

**STATE OF CONNECTICUT
DEPARTMENT OF DEVELOPMENTAL SERVICES**

Policy No. I.C.1.PO.003
Subject: Master File/Individual Record
Section: Case Management

Issue Date: July 30, 2003
Effective Date: Upon release
Revised: November 30, 2008

A. Policy Statement

The DDS case manager or designee is responsible for maintaining the DDS Master File/Individual Record for each individual determined eligible for DDS services. The DDS Master File/Individual Record is a historical record of all pertinent information regarding demographic/legal; case management; clinical services; education, employment and day supports; referrals and correspondence; and individual plan. A specific person's Master File/Individual Record shall be maintained and shall remain at the DDS regional office responsible for providing case management services for that person. The retention, destruction, and transfer of records shall be managed in accordance with Public Record Management, CGS Sec. 11-8a. All documents must be maintained for ten years after an individual's death or final disposition of a case. Any documents moved to inactive storage must be accessible for ten years.

B. Applicability

This policy applies to all individuals who are eligible for DDS supports and services.

This policy shall apply to case managers, support brokers, case management supervisors and all other staff responsible who maintain the DDS Master File/Individual Record.

C. Definitions

See Case Management Definitions at the beginning of this section.

D. References

1. Case Management Policy
2. Master File/Individual Records Procedure

E. Attachments

None