# Records Management

The purpose of this chapter is to provide general guidance and procedures regarding Records Management, including Records Retention and Public Records Requests.

#### Ask the Expert

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## Background

The law requires DSHS and its employees to keep DSHS records for a specific period under approved record retention schedules. Failure to keep records under the approved record retention schedules, or failure to stop destruction of records when there is notice of potential lawsuit, or an active lawsuit, audit, or public records request, could subject the employee and DSHS to penalties and fines.

## Records Management

Records Management helps the administration and agency ensure compliance with [RCW 40.14](http://apps.leg.wa.gov/rcw/default.aspx?cite=40.14). It is the responsibility of the appointing authority to notify the HCS [Public Records Program Manager](mailto:HCSpublicrecords@dshs.wa.gov) (PRPM) of any staff change of their local records coordinator/custodian.

* Planned Box Disposition (PBD) Reports – Are distributed monthly to the designated records coordinator. Things to consider when reviewing your PBD report:
  + What type of records are scheduled for destruction?
  + View the contents of the box (Barcode, View Box)
  + Client records – check your Litigation Holds notices
    - Upon receipt of a Litigation Hold, request the records from the (State Records Center) (SRC) and place in a *separate file* cabinet with LOCK.
  + *Adult Protective Services (APS) – immediately forward to the* [*APS Records Manager*](mailto:apspublicrecords@dshs.wa.gov) *for coordination or approval of destruction.*
* [Record Retention Schedules](http://one.dshs.wa.lcl/FS/Loss/Records/Pages/Schedules.aspx)
* [Record Management Training](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OIG-Records/Shared%20Documents/RM101.pdf)

**PLEASE NOTE:** If there is Potential Litigation - err on the side of preservation or contact your Public Records Coordinator. Refer to [Administrative Policy 5.05](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D05%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative) and [Administrative Policy 5.07](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/DSHS-AP-05-07.pdf?CID=d7e0dfa8-acc6-47d9-8b00-a0485d6f18c1).

**Record Coordinators and Custodians Responsibility:**

Each Region has a Record Retention Coordinator.

Area Agencies on Aging – Each AAA has a Public Record Coordinator and a Record

Retention Coordinator.

A Records Coordinator is responsible for providing assistance to those archiving program records according to the DSHS record retention schedule.

* Comply with procedures established by the Agency Records Officer, as outlined in AP 5.04.
* Assist the Agency Records Officer with records inventories.
* Review their unique DSHS Record Retention Schedules annually.
* Identify essential record series, establish office procedures for their preservation

and protection.

* Establish procedures for compliance with the General Records Retention Schedule

and unique DSHS Records Retention Schedules record retention schedules

including regular or periodic records disposition.

**Prior to the destruction of any DSHS records, determine if those records need to be kept for a public records request, legal purpose (anticipated litigation or discovery), audit, or program requirement.**

**Employees Responsibility for Records Management:**

* Take [DSHS Records Management](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsowa.sumtotal.host%2Fcore%2F%2FpillarRedirect%3FrelyingParty%3DLM%26lang%3Den-us%26url%3Dapp%252Fmanagement%252FLMS_ActDetails.aspx%253FUserMode%253D0%2526ActivityId%253D1246&data=05%7C02%7Cmegan.vanwinkle1%40dshs.wa.gov%7C1f4fc95ca2004425c1cc08dd3c7d5a09%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638733231253501519%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=Uw0OUGUmICe07RQXd3KqamgAKVXXeC64D7wkn9J4L1g%3D&reserved=0) mandatory training annually.
* Consult with the HCS [Public Records Program Manager](mailto:HCSpublicrecords@dshs.wa.gov) on all matters relating to the

maintenance, retention, transfer and/or destruction of public records in accordance

with RCW 40.14.040.

* Comply with retention procedures established by this policy and division policies.
* Keep DSHS records the employee is responsible for until the records have met the

end of their approved retention period or have been imaged in accordance with

the Requirements for the Destruction of Non-Archival Paper Records After Imaging.

* Keep electronically stored information (ESI) in its original electronic format with metadata intact. (Printing and

keeping a of ESI is not a substitute for the electronic version unless

specifically approved by the State Records Committee).

