

## 14. Public Assistance and Support Services

The function of Public Assistance and Support Services involves coordinating needs-related payments and providing a safety net for under-resourced populations, as overseen by the Department of Military and Veterans Affairs and the Department of Public Safety. These functions also encompass workforce development and vocational rehabilitation, which are overseen by the Department of Commerce, the Community Colleges System Office, the Department of Health and Human Services, and the Department of Public Instruction. Agencies document programs offered, eligibility, and services rendered.

NOTE: Separate records retention and disposition schedules govern the records of the North Carolina Community College System campuses and the UNC System institutions.

Many of the benefits provided by Public Assistance and Support Services programs are funded through grants; any records that document grant funding should be handled according to Grants Management under FINANCIAL MANAGEMENT. Hearings about denied claims that are resolved within another agency are under LEGAL. Appeals hearings resolved within the agency along with fraud investigations are under MONITORING AND COMPLIANCE.

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Many Public Assistance and Support Services records, such as Business Enterprise Program Records (RC No. 1432.3) have retention periods that are triggered by the conclusion of assistance or services, so it is useful to organize records accordingly. There are some archival records on this schedule, such as Apprenticeship and On-the-Job Training Master Craftsman Program Records (RC No. 1431.A). Adoption records are both confidential and require permanent retention.




Many public assistance and support services records contain confidential information; therefore, the security of both paper and electronic records should be maintained at all times. For example, 34 CFR 361.38 specifies the confidentiality of personal information in the possession of the Division of Services for the Blind, and G.S. § 96-4(x) confers confidentiality on records held by the Division of Employment Security.

These Functional Schedules apply to records in all media, unless otherwise specified. The State Archives of North Carolina recommends that agencies develop a file plan that documents the owners of record copies, internal definitions of reference value, and record formats. (A sample is available on the records management tools page at <https://archives.ncdcr.gov/government/rm-tools>.) Information about the NC Public Records Act, confidentiality, destructions, audits and litigation actions, and electronic records can be found in the overview to the functional scheduling initiative. A key for the Functional Schedule along with definitions of important records management terms can be found in the glossary to this schedule.

### 14.1 Claims and Support Services

*DEFINED: Activities related to the management of needs-related services for disaster relief, social services, and veterans as well as support services and rehabilitation for qualified individuals.*



*SEE ALSO: See [Section 14.2](#) for specific records about adoptions, child support services, and foster care. See [Section 14.3](#) for records about vocational rehabilitation. Records that document grant funding should be handled according to Grants Management under FINANCIAL MANAGEMENT. Hearings about denied claims that are resolved within another agency are under LEGAL; appeals hearings held within the agency are under MONITORING AND COMPLIANCE, as are fraud investigations.*

RC No.	Record Types	Description	Disposition Instructions	Citation
1411.1 	Applications	claims forms submitted to request assistance and determine eligibility; includes evaluations and other related records for claims that are denied  <i>NOTE: Approved claims should be included with the Case Records.</i>	RETAIN UNTIL: Received PLUS: 1 year THEN: Destroy	<u>Confidentiality</u> G.S. § 132-1.10 34 CFR 361.49
1412.3 	Case Records	records concerning recipients of assistance and support services; includes applications, referrals, assessments, forms, contacts, service and rehabilitation plans, authorizations, evaluations, and other related records	RETAIN UNTIL: Closed PLUS: 3 years THEN: Destroy*	<u>Confidentiality</u> G.S. § 132-1.10 34 CFR 361.49
1412.20 	(continued on following page)	records maintained by the Department of Public Instruction concerning recipients of early learning sensory support	RETAIN UNTIL: Closed PLUS: 20 years <a href="#">Ω</a> THEN: Destroy*	<u>Confidentiality</u> 20 USC 1439 42 USC 1320d

\* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.

∞ See appendix for list of item numbers for records that should transfer to the State Archives.

Ω See appendix for list of item numbers for records that are temporarily stored at the State Records Center prior to destruction.

