



**Series:** 1300 Records Management

**Policy Name:** **Electronic Records Management**

**Policy Number:** 1307

**Regulation:** **CFOP- 15-4**

**Origination Date** 11/1/2013

**Revision Date:** 12/16/2019

**Policy:** It is the policy of Communities Connected *for Kids* to establish a process for the electronic imaging of paper based files and administrative documents. These guidelines are consistent with and in compliance with the state and federal laws and administrative rules set forth by the Department of Children and Families.

**Procedure:** The following guidelines are established to ensure that the electronic imaging process for child protection case records, adoptive records, and administrative documents and records are in compliance with the policies set forth by regulating agencies. These guidelines apply to any electronic image which is stored and/or archived within the Communities Connected *for Kids* recordkeeping systems.

**Specifics within the Procedure:** Florida Statute 92.29 and Florida Administrative Code Rule 1B-26.003 provides the guidelines for converting analog (paper) copies into electronic images. According to these guidelines, there must be proper quality control checks in place to ensure that every page of the paper copy is completely scanned, that no defects on the scanned copy exist, and that the file is in a clean, non-corrupt form.

The following elements are to be present within the electronic imaging system to ensure reliability, accuracy, security, and accessibility of the records:

- Procedural documentation that outlines the specifics and describes and defines the creation, maintenance, use, and storage of digital images
- Hardware and software use complies with regulating agency standards
- Procedures and practices that comply with regulating agency standards
- Training schedules for staff which pertains to the implementation or upgrade of software or hardware
- Quality control process to monitor the authenticity of the records including file preservation, storage, maintenance, and overall quality of the digital image

This policy will outline the following areas: digital imaging, file formatting, quality review for scanning and validation, image storage, retention requirements, and destruction of analog (paper) records



## Digital Imaging

Digital imaging is the process by which a document, a series of documents, a photo, or a series of photos is scanned by a computer and converted from an analog (paper) format to a machine-readable (digital or electronic) format.

Scanners are used to convert the analog (paper) record into an electronic file. The scanner is programmed to the settings required by state, federal, and the Department of Children and Families regulations. These include:

- Hardware and software systems are not to be outdated or obsolete
- Scanner must be able to produce 1-bit, 8-bit, and 24-bit pixel quality
- Scanner must have a density of 300 dots per inch
- Compression practice(s) can be used for memory/space availability but must not alter the quality of the image in the electronic record

## File Formatting

All analog (paper) records will be scanned in and saved in an electronic file format. The preferred format is Portable Document Format (PDF) which allows for accessible, accurate, and flexible use of the records. When the electronically stored record is ready to use and designated the official record (master), then the paper copy becomes a duplicate.

The details of the PDF format include:

- User friendly format for viewing and printing documents
- Commonly used format and assists is accessibility
- Supports color and gray-scale text
- Captures images and preserves the fonts, images, graphics, notations, and overall 'look' of the analog (paper) record

## Electronic Records

The system of record that stores case files uploaded by Communities Connected *for Kids* is Florida Safe Families Network (FSFN).

The electronic file system that stores historical case files uploaded by Communities Connected *for Kids* is Agency Secure Knowledge (ASK). ASK is a browser based application that allows users to search, find, view, and print case record documents from a secured system.

For the FSFN system, documents are scanned and turned into Adobe PDF files which are then validated and uploaded.



To properly archive and store electronic images, Communities Connected *for Kids* utilizes a tiered approach to system storage, maintenance, and back-up. The master file is archived on a primary server with internal back-up precautions. In addition, the primary server is synced with TeraStations. The TeraStations are used to back-up data from the server and provide a secondary location for file storage. For full data back-up and disaster recovery process, refer to the Communities Connected *for Kids*, Policy & Procedure Manual, 1100 Series Information Technology, Data Backup and Disaster Recovery #1109.

All official records are then managed according to the state, federal, and regulatory guidelines set forth by the Department of Children and Families. For full security of information systems, refer to Communities Connected *for Kids*, Policy & Procedure Manual, 1100 Series, Information Technology, Security for Information Systems, HIPAA and Technology Resources, #1108 and 1300 Series, Records Management, Confidentiality of Client Information #1302 and Releasing of Information or Client Records #1303.

- a. Refer to Communities Connected *for Kids* Policy 1304 Records Retention, Storage and Disposal. Communities Connected *for Kids* will be responsible for ensuring the continued accessibility and readability of public records throughout their entire life cycle regardless of the format or media in which records are maintained.
- b. Communities Connected *for Kids* schedules the retention and disposition of all electronic records, as well as related access documentation and Indexes, in accordance with the provisions of Chapter 1B-24, F.A.C. Communities Connected *for Kids* will be responsible for regular recopying, reformatting, and other necessary maintenance to ensure the retention and usability of the electronic records throughout their authorized life cycle.
- c. Communities Connected *for Kids* will destroy electronic records only in accordance with provisions of Chapter 1B-24, F.A.C. At a minimum Communities Connected *for Kids* shall ensure that:
  - 1) Electronic records scheduled for destruction are disposed of in a manner that ensures that any information that is confidential or exempt from disclosure, including proprietary, or security information, cannot practicably be read or reconstructed, and;
  - 2) Recording media previously used for electronic records containing information that is confidential or exempt from disclosure, including proprietary or security information, are not reused if the previously recorded information can be compromised in any way by reuse.
  - 3) Prior to records disposition, Communities Connected *for Kids* will ensure the minimum requirements for each records disposition is the identification and documentation of the following:
    - i. Schedule number;
    - ii. Item number;
    - iii. Record series title, and
    - iv. The inclusive dates.



Destruction of Analog (paper) Records

When the electronically stored record is designated as the official record (master) copy, the analog (paper) copy becomes a duplicate for records retention purposes. Duplicates can be destroyed once they become obsolete, are superseded, or their administrative value is lost.

Communities Connected for Kids will maintain the existing policy for records retention and disposal in accordance with the regulations set forth by the Department of Children and Families. For full details, refer to Communities Connected for Kids, Policy & Procedure Manual, 1300 Series, Records Management, #1304.

Once the electronic record is present within the FSFN and the storage and back-up of all records rotates five (5) consecutive business days, the analog (paper) copy will be disposed of in a manner that follows the guidelines set forth in the CFOP, 15-4, Records Management policy and procedure.

Certified Documents

Although the process of electronic imaging reduces paperwork and the costs associated with maintaining paper files, Communities Connected for Kids recognizes that many documents are important to the children in care. These documents include, but are not limited to:

- Birth certificates
- Immunization records
- Social Security cards
- Death certificates
- Medicaid cards

In accordance with the Florida Statute 92.29 and Florida Administrative Code Rule 1B-26.003, certified documents will be maintained with Communities Connected for Kids in locked cabinets until required for permanency, and the information is relinquished to the case manager for distribution to the client.

DocuSigned by:  
Approved: Carol Deloach 8/3/2022  
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Carol Deloach, CEO