

# **17 Organize the File Room Grants Awarded**

- 1. AHTANUM IRRIGATION DISTRICT**
- 2. CITY OF EDMONDS**
- 3. CITY OF LONG BEACH**
- 4. CITY OF OKANOGAN**
- 5. CITY OF OTHELLO**
- 6. GRAYS HARBOR COUNTY**
- 7. KLICKITAT COUNTY FIRE DISTRICT 3**
- 8. MOUNT VERNON POLICE DEPARTMENT**
- 9. NEWPORT SCHOOL DISTRICT**
- 10. ORTING SCHOOL DISTRICT**
- 11. PORT OF ROYAL SLOPE**
- 12. PORT OF SKAMANIA COUNTY**
- 13. RAYMOND SCHOOL DISTRICT #116**
- 14. SOUTH COUNTY FIRE**
- 15. TACOMA POWER / GENERATION**
- 16. TOWN OF YACOLT**
- 17. WALLA WALLA COUNTY COMMUNITY HEALTH DEPT**

# AHTANUM IRRIGATION DISTRICT

**Amount Awarded: \$375**

## About the Problem

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

Our small, special purpose irrigation district was formed in 1918. Over the years, various District Secretaries and Attorneys warehoused District records in their offices and storage units as the District did not acquire a bricks-and-mortar office until about ten years ago. Since that time, nearly 100 years of warehoused records have transitioned their way from these various storage locations to our current office. Our District has only two full time employees, an Executive Assistant and a Stream Patroller. The Executive Assistant was appointed as the Public Records Officer in 2009 to address sorting the backlog of records for destruction (as time allows after performing her regular duties). The Executive Assistant has been a regular participant in the Archives' Records Management trainings, and she contacts the Central Regional Branch on a regular basis whenever records-related questions or concerns arise. The sorting of these records has been slow work, but over the years most of the commonly held records have been sorted and appropriately destroyed. Additionally, our District is close to completing the last leg of digitizing and transferring nearly 100 years of Minutes and Resolutions to Archives/Digital Archives. There is more to be done.

During this process we have become aware of an issue we would like grant assistance to address: The need to securely store records containing personally identifiable information, such as payroll, pension, and employee-related records. Our District became a member of the Department of Retirement shortly after DRS came into existence; therefore, many of our past employees and Board members, as well as current employees, have participated in various pension programs. For retirement program purposes, we have historic payroll-associated records that need to be maintained for 60-plus years. Additionally, there are other employment-related records containing sensitive information, such as personnel files, federal employment/tax forms (I9's, W4's, W2's, W9's, 1099's, etc.), state quarterly payroll reports, internal computer-generated payroll histories and reports, Dept. of Labor & Industries worker's compensation claims, DRS membership applications, DRS system reports, and the like. Some payroll and pension-related records fall under the long-term retention requirement, while other records can cycle out for destruction after the appropriate retention period. We feel it a matter of paramount importance, especially in this age of identity theft, that all records of this nature be retained securely. We kindly request your consideration of our grant application for the purchase of a 4-drawer locking metal file cabinet, enhanced with an installed file bar, for the secure storage of these records.

## About the Project

***What is your plan/project schedule to complete the work by May 31, 2020?***

First we would transfer into secure storage the currently sorted and boxed payroll-related records being held for long-term retention. Next, all current year payroll-related records would be moved to secure storage. Then we would pull all payroll and employment-related files from the annual files boxed at the end of each year (those boxes retained until the appropriate time for routine destruction) and determine which of those pulled records are required for long-term retention. The last step would be to inspect and/or re-inspect those unsorted or not fully sorted boxes of records to determine if there are additional employment-related files requiring long-term retention. There should be no problem in meeting the May 31, 2020 timeline for the above work.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Please see the attached 3-page written quote from Harris Office Equipment in Yakima, WA

Cost breakdown:

(1) Alera 4-drawer vertical locking file cabinet (letter-size) Model ALE-VF1552PY \$225.00

(1) Abus 4-drawer file bar (hardened steel) Model XO-07040ABUS \$100.00

Subtotal: \$325.00 & \$26.65 sales tax...Grand total \$351.65\*

\*THIS PRICE INCLUDES FILE CABINET DELIVERY, SET-UP, AND INSTALLATION OF THE FILE BAR

(AID is located about 10 miles west of Yakima)

***How much money are you requesting?***

\$351.65

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

The Executive Assistant/Public Records Officer will perform the above-described work.

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

Having all sensitive payroll and employment-related records in a central, secure location would facilitate our response time for the request of any of these records (as deemed appropriate for release barring any exemptions) and would also make records needed for any pension-related purpose much easier to retrieve. Securely storing records of this nature will protect both the District, as well as their current and past employees, from a plethora of issues.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

Destroying/transferring old records at the end of their retention period frees up the space to keep a well-organized flow of records in/records out, making for easier location of requested records.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

Performing an annual inspection of employment-related records to determine those records to move to long-term retention, those records eligible for destruction, and then to cycle in newer records requiring retention until the cycle repeats.