RC No.	Record Types	Description	Disposition Instructions	Citation
1412.< 	Case Records (cont.)	records concerning guardian ad litem cases overseen by the Administrative Office of the Courts; includes court pleadings, summaries or reports, medical, psychological, or substance abuse evaluations or reports, staff and volunteer case notes, and other related records	RETAIN UNTIL: Juvenile reaches age 21 THEN: Destroy*	<u>Confidentiality</u> G.S. § 7B-601(c)
1413.3 	Eye Disability Reports	certifications of income tax exemptions for North Carolina residents with eye disabilities, provided by the Department of Health and Human Services	RETAIN UNTIL: Complete PLUS: 3 years THEN: Destroy	<u>Confidentiality</u> 34 CFR 361.49




\* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.  
 ∞ See appendix for list of item numbers for records that should transfer to the State Archives.  
 Ω See appendix for list of item numbers for records that are temporarily stored at the State Records Center prior to destruction.

## 14.2 Social Services

*DEFINED: Activities conducted by the Department of Health and Human Services (DHHS) to provide services to people with particular needs.*

*NOTE: Most individual cases for entitlement programs are handled by Departments of Social Services or Departments of Human Services at the county level. Their records are governed by a separate records retention and disposition schedule.*

*SEE ALSO: Records that document grant funding, such as Temporary Assistance for Needy Families (TANF), should be handled according to Grants Management under FINANCIAL MANAGEMENT. The financial records documenting child support services are also under FINANCIAL MANAGEMENT. For monitoring of programs, see MONITORING AND COMPLIANCE.*

RC No.	Record Types	Description	Disposition Instructions	Citation
1421.A 	Adoption Case Records	records concerning adoption cases overseen by the Department of Health and Human Services, including adult adoptions, dismissed adoptions, interstate adoptions, and the resource exchange program; includes petitions for adoption, affidavits, consent forms, final orders of adoption, narratives, and other related records; also includes any addenda received after final decrees	PERMANENT (archival) ∞	<u>Confidentiality</u> G.S. § 48-9-102 G.S. § 48-10-105
1422.3 	Child Support Services Records  SEE ALSO: Accounting (FINANCIAL MANAGEMENT)	records concerning efforts by the Department of Health and Human Services to collect child support payments; includes locate requests, tax intercept authorizations, financial institution data matches, and other related records	RETAIN UNTIL: Closed PLUS: 3 years THEN: Destroy	<u>Confidentiality</u> G.S. § 132-1.1(b) G.S. § 132-1.2(2) G.S. § 132-1.10 G.S. § 153A-148.1 G.S. § 160A-208.1
1423.A 	Interstate Foster Care Case Records	records concerning foster care placements governed by the Interstate Compact on the Placement of Children (ICPC) and maintained by the Department of Health and Human Services; includes forms, correspondence, and other related records	PERMANENT (archival) ∞	<u>Confidentiality</u> G.S. § 48-9-102 G.S. § 48-10-105

\* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.

∞ See appendix for list of item numbers for records that should transfer to the State Archives.


Ω See appendix for list of item numbers for records that are temporarily stored at the State Records Center prior to destruction.

**14.3 Unemployment Assistance and Workforce Development**

*DEFINED: Activities helping people find jobs and assisting employers to find and retain a qualified workforce as well as activities carried out by the Department of Commerce to implement the State’s system of unemployment insurance.*

*NOTE: The records of colleges within the North Carolina Community College System are governed by a separate retention and disposition schedule.*

*SEE ALSO: If grant funding provides the mechanism for supporting workforce development, those records are under FINANCIAL MANAGEMENT. The records generated by the State Board of Education in administering vocational and technical education are under GOVERNANCE. For certifications of training programs and for fraud investigations, see MONITORING AND COMPLIANCE.*

RC No.	Record Types	Description	Disposition Instructions	Citation
1431.A	Apprenticeship and On-the-Job Training Master Craftsman Program Records	standards, registration forms, listings of work processes, and other related records for apprenticeship programs overseen by the North Carolina Community College System Office	PERMANENT (archival) ∞	
1431.7		apprenticeship agreements enacted by the North Carolina Community College System Office along with compliance reviews and complaint investigations; also includes records concerning U.S. Department of Veterans Affairs (VA) programs	RETAIN UNTIL: Complete or canceled PLUS: 7 years Ω THEN: Destroy	<u>Retention</u> 29 CFR 30.18(b)
1432.3 	Business Enterprise Program Records	records accumulated by the Department of Health and Human Services concerning legally blind operators of food service and vending facilities; includes training, counseling, and management services records; also includes contracts, memoranda, inspection reports, authorizations, and other related records	RETAIN UNTIL: Inactive PLUS: 3 years THEN: Destroy	<u>Confidentiality</u> 34 CFR 361.38







\* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.  
 ∞ See appendix for list of item numbers for records that should transfer to the State Archives.  
 Ω See appendix for list of item numbers for records that are temporarily stored at the State Records Center prior to destruction.

