

New York Service for the Handicapped

Policy & Procedures

Records Management and Retention

NYSH recognizes that a critical aspect of its Standards of Conduct involves fostering a culture that promotes responsible, honest conduct, transparency in all business transactions and adherence to the laws and regulations of the government agencies that fund its work and promulgate standards of care. In order to achieve these important goals, NYSH works to facilitate prevention of improper or illegal activities and to provide mechanisms to detect any violations.

Policy and procedures for records management and retention:

1. Once an application for service is received, it is date stamped and a file is started. The family or adult applicant is called to confirm receipt.
2. The application is reviewed by the camp director and the director of intake services within 48 hours and passed on to the appropriate program coordinator, who schedules an interview within 1 week.
3. A file audit sheet is created by the program coordinator noting which documents were received (Application, Medical, Psychological, Psychosocial Eval., LOC, NOD, ISP and/or addendum) and their expiration dates are noted. After the interview, all casework and interview notes are brought to an administrative team meeting to discuss whether the applicant is appropriate for services at Camp Oakhurst and which program(s) the consumer would benefit most from.
4. If a consumer is approved for respite services, the program coordinator contacts the family and/or MSC to determine funding sources and get all documents needed to submit the Application Transmittal (if OPWDD eligible). If the consumer is not approved for service, the director of intake will contact family and/or MSC to notify them. Files are reviewed annually and current, up-to-date documents are requested from families and/or MSCs.
5. All records are kept for 3 years after age 21 if a consumer does not return for service. All records are kept in a secure file room onsite for the duration of time the consumer is on the agency's current roster plus three years after the consumer no longer attends. We keep records for consumers under age 21 who no longer attend until they are 21 plus 3 years. Older records for non-current consumers may be stored in an off-site rented storage unit.