* Keep any DSHS records created, sent, organized, received, or stored on DSHS or

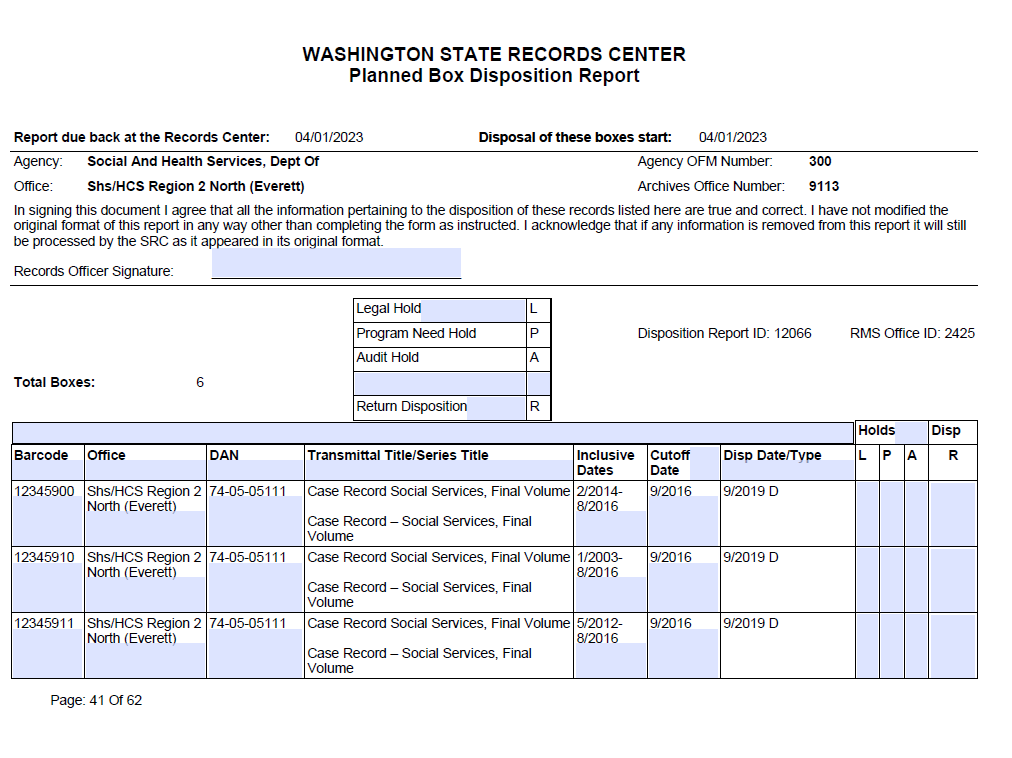
non-DSHS resources according to the retention schedule regardless of physical

location.

* Prior to the destruction of any DSHS records, determine if those records need to be kept for a public records request, lawsuit, audit, or program requirement.

### Records Coordinators Monthly Disposition Report Responsibility:

The below is an example of a Disposition Report for Office 9113. The records are scheduled for disposition 04/01/2023. The Disposition Report is due to HCS Records Manager by no later than 03/30/2023. (Disposition reports are one month ahead).



If you sign and return the above form, you are providing approval for boxes to be destroyed. If you need to hold any boxes for legal purposes or other program purposes, mark the appropriate column;

L = legal hold;

P = program hold;

A = audit hold; and

R = return boxes to your office

**If you check the R column, *please provide an address where you want the boxes returned.***

If you do not return the form or return it blank, boxes will be returned to the address on the transmittal sheet.

### Barcode Movement of Client Records:

Barcode is the DSHS records management system for social service and financial records. You will need to check Barcode for archived records.

* The SRC Barcode database is not connected to the DSHS Barcode database. The SRC does not track folders in BARCODE. Therefore, they cannot place folders in transit to you; consequently, the location in DSHS Barcode will read 999. You **must** move/track the folder into your location. Should you experience difficulty moving the folder into your location, please follow the below steps in Barcode:
  + At the top of the screen, select:

**SUBSYSTEMS**

* + - Select: **Wand**
    - Select: **UNITS** (far right)
      * Select: your **LOCATION** (and the staff person)
      * Select: **Wand** to (bottom left)  
        Wand or type: the folder tracking tag (located under Barcode, bottom right and it starts with a period “.”)
      * EXAMPLE: **DV1XVR**

You can keep entering folders and when done, click done.