RC No.	Record Types	Description	Disposition Instructions	Citation
1433.A	Employer Workforce Records	notifications received by the Department of Commerce from companies or businesses concerning plant closings and layoffs	PERMANENT (archival) ∞	<u>Authority</u> 20 CFR Part 639
1433.5-1	SEE ALSO: Tax Credit Authorizations (FINANCIAL MANAGEMENT)	records compiled by the Department of Commerce concerning employers located within the jurisdiction of local or branch offices; includes contact information, agreements, job orders, reports, evaluations, correspondence, and other related records	RETAIN UNTIL: Inactive PLUS: 5 years THEN: Destroy	<u>Confidentiality</u> G.S. § 96-4(x)  <u>Retention</u> G.S. § 132-3(c)
1433.5-2		records concerning accounts maintained by the Department of Commerce for each employer reimbursing the Unemployment Insurance Fund; includes annual statements of all credits and charges	RETAIN UNTIL: Complete PLUS: 5 years THEN: Destroy	<u>Authority</u> G.S. § 96-9.6(d)  <u>Confidentiality</u> G.S. § 96-4(x)  <u>Retention</u> G.S. § 132-3(c)
1433.5-3		records submitted to the Department of Commerce documenting workforce needs that cannot be met within the citizen population and require foreign laborers	RETAIN UNTIL: Received PLUS: 5 years THEN: Destroy	
1433.4		records concerning federal tax credit authorizations for employers, as submitted to the Department of Commerce, that are deemed eligible	RETAIN UNTIL: Determination PLUS: 4 years Ω THEN: Destroy	<u>Confidentiality</u> IRS Publication 1075  <u>Retention</u> DOL ETA handbook
1433.1		records concerning federal tax credit authorizations for employers, as submitted to the Department of Commerce, that are deemed ineligible	RETAIN UNTIL: Determination PLUS: 1 year THEN: Destroy*	<u>Confidentiality</u> IRS Publication 1075  <u>Retention</u> DOL ETA handbook

\* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.

∞ See appendix for list of item numbers for records that should transfer to the State Archives.

Ω See appendix for list of item numbers for records that are temporarily stored at the State Records Center prior to destruction.

RC No.	Record Types	Description	Disposition Instructions	Citation
1434.3 	Participant Case Records	records concerning participants in vocational rehabilitation and workforce development programs	RETAIN UNTIL: Inactive PLUS: 3 years THEN: Destroy	<u>Confidentiality</u> 34 CFR 361.38  <u>Retention</u> 20 CFR 683.150(h)(5)
1435.5 	Performance Measures	common follow-up information management system (CFS) designed by the Department of Commerce for tracking performance measures related to current and former participants in state job training, education, and placement programs	RETAIN UNTIL: Complete PLUS: 5 years THEN: Destroy	<u>Authority</u> G.S. § 96-32(a)  <u>Confidentiality</u> G.S. § 96-32(a) G.S. § 96-33(b)
1436.5-1 	Unemployment Insurance (UI) Records	records compiled by the Department of Commerce concerning claims for UI benefits; includes claim forms, wage transcripts, work histories, eligibility reviews, and other related records for valid claims	RETAIN UNTIL: Inactive PLUS: 5 years THEN: Destroy	<u>Confidentiality</u> G.S. § 96-4(x) 20 CFR Part 603  <u>Retention</u> G.S. § 132-3(c)
1436.5-2 		UI claim forms that are rejected by the Department of Commerce	RETAIN UNTIL: Received PLUS: 5 years THEN: Destroy	
1436.5-3 		interstate and intrastate unemployment insurance claims for federal employees filed with the Department of Commerce; also includes claims by former military personnel	RETAIN UNTIL: Inactive PLUS: 5 years THEN: Destroy	<u>Retention</u> IRS Publication 1075
1436.3 		reports filed with the U.S. Department of Labor concerning Department of Commerce administrative decisions involving UI claims	RETAIN UNTIL: Complete PLUS: 3 years THEN: Destroy	

\* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.  
 ∞ See appendix for list of item numbers for records that should transfer to the State Archives.  
 Ω See appendix for list of item numbers for records that are temporarily stored at the State Records Center prior to destruction.





