	<u>Consolidated Omnibus Budget Reconciliation Act (COBRA) Records</u>	CR+7	05/01/2007
	<p>Congress passed the Consolidated Omnibus Budget Reconciliation Act (COBRA) health benefit provisions in 1986. The law amends the Employee Retirement Income Security Act, the Internal Revenue Code and the Public Health Service Act to provide continuation of group health coverage that otherwise might be terminated. COBRA provides certain former employees, retirees, spouses, former spouses, and dependent children the right to temporary continuation of health coverage at group rates. This record will include copies of all COBRA required notices, any valid documentation or signed acknowledgements that the notices were received by the employee/qualified beneficiary, detailed documentation related to any instance in which COBRA continuation is not offered, and all related correspondence.</p>		
20.0034 -	<u>Personnel Files</u>	ACT+7	05/01/2007
	<p>These files are maintained for each employee and contain records that document all human resources related transactions that occurred during the employees' period of active employment. Documentation within the file may include the following: resumes, applications, withholding cards beneficiary designations, performance evaluations, pay adjustments, name and address changes, service ratings, insurance information, counseling and disciplinary documents, correspondence, etc. This file remains active until the employee makes a departure other than a leave of absence.</p>		
20.0035 -	<u>Selection Files</u>	CR+4	05/01/2007
	<p>These records contain all documents that support appointment and selection activity for employment. The files may contain selection criteria, evaluation of candidates, position descriptions, applications, interview questions, reference checks, and appointment recommendations/notifications.</p>		

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20.0036 -	<u>Time and Attendance Records</u>	CR+5	05/01/2007
	<p>These records may include time cards, timesheets, etc. and are used to document the attendance and hours worked by date and time. The records may be signed by the employee.</p>		
20.0037 -	<u>Workers Disability Compensation Files</u>	CR+10	05/01/2007
	<p>These files document Worker's Disability Compensation claims due to on-the-job injury or illness. Documentation may include the initial injury claim form, accident reports, notice of commencement of compensation payments, employee wage data, copies of time and attendance records, medical documentation and reports, correspondence, etc.</p>		
20.0038 -	<u>Medical Records (Non-exposure to Hazardous Materials)</u>	ACT+7	05/01/2007
	<p>These records may contain the following documentation: medical leave applications, insurance forms (including long term disability forms), leave extension requests, medical certifications by physician, application for continuation of insurances, doctor's release, supporting medical documentation, blood tests, vision and hearing tests, etc.</p>		
20.0039 -	<u>Medical Records (Exposure to Hazardous Materials)</u>	ACT+30	05/01/2007
	<p>These records may contain the following documentation: medical leave applications, insurance forms (including long term disability forms), leave extension requests, medical certifications by physician, application for continuation of insurances, doctor's release, supporting medical documentation, blood tests, vision and hearing tests, etc.</p>		

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20.0040 -	<u>Employment Applications/Resumes</u>	CR+1	05/01/2007
20.0041 -	<u>Employee Grievance Files</u>	ACT+7	05/01/2007
	<p>These files are maintained to document grievances filed against employers. The records may include pre-hearing reports, grievance forms, correspondence, summary sheets, employee history information, decisions, etc. ACT is defined as until the grievance is closed.</p>		
20.0042 -	<u>Unemployment Compensation Files</u>	CR+5	05/01/2007
	<p>These files may include a request to Employer for Wage and Separation Information (UA-555), Notice of Determination or Redetermination (UA-1302), check stubs, charge statements (US-1136), Credit Statements (UA-1137), Notice of Overpayment Adjustment (UA-1141), Notice to Employer of Receipt of Protest (UA-1142), etc.</p>		
20.0043 -	<u>Union Contract Negotiation Files</u>	EXP+3	05/01/2007
	<p>These records may include ground rules, proposals/counter proposals, final contracts, secondary negotiations, meeting minutes, collective bargaining agreements, and correspondence. Retention is based upon expiration of the contract.</p>		

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20.0044 -	<u>Discrimination Complaint Records</u>	ACT+7	05/01/2007
	<p>These records document the investigation into all discrimination complaints. The records may include correspondence, complaint detail, management/staff/witness statements, and other investigatory records. Records will be retained until the complaint is closed (ACT) plus 7 years.</p>		
20.0045 -	<u>Reasonable Accommodation Files</u>	ACT+7	05/01/2007
	<p>These records may include reasonable accommodation request submitted by employees, evaluations, responses, and copies of medical documentation.</p>		
20.0046 -	<u>MIOSHA 200 Log and Summary of Occupational Illnesses and Injury</u>	CR+5	05/01/2007
	<p>In accordance with 29 CFR 1904.2, this record documents all recordable occupational injuries and illnesses occurring at worksites.</p>		
20.0047 -	<u>Wage and Tax Listing</u>	CR+7	05/01/2007
	<p>This listing, filed annually, contains year-to-date wage and tax information.</p>		

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20.0048 - CMHS Program Employee Training Record **ACT+7** **05/01/2007**

This record will document internal/external training received by CMHS Program employees and is used to verify that employees have met licensing and Department of Community Health requirements. The record may include tests, handouts, sign-in sheets, and other supporting documentation. The records will be retained for the duration of employment (ACT) plus 7 years. Records may be in hard copy or electronic format.