# CITY OF EDMONDS

**Amount Awarded: \$16,320**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

The City of Edmonds has a large records inventory and file room organization issue that spans nearly 130 years and is retained in three facilities, located at City Hall, extending to our Public Works buildings on 2nd & Dayton, .5 miles away, and 210th St SW, 2.6 miles away. Being a founding city of Snohomish County, our records date as far back as 1890 and I identified numerous issues when performing a large picture assessment; the major themes being inconsistent indexing, inaccurate labeling, quantity of records and lack of space.

The inconsistent indexing and labeling has added problems with boxes being labeled with only a project number, such as "E9CA/C525", or a box number, for example "HR 57", and no other identifying records information making it difficult to identify what is in the box. This impacts the time when fulfilling a records request or identifying required time periods for destruction/transfer timelines and does not support good practices in general records inventory. In addition to the lack of proper labeling, it was discovered that records found inside randomly selected boxes did not match what was indicated on the labeling, which adds further issues when fulfilling records requests or searching for records.

The quantity of records, projected at 5,121 linear feet total (nearly 1 mile), is overwhelming the spaces in which they are kept. City Hall stores approximately 1,157 linear feet of records in fourteen 42" cabinets, 20 open 36" shelves and 240 36" banker boxes. We have an additional 175 36" banker boxes of records, 525 linear feet, held with Access, an offsite storage facility, which we are in the process of reacquiring for storage and assessment at City Hall. The Public Works facility on 2nd St stores another 2,034 linear feet in 678 36" banker boxes. The second Public Works facilities on 210th St SW stores an additional estimated 1,440 linear feet in 480 36" banker boxes. We currently have a request to add 30 36" banker boxes, 90 linear feet, to the Public Works facilities on 210th St SW where they have currently run out of space and are stacking items unordered, directly on the floor.

A portion of the lack of space is due to the inaccurate labeling of boxes, which has created a circular problem we need to solve. For example, not all labels identify the responsible department assigned to the records, have a proper file list or even a disposition number on the label. When unsure of disposition, departments default to a permanent retention status and the boxes remain on the shelf indefinitely. Space is filled by these boxes and the default response is to look for more space to store records.

The inconsistent indexing, inaccurate labeling, quantity of records and lack of space has now become a serious issue for adherence to the State Archives advice page regarding standard records management guidelines. Specifically, the inconsistent indexing and inaccurate labeling affect the ability to assign responsibility, shows a lack of staff training and an inadequate standard of records inventory and retention. The overburdening of records and lack of space shows the lack of existing policies and procedures for managing and retaining records, a lack of staff training and understanding of retention periods and a lack of disaster preparedness. These are all issues that can begin to be addressed by organizing our file rooms.

## **About the Project**

***What is your plan/project schedule to complete the work by May 31, 2020?***

The initial project plan is to begin with a records inventory performed mainly by the part time temporary employee with direction and training performed by the Deputy City Clerk. Based on multiple advisory meetings with the State Archives consultants and their input, this is the optimal starting point. From there the project would phase into identifying and pulling records that have met the retention requirements for either destruction or transfer to the State Archives. The part time temporary employee would then shift

their effort to preparing records for disposition and afterwards the final phase of preparing records for transferring records to the State Archives. The estimated timeline would include the month of June 2019 to hire and train the intern. We are estimating records inventory beginning the first week of July 2019 with a targeted completion date of February 2020. The collection and destruction of records are estimated to be completed by March 2020. Following that, the transfer of records to State Archives should be finalized by May 2020.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Hiring a part-time temporary employee from June 2019 to May 2020, for 20 hours per week at the rate of \$17 per hour for a total grant request of \$16,320. The rate is based on the average intern hourly rate of \$16.70 per Indeed.com. The request is based on the need to hire an individual with preexisting knowledge of records management, who can understand the records inventory process and assign them to the proper CORE 4.0 classification while working remotely at the facilities with minimal supervision. In regards to minimal supervision and the proposed rate of pay, we feel it is further justified as we would like to hire the intern by mid-June from the Graduate School of Information, University of Washington, Seattle campus to address the need of preexisting knowledge base and remote working conditions.

***How much money are you requesting?***

\$16,320

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

The Deputy City Clerk would be managing the part-time staff to include training, supporting, scheduling and providing tools to complete the records inventory at the facilities. Tools provided include resources found on the State Archives site, such as the CORE 4.0, Sector Schedules and pertinent online training "How to Assemble an Archives Box", "Records Management 101" and "Retention Schedules Demystified". Records inventory performed using an Excel worksheet as the primary tool which has been programmed to simplify the task by use of drop down lists linked to CORE 4.0 retention and sector schedules, automatic date calculations and automatic archival/essential records indicators. The part time staff would meet with the Deputy City Clerk on a weekly to bi-weekly basis to assess progress of project and the Deputy City Clerk would have a bi-monthly check in with the State Archives consultants to acquire any necessary input regarding retention code or archive questions and updates on project progress. State Archives consultants check in will become more frequent as the projects moves towards transferring records to the archives between March and May 2020.