RC No.	Record Types	Description	Disposition Instructions	Citation
1437.T	Workforce Strategic Plans	single unified strategic plan developed by the Department of Commerce for core programs for preparing an educated and skilled workforce and meeting the workforce needs of employers	Transfer final report to the State Publications Clearinghouse, State Library of North Carolina	<u>Authority</u> G.S. § 125-11.5 through 11.10
1437.5		working papers and other materials collected by the Department of Commerce in producing the state unified plan	RETAIN UNTIL: Completion of report PLUS: 5 years THEN: Destroy	

\* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.  
 ∞ See appendix for list of item numbers for records that should transfer to the State Archives.  
 Ω See appendix for list of item numbers for records that are temporarily stored at the State Records Center prior to destruction.

## Records That Will Transfer to the State Records Center

**1412.20 Case Records:** Transfer to the State Records Center 5 years after designated inactive. Records will be held for agency 15 additional years and then destroyed.

Agency	Series Title	Item Number
Public Instruction, Department of	Early Learning Sensory Support Records File	45366

**1421.A Adoption Case Records:** Transfer to the State Records Center 1 year after case is closed for microfilming. After completion of microfilming and all quality control procedures, the original copy (silver-halide) of microfilm will be transferred to custody of the Archives. Paper records will be destroyed in the State Records Center after microfilming. A duplicate copy of the microfilm will be purchased and retained permanently by the agency.

Agency	Series Title	Item Number
Health and Human Services, Department of	Adoptions Addenda File	50327
	Adult Adoptions Case File	2087
	Dismissed Adoption Case File	2089
	Indexed Adoption Case File	2090
	Interstate Adoption Case File <sup>^</sup>	2088

<sup>^</sup> No duplicate reel of microfilm is required for these records.

**1423.A Interstate Foster Care Case Records:** Transfer to the State Records Center 1 year after case is closed for microfilming. After completion of microfilming and all quality control procedures, the original copy (silver-halide) of microfilm will be transferred to custody of the Archives. Paper records will be destroyed in the State Records Center after microfilming.

Agency	Series Title	Item Number
Health and Human Services, Department of	Interstate Foster Care File	2086

The RC No. listed beside each Record Type is found on the Functional Schedule; the Item Number is a tracking number that is used only for records that are stored at the State Records Center.

An index or box inventory should accompany any records that transfer to the State Records Center for temporary storage or for eventual transfer to the custody of the Archives.

**1431.A Apprenticeship and On-the-Job Training Master Craftsman Program Records:** Transfer to the State Records Center when reference value ends for immediate transfer to the custody of the Archives.

Agency	Series Title	Item Number
Community College System, North Carolina	Cancelled Programs File	2450

**1431.7 Apprenticeship and On-the-Job Training Master Craftsman Program Records:** Transfer to the State Records Center after 2 years. Records will be held for agency 5 additional years and then destroyed.

Agency	Series Title	Item Number
Community College System, North Carolina	Cancelled Apprenticeship Agreements File	21224
	Completed Apprenticeship Agreements File	21225
	Veterans Affairs Program File	49072
	Veterans Affairs Reporting File	49073

**1433.A Employer Workforce Records:** Transfer to the State Records Center when reference value ends for immediate transfer to the custody of the Archives.

Agency	Series Title	Item Number
Commerce, Department of	Worker Adjustment Retraining Notification (WARN) Act File	27114

**1433.4 Employer Workforce Records:** Transfer to the State Records Center after 2 years. Records will be held for agency 2 additional years and then destroyed.

Agency	Series Title	Item Number
Commerce, Department of	Work Opportunity Tax Credit/Welfare to Work (WOTC/WtW) File	431

The RC No. listed beside each Record Type is found on the Functional Schedule; the Item Number is a tracking number that is used only for records that are stored at the State Records Center.

