

## 02 **Retention of Records**

**REVISION 47**  
(01/01/19 - 12/31/19)

The purpose of this policy is to ensure the protection and adequate maintenance of all necessary Family Assistance Administration (FAA) program records and documents. The FAA ensures adherence to the purge schedule for outdated or obsolete records. This policy also serves the purpose of aiding all FAA workers in understanding the obligations of retaining electronic documents including, but not limited to:

- [Case File\(g\)](#)  
Case file refers to all collected forms, documents and documentation obtained during the administration of:  
Cash Assistance (CA)  
Medical Assistance (MA)  
Nutrition Assistance (NA) and  
Tuberculosis Control (TC)
- Web files
- Text files
- Audio files
- Portable Document Format (PDF) documents, and
- All Microsoft Office or other similarly formatted files

Pursuant to Arizona Revised Statute (ARS) 41-1351, the following retention periods represent the maximum time to retain the specified record. When there is evidence of special circumstances, which require the extension of a retention period, contact the [Records Center](#) to inquire about a change to the specified retention period. Only the Records Management Division has the authority to extend records retention periods.

The record's retention period starting point follows each record type.

Retain the following records for a period of 5 years:

- FAA Case Records for all CA, MA, NA or TC applicants/participants - starting at the end of the quarter of receipt/preparation or when no longer needed for administrative, legal or regulatory purposes
- FAA Assistance Payments Information Systems Reports - starting at the end of calendar year of preparation

- Hard copy images not converted to electronic formats - starting at the end of the quarter of receipt/preparation or when no longer needed for administrative, legal or regulatory purposes:
- Electronic records - starting at the end of the quarter of receipt/preparation or when no longer needed for administrative, legal or regulatory purposes

Electronic records include the following:

AZTECS screens and CADDO documentation

OnBase

HEAplus

PDF files

- FAA Federal Reports - starting at the end of the FFY of preparation
- Quality Control (QC) Schedules - starting at the end of the FFY of preparation
- QC Worksheets - starting at the end of the FFY of preparation

Retain the following records for a period of 3 years:

- Policy Clarifications – starting at the end of calendar year of completion
- Office of Program Evaluation (OPE) Budgets – starting at the end of the FFY of submission
- Equipment Inventories – starting from the date of receipt
- OPE Reports – starting at the end of the FFY of preparation
- OPE Reports include the following:
  - CA/NA weekly dispositions
  - Error tracking ledgers including Federal Ledgers and Federal Reports
  - CA/NA Sample Lists
  - Federal Review Schedules

Retain all Management Evaluation (ME) Reports for a period of 2 years from the end of the calendar year of preparation.