

**Cuyahoga County Division of Children and Family Services  
(CCDCFS)  
Policy Statement**

**Policy Chapter:** Records Management  
**Policy Number:** 14.00.00  
**Policy Name:** Records Retention, Storage, Maintenance, and Access

**Original Effective Date:** 10/12/2004  
**Revision Date(s):** 09/01/2021, 09/01/2018, 09/01/2015, 11/07/2008  
**Current Revision Date:** 09/01/2024  
**Approved By:** Jacqueline M. Fletcher

**PURPOSE:** To ensure records are stored, maintained, accessed, and disposed of according to an established retention schedule and made accessible to staff as needed during the course of business.

**SCOPE:** This policy applies to all Division of Children and Family Services (DCFS) staff.

**POLICY**

- I. DCFS develops a records retention schedule in conjunction with the County Records Commission, Ohio History Connection (formerly the Ohio Historical Society) and approved by the Auditor of State. This schedule specifies which records are kept, what media type, and under what conditions original documents may be disposed of, or destroyed.
- II. The DCFS Records Management Department stores records in secured, restricted access areas.
- III. The DCFS Records Management Department makes available to staff records needed to conduct the business of the agency. These records are in a variety of formats - original documents, digital images, microfilm, etc. Records may be requested by using the [Cuycfs-records-request@jfs.ohio.gov](mailto:Cuycfs-records-request@jfs.ohio.gov) email box.
- IV. DCFS Worker-of-Record (WOR) scans or uploads documents into Traverse within 72 hours of receipt and submits the hardcopies to the Records Management Department for ease of retrieval and as part of its disaster recovery plan. Scanned or imaged documents are maintained by the Ohio Department of Job and Family Services' Enterprise Document Management System (EDMS) Traverse System.

- V. Staff maintains current and orderly case files utilizing a reverse chronological filing system. Statewide Automated Child Welfare Information System (SACWIS) generated documents should not be placed into the case record unless they contain signatures. SACWIS is the system of record for Ohio public child welfare agencies. Medical, educational, service provider and other third-party documents are scanned into the EDMS Traverse System and securely destroyed.
- VI. Closed cases are brought to the Records Management Department by the senior manager's designee.

**SEE ALSO:**

Ohio Revised Code 149.38

**Cuyahoga County Division of Children and Family Services Policies and Procedures Manual**

Policy 5.03.03 – Case Record and Case Documentation