An index or box inventory should accompany any records that transfer to the State Records Center for temporary storage or for eventual transfer to the custody of the Archives.

## Glossary

### Audit

The Society of American Archivists *Dictionary of Archives Terminology* defines an audit as “an independent review and examination of records and activities to test for compliance with established policies or standards, often with recommendations for changes in controls or procedures.”<sup>1</sup> The North Carolina Office of the State Auditor defines three types of audits that can be performed for state agencies<sup>2</sup>:

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- Financial Statement Audits that “determine whether an agency’s financial statements are fairly presented”
- Performance/Financial Related Audits that “provide independent and objective appraisals of agency management practices and operational results”
- Information Systems Audits that “evaluate risks relevant to information systems assets and assess controls in place to reduce or mitigate these risks”

Many state agencies also have an internal auditor’s office that is responsible for assessing whether agency employees, units, and business operations are in compliance with applicable federal and state laws and regulations, as well as agency policies and procedures. Some agencies are also responsible for auditing work of external organizations, including consultants and subrecipients. Agencies in receipt of funding from outside sources may be subject to audits to verify the appropriate expenditure of these funds. Audits may be performed on a routine recurring basis; they also may be prompted by concerns reported to the State Auditor’s Hotline.

### Historical Value

The term historical value is used interchangeably with archival value. The Society of American Archivists *Glossary of Archival and Records Terminology* defines it as “the importance or usefulness of records that justifies their continued preservation because of the enduring administrative, legal, fiscal, or evidential information they contain.”<sup>3</sup> Two criteria for determining historical value are inherent interest and extraordinary documentation:

- Inherent interest is created by non-routine events, by the involvement of famous parties, and by compelling contexts. For instance, foreclosure proceedings from the 1930s have high historical value because they date from the era of the Great Depression.
- Extraordinary documentation is found in records that shed light on political, public, or social history. For instance, the records from the replevin case that returned the Bill of Rights to North Carolina hold more historical value than most property case files because of the political history intertwined with this case.

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<sup>1</sup> Society of American Archivists, *Dictionary of Archives Terminology*.

<sup>2</sup> <https://www.auditor.nc.gov/auditsreviews/types-audits>

<sup>3</sup> *Dictionary of Archives Terminology*

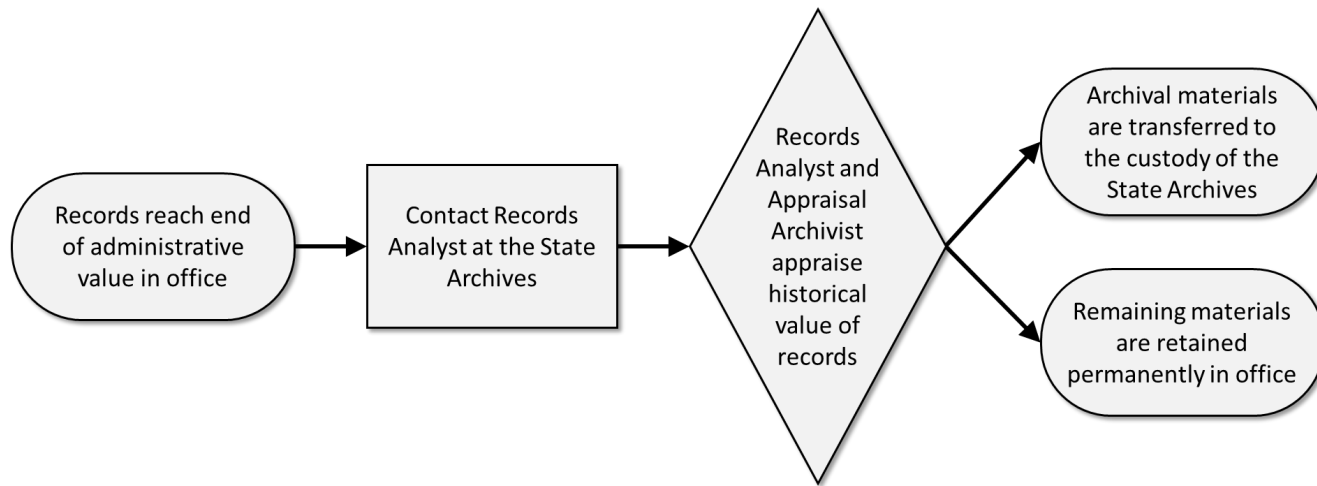
The State Archives of North Carolina (SANC) has further elaborated selection criteria that help distinguish records with archival value:

