

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 3.2
(ID # 28487)

MEETING DATE:
Tuesday, September 09, 2025

FROM : ASSESSOR-COUNTY-CLERK-RECORDER

SUBJECT: ASSESSOR-COUNTY CLERK-RECORDER / RMAP: Approval of Revised Departmental Records Retention Schedule for Department of Public Social Services (DPSS), All Districts. [\$0] (4/5th Vote Required)

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the attached Departmental Records Retention Schedule for Department Public Social Services (DPSS).


ACTION:4/5 Vote Required, Policy


Douglas Cady, Assistant Assessor County Clerk Recorder 8/19/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Perez and Gutierrez
Nays: None
Absent: Washington
Date: September 09, 2025
xc: ACR

Kimberly A. Rector
Clerk of the Board
By:  Deputy

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STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$0	\$0	\$0	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: 2025/2026	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

In accordance with the provisions of Board Policy A-43, the Records Management and Archives Program (RMAP) worked with appropriate departments to review the Records Retention Schedule attached. Approval will authorize the disposal of certain records following mandatory retention requirements, thereby enabling the County to reduce the cost of storage for obsolete materials while ensuring that administrative, fiscal, legal, and other recordkeeping responsibilities are met. Prior agenda references are noted on the appropriate cover page. Per Government Code Section 26202, this item requires a 4/5 vote.

Impact on Residents and Businesses

The citizens of Riverside County benefit from the efficiencies gained through the application of generally accepted recordkeeping principles.

ATTACHMENTS:

DRRS_DPSS_2025_Rev03 – Supersedes DRRS_DPSS_2021_Rev02 adopted April 13, 2021, Agenda item #3.5.

Cesar Bernal
Cesar Bernal, PRINCIPAL MGMT ANALYST 9/3/2025

Aaron Gettis
Aaron Gettis, Chief of Deputy County Counsel 9/3/2025



County of Riverside, California Departmental Records Retention Schedule (DRRS_DPSS_2025_Rev03)

Enacted pursuant to Board of Supervisors, County of Riverside Resolution No. 2016-126, "Pertaining to the Management, Retention, Destruction or Disposition of County Records," and Board of Supervisors, County of Riverside Policy A-43: "County Records Management and Archives Policy."

Inquiries or comments regarding this schedule should be directed to:

County of Riverside
Records Management and Archives Program (RMAP)
2724 Gateway Drive
Riverside, CA 92507
ACR-RIM@asrclkrec.com
<https://www.rivcoacr.org/RiversideCountyRecordsManagement>

Introduction

This Departmental Records Retention Schedule (DRRS) for the Department of Public Social Services (DPSS) is adopted as per the recommendations of Board Policy A-43 and supersedes the DRRS adopted April 13, 2021, as agenda item # 3.5.

This schedule is written with general titles and descriptions rather than identifying specific individual documents or forms. A record with content and function that is substantially the same as an item described in this schedule should be considered covered by that series. This retention schedule indicates the length of time that listed records, regardless of media or format, must be retained by the department before disposition may be implemented. These retention requirements are recommended in order to reduce the costs for the storage and maintenance of records while ensuring that administrative, fiscal, legal and other recordkeeping responsibilities are met.

Records, including copies held for convenience or reference, must be disposed of as directed herein at the close of the official retention period. Retention schedule changes apply to all documents unless they have been digitally uploaded into a Trusted System. The regulatory requirements include the immutability standards for objects in a Trusted System. This includes the initial retention applied to the digital file per RMAP management. A full justification for any request to extend the retention period for a particular group of records must be submitted in writing to the Records Management and Archives Program (RMAP) as stated by Board Policy A-43, Section D.5.

If a federal or state statute or regulation specifies a longer retention period for any records series received, created, or maintained by the department, the statute or regulation override this schedule, and the department must amend its records retention schedule as soon as practicable. In addition, a record may not be destroyed if notice of litigation, audit, public records request, etc. is received prior to the expiration of the retention period. For records held for audit purposes, the Auditor Controller's Office, or appropriate auditing authority, will notify the department once the audit is complete. In the event a lawful claim or a lawsuit is made against the county of Riverside, the department will suspend destruction of the subject records until all issues of the matter are resolved. Further, if the department is notified by County Counsel or Human Resources to put documents on hold due to a claim or other legal proceeding, the department will suspend any records destruction of the identified documents. (Board Policy A-43 § D.9)

The department will maintain the requested records until the close of litigation or proceedings plus an additional ten (10) years. The department is responsible for ascertaining the correct date of closure in order to establish this ten (10) year retention period. Furthermore, the department is responsible for establishing appropriate procedures to ensure that records are retained for the period of time mandated and that the records remain accessible as required.

