

NC DIVISION OF SERVICES FOR THE BLIND POLICIES AND PROCEDURES VOCATIONAL REHABILITATION

Section:	R
Title:	Records Management
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The North Carolina Division for Services for the Blind (DSB), through its Area and District Offices and facilities shall maintain a case record on all eligible individuals receiving services from the State Agency. All records shall be of a confidential nature and shall not be made available to the general public. All division records of service must be maintained in a neat and orderly fashion which allows easy access to information regarding the eligible individual. Case records must be stored in locked file cabinets in each office and should not be removed from the office unless great care is taken to assure confidentiality of the information.

Vocational Rehabilitation Counselors may only take case records from the office when all of the following seven criteria are met:

1. It is absolutely necessary to take the case record to serve the individual and,
2. Supervisory approval has been provided by the Area Rehabilitation Supervisor, District Rehabilitation Supervisor or the Counselor In Charge and,
3. The only case record(s) removed are for individuals who are scheduled to be seen and,
4. The case record is maintained in a secure and safe environment at all times and,
5. The record is returned to the office the following workday or first date that employee returns to the office, and
6. The Vocational Rehabilitation Counselor's name, name of the case record removed, date the case record is removed and date the case record is returned is noted on a log maintained in each office.
7. If the Vocational Rehabilitation Counselor removes only parts of a case record and leave the case record in the office, a list of all documents removed from the record shall be recorded on the log maintained in each office.