- Do they protect the rights and property of constituents and organizations?
- Do they have a long-term impact on constituents and organizations?
- Do they document the core functions of an agency?
- Do they document high-level decision-making that shapes an agency's policies or initiatives?
- Do they summarize an agency's activities?

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Records with historical value are identified with one of three designations in the Disposition Instructions:

- PERMANENT: These records will be retained in office permanently.
- PERMANENT (appraisal required): When these records no longer have administrative value in office, the agency will contact the Government Records Section so the records can be appraised by a records analyst and an appraisal archivist. These individuals will determine whether the records should be retained in office permanently or transferred to the custody of the State Archives of North Carolina.



- PERMANENT (archival): These records will transfer to the State Records Center so they can be transferred to the custody of the State Archives of North Carolina.

## Record Copy

A record copy is defined as “the single copy of a document, often the original, that is designated as the official copy for reference and preservation.”<sup>4</sup> The record copy is the one whose retention and disposition is mandated by these Functional Schedules; all additional copies are considered reference or access copies and can be destroyed when their usefulness expires. In some cases, postings to social media may be unofficial copies of information that is captured elsewhere as a record copy (e.g., a press release about an upcoming agency event that is copied to various social media platforms). Appropriately retaining record copies and disposing of reference copies requires agencies to designate clearly what position or office is required to maintain an official record for the duration of its designated retention period. To facilitate this process, SANC has provided a sample file plan for agency use (available on the state agency records management page at <https://archives.ncdcr.gov/government/rm-tools>). In identified cases where records overlap between state agencies, SANC has specified on the schedules which agency is considered the record owner.

## Record Custody

The agency that creates or receives a record is the legal custodian of that record and responsible for fulfilling any retention requirements and public records requests. If an agency transfers records to the State Records Center for temporary storage prior to destruction, those records remain in the legal custody of the originating agency. Any records requests must be authorized by the originating agency, and ultimate destruction must also be authorized by that agency. If an agency transfers archival records to the State Records Center, once those records have been accessioned by the State Archives, their legal custody transfers to the State Archives. From that point forward, all records requests should be channeled through the State Archives. In a few instances, records transfer to the State Records Center to be held in permanent security storage (indicated by a © on the Functional Schedule); in these cases, the records remain in the legal custody of the originating agency.

## Reference Value

The disposition instruction to destroy in office when reference value ends is usually applied to records that were not created by the recipient. Reference files include materials that have no regulatory authority for the recipient and are received from outside the agency or from other units within the agency; subject files containing informational copies of records organized by areas of interest; and reference copies of records where another individual or agency is responsible for maintaining the record copy. The agency is given the discretion to determine how long these records should be retained before destruction, and this decision should be documented in a file plan or other policy so that all members of the agency can be consistent in their handling of these records.

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<sup>4</sup> Ibid.

### Transitory Records

North Carolina has a broad definition of public records. However, the Department of Natural and Cultural Resources recognizes that some records may have little or no long-term documentary or evidential value to the creating agency. These records are often called “transitory records.” They may be disposed of according to the guidance below. However, all public employees should be familiar with the *Functional Schedule for North Carolina State Agencies* and any other applicable guidelines for their office. If there is a required retention period for these records, that requirement must be followed. When in doubt about whether a record is transitory or whether it has special significance or importance, retain the record in question and seek guidance from the analyst assigned to your agency.

Routing slips and transmittal sheets adding no information to that contained in the transmitted material have minimal value after the material has been successfully transmitted. These records may be destroyed or otherwise disposed of after receipt of the material has been confirmed. Similarly, “while you were out” slips, memory aids, and other records requesting follow-up actions (including voicemails and calendar invites) have minimal value once the official action these records are supporting has been completed and documented. These records may be destroyed or otherwise disposed of once the action has been resolved.