Explanation of Fields

Record Series Codes: The Record Series Code is assigned by RMAP. The code is alphanumeric and uniquely identifies the Record Series Title regardless of the schedule it occupies enabling the Record Series to be tracked within the master index system.

Record Series Title: The Record Series Title identifies a group of similar records generally produced or utilized for similar business needs allowing them to be evaluated as a group for retention scheduling purposes.

Record Series Description: A description of the Record Series Title that includes examples, not an exhaustive list, of the record types found within the group.

Official Records: The agency or department responsible for the county's official record.

Official Record Retention: The length of time that the official record must be kept based upon the legal minimum requirement as well as any operational or business need. All other copies must be disposed of at the end of the retention period. For example, departmental copies held for convenience or reference must be destroyed at the close of the retention period or when no longer needed to support normal business operations, whichever is earlier.

Citation / Rationale: The legal citation or operational/business reason for retaining the official record for the period specified.

Final Disposition: The recommended final status or arrangement for the official record, usually disposed of by confidential shredding or transfer to the County of Riverside Archives as determined through best practice.

Explanation of Codes

ACL = All County Letter (distributed by the CDSS)

is considered "closed" when no further action is pending or required.

ACIN = All County Information Notice

CCR = California Code of Regulations

Audit Support = Records are not required by statute or regulation to be held for the period indicated but should be maintained to support records submitted in support of the County's internal or external auditing procedures.

CFR = Code of Federal Regulations

CU = Current

Best Practice = Best Practice determined through business and government agency benchmarks.

CY = Calendar year end

BOS = Board of Supervisors

GOV or GC = California Government Code

CA-AB = California Assembly Bill

MPP = Manual of Policies and Procedures (CDSS)

CDSS – California Department of Social Services

REV = Until Revised or Superseded

CL = Closed, which will also mean after final resolution (as in an inquiry or litigation) after expiration (as in a contract) after final payment, etc. A record

P = Permanent

T = Termination (of employment, or use, i.e. of a product or piece of equipment within the County, of a benefit or plan)

US S. = United States Senate

WIC = California Wellness & Institutions Code

Record Series			Copy of Record	Official Record Retention	Citation / Rationale	Final Disposition
Code	Title	Description				
DPSS0375	Children's Services Division (CSD) Training Records	All training curriculum, PowerPoint, handouts, and forms. Records retained to confirm participation in and successful completion of job-related training programs. Includes documentation of new employee training, continuing education, and development. This includes an employee training transcript.	DPSS / Staff Development Unit	P	US S.3103 (2022); CA AB-218 (2019); Best Practice	Dept.
DPSS0380	Annual Training Plan	The Annual Training Plan will also include that term's financial records.	DPSS / Staff Development Unit	CY + 4	MPP 14-910	Shred / Delete
DPSS0385	Federal Tax Information (FTI) Records excluding Safeguard Security Reports (SSR)	This includes formal agreements with Internal Revenue Service (IRS) or other agency documenting Internal Revenue Code (IRC) § 6103 authority to receive FTI from IRS or other agency, FTI Log, FTI Bulk Transfer Log, electronic or non-electronic converted media, state auditor disclosures includes the approximate number of records, date of inspection, description of records and name of individual making inspection, visitor access logs, and Disclosure Awareness Certification or signed disclosure awareness confidentiality statement that certify completion and understanding of FTI security and privacy requirements.	DPSS / Eligibility Administrative Services (EAS)	CY + 5	Publication 1075	Shred / Delete
DPSS0390	Federal Tax Information (FTI) Safeguard Security Reports (SSR)	The SSR is the primary method for agencies to report to the Internal Revenue Services (IRS) Office of Safeguards processes, procedures and security and privacy controls in place to protect FTI in compliance with Internal Revenue Code (IRC) § 6103(p)(4). Agencies have an annual requirement to submit SSRs after their initial receipt of FTI. There are enhanced requirements for agencies that are applying to receive FTI for the first time and for existing agencies requesting new FTI data streams.	DPSS / Eligibility Administrative Services (EAS)	Retain current record Permanently until it has been revised.	Publication 1075	Shred / Delete

