

	Date Issued: 8.1.2021
Policy: Coordinated Entry System (CES)	Effective Date: 8.1.2021
Procedure: CES Record Retention and Case File Destruction	Review Date: 8.1.2022

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BACKGROUND: The Continuum of Care/Coordinated Entry System collects and maintains documentation of homelessness for clients entered in Ventura County Homeless Management Information System (VC HMIS).
Client records and agency user files are retained based on timeframes consistent with county policy, rules, and statute.

RETENTION PERIOD: The retention period for storing client documentation, agency files and electronic records is 7 years from the time the record was last updated. Documentation meeting the retention timeframe is destroyed and/or deleted. *Each provider/grantee should refer to their funding requirements to ensure compliance with records retention.*

TRACKING LOGS: Client information is stored electronically and tracked using the following logs:

- VI-SPDAT Master List
- VI-SPDAT Partner Edition List
- Active/Closed List
- Inactive List

Individuals from the VI-SPDAT Master List are moved to the Inactive list after 90 days.
Individuals who are deceased, or no longer within the VC Continuum of Care (CoC) geographic, are moved from the VI-SPDAT Partner Edition List to the Closed List.
Client information is deleted from tracking logs when the retention period is met.

HOMELESS DOCUMENTATION: Homeless documentation includes the following:

- Supportive documentation for disability
- Supportive documentation for chronic homelessness

Documentation is destroyed by shredding and/or deleting the information. Confidentiality is maintained during the destruction process and the disposal of documents.

AGENCY USER FILES Agency user files include the following documents:

- Release of Information
- New User Request Form
- CoC Memorandum of Understanding (MOU)
- Partner Agency User Agreement
- VC HMIS Agency Application

Files are destroyed by shredding and confidentiality is maintained during the destruction and the disposal of documents.