Drafts and working papers, including notes and calculations, are materials gathered or created to assist in the creation of another record. All drafts and working papers are public records subject to all provisions of General Statute § 132, but many of them have minimal value after the final version of the record has been approved and may be destroyed after final approval if they are no longer necessary to support the analysis or conclusions of the official record. Drafts and working documents that may be destroyed after final approval include:

- Drafts and working papers for internal and external policies
- Drafts and working papers for internal administrative reports, such as daily and monthly activity reports;
- Drafts and working papers for internal, non-policy-level documents, such as informal workflows and manuals; and
- Drafts and working papers for presentations, workshops, and other explanations of agency policy that is already formally documented.

Forms used solely to create, update, or modify records in an electronic medium may be destroyed in office after completion of data entry and after all verification and quality control procedures, as long as these records are not required for audit or legal purposes. However, if the forms contain any analog components that are necessary to validate the information contained on them (e.g., a signature or notary’s seal), they should be retained according to the disposition instructions for the records series encompassing the forms’ function.

## Key



– symbol designating that records in this series may be confidential or may include confidential information

**RC No.** – a unique identifying number assigned to each record type for ease of reference

Function No.	Sub-function No.	Record Type No.	Retention Abbreviation
15	4	5	A

The example above indicates the numbering scheme for Speeches (1545.A):

- Public Relations is the 15th function
- Marketing and Publicity is the 4th sub-function under Public Relations
- Speeches are the 5th record type under Marketing and Publicity
- Retention abbreviations provide a quick method of identifying the retention requirement for a particular record:

A	transfer to the State Archives
P	retain in office permanently or contact the State Archives for appraisal
R	destroy in office when reference value ends ( <i>NOTE: Agencies shall establish internal policies to ensure consistency in retention and destructions.</i> )
S	destroy in office when superseded or obsolete
T	transfer completed record to another record series
<	retention period shorter than 1 year
	any numerical designation indicates the number of years the record should be retained. A number followed by a + indicates a retention period that extends less than 12 months beyond the specified number of years

**Record Types** – groupings of records that are “created, received, or used in the same activity.”<sup>1</sup>

**Description** – a description of the records, often including the types of records that can be frequently found in that series

<sup>1</sup> Society of American Archivists, *Dictionary of Archives Terminology*.



**Disposition Instructions** – instructions dictating the length of time a series must be retained, and how the office should dispose of those records after that time (either by destruction or transfer to the State Archives). For any records that will transfer to the State Records Center, either for temporary storage or for transfer to the State Archives, consult the Appendix for the item number that is necessary to track these records. **Note:** No destruction of records may take place if litigation or audits are pending or reasonably anticipated.

Key

This border on the right and left of the Description and Disposition Instruction cells indicates a record that belongs to a particular agency, as identified in the Description. If other agencies possess copies of this record, they are reference copies that can be discarded when their reference value ends.

The Disposition Instructions include a number of triggers that begin the retention period:

- *Adoption of plan:* With a record such as a strategic plan, the retention period begins as soon as the plan is adopted by the governing body.
- *Closed:* With a record such as an investigation, the retention period begins once the case is closed.
- *Complete:* With a record such as a report, the retention period begins once the report has been finalized.
- *Execution of plan:* With a record such as a business plan, the retention period begins once the plan has been carried out.
- *Reference value ends:* Once the content of a record is no longer useful or significant, it can be destroyed. This disposition is usually applied to records that were not created by the agency.
- *Service ends:* With a record relating to an elected or appointed office, the retention period begins once the term of service ends.
- *Superseded or Obsolete:* With any record that is produced in versions, an older version can be destroyed when the new version is received.

Several symbols are used within the disposition instructions:

- ∞ archival records that should transfer to the State Archives for permanent retention
- Ω records that transfer to the State Records Center for temporary storage before destruction
- © records that transfer to the State Records Center for permanent security storage

**Citation** – a listing of references to statutes, laws, and codes related to the records series. Citations can include Authorities (governing the creation of records), Confidentiality (limiting access to public records), and Retention (setting a retention period).

- CFR = citation from the Code of Federal Regulations
- G.S. = citation from the North Carolina General Statutes
- NCAC = citation from the North Carolina Administrative Code
- USC = citation from the United States Code