Record Series			Copy of Record	Official Record Retention	Citation / Rationale	Final Disposition
Code	Title	Description				
DPSS0395	Administrative Intentional Program Violation (IPV) Records	Individuals who falsely establish or maintain California Work Opportunity and Responsibility to Kids (CalWORKs) or CalFresh (CF) benefits may be determined to have committed an Intentional Program Violation (IPV) and disqualified from receiving benefits. Records include IPV conviction documents when IPV is imposed via an Administrative Disqualification Hearings (ADH) Waiver, ADH documents and the DPA 479, ADH Waiver.	DPSS / Administrative Hearings Unit (AHU)	Through life of individual.	All County Letter (ACL) 15-26	Shred / Delete
DPSS0420	Special Investigations Unit (SIU) Intentional Program Violation (IPV) Records	Individuals who falsely establish or maintain California Work Opportunity and Responsibility to Kids (CalWORKs) or CalFresh (CF) benefits may be determined to have committed an Intentional Program Violation (IPV) and disqualified from receiving benefits. Records include IPV conviction documents when prosecuted through the District Attorney (DA).	DPSS / Special Investigations Unit (SIU)	Through life of individual.	All County Letter (ACL) 15-26	Shred / Delete
DPSS0425	Assurance and Review Services (ARS) Records	These records pertain to the public which include ARS investigations, civil rights discrimination complaints, complaint control logs, complaint withdrawals, and the DPSS 2885, Civil Rights Discrimination Complaint.	DPSS / DPSS Employee Success Center (DESC)	CL + 3	CDSS Regulations Division 21-203.7	Shred / Delete
DPSS0430	Leave of Absence Reports/Requests	Records related to any employee request for leave of absence for medical or non-medical reasons. Series includes reviews, working documents and supporting documentation.	DPSS / DPSS Employee Success Center (DESC)	T + 15	GOV 26202; Best Practice	Shred / Delete
DPSS0435	Leave Reports/Requests	Records related to employee requests for annual leave, vacation, holiday, comp or sick leave under county rules. Series includes reports, approvals and working documents.	DPSS / DPSS Employee Success Center (DESC)	T + 15	GOV 26202; Best Practice	Shred / Delete
ADULT SERVICES						
DPSS0450	In-Home Supportive Services (IHSS) Client Files	Documents related to a client's In-Home Supportive Services case. Record series may include Medi-Cal eligibility information, assessment of In-Home Supportive Services and provider enrollment documentation.	DPSS / Adult Services Division	CL + 7	Best Practice	Shred / Delete

Record Series			Copy of Record	Official Record Retention	Citation / Rationale	Final Disposition
Code	Title	Description				
DPSS0500	In-Home Supportive Services (IHSS) Client Information Release	Documents related to the approval for other agencies to In-Home Supportive Services. Record series may include, the Multipurpose Senior Services Program Authorization for use and Disclosure of Protected Health Information form and In-Home Supportive Services Authorization for Use or Disclosure of Health Information.	DPSS / Adult Services Division	CL + 6	Best Practice	Shred / Delete
DPSS0700	In Home Supportive Services (IHSS) Public Authority Registry Case Files - Consumer	Documents pertaining to a client's IHSS case. Records series may include, consumer registry application, case notes, copies of match lists, correspondence and the information tracked within the Case Management, Information & Payrolling System (CMIPS), Provider Enrollment Automated Registry System (PEARS) and HOMCare 2.	DPSS / Adult Services Division	T + 3	MPP 23-353; ACL 15-26	Shred / Delete
DPSS0750	In Home Supportive Services (IHSS) Public Authority Registry Case File - Provider	Documents pertaining to a provider's registry intake process. Records series may include provider's application, copy of provider's driver's license and social security number, any background check results information and drug and alcohol screening records.	DPSS / Adult Services Division	T + 3	WIC 12301.24; WIC 12305.87 (b) and (d)(4); ACL 15-26, WIC 12305.81 (a) & WIC 1203.24 (c)	Shred / Delete
DPSS0800	In Home Supportive Services (IHSS) Public Authority Registry Case Files - Provider (ineligible and disqualified)	Documents pertaining to a provider's registry intake process. Records series may include provider's application, copy of providers driver's license and social security number, any background check results information and drug and alcohol screening records.	DPSS / Adult Services Division	CL + 2	GC 26202; ACL 10-51	Shred / Delete
DPSS0850	In-Home Supportive Services (IHSS) Reports	Documents related to In-Home Supportive Services administrative reports. Records series may include Quality Assurance reports, IHSS Death Match reports, IHSS Fraud Reports, statistical reports, work flow reports, program access agreements, and state policy interpretations.	DPSS / Adult Services Division	CL + 5	Best Practice	Shred / Delete
DPSS0900	In-Home Supportive Services (IHSS) Worker's Compensations File	Documents pertaining to Worker's Compensation claims through Intercare. Records series may include, initial claims, letters from doctors and other information pertaining to the Worker's Compensation claim; including confidential emails.	DPSS / Adult Services Division	Once all benefits have been paid in full + 7	8 CCR 10102; 8 CCR 15400.2	Shred / Delete