**- Records need to be tracked “in” and “out” from location 999**

**Transferring and Returning a Case in DMS NOTE:** [Chapter 5 Case Management](https://www.dshs.wa.gov/altsa/aging-and-long-term-support-administration-long-term-care-manual)  provides information on Transferring a physical and electronic case record and paper file from one office to another. At any point during a case transfer, the social worker/case manager may request a case transfer consultation or case staffing.

**DSHS Public Records ACT:**

The Department of Social and Health Services strongly supports principles of open government and transparency in its operations. ALTSA employees must comply with the Public Records Act (PRA) in granting access to records, with the exception of exempt confidential information, as outlined in [DSHS Administrative Policy 5.02](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D02%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative).

Adhering to [AP 5.02](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D02%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative), public records coordinators (PRC) must use the Agency Records request tracking system (ARRTS), to log, route, and track all public records requests received by DSHS.

At a minimum, ARRTS must be used to track receipt of the request, task assignments, requests for clarification, issuance of a five-day letter, due date, extensions of time granted, and completion of the request with time recorded for each task. Copies of relevant documents affecting the request must be uploaded into ARRTS, including the request, five-day letter, extension letters, and response cover letters.

To avoid a potential privacy breach, PRCs must carefully review records being disclosed to determine if any parts are exempt.

**What is the Public Records Act?**

* The Public Records Act (PRA) was passed by Initiative in 1972. Chapter [42.56 RCW](https://app.leg.wa.gov/rcw/default.aspx?cite=42.56) provides the statutory groundwork for disclosure of public records.
* The PRA requires all public records maintained by state and local agencies be made available to all members of the public when requested, with the exception of narrow statutory exemptions.
* Agencies must respond promptly and provide fullest assistance to requesters
* Anyone has the right to make a public records request
* Transparency is DSHS value
* DSHS Administrative [Policy 5.02](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D02%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative) outlines DSHS policy for processing public records requests.

**What is a Public Records Request?**

The process to seek access to public records held by DSHS, including client records.

**What Records Are Public Records?**

All records an agency holds are public records regardless of content or format. A public record is defined in [RCW 42.56.010(3](https://app.leg.wa.gov/rcw/default.aspx?cite=42.56.010)) as any writing that is prepared, owned, used or retained by any state or local government agency that contains information that relates to the conduct of the government or the performance of any governmental or proprietary function. The term “Writing” is very broadly defined in the PRA to include not only traditional written records, but also photos, maps, videos, voicemails, emails, text messages and tweets ([RCW 42.56.010(4))](https://app.leg.wa.gov/rcw/default.aspx?cite=42.56.010).

**Examples of Public Records:**

■ Hard copy client file and subject files ■ Handwritten notes

■ Files on network shares ■ Text messages

■ Database records ■ Facebook postings

■ Email ■ DSHS YouTube videos

■ Calendars ■ Voicemail

■ Back up tapes for servers and on multi-function devices

■ Records on personal devices used to conduct business

**Receiving/Responding to public records requests:**

**A request for public records** may be made by any means, including in writing, in person, by e-mail, or by telephone. Use of the Request for DSHS Records Form ([DSHS 17-041](https://stateofwa-my.sharepoint.com/personal/cynthia_mitchell_dshs_wa_gov/Documents/LTC%20Chapter%20Info/3-2025/17-041.docx)) is optional but encouraged to clarify the scope of the request and verify the identity of the requester for confidential records. The central point of contact for DSHS for the public is the DSHS public records officer, but requests may be received by any DSHS employee at any DSHS location. Verbal requests must be transcribed within one business day and forwarded to [hcspublicrecords@dshs.wa.gov](mailto:hcspublicrecords@dshs.wa.gov).

**Employees Responsibility:** Every employee must comply with the Public Records Act in granting access to records. Records created, used, and kept by employees in the course of doing business are considered to be public records of DSHS. DSHS employees generally have no expectation of privacy in any records stored on DSHS administered IT resources nor in public records stored on non-DSHS administered IT resources. To comply with obligations under the Public Records Act, these records may be indexed, searched, accessed, collected and distributed without notice to the employee or employees who created, contributed to, or otherwise used the records, unless notice is required by law or contract.