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

By properly identifying records, we will have the knowledge base to identify records that need to be dispositioned or transferred to the State Archives. This will create efficient use of space which in turn allows us to properly store records, specifically bringing them off the floor and ensuring they are protected from hazards, such as flooding/water damage. Having a complete indexing of records will also increase efficiencies in fulfilling records requests and adhering to disposition timelines. Looking at the 2017 and 2018 data on records requests and estimated time spent, there has been an increase in time spent fulfilling them. In 2017 we received 255 requests and staff spend an average of 817 hours filling these requests which averages 3.2 hours spent on each request. In 2018 we received 219 requests and staff spend an increased average of 890 hours filling these requests which averages 4.0 hours spent on each request. We are spending more time searching and filling public records requests due to this disorganization and hope to shift the average downwards after the project is completed and we have a proper records index to facilitate efficient records search and retrieval.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

The optimal reduction in storage cost would be in downsizing the amount of records stored in the facilities to utilize only one offsite location, Public Works 2nd St, and returning the storage facility to be used as

working space to the Public Works 210th St SW facility. The City of Edmonds currently uses Wilson Jones Binder books for the official council meeting minutes, which cost approximately \$158.39 each and we use 2.5 for each years' worth of meeting minutes. There are currently 90 of these minute books on the shelves, \$14,255.10 invested, we would no longer require this type of investment through approved reuse of the current stock, which equates to a \$395.98 yearly costs savings. The City would also save on offsite storage costs with Access, currently a \$115 per month charge, creating a \$1,380 per year cost savings.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

New policies, procedures and staff training have not been put in place, but are in development. The time and authority has not been granted to City staff to fully create or enforce these items; however, with the addition of a temporary part time employee, these items can be finalized and management can move towards enforcement. Planned development of procedures and staff training include an overall reduction in access to records storage until staff completes training. Staff training would encompass a demonstration and written instructions on how to complete a box label, policies on proper storage, and a yearly meeting for disposition and retraining. We will also include this training as part of New Employee Orientation.

# CITY OF LONG BEACH

**Amount Awarded: \$9,747**

## About the Problem

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

We have many locations where records are currently stored, which makes it difficult to efficiently fulfill public records requests. Most of our records are paper (not digital), and they are scattered throughout City Hall, a private storage unit, and a file room at the City Shop. There was a leak in the file room at the City Shop, and some records were permanently damaged. We have fixed the leak and salvaged the records to the best of our ability. Those records are still readable, as most of the damage was on the edge of the pages.

We do not currently have a system in place to organize these records, which makes searching extremely difficult. It takes a lot of staff time to determine if a record exists and then find its actual location. This grant would allow us to inventory all of the records and properly organize them, preparing to digitize them eventually. The City receives roughly 20 public records requests per year, and it typically takes the full five days allowed by law to determine whether a record exists and where it is located. We sometimes have to respond to requests by giving a future date when the information will be available.

## About the Project

***What is your plan/project schedule to complete the work by May 31, 2020?***

As soon as we are able to hire temporary help, we plan to do an inventory of all the storage areas and list what records are located in each area. We will then organize the records by subject and retention date. Groupings by subject will include utility billing, payroll, building/planning and court/police. Any other miscellaneous subject matter will be determined as it is found.

We would like to have the temp staff work approximately 400 hours on this project. If we can hire a person willing to work full time, the project would be nearly complete in less than three months. If we hire someone part time, it would be closer to six months. Either way, we anticipate the project to be complete well before the May 31, 2020 deadline.

Temp staff will be responsible for creating an initial inventory of records. Then our Records Officer will create a spreadsheet index to organize that list utilizing the retention schedule, and records that are past their retention date will be destroyed. The temp, under the guidance of the Records Officer, will sort the records according to subject and retention date, make labels, and prepare boxes for proper storage. The Records Officer will file and box up the records and organize the storage area so that records can be quickly and easily accessed and found. Old records could be easily located and disposed of as they reach the end of the retention period. Until we can get an accurate inventory of our records, we do not yet know how many boxes are outdated enough to be destroyed.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

The cost breakdown is as follows:

\$ 297 100 boxes @ \$2.97 each from WSA

\$ 950 10 shelving units @ \$95 each

\$ 500 Estimated shredding costs

\$8,000 Temp Help - 400 Hours @ \$20 per hour

\$9,747

We estimate we would need approximately 100 boxes. This would match what we already have and would be used for boxing up the records that are loose or are just in file folders.

