



Government Records Services

800 East Broad St., Richmond VA 23219

(804) 692-3600

RECORDS RETENTION AND DISPOSITION SCHEDULE

GENERAL SCHEDULE NO. GS-15

COUNTY AND MUNICIPAL GOVERNMENTS

Social Services

The schedule on the attached page(s) is approved with agreement to follow the records retention and disposition policies listed below

APPROVED:

A handwritten signature in black ink, appearing to read "Gregory E. Lough", written over a horizontal line.

EFFECTIVE SCHEDULE DATE: 09/11/2025

POLICIES FOR RECORDS RETENTION AND DISPOSITION

1. This schedule is continuing authority under the provisions of the Virginia Public Records Act, § 42.1-76, et seq. of the Code of Virginia for the retention and disposition of the records as stated on the attached page(s).
2. This schedule supersedes previously approved applicable schedules.
3. This schedule is used in conjunction with the Certificate of Records Destruction (RM-3 Form). A completed RM-3 Form must be approved by an agency-designated records officer before records can be destroyed.
4. Any records created prior to 1912 must be offered, in writing, to the Library of Virginia (LVA) before applying these disposition instructions. Offered records can be destroyed 60 days after date of the offer if no response is received from the LVA.
5. All known audits, requests for records pursuant to the Virginia Freedom of Information Act, § 2.2-3700, et seq., and retention schedule renegotiations regarding the listed records must be resolved before the records can be destroyed. Knowledge of subpoenas, investigations, or litigation that reasonably may involve the listed records suspends any disposal and/or operational reformatting processes until all issues are resolved.
6. The retentions and dispositions listed on the attached page(s) apply regardless of format, e.g., paper, microfilm, electronic image, etc. Unless prohibited by law, records may be reformatted at the agency's discretion. Microfilming must be done in accordance with 17VAC15-20-10, et seq. of the Virginia Administrative Code, "Standards for the Microfilming of Public Records for Archival Retention." All records must be accessible throughout their retention period. Whether the required preservation is through prolongation of appropriate hardware and/or software, reformatting, or migration, it is the obligation of the agency to do so.
7. Records custodians must ensure that confidential or privacy-protected information contained in records and non-records is ultimately destroyed to prevent unauthorized disclosure. Confidential destruction of paper is accomplished only through shredding, pulping, or burning. For electronic information, it is accomplished by overwriting the data or physically destroying the media. Merely deleting confidential or privacy-protected information is not sufficient. Documents containing Social Security numbers must be destroyed in compliance with 17VAC15-120-30.
8. Under the Virginia Public Records Act, § 42.1-79, the Library of Virginia is the official custodian and trustee of all state-agency records transferred to the State Archives, which may purge select records in accordance with professional archival practices in order to ensure efficient preservation and access.
9. Unless otherwise directed, files are closed out at the end of each calendar or fiscal year, as appropriate. Retention periods start at that time. Other event-based filing cutoffs (e.g., "after last action") must be defined and consistently applied by the agency.

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Benefits: Benefits Cases This series documents requests for financial assistance such as auxiliary grants and general relief through energy assistance, Supplemental Nutrition Assistance Program (SNAP), Medicaid, and Temporary Assistance for Needy Families (TANF). This series may include, but is not limited to: applications, renewals, and supporting documentation. 7CFR272.1; COV 63.2-614; COV 63.2-800 thru 805	101029	3 Years after closed	Confidential Destruction
Benefits: Fraud Investigations - Founded This series documents investigations of fraud among providers or clients of benefits and services that are determined to be founded. This series may include, but is not limited to: investigative reports and correspondence.	101034	75 Years after creation	Confidential Destruction
Benefits: Fraud Investigations - Unfounded This series documents investigations of fraud among providers or clients of benefits and services that are determined to be unfounded. This series may include, but is not limited to: investigative reports and correspondence.	000176	3 Years after closed	Confidential Destruction
Benefits: Overpayment Cases This series documents the investigation of and collection attempts made on the overpayment of benefits by the locality to providers or clients. Benefits may include, but are not limited to: food stamps, Medicaid, and Temporary Assistance for Needy Families (TANF). This series may include, but is not limited to: evidence, administrative disqualification hearing findings, and investigation documentation.	007017	3 Years after closed	Confidential Destruction
Family Services: Adult Services/Adult Protective Services (APS) - Cases with Report This series documents cases that contain an APS report alleging abuse of an adult 60 years of age or older or incapacitated adults 18 years of age or older. This series may include, but is not limited to: complaints and investigation notes. COV 63.2-1605	000282	5 Years after closed	Confidential Destruction