20.0049 - Direct Service Workers Training Record **CR+7** **05/01/2007**

Direct service workers in specialized residential settings are required to take initial and ongoing training relevant to the type of care delivered. Training is obtained from individuals or training organizations that use a curriculum which has been reviewed and approved by the Michigan Department of Community Health. Employee competency is assessed annually. This record will document training and certification of direct service workers and will contain transcripts.

20.0050 - Recipient Rights Training Record **CR+6** **05/01/2007**

Recipient rights' training is provided on an annual basis to employees, providers, and others in the health network system. Training is also provided to new employees as part of their orientation. This record will contain attendance slips documenting employees who have received recipient rights' training.

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20.0051 - Credentialing Records **CR+7** **05/01/2007**

Credentialing is the process of validating the qualifications of a licensed practitioner or facility to provide services in a health care network or its components. This record will document a review of providers to verify that they are in compliance with CMHS Program and Michigan Department of Community Health credentialing standards and guidelines.

20.0052 - Recipient Rights Files **CR+10** **05/01/2007**

Before receiving any services from a CMHS Program, each individual must be given proper notice of his or her rights. The State of Michigan has established certain safeguards designed to protect the rights of individuals who receive mental health or developmental disability services through the CMHS system. These rights come from the Mental Health Code as well as state and federal statutory and case law.

In addition to outlining the consumer's rights, the Mental Health Code and applicable administrative rules provide consumers with information identifying what they should do in the event they feel their rights have been violated. If the consumer feels that any of their rights under the Mental Health Code or the rules promulgated under the Act have been violated, they have the right to file a complaint. These files will document consumer complaints and may contain a complaint form, investigation notes, treatment plans, progress notes, correspondence, reports, and other supporting documentation.

20.0053 - Investigation Acknowledgement Letter **CR+1** **05/01/2007**

This letter is sent to the consumer or consumer guardian confirming that a complaint has been received and will be investigated.

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
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20.0054 - Death Review Report **CR+7** **05/01/2007**

In the event of the death of a CMHS consumer, reviews are conducted to determine if there has been any variance from established policies and procedures for care or service on the part of employees. This record will include the Death Review Report documenting review findings and any supporting client information.

20.0055 - Informal Inquiries **CR+3** **05/01/2007**

This record will document advice provided to the public by the CMHS Program when an inquiry is received. The record is used to ensure that the advice provided is standard and consistent.

20.0056 - Denial Letters **CR+7** **05/01/2007**

These letters will document the denial of treatment, length of treatment and type of treatment for a consumer.

20.0057 - Consumer Greivance/ Mediation/Hearing Records **ACT+7** **05/01/2007**

These records will document grievances from consumers or other persons and may be related to initial access to service, denial of hospitalization, provider care authorization, claims or payment, family support subsidy, denial of services, provider contract disputes, credentialing, etc. The records will be retained until a final decision is rendered (ACT) plus 7 years.

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
20.0058 -	<u>Consumer Case Records - Adults - Identifying and Summary Data (Supersedes Item Numbers 4535A and 4560A)</u>	ACT+20	05/01/2007
	<p>This information is found in the consumer case record and will document the basic identification information for a consumer including the final face sheet, final discharge summary, and diagnosis. The records will be retained until the last date of service (ACT) plus 20 years.</p>		
20.0059 -	<u>Consumer Case Records - Adults - Medical Data (Supersedes Item Numbers 4535B and 4560B)</u>	ACT+10	05/01/2007
	<p>This information is found in the consumer case record and will document adult consumers who are receiving services and/or support from the CMHS Program, a contracted provider of the CMHS Program, or a vendor under valid contract with the CMHS Program. The case records will contain clinical/medical information including consents, releases, treatment plans, financial status updates, reports, plans and strategies, evaluations, assessments, testing, consumer contact sheets, health and history reviews, progress notes, charge slips, PES, medication reviews, psychological evaluations, medication order sheets, bridge scripts, medication consent forms, labs, Aims test, health provider correspondence, discharges, transfers, third party information, self determination agreements, etc. Records may be in hard copy or electronic format and will be retained until the last date of service (ACT) plus 10 years.</p> <p>Note: If documents are purged from this file they must be retained until the last date of service (ACT) plus 10 years.</p>		
20.0060 -	<u>Consumer Case Records - Adults - Non-medical Data (Supersedes Item Numbers 4535C and 4560C)</u>	CR+7	05/01/2007
	<p>Non-medical and non-psychological treatment/case management information including correspondence and copies of information from other agencies shall be retained for 7 years.</p>		