The purchase of 10 additional shelving units would allow for better organization and will keep boxes off the floor. We plan to put all of the shelves together in one location. We have researched shelves and would like to purchase 6-tier heavy duty chrome commercial units that are 72"(H) x 48"(L) x 18"(D). At maximum capacity, each unit would hold three boxes per shelf, or 18 boxes per unit.

We would like to hire a temporary staff person who can do a quality job on this project. This person must possess excellent organizational skills and be capable of understanding and following the retention schedule. They would be responsible for identifying document subjects (as listed above) and labeling boxes according to content and retention date.

***How much money are you requesting?***

We are requesting \$9,747 for this project.

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

Temp Staff Responsibilities:

1. Create an initial inventory of records
2. Identify the subject and location of each record
3. Sort records according to subject and retention date
4. Group relevant records together
5. Organize records by year/retention date
6. Prepare boxes for proper storage
7. Make labels for boxes

Records Officer Responsibilities:

1. Create a spreadsheet index utilizing the retention schedule
2. Determine which records are past their retention date and should be destroyed
3. File and box up the records
4. Organize and maintain the storage area so that records can be quickly and easily accessed
5. Update the spreadsheet as needed when older records reach the end of their retention period
6. Arrange for the destruction of old records
7. Begin digitizing records

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

Response time to public records requests will improve significantly when we are able to quickly identify if a record exists and where it is located. We will be able to satisfy most requests within the allowed five-day time period instead of having to say we need additional time to fulfill a request because we cannot find a record in a timely manner. The Records Officer will maintain the records inventory spreadsheet so that any staff member will be able to look at the list and locate a record quickly. The amount of staff time it takes to respond to a public records request will be significantly reduced due to the new system.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

As the project nears completion, we will be able to eliminate the need for and expense of the offsite storage unit where police records are stored. As all records are moved into one location and we identify

which ones are past their retention date and can be destroyed, more storage space will be freed up. The whole process will become streamlined and efficient, which will save staff time and aid in our goal of becoming more transparent as a city. As older records are destroyed, we will be able put more current records into those boxes. This would eliminate the need to purchase more supplies.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

We are in the process of adopting records management policies and have assigned Sue Ellyson as our Records Officer. I, Ariel Smith, have attended training such as “Basics on Records Management” and “Organizing the File Room”. I would be available to help Sue with questions and oversee the process. Sue will be attending training this spring.

After this project is complete, we are fully capable of maintaining the new system. Once the file room is organized, we will begin digitizing the records. We are currently looking into purchasing software that will allow us to keep all records digitally. This will be addressed this fall during our budget season and is a high priority for our Mayor and city staff. Staff training on the software will begin as soon as it is purchased and installed. Staff will also be trained on what to do with a record when it is ready to be filed.

# CITY OF OKANOGAN

**Amount Awarded: \$3,005**

## About the Problem

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

The City of Okanogan houses long-term and permanent records in a vault in the basement of City Hall. The current shelving is inadequate for the safe storage and timely retrieval of these records. There are two major concerns with the current shelving.

First, the shelves are made of 1" dimensional lumber and are of varying depths and heights without adequate support for the number of boxes that need to be stored. It is just a matter of time before one or more shelves fail and dump boxes of records onto the floor along with the splintered lumber. In addition, a number of boxes are stored on the floor, some two deep, which could lead to some serious damage if the room should flood, which is a real possibility in the spring due to the proximity of the Okanogan River. It is next to impossible to create an organized storage system due to boxes shelved where they best fit, or inserted into spaces two boxes deep.

Second, Permanent Records are often on the upper-most shelf, stacked two-high. These records are difficult and unsafe for staff to access. In addition, a couple of boxes have long since failed with the records spilling out across the shelf. These records have not been re-boxed because of the lack of time and an adequate and safe place to put them.

The current method of retrieval from upper shelves involves standing on a chair. That too is unsafe.

These concerns impact the ability of staff to quickly and safely retrieve records when responding to public records requests because it is difficult to establish an organized records storing system. The records are placed on the shelving according to how well the box fits the space and whether the shelf can support the weight. In addition, the stacked boxes of records on upper level shelves are a safety hazard due to height, weight, and structural integrity of the boxes. Boxes shelved two deep must be pulled out to ascertain the contents.

## About the Project

***What is your plan/project schedule to complete the work by May 31, 2020?***

The basic time line for completion of the project prior to May 31, 2020 is as follows:

2 days approx. after order date - Accept Delivery of Wide Span Storage Racks - Wire Decking, additional shelves, and step ladder.