Record Series			Copy of Record	Official Record Retention	Citation / Rationale	Final Disposition
Code	Title	Description				
DPSS0910	Adult Protective Services Case Files	Client's name, address, and other personal information, Reports of abuse, investigation documentation, reports, and related correspondence. Additionally, any applications resulting in referrals or services rendered by established vendors.	DPSS / Adult Services Division	CL + 7	WIC 10851	Shred / Delete
DPSS0915	In Home Supportive Services (IHSS) Public Authority Provider Labor Board Hearings	Notice of Claim and Conference Remote (WCA 14 DEF) received by mail which include receipt of confidential emails.	DPSS / Adult Services Division	CL + 2	Best Practice	Shred / Delete
DPSS0919	In Home Supportive Services (IHSS) Public Authority Provider Criminal Offender Records Information	Tier 1 or Tier 2 waivers (SOC 862) kept until county is notified that the provider is terminated.	DPSS / Adult Services Division	Termination	Best Practice	Shred / Delete
DPSS0920	Adult Protective Services Program Data	Caseload information, agency invoices, and other records dealing with the program.	DPSS / Adult Services Division	CL + 8	Best Practice	Shred / Delete
DPSS0925	In Home Supportive Services (IHSS) Public Authority Special Payments	STD 435 Form (Request for Duplicate Controller's Warrant / Stop Payment) Payments which include email correspondence and provider timesheet information.	DPSS / Adult Services Division	CL +10	Best Practice, ACIN: I-30-13	Shred / Delete
DPSS0930	In-Home Supportive Services (IHSS) Client Records Requests	Documents pertaining to client request for IHSS records. Records series may include written requests, records released, and correspondence to the requestor.	DPSS / Adult Services Division	CL + 3	Best Practice	Shred / Delete

Record Series			Copy of Record	Official Record Retention	Citation / Rationale	Final Disposition
Code	Title	Description				
DPSS0935	Adult Protective Services Minute Orders for Reports	Documents related to orders from the probate court for a welfare check / investigation: Minute Order, Supplemental Information, Probate Court Report (Long / Short Form), Receipt of Filing.	DPSS / Adult Services Division	CL + 10	Best Practice	Shred / Delete
DPSS0940	Adult Protective Services Client Records Requests	Written requests received and records released and correspondence to the requestor. May include personal information and other documents related to APS cases / investigations.	DPSS / Adult Services Division	CL + 3	Best Practice	Shred / Delete
CHILDREN'S SERVICES						
DPSS0950	Adoption Files	All documents, forms, and emails related to all aspects of Child Welfare Service (CWS) adoption cases.	DPSS / Children's Services Division	P	22 CCR 89179; FC9200	Dept.
DPSS1000	Case File	All documents, forms, and email related to Child Welfare Services' cases in all programs. Record series may include, group home / Short-term Residential Therapeutic Program (STRTP) placement screenings and Child and Family Team meeting files that document meetings with parents and community and department staff, to determine appropriate placement of a child.	DPSS / Children's Services Division	P	California Manual of Policies and Procedures 31-075.2 and 31-075.21; WIC 10851(a); US S.3103 (2022); CA AB-218 (2019); CA AB-452 (2023-2024); Best Practice	Dept.
DPSS1025	Case File	All documents, forms and emails related to Child Welfare Services cases for Indian Child Welfare Act (ICWA). Record series may include, group home / Short Term Residential Therapeutic Program (STRTP) placement screenings, Child and Family Team files that document meetings with parents, community and department staff, to determine appropriate placement of a child.	DPSS / Children's Services Division	P	25 USC 1915 (e); WIC 361.31 (m); California Manual of Policies and Procedures 31-075.21	Dept.

Record Series			Copy of Record	Official Record Retention	Citation / Rationale	Final Disposition
Code	Title	Description				
DPSS1050	Data Reports	All schedules and AD HOC data or other statistical reports and projects not case-specific.	DPSS / Children's Services Division / Continuous Quality Improvement & Planning (CQIP)	CU + 3	GC 26202	Shred/Delete
DPSS1100	Referral File	All documents, forms, emails and recordings of referrals received, which do not transition to a case file.	DPSS / Children's Services Division	P	WIC 10851 (e); Best Practice	Dept.
DPSS1110	Policy and Procedures	All published Children's Services Division policies and procedures.	DPSS / Children's Services Division and Foster Care Policy Unit	P	US S.3103 (2022); CA AB-218 (2019); CA AB-452 (2023-2024); Best Practice	Dept.
SELF-SUFFICIENCY						
DPSS1150	CalSAWS Case Records	All case-related records used to identify customers, who are eligible for services; indicate services provided and case actions as applicable. Record series may include, applications for benefits, customer rights and responsibilities, customer verifications, customer medical records, correspondence, child care documents, service plans / agreements and / or administrative hearing documents.	DPSS / Self-Sufficiency	Case Closure + 6	45 CFR 164.528, 45 CFR 75.361, 45 CFR 164.316, WIC 10851, 22 CCR 40813 (b)	Dept.
DPSS1160	CalSAWS Other Case Records	All time-limit records and warrant registers.	DPSS / Self-Sufficiency	P	Best Practice	Dept.