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Family Services: Assisted Living Facility Assessments and Preadmission Screenings This series documents the assessment of residents of and applicants to assisted living facilities (ALF) or preadmission screenings. This series may include, but is not limited to: uniform assessment instruments (UAI). 22VAC30-110-20	000169	5 Years after event	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Family Assessments This series documents family assessments conducted as a result of valid CPS complaints. This series may include, but is not limited to: interviews and reports. COV 63.2-1514B	101019	3 Years after event	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Founded with Multiple Complaints This series documents the investigations of multiple child abuse and neglect complaints, whether valid or invalid, that involve either the same alleged abuser or the same victim. This series may include, but is not limited to: CPS referrals; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. Final disposition occurs when all complaint cases on the alleged abuser or victim are eligible for disposition.	101023	0 Years after expiration	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Founded, Level 1 This series documents the investigation of child abuse and neglect complaints received by the department that are determined to be Founded, Level 1. This series may include, but is not limited to: CPS referrals; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. COV 63.2-1514A; 22VAC40-705-130	101020	18 Years after receipt	Confidential Destruction



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Family Services: Child Protective Services (CPS) Cases - Founded, Level 1 - Sexual Abuse, After June 30, 2010 This series documents the investigation of child sexual abuse complaints received by the department after June 30, 2010 that are determined to be Founded, Level 1. This series may include, but is not limited to: CPS referral information; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. COV 63.2-1514A; 22VAC40-705-130	000508	25 Years after receipt	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Founded, Level 1 - Sexual Abuse, Before July 1, 2010 This series documents the investigation of child sexual abuse complaints received by the department before July 1, 2010 that are determined to be Founded, Level 1. This series may include, but is not limited to: CPS referral information; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. 22VAC40-705-130	200732	18 Years after receipt	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Founded, Level 2 This series documents the investigation of child abuse and neglect complaints received by the department that are determined to be Founded, Level 2. This series may include, but is not limited to: CPS referral information; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. COV 63.2-1514A; 22VAC40-705-130	101021	7 Years after receipt	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Founded, Level 3 This series documents the investigation of child abuse and neglect complaints received by the department that are determined to be Founded, Level 3. This series may include, but is not limited to: CPS referral information; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. COV 63.2-1514A; 22VAC40-705-130	101022	3 Years after receipt	Confidential Destruction

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Family Services: Child Protective Services (CPS) Cases - Founded, Pre-1992 This series documents the investigation of child abuse and neglect complaints received in 1992 or earlier. This series may include, but is not limited to: Child Protective Services (CPS) referral information; court orders; family assessment or investigation report; safety and risk assessments; medical, school, and/or psychological reports; and worker notes.	000172	28 Years after birth	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Invalid This series documents invalid child abuse and neglect complaints received by the department. This series may include, but is not limited to: CPS referral information and worker notes. COV 63.2-1514B	200729	1 Year after receipt	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Unfounded, No Request to Maintain File, After June 30, 2020 This series documents the investigation of valid child abuse and neglect complaints received by the department after June 30, 2020 that are determined to be unfounded. This series may include, but is not limited to: CPS referral information; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. COV 63.2-1514B; COV 63.2-1505	101016	3 Years after receipt	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Unfounded, No Request to Maintain File, Before July 1, 2020 This series documents the investigation of valid child abuse and neglect complaints received by the department before July 1, 2020 that are determined to be unfounded. This series may include, but is not limited to: CPS referral information; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. COV 63.2-1514B	200730	1 Year after receipt	Confidential Destruction



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Family Services: Child Protective Services (CPS) Cases - Unfounded, Request to Maintain File, After June 30, 2020 This series documents the investigation of valid child abuse and neglect complaints received by the department after June 30, 2020 that are determined to be unfounded and that the alleged abuser requests be maintained. This series may include, but is not limited to: CPS referral information; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. COV 63.2-1514B; COV 63.2-1505	101017	5 Years after receipt	Confidential Destruction
Family Services: Child Protective Services (CPS) Cases - Unfounded, Request to Maintain File, Before July 1, 2020 This series documents the investigation of valid child abuse and neglect complaints received by the department before July 1, 2020 that are determined to be unfounded and that the alleged abuser requests be maintained. This series may include, but is not limited to: CPS referral information; court orders; safety and risk assessments; medical, school, and/or psychological reports; and worker notes. COV 63.2-1514B	200731	3 Years after receipt	Confidential Destruction
Family Services: Foster Care Cases - Adopted This series documents foster care services provided to children who are subsequently adopted. This series includes: service applications and records, court orders and service plans, correspondence, acknowledgments, and case narratives. 22VAC40-201-130	200765	0 Years after event	Confidential Destruction
Family Services: Foster Care Cases - Not Reunited with Families This series documents supervision and interaction with foster care clients who were never reunited with their families and never adopted. This series may include, but is not limited to: home inspections, visitation notes, case management, family assessment planning, and Independent Living placements. 22VAC40-201-130	101032		Permanent, In Agency



