

## POLICY:

It is the policy of Virginia Supportive Housing to develop and implement written records management policies that describes confidentiality, accessibility, security, and retention of records.

### Records Storage and Maintenance

It is the policy of Virginia Supportive Housing to store all open and closed records of individuals receiving intensive community treatment services in a secure manner. Each staff providing intensive community treatment services will follow specific guidelines for use of records management and storage to assure confidentiality and to prevent tampering, theft, loss or destruction by unauthorized persons. The Clinical Social Work Supervisor and Director of Supportive Services are responsible for maintaining the records according to this policy.

## PROCEDURES:

### Open Records:

1. All records are the property of the agency and are maintained for the benefit of the client, the staff, and the agency.
2. Client files will be accessible only to the persons offering mental health support or Intensive Community Treatment services, the Clinical Social Work Supervisor and Director of Housing Access Programs, the Executive Director, and the VSH staff or contractors who process billing for the agency.
3. Client files may not be copied or shared electronically with any person outside the agency's jurisdiction and safekeeping except in accordance with a court order, subpoena, or statute.
4. VSH requires that computers must be shut down and secured when not in use and at the end of each workday.
5. The record of a client will be updated by the person offering mental health support or Intensive Community Treatment services on the same day as service is provided.

6. To preserve privacy, records pertaining to employees of the agency or their families, or others defined as special circumstances, will be retained in a separate file in the VSH office.
7. Confidentiality statements will be signed by all those who have access to the computer system for other purposes including technical support and vendors.

#### Retention of Individuals' Closed Service Record

1. An individual's service record that is closed shall be kept in storage for ten years after last date of contact.
2. Permanent information kept on each individual shall include:
  - a. Individual's name.
  - b. Social security number.
  - c. Date of birth.
  - d. Dated of first contact and of last contact.
  - e. Name and address of legal guardian, if applicable.

In the event that VSH ceases to provide mental health support services or intensive community treatment services, or ceases to operate, client files will be transferred to a professional storage facility.

#### POLICY:

It is the policy of Virginia Supportive Housing to maintain confidential personnel files on all employees appropriate to position and job requirements of each employee.

#### PROCEDURES:

1. All employee personnel files will be kept in a secure locked file cabinet in the office of the Director of Finance at the VSH offices.
2. These files are accessible only to the Executive Director, the Director of Finance, Supervisor and the Accounting Specialist on an as needed basis.

3. Each personnel file will contain the following information:

Right side of file:

- a. Job Offer Letter
- b. VSH employment application or resume
- c. Employment References, if required by position.
- d. Federal W-4 Form.
- e. State W-4 Form.
- f. INS I – 9 Form and accompanying citizenship/identity documentation
- g. Copy of Driver's License.
- h. Direct Deposit Form with Deposit Slip.
- i. Medical and Dental enrollment Forms for full-time employees who will be receiving health benefits.
- j. Group Life and Disability Insurance Forms.
- k. Verification from Lab Corp of a clean drug test.
- l. Verification of PPD reading by licensed health care professional.

Left side of file:

- a. Employee Record Form
  - b. Copy of degree/transcript/license as required by position.
  - c. Documentation of QMHP/LMHP/QPPMH status. (See *Addendum J*)
  - d. Copy of any training required as condition of employment
  - e. Documentation of training as required for position. (See *Addendum D*)
  - f. Documentation of additional educational training as it is acquired during employment.
  - g. Employee Orientation Checklist
  - h. Job description
  - i. Work Plan/Performance Evaluation
4. Personnel files will be maintained in a locked file cabinet for two years after a person leaves the employ of Virginia Supportive Housing.
  5. Criminal background checks and related forms are filed in a confidential, locked cabinet that is separate from employees' personnel records.
  6. The Accounting Specialist is responsible for maintaining and up-dating personnel files as necessary.