2 days - Remove all stored records and move to a temporary secure site

2 days - Remove existing shelving

2 days - Assemble and install wide span storage racks and additional shelves

3 days - Return stored records to vault and organize

As a worst case scenario, each process could take a day or two extra, which would still put completion in at under one month's time. Ordering of storage racks and the actual work in the vault would be coordinated between City of Okanogan Clerk's Office and City of Okanogan Public Works to be completed shortly after awarded a grant.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Estimated Cost Breakdown/Budget

Shelving:

2-ULINE H-3279 36x18x96 Wide Span Storage Rack - Wire Decking @ \$166 ea = \$332

10-ULINE H3219 ADD 36x18x96 Additional shelves @ \$40 ea = \$400

3-ULINE H3282 48x18x96 Wide Span Storage Rack - Wire Decking @ \$179 ea = \$537

15-ULINE H3222 ADD 48x18x96 Additional shelves @ \$50 ea = \$750

1-ULINE H3286 60x18x96 Wide Span Storage Rack - Wire Decking @ \$211 ea = \$211

5-ULINE H3226 ADD Additional shelves @ \$52 ea = \$260

1-ULINE H1194 6' Fiberglass step ladder @ \$122 ea = \$122

Sales Tax = \$230.11

Shipping/Handling = \$160.42

Total cost of shelving: \$3002.53

The project will be completed by current City of Okanogan staff with no additional hours or overtime projected.

***How much money are you requesting?***

The City of Okanogan is requesting \$3002.53

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

There will be no work carried out by temporary staff, vendors, or Archives staff. All work will be completed by current City of Okanogan employees, coordinated between Clerk's Office staff and Public Works' staff.

Clerk's Office staff will remove all records from the vault to a temporary secure location. Compromised storage containers will be replaced as items are removed.

Public Works' staff will remove current shelving and filing cabinet.

Public Works staff will assemble and install new ULINE storage racks and additional shelves for storage racks.

Clerk's Office staff will return all records to the vault and organize.

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

Public Records request response time will improve because relevant records will be easier to locate and remove for inspection. Containers will no longer be organized as to how well they fit with in the space, stacked or more than one box deep. Clerk's Office staff has already been consistent with labeling boxes with contents and disposition date (or marked with contents and Permanent - DO NOT DESTROY). All boxes will be able to have the label exposed for ease of organizing, retrieval, and return. Response time will be just a matter of open the vault, locate the relevant box(es), remove from the shelf, and inspect the contents for applicable documents..

Uniform storage racks will allow Clerk's Office staff to store records off the floor and in an organized and safe manner. Boxes will no longer be stacked, turned so that the label is not visible, in a random order depending on shelf size or shelved more than one box deep.

In addition, a step ladder will be much safer than a plastic chair to stand on to retrieve items from upper shelves.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

An organized and safe records vault will reduce the time necessary for the Clerk's Office to remove records for destruction, as well as assist in determining which records may need to be sent to Archives.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

The City of Okanogan Clerk's Office holds a Records Retention Day once per year. With improved shelving available, records will be able to be filed in an organized manner on that day. Records that have reached their retention life will be easy to locate and remove for shredding. There will be no moving one box in front of another, turning boxes sideways, or stacking of boxes.

City of Okanogan Clerk's Office staff will develop a mapping and shelving plan after the shelving is installed. The plan will address permanent historic records, permanent business records, long-term records, and short-term records. The Clerk's Office will also develop a system for marking where a record has temporarily been removed so that it may be returned to the original location.

# CITY OF OTHELLO

**Amount Awarded: \$6,900**

## About the Problem

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

The City of Othello received a Local Records Grant in 2009 to digitize its Council Minutes, Ordinances, and Resolutions. Since then, there has been considerable staff turnover, with three out of four employees in the Clerk's department, including the Clerk, having joined the agency within the last year.

It is clear that the City's records have not been appropriately managed for several years. Disorganized records are difficult to sort through, and there is no search engine or index to know what records the City has retained, destroyed, or transferred to the State Archives. This makes it an extreme challenge when it comes to Public Records requests to respond in a timely manner. The Clerk must sort through three different locations of records, containing an estimated 114 boxes of records and 156 filing cabinet drawers to find requested documents for Public Records Requests. This challenge jeopardizes the City and puts the City at risk of a lawsuit.

Staff is working their best to find out what records are in possession of the City. Unfortunately, with a small number of staff (and many of them still in training), it is difficult to organize the file room and records in a timely manner. The organization of records is currently the City Clerk's top priority, but additional help is required in order to accomplish this project.

Othello would be fortunate to receive this grant as it would transition us to a well established system for all current and future employees.

## About the Project

***What is your plan/project schedule to complete the work by May 31, 2020?***

In order for Othello to complete this project, the City Clerk will begin by taking inventory of all records, ensure the City has the correct retention schedules, and destroy records past their retention. Hiring temporary staff is essential in order to complete this project since pulling current staff to contribute to this project will hurt other needs of the Clerk's department.

Temporary staff will work under the direction of the City Clerk/Records Officer. Below is the proposed project plan:

August 1- Create and post part time job description

September 1- Interview and select temporary position

October 1- Under the supervision of the Clerk, the temporary employee will assist with inventory

November 1- The Clerk will create inventory guide, processes, and procedures, and temporary staff will provide support and assistance in this.