Employees who receive a public records request must immediately send all record requests to [HCSPublicRecords@dshs.wa.gov](mailto:HCSPublicRecords@dshs.wa.gov). RCW 42.56. 520 provides that a response to a request for public records must be made within five business days. The day the request is received does not count as one of the five days. Weekends and holidays observed by the agency are also excluded in the calculation. All employees must comply with preserving and the destruction of records, as described in [DSHS Administrative Policy 5.04](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D04%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative)

If the record/s can easily be given to the requester at the time of the request and does not require redaction, please include [HCSPublicRecords@dshs.wa.gov](mailto:HCSPublicRecords@dshs.wa.gov) as a cc. If the request is verbal, the employee receiving the request must transcribe and transmit the request to [HCSPublicRecords@dshs.wa.gov](mailto:HCSPublicRecords@dshs.wa.gov) within one business day.

### PRC Responsibility:

DSHS public records coordinators are the primary employees designated to process and respond to public records requests in accordance with this policy and agency procedures set by the DSHS public records officer. If employees other than public records coordinators respond to public records requests, they must also follow [administrative policy 5.02.](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D02%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative) Public records coordinators must have trained back-up staff and procedures to handle and respond to public record requests when they are unavailable. Public records coordinators also serve as a resource and provide training to other staff and requesters on issues involving public records requests.

**When requested by a PRC to respond to public records requests, employees must:**

1. Search for records within their control that are responsive to the request. This responsibility includes any public records of the department created, sent, organized, received, or stored on DSHS and non-DSHS administered IT resources and includes those kept on or off DSHS property.
2. Provide access to original records or copies of records in the format requested by the public records coordinator. This responsibility includes connecting any external devices, including non-DSHS administered IT resources such as laptops or external drives, to the network or otherwise granting access to records as needed for indexing, searching, and collecting records in response to a public records request.
3. Provide search terms to assist with an email search, preserve identified records in their original format (including metadata for electronic records) and retain them, even if a printed copy exists, until the public records coordinator notifies you that retention is no longer needed, ensuring no employee redactions or alterations.

**When the Public Records Coordinator receives a records request, he/she will:**

1. Keep accurate notes including the date, the name of the person requesting the information, their address and a phone number you can reach them at, and the specific information that he/she is requesting.
2. Compose and send a letter within 5 business days. The day the request is received does not count as one of the five days.
3. The “five-day letter” must do one of the following:

* Produce the requested records;
* Provide the specific internet address where the records may be located on the

DSHS website;

* Seek clarification of the request;
* Deny the request and give the statutory basis for denial; or
* Estimate when the records will be produced and explain why that time is

needed.

**The “five-day letter” must include the following:**

* + ARRTS Request ID #
  + Date request received;
  + Describe records requested
  + State if request is under PRA or other law (such as RCW 13.50 or RCW 26.23)
  + Include whether more information is needed (such as an authorization)
  + Include dates for requester to respond by
  + Estimate of time for first installment or entire response if known
  + Notice of potential production fees under RCW 42.56.120 and WAC 388-01-080
  + Format of response if known (native format if requested)
  + PRC contact name and information

**Estimate Reasonable Response Time**

* If final production is not sent with five-day letter, PRC must provide time estimate and explain why more time is needed to:
* Clarify the request
* Locate and assemble the records (including routing in DSHS),
* Notify third parties affected by request or
* Review and redact exempt information
* Exception to reasonable time: Client request for own records from HIPAA covered programs – must produce in 30 calendar days with only one 30 day extension allowed

**Clarify as Needed**

* Explain what records we have and try to determine what requestor wants
* May do by phone or in writing, including by email
* If requestor does not clarify and we cannot identify or locate records requested without clarification, state that request may be denied if they don’t respond within ## days
* If request is too broad, cannot deny but inform and work with requester - you can ask for narrowing of scope or prioritization, but they don’t have to agree
* Confirm clarification in writing and resolve discrepancies in five day letter: “We understand your request to be for …. Let us know by XX date if this understanding is not correct.”
* When in doubt, contact requestor