ACT = Active

CR = Creation

EXP = Expiration

FY = Fiscal Year

SUP = Superseded

EVT = Event

DISP = Immediate Disposal

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
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**20.0061 - Consumer Case Records - Children - Medical Data
(Supersedes Item Numbers 4543A, 4543B, 4560A and 4560B)** **ACT+10** **05/01/2007**

These records will document consumers under the age of majority who are receiving services and/or support from the CMHS Program, a contracted provider of the CMHS Program, or a vendor under valid contract with the CMHS Program. The case records may contain face sheets, consents, releases, treatment plans, financial status updates, reports, plans and strategies, evaluations, assessments, testing, consumer contact sheets, health and history reviews, progress notes, charge slips, PES, medication reviews, psychological evaluations, medication order sheets, bridge scripts, medication consent forms, labs, Aims test, health provider correspondence, discharges, transfers, third party information, etc. Records may be in hard copy or electronic format and will be retained until the client is 6 years past the age of majority and last date of service (ACT) plus 10 years.

Note: If documents are purged from this file they must be retained until the client is 6 years past the age of majority and last date of service (ACT) plus 10 years.

**20.0062 - Consumer Case Records - Children - Non-medical Data
(Supersedes Item Numbers 4543C and 4560C)** **ACT+7** **05/01/2007**

Non-medical and non-psychological treatment/case management information including correspondence and copies of information from other agencies shall be retained for a period not less than 7 years after the consumer reaches the age of majority (ACT).

DeptCode
/GS20/

DeptName
Community Mental Health Services Programs

Item Number	Series Title	Total Retention	State Administrative Board Approval Date
20.0066 -	<u>Program Documentation</u>	ACT+2	05/01/2007

These records may contain computer program description sheets, program modification requests, record description sheets, report distribution sheets, report samples, job work flow, source listings, test data or information on test data, computer run sheets, program documentation check lists, etc. Records will be retained for the life of the program (ACT) plus 2 years.

ACT = Active

CR = Creation

EXP = Expiration

FY = Fiscal Year

SUP = Superseded

EVT = Event

DISP = Immediate Disposal

**Michigan Department of History, Arts and Libraries
Records Management Services**

**Frequently Asked Questions
About General Schedules**

Q: What is a public record?

A: The Michigan Freedom of Information Act (FOIA) ([MCL 15.231-15.246](#)) defines public records as recorded information “prepared, owned, used, in the possession of, or retained by a public body in the performance of an official function, from the time it is created.”

Q: Are all records considered to be “official” records?

A: No. General Schedule #1 addresses the retention of “nonrecord” materials. These documents are broadly defined as drafts, duplicates, convenience copies, publications and other materials that do not document agency activities. These materials can be disposed of when they have served their intended purpose. Government agencies need to identify the “office of record” when multiple offices possess copies of the same record. The “office of record” is responsible for following the retention period that is specified, duplicates do not need to be retained. A more comprehensive definition can be found in the approved schedule (available online at http://www.michigan.gov/documents/hal_mhc_rms_GS1_local_110758_7.pdf).

Q: Are the retention periods that are listed on general schedules minimum amounts of time that a record should be kept?

A: Yes. General schedules authorize, but do not require, public officials to dispose of records after the expiration of the assigned retention period. Local situations may require retention beyond the periods listed, and nothing prevents a government agency from retaining records longer than the specified period of time. If records are kept for less than the amount of time listed, the agency can be penalized for unlawful destruction of records. In addition, if records are kept too long, they can waste valuable storage space, and they can become a liability to the agency if it receives a FOIA request, or if it becomes involved in litigation.

Q: Does my government agency have to follow a general schedule?

A: Records cannot be lawfully destroyed without the authorization of an approved Retention and Disposal Schedule. The purpose of a general schedule is to ensure that all government agencies are following consistent retention practices, and to prevent individual agencies from having to develop an agency-specific schedule. However, if your government agency does not want to follow an approved general schedule, it would need to get an agency-specific schedule approved. [Note: agency-specific schedules always supersede a general schedule.] Internal policies do not have the force of law that an approved Retention and Disposal Schedule has.

Q: What is an agency-specific schedule?