December-February- Temporary employee will follow plan provided by the Clerk and begin organizing the file room.

March-May Department heads and employees will go through Records Management training.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Temporary Staff:

Per Hour rate	Hours per Week	Week Wage
\$15.00	25	\$375.00

Social Security	Medicare	PFML	L & I	Sick Hours Accrual
6.20%	1.45%	0.00147	0.1077	0.025
\$23.25	\$5.44	\$0.55	\$2.69	0.625
6.2 % X gross wage	1.45% X gross wage	.00147 X gross wage	.1077 x hours worked	
.0025 X hours worked				
Benefit cost				
\$31.93				

Summary of costs	Weekly wage	\$375.00
Benefit costs		\$31.93
Total wkly cost		\$406.93
Hourly cost		\$16.28

Temporary Staff:

Temporary Staff: 400 hours x \$16.25/hour= \$6,512.00

Shredding Services: 3 totes at 13.44/month. Will need to come twice a month for 3 months so \$26.88/month = \$80.64 for 3 months

100 Archival Boxes @ \$2.97 each = \$297.00

***How much money are you requesting?***

Temporary Employee- \$6512.00

Shredding Services- \$80.64

Archive Boxes- \$297.00

Total \$6,889.64

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

City Clerk- The Clerk will review and plan the management of records to ensure the temporary employee is following the set plan in organizing the file room and keeping the appropriate inventory for all staff to understand.

Temporary Employee- This employee will be instructed and guided by the City Clerk on Othello's plan and goals for the organization of the file room. They will assist in developing a plan where current employees will be able to follow in order to find records.

Agency Staff- By the end months of this project, all agency staff will receive training in maintaining all records in their department and staying organized so the file room will not have to go through such a huge cleaning process again.

Archives staff will be contacted for training opportunities, to provide guidance and answer questions regarding retention and disposition issues, and to appraise and/or transfer Archival-designated records.

**About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

A major improvement in public request response time - easily 30 to 40 percent -is expected within the Clerk's department. At the moment, public records requests are the most overwhelming and stressful job for the Clerk as there is no record of what records the City holds. There are a limited amount of staff who know what or where to find records and it becomes a large scavenger hunt among employees to hunt

down even the simplest request. The City of Othello is more than excited to be able to receive this grant to improve responding to records requests in a timely manner and save a tremendous amount of time to agency staff.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

Space would be a large benefiting result. The City is positive there will be more space once all records are inventoried and staff figures out what documents are past their retention. Once documents that no longer need to be kept are destroyed or transferred, we hope to be able to consolidate all of our records into one file room instead of three different locations.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

Organizing our records in a way that everyone understands will create an urgency from all employees to keep records organized. The Clerk will work on either updating or creating new policies in maintaining records and training all staff to understand the new policy and procedures set to avoid future disorganization. Moreover, there will be a quarterly records maintenance system implemented upon completion of the project and the Clerk will continue consulting with Washington State Archives for training to ensure Othello is in compliance.

# GRAYS HARBOR COUNTY

**Amount Awarded: \$16,155**

## About the Problem

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

Planning and Building Department records are the highest sought after records for public record requests in our County. In 2018 the Planning and Building Department received 158 requests for permits and parcel records. Planning and Building Department requests are handled in the same queue with all other county requests. Currently, staff is using two different databases to search records are stored via a variety of filing systems in multiple locations throughout two county buildings. This creates longer response times, which may delay the purchase or sale of a property for a requestor. This results in frustration by the requestor and could expose the County to liability. Extra time is often spent searching through multiple boxes to ensure that records are not missed. Most permit files are stored by permit number and not parcel number, which creates more work for staff to search for records when there is a request for a specific parcel. There is an average of 460 permits per year, creating voluminous records for retention. The volume of records retained exceeds the amount of available space in the main administration building.

Older files with long-term retention, such as Essential Buildings with a retention of 10 years after the life of the building, are being stored in another location, which is less than ideal. The file storage area is located above the fabrication/welding shop where metal particles and dust contaminate files boxes and present risk to the documents and employee safety. The records are deteriorating in this location due to exposure, dirt, and poor air quality. The building is often partially open to the outdoors and experiences seasonal fluctuations in temperature and humidity.

## About the Project

***What is your plan/project schedule to complete the work by May 31, 2020?***

Our plan is to recruit two part time project staff to each work for a period of six months at 19 hours per week. One project staff member will begin an inventory and indexing of the Planning and Building Department's records located in the fabrication/welding shop, which are the most at risk. This will allow the County to develop a plan to convert the records to electronic images for long-term storage in the future.