## Obtaining CONSENT to Share Confidential Information ([DSHS 14-012](https://forms.dshs.wa.lcl/))

* You are required to obtain consent prior to sharing confidential information about a client. Use [DSHS 14-012](https://forms.dshs.wa.lcl/) form to document this consent.
* The client or representative (e.g. Durable Power of Attorney (DPOA) or guardian)[[1]](#footnote-1) may sign this form. The instructions on the consent form [(DSHS 14-012](https://forms.dshs.wa.lcl/)) under the signatures portion of the instructions explain who can sign the consent form. In those cases where the client understands but can only make a mark in the signature box, a mark is sufficient. In these cases, a witness should sign and then make a note about the client's inability to properly sign and the reason.
* You must use this form in order to obtain, use, or share confidential information about a client for the purpose of providing services to the client. If you need to list multiple providers on the consent form and cannot fit all the information in the blanks provided, you may mark the box, “See attached list,” and attach a list to the consent form to accommodate all information. [**Please see LTC Chapter 2A.**](https://www.dshs.wa.gov/altsa/aging-and-long-term-support-administration-long-term-care-manual)

## verify Right to Confidential Records

* Consider who is making request
* Client requesting own records – verify identity
* Third party requesting unredacted client records – written authorization
* Requests about employees – most information is not confidential but get identification or authorization to avoid redactions
* Special considerations for email

-Insufficient to prove identity

-Use secure email for any emails including client information outside the state government network (.wa.gov)

* If not verified, deny request for confidential records
* Need for authorization for client records applies to subpoenas and some court orders
* Prohibition of requests for lists of individuals for commercial purposes – use Declaration on Commercial Purposes form 27-155.

**Retaining records:** DSHS employees must retain public records, in accordance with applicable retention schedules and [administrative policy 5.04](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D04%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative).

**Employees must retain all public records, including those created on:**

* Hard Drives
* Local Personal Folders
* Portable Storage Media (Flash drives, CD, DVD, USB drives)
* Portable Devices (Laptops, Smartphones, tablets)
* Network Drives
* SharePoint Sites
* Office, Desk and Filing Cabinets
* Recording Devices (Cameras, video cameras, audio recordings, and surveillance video).
* Personal Devises or locations outside of DSHS
* Follow AP 5.02 - all staff must search their records and assist PRCs to produce records.

**Adequate Search**

* Adequate search is required to fully assist the requester.
* Documentation of the search conducted is strongly recommended. Use DSHS Forms [02-629](https://forms.dshs.wa.lcl/) (PRC) and [02-630](https://forms.dshs.wa.lcl/) (employee) as appropriate.
* Notes can be placed in the task resolution in ARRTS
* Databases to be searched CARE, BARCODE, TIVA, ACD, ACES, etc.

For high profile requests and potential litigation, The PRC may provide you with the Employee records search form 02-630.

## Public Disclosure – AAA Responsibility

Once a case is transferred from DSHS to a AAA, the AAA is responsible to produce all client records within the designated records set.

If client records are requested and the client is Case Managed by a AAA, the HCS public records coordinator will:

* Prepare the 5-day letter and forward the 5-day letter including the request to the appropriate AAA for response by the designated date.

The AAA public records coordinator will:

* Respond to the records request per the contract with DSHS.
* Send HCS public records coordinator a copy of the closure letter sent to the requester once the request is complete, including the time spent by all AAA staff of fulfilling the request.

## Public Disclosure – Individual providers (IP) and Consumer Direct Care Network Washington (CDWA)

Effective October 1, 2021, staff receiving a public records request for records relating to an IP should forward the request to [HCSPubliceRecords@dshs.wa.gov](mailto:HCSPubliceRecords@dshs.wa.gov)

The PRC will be responsible for processing the request. The PRC will review the request to determine what records are being requested, and who the owner of record is for the date range of the records requested.

* DSHS is the owner of record up to hire date of the IP with the Consumer Directed Employer (CDE). Prior to April 2022.
* As of April 2022, CDE is the owner of record for all IP’s hired through CDE.
* **Please forward all inquiries directly to**: [infolegal@consumerdirectcare.com](mailto:infolegal@consumerdirectcare.com). For records owned, maintained, or used by DSHS, the PRC will process the request as usual.

## Disclosure of Guardian Ad Litem (gal) Information

It is the Case Manager’s (CM) responsibility to provide records to the client or their designated representative when conducting day to day business activity. For all public record requests, they should be submitted to hcspublicrecords@dshs.wa.gov (GAL requests for APS see <https://intra.altsa.dshs.wa.gov/aps/sharepoint.htm>.

