



# RECORDS RETENTION AND DISPOSITION SCHEDULE

## Administration, Department of. Department of Child Services Ombudsman.

Agency: Department of Child Services Ombudsman		Division:	
ITEM NO.	RECORD SERIES	TITLE/DESCRIPTION <i>(This Retention Schedule is approved on a space-available basis)</i>	RETENTION PERIOD
1	2022-01	<b>COMPLAINTS</b> The Ombudsman may receive, investigate and attempt to resolve complaints concerning the actions of the Department of Child Services (DCS). Those complaints may be referred to another entity for assistance, investigated, or declined depending on the nature and jurisdiction of the issue. Records are maintained in an electronic case management system which contains both born-digital and digitized information. Disclosure of these records may be affected by IC 4-13-19-5(e), 4-13-19-6(d), IC 4-13-19-7(3), IC 5-14-3-4, IC 31-19-19, IC 31-33-18-1, IC 31-33-26-9, IC 31-39-1-2 and 470 IAC 1-2-7.	IMAGE any paper documents according to IARA imaging standards and DESTROY hard copies after verification of electronic records for completeness and legibility. MICROFILM electronic case records according to 60 IAC 2 upon closure. TRANSFER original negative roll to the INDIANA ARCHIVES for permanent archival retention after verification of microfilm for completeness and legibility.MAINTAIN electronic case information permanently in agency for reference.