The other project staff member will begin sorting the permit files that are located in the Planning and Building department. These files will be reviewed for retention, transferred to archives, or destruction. These files are problematic because they are stored in multiple filing systems - in boxes, on shelves, and in filing cabinets. Ultimately, the goal is to have the records left in a state that they can be easily located and scanned at a later time by County staff.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

PART TIME EMPLOYEE COST (per County Payroll Administrator)

HOURLY RATE:	\$15.00
HOURS PER WEEK:	19.00
HOURS PER MONTH:	82.33
WEEKLY GROSS:	\$285.00
MONTHLY GROSS:	\$1,235.00
UNEMPLOYMENT	\$2.47

L&I \$12.24  
PD FAMILY MED LEAVE \$1.81  
SOC SEC & MEDICARE \$94.48  
TOTAL EMPLOYER TAXES: \$111.00  
MONTHLY TOTAL TAXES & PAY \$1,346.00  
NUMBER OF MONTHS TO WORK 6  
Total \$8,076.01

TOTAL COST FOR TWO PROJECT STAFF \$16,152.02

***How much money are you requesting?***

Total Request for two part time/temporary employees - \$16,152.02

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

Project staff will do the initial review of records for retention, destruction or transfer. This will include; cleaning contaminated boxes, lifting and moving boxes, reviewing and sorting records according to retention schedules and removing barriers from records. This will leave the records in a condition that they can be easily scanned at a later date to be made available for free on the county website. Project staff will also create indexes of records that predate the County's electronic databases for efficient searching.

County staff will review all records designated for destruction and be available to train project staff and answer questions throughout their employment. The project staff will be located in an office adjacent to the County's Records Administrator who will oversee the project in its entirety. The Planning and Building department staff have agreed to set aside the time necessary to assist in this project, whether it be training, answering questions, or review of records. The Records Administrator will perform the final review of all records, be responsible for all destruction and transfer logs for the Secretary of State selective archiving. The County is dedicated to making this project a success.

Archives staff will be consulted for retention questions and selective transfer of eligible records.

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

The County expects that this project will ultimately result in a reduction in overall response time for public records requests as the end result of the project will be:

- a reduction of records - meaning less records to search;
- an index of records currently held - allowing records to be located faster;
- appropriate retention assigned to retained records - meaning appropriate records are kept;
- and overall better organization of the records meaning locating responsive records faster.

This project will also begin the preparation of a digitization plan, which, when complete, will allow citizens to view and obtain the records on the County website with no fees.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

Destroying and transferring records that are past their retention period will reduce the overall volume of records that must be reviewed for records requests. It will reduce the risk missing responsive records and increase the efficiency, accuracy and response time to Public Record Requests. Reducing the overall volume of records will reduce staff time in searches and allow all the records to be located within the

department. Once the County moves toward digitization there will not be wasted time scanning records that are past their retention and usefulness.

The records that are transferred will still be available to the public, but the maintenance of those records will be transferred to the Secretary of State.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

Grays Harbor County has purchased an electronic records management system including Document Retention and Public Records modules. Records will be made available and searchable to the public without the need for a public records request through the County website. This software will allow better preservation, organization and availability of the records to both staff, and the public.

Grays Harbor County is in the process of implementing electronic permitting software. This means once software system is implemented - these records will be electronic from inception - thereby ending the creation of a backlog of records, which need to be dealt with. Paper files will no longer be created.

This project will allow Grays Harbor County to organize existing records so they can be easily scanned into our records management system. The County's master goal is to have all of the Planning and Building records in electronic format and available to search by the public.

# KLICKITAT COUNTY FIRE DISTRICT 3

**Amount Awarded: \$7,792**

## About the Problem

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

Klickitat County Fire District 3 is a volunteer department that was formed in November 1952. We currently have records on site dating back to the start of the district (including what appears to be the original Resolution on very delicate paper). It was not until 2004 that the district was able to employ a part-time secretary. Each secretary has done wonders to improve the administration of the district but we are still behind the curve and learning on the job. The District now has a Full Time Fire Chief and Training Officer but neither of those positions can be dedicated to the current records management situation. The task is best tackled by the part time secretary.

As the district has grown, changed, and moved locations the documents are stored in several locations. We have 3 stations, and we have no log or map of where all the documents are. We have historically relied on the knowledge of longtime members to find information.

The majority of the documents are at the main station but a search of this building indicated documents are stored in various locations and are not coordinated.

Finding documents for anything beyond the last 14 years has been extremely time consuming depending on the data requested. We have limited staff and we need to address the filing situation so as to be ready for any request in the future. Being a volunteer department, our turnover rate is higher as people move or get full-time positions elsewhere. When an ex volunteer is requesting documentation, such as District confirmation for Board for Volunteer Firefighter Pension payments, it is very difficult to find what they need. We have also had records requests for payroll and Commissioner minutes and correspondence. While public record requests are not common, they add to the already busy schedule of the part time administration.