## Disclosure of Administrative Hearing Records

The Case Manager provides the case record and all relevant information to the administrative hearing coordinator. This should not be treated as a public records request. [**Please see LTC Chapter 26**](https://www.dshs.wa.gov/altsa/aging-and-long-term-support-administration-long-term-care-manual).

## Disclosure of Adult Protective Services (aps) Information

Please Refer all APS records request to [APSPublicRecords@dshs.wa.gov](mailto:APSPublicRecords@dshs.wa.gov).

## FORMS

[17-041](https://forms.dshs.wa.lcl/) Request for Records

[17-063](https://forms.dshs.wa.lcl/) Authorization

[14-012](https://forms.dshs.wa.lcl/) Consent

[02-629](https://forms.dshs.wa.lcl/)  Dshs Coordinator Search Document

[02-630](https://forms.dshs.wa.lcl/)  DSHS Employee Records Search Request

**Related RCWs and WACs**

[RCW 42.56](http://apps.leg.wa.gov/RCW/default.aspx?cite=42.56) Public Records Act

[RCW 40.14](http://apps.leg.wa.gov/RCW/default.aspx?cite=40.14) Preservation and Destruction of Public Records

[RCW 13.50](http://apps.leg.wa.gov/RCW/default.aspx?cite=13.50) Keeping and Release of Records By Juvenile

[RCW 26.23](http://apps.leg.wa.gov/RCW/default.aspx?cite=26.23) State Support Registry

[WAC 388-01](http://apps.leg.wa.gov/wac/default.aspx?cite=388-01) Dshs Organization/Disclosure of Public Records

## Related Administrative Policies and Chapters

[Administrative Policy 5.01](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D01%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative) Privacy Policy -- Safeguarding Confidential Information   
[Administrative Policy 5.02](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D02%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative) Public Records Requests

[Administrative Policy 5.03](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D03%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative) Client Rights Relating to Protected Health Information

[Administrative Policy 5.04](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D04%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative) Records Retention

[Administrative Policy 5.05](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/Forms/AllItems.aspx?id=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative%2FDSHS%2DAP%2D05%2D05%2Epdf&parent=%2Fsites%2FDSHS%2DEXE%2DOJCR%2FAdministrative) Management of the Litigation Discovery Process

[Administrative Policy 5.07](https://stateofwa.sharepoint.com/sites/DSHS-EXE-OJCR/Administrative/DSHS-AP-05-07.pdf?CID=d7e0dfa8-acc6-47d9-8b00-a0485d6f18c1) Employees Response to Litigation Related Documents

[LTC Chapter 2A](https://www.dshs.wa.gov/altsa/aging-and-long-term-support-administration-long-term-care-manual) Privacy

[LTC Chapter 26](https://www.dshs.wa.gov/altsa/aging-and-long-term-support-administration-long-term-care-manual) Administrative Hearings

**Acronyms**  
ACD Agency Contracts Database  
ACES Automated Client Eligibility System

AAA Area Agency on Aging

ALTSA Aging and Long-Term Support Administration

AP Administrative Policy (DSHS)  
APS Adult Protective Services

ARRTS Agency Records request tracking system

Barcode ESA’s primary document management system and used by other DSHS administrations.

ALTSA images client correspondence including social and financial records.

CARE Comprehensive Assessment for Reporting and Evaluation

CDE Consumer Direct Employer

CM Case Manager

DA Discovery Accelerator

DPOA Durable Power of Attorney

ESA Economic Services Administration

ESI Electronically Stored Information

GAL Guardian Ad Litem

IP Individual Provider

PBD Planned Box Disposition

PHI Protected Health Information

PRA Public Records Act

PRC Public Records Coordinator

PRR Public Records Request  
PRPM Public Record Program Manager

RC Records Coordinator

SRC State Records Center

TIVA Tracking Incidents of Vulnerable Adults (previously known as ADS Registry)

RCW Revised Code of Washington

WAC Washington Administrative Code

## Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Made By** | **Change(s)** | **MB #** |
| 5/20/2025 | C. Mitchell | Updated all links, added DSHS Public Records Act & examples, added What is a Public Records Request & definition, updated Examples of Public Records, added Verify Right to confidential Records, and changed the order of some info |  |

1. [↑](#footnote-ref-1)