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Family Services: Foster Care Cases - Reunited with Families This series documents supervision and interaction with foster care clients who were reunited with their families. This series may include, but is not limited to: home inspections and visitation notes. COV 63.2-904; 22VAC40-201-130	101033	22 Years after birth	Confidential Destruction
Family Services: Service Cases This series documents interaction with clients through service programs such as childcare; emergency assistance; family preservation; foster care prevention; Promoting Safe and Stable Families; custody investigations, adoption supervision, and home studies for non-local cases; Virginia Initiative for Employment not Welfare (VIEW); and adult services cases including guardianship report tracking that do not contain an Adult Protection Services (APS) report, assisted living facility assessment or nursing home preadmission screening. This series may include, but is not limited to: applications, quarterly and annual reports, training materials, and outcome measure statistics.	101038	3 Years after last action	Confidential Destruction
Family Services: Service Cases - Child Protective Services (CPS) This series documents services provided to children and families as a result of a CPS complaint that was opened as a services case. This does not include the family assessment or investigation.	000171	5 Years after closed	Confidential Destruction
Family Services: Service Cases - Children's Services Act (CSA) This series documents services to high-risk youth as part of the Children's Services Act (CSA). This series may include, but is not limited to: counseling records, court-ordered program placement, and payment for foster care. COV 2.2-5206; COV 2.2- 5208	000174	3 Years after closed	Confidential Destruction



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Family Services: State Adoption Assistance This series documents funding for ongoing state-funded adoption assistance cases. This series may include, but is not limited to: supporting documentation for application and determination, review invoices, authorization/approval documents for payment, purchase orders, warrant registers, checks issued for payment, and any credit or adjustments made as corrections. COV 63.2-335	200766	3 Years after final payment	Confidential Destruction
Family Services: Title IV-E Records This series documents funding for ongoing assistance to Title IV-E eligible children in foster care, Title IV-E adoption assistance cases, and adoption incentive funds. This series may include, but is not limited to: supporting documentation for application and determination, review invoices, authorization/approval documents for payment, purchase orders, warrant registers, checks issued for payment, and any credits or adjustments made as corrections. 45 CFR 1356.71; 45 CFR 74.53(b)	200075	3 Years after final payment	Confidential Destruction
Family Services: Title IV-E Records - Ineligible Applications This series documents applications deemed ineligible for funding under Title IV-E. This series may include, but is not limited to, supporting documentation for applications and determinations, appeals, and notification.	200877	3 Years after last action	Confidential Destruction
Licensing Programs: Provider Files for Licensed Programs This series documents the approval, monitoring, and investigation of licensed day and residential care facilities or programs for children and adults. This series may include, but is not limited to: applications, initial compliance, certificates of occupancy, inspection and approval reports, business plans and modifications, copies of licenses issued, complaints, and administrative hearings and litigation case file summaries.	200737	5 Years after closed	Confidential Destruction



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Licensing Programs: Provider Files for Unlicensed Programs This series documents the monitoring and investigation of unlicensed day and residential care facilities or programs for children and adults, including religious institutions that have obtained and maintained the requirements for an exemption from licensure; certified preschools during their period of certification; and providers alleged to be subject to licensure, but operating without a license. This series may include, but is not limited to: statements of intent for exemptions; exemption disclosure statements; certification of tax-exempt status; accreditation information; information relating to compliance with health, fire, and building codes; verification of required staff-to-child ratios; staff health reports; information about employee qualifications and criminal record clearances; and complaint information.	200738	5 Years after closed	Confidential Destruction
Virginia Juvenile Community Crime Control Act (VJCCCA): Programs and Services This series documents juvenile cases that appear before an intake officer, are formally processed by the court, and all others that are funded by the Virginia Juvenile Community Crime Control Act (VJCCCA). This series may include, but is not limited to: assessments, correspondence, court orders and petitions, educational and social history, intake demographics, offense history, referrals, and reports.	200733	18 Years after birth	Confidential Destruction