A: Agency-specific schedules are Retention and Disposal Schedules that only apply to the agency listed on the document. They are intended to cover records that are unique to that specific agency. Records that are listed on an approved general schedule should not be listed on an agency-specific schedule, unless the agency has a unique situation that justifies a different retention period than the one everyone else is following. The instructions and forms for agency-specific schedules are available online at <http://www.michigan.gov/recordsmanagement/>.

Q: What should my government agency do if we create a record that is not listed on the general schedule?

A: The general schedule covers records that are common to most government agencies. However, general schedules do not claim to be inclusive of every record that all agencies create. Records that are not listed on general schedules cannot be destroyed without the authorization of an approved agency-specific schedule.

Q: What should my government agency do if we do not create a record that is listed on the general schedule?

A: Nothing. General schedules do not mandate that any of the records listed on the schedule be created. However, if they are created in the normal course of business, the schedule establishes a retention period for them.

Q: What do the codes in the Total Retention column mean?

A: The **retention codes** that appear on the schedule are used to establish how long records are retained by the creating agency before they are destroyed. Retention

codes determine how destruction dates will be automatically calculated by Versatile (Versatile is the records management software that is used by Records Management Services to manage the retention of records), and the date upon which the calculation will be based. Definitions of these codes can be found in the Records Management Manual that is available online at <http://www.michigan.gov/recordsmanagement/>.

Q: What do the numbers in the Total Retention column represent?

A: In addition to the retention code, a period of time, years and/or months, can be used in the calculation of the retention period. Years are expressed as whole numbers, and months are expressed as fractions. For example, the fraction "0/6" would represent 6 months. The retention code plus the period of time results in a mathematical formula that is used to determine a disposal date.

Q: Do the general schedules only cover paper records, or do they cover databases and other electronic records too?

A: Records can exist in a wide variety of formats, including paper, maps, photographs, digital images, e-mail messages, databases, etc. The retention periods listed on the general schedules do not specify the format that the record may exist in, because each government agency that adopts the schedule may choose to retain its records using different recording media. Government agencies are responsible for ensuring that their records, regardless of format, are properly retained and remain accessible during this entire retention period. Various laws (including the Records Reproduction Act) identify acceptable formats for retaining public records; agencies are responsible for understanding and complying with these laws.

Q: Do the general schedules cover e-mail?

A: Yes. Many of the record series that are listed on the general schedules may originate as e-mail. Those e-mail messages need to be retained for the period of time specified by the schedule. For more information about e-mail retention, please check out the online guide at <http://www.michigan.gov/recordsmanagement/>.

Q: Can records be microfilmed or digitally imaged?

A: Yes. The Records Reproduction Act (MCL 24.401-24.406) regulates the reproduction of public records by Michigan government agencies at all levels. This law requires the Michigan Department of History, Arts and Libraries to promulgate technical

standards to ensure the continued accessibility and usability of records that are microfilmed or digitized throughout their retention period. The standards are also intended to help state and local governments ensure the integrity and authenticity of their records. The Records Management Services administers competitively bid master contracts for microfilming and imaging services. State agencies and local governments are eligible to use these contracts to receive these services. More information is available online at <http://www.michigan.gov/recordsmanagement/>.

Q: How can I determine which records that are listed on the general schedules contain confidential information that should not be released to the public?

A: Select records series that are listed on the general schedules may be exempt from public disclosure, in accordance with the provisions of state and federal laws. Please consult with your attorney if you need additional information.

Q: Is there an appropriate way to destroy records that contain confidential information?

A: Yes. Some public records contain sensitive or confidential information. These records should not be placed in a regular trash or recycle bin when they are destroyed. It is important that government agencies ensure that these records are destroyed in a manner that prevents the inappropriate release of the information. The State of Michigan administers a master contract with a vendor that complies with the state's requirements for confidential destruction of records. Government agencies that are interested in using this contract should contact the vendor: Certified Document Destruction, attention: Brian Dorosz, (800) 433-7876. Confidential electronic records should be destroyed in accordance with the U.S. Department of Defense "Standard Industrial Security Program Operating Manual" (DoD 5220.22-M).

Q: Who is responsible for ensuring that Retention and Disposal Schedules are followed?

A: The Michigan Penal Code (MCL 750.491) establishes misdemeanor penalties for disposing of records without the authorization of an approved Retention and Disposal Schedule. Government agency directors are responsible for ensuring that relevant staff are aware of the provisions in the schedule and follow them. The Records Management Services does not audit agencies and assess penalties. However, courts may penalize agencies for failing to follow an approved Retention and Disposal Schedule.

Q: What should I do if I have suggestions for revising a general schedule?

A: Contact the Records Management Services at (517) 335-9132.