Most of the documents are store in cardboard boxes and the safety of these documents is compromised by not being stored correctly. The boxes are stacked on the floor and susceptible to damage from water and other elements. The storage room is not fire or flood proof. The boxes are inadequately labeled and a quick view inside shows they are jumbled from being moved and stored on end (not horizontal as the box is designed) to fit the space provided. Station 31 was physically built in 1950 as a school and has been retrofitted to accommodate Fire District immediate needs for emergency response.

The liability to the district for not meeting a Public Records Requests, or even losing documents could have financial repercussions in the form of fines and potential law suits. It would also be detrimental to the District's reputation in the community it serves. That could have significant long-term repercussions for not maintaining the trust of constituents when funding requests are made.

In summary, KCFD3 has the following issues with regard to our public records storage -

1. Our records are not organized in a single location
2. Records are not stored in a manner that allows for quick and efficient access.
3. Our records retention practices do not comply with state retention requirements.

## About the Project

***What is your plan/project schedule to complete the work by May 31, 2020?***

KCFD3 has requested an evaluation from Washington State Archives to assist with best practices for organization of our file room and creating a destruction log.

In consultation with the Washington State Archives, we will create an organizational map of how we would like to maintain records to facilitate access, retrieval, and disposition according to the destruction timelines.

We will need to hire a temporary part-time employee to work under the direction of our District Secretary for the duration of the filing project. The organization of the files will:

1. Review of content of all files
2. Organize our entire file system,
3. Create a comprehensive log of record locations
4. Increase the efficiency of our day to day and long-term records system
5. ensure Records are kept for the required time period,
6. Identify Archival Records and transfer them
7. Create and maintain a Destruction log
8. Dispose of obsolete records (use a mobile shredding service)
9. Create a secure records room out of existing space in the building
10. Create clear policy to maintain the system for the future

Estimated Time line for events:

July/August - Hire one temporary part-time staff member to work under the direction of the KCFD3 Secretary. Staff training and approve policy for records management.

August - September - remove old shelving, drywall ceiling in store room, add shelving.

Sept to December - Review content of files, map and reorganize our file system, identify archival and obsolete records.

November/ January - Separate obsolete records and prepare destruction log and transmittal log

February - Contact State Archives to appraise and transfer records with archival designations

March/April. Destroy records and finalize reorganization.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Shelving - ULINE Wire Storage Rack - 48 x 24 x 72" - 1 at \$203 each = 203 plus tax

Boxes - WA Archives - 20 boxes at \$2.97/ per box = \$59.40

Destruction Services - Iron Mountain - 5 bins \$329.00

Temporary staff - 360 hours - (up to) \$20.00 per hour - \$7,200.00 (approx. 15 weeks at 24hr/week)

***How much money are you requesting?***

\$7,792.00

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

District Staff - Review of all files, map files, formulate policy to address filing, retention, archiving and destruction. Reorganize filing system, purchase needed hardware, ensure plan is enforced.

Temporary Staff- Work closely with the district secretary for filing project needs, as well as select district activities to allow the permanent staff time to achieve record management goals.

WA State Archive Staff - review current situation and give guidance for best practice for the future.

Vendors - Destruction of obsolete documents. Construction - install drywall, door and locks (district cost).

## About the Expected Results

### ***What improvement in response time to public records requests and protection of public records is expected?***

Centralizing our records storage in an organized and systematic approach will make records much more accessible. And, although it can be difficult to quantify how much time we will save it is obvious that the increase in efficiency will save countless hours.

Public Records will be significantly safer from loss, theft or damage as they will be stored in a central location that is locked and organized. With the organization of the file room, records will be labeled, cataloged and easy to access. Public requests will be processed efficiently.

We typically get record requests for fire incident reports where property has been destroyed. We have a lot of requests from Insurance agencies and the public on incident reports. KCFD3 uses the Emergency Reporting System that has cloud based archival system for storing our incident reports.

If anyone ever requested a public record like minutes, agendas, or resolutions (prior to 2004) we would likely be looking through boxes or the file cabinets to look through log books. (yes, meetings were written in log books).

### ***What benefit(s) are expected from destroying/transferring records past their retention period?***

Transferring all records, past their retention period, would free up space in file cabinets and allow for easier access to current files (they are crammed in and difficult to view, pull, return to the correct location.

The reduction in the amount of records past their retention dates will reduce the liability of a large record request taking up more time than necessary. When records are still on site and requested the district would have an obligation to locate and copy them even if they are obsolete. By ensuring appropriate records are officially archived with the state, the District will also reduce its liability for damage to documents.

### ***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

Updating our policy and other procedural guidelines and training employees will avoid regenerating a backlog of obsolete records thus creating a reliable storage management process.

Records maintenance will be incorporated into job descriptions to ensure records management is maintained at least annually.

We will consult with a WA State Archives to ensure compliance with proper records retention and to obtain recommendations on how to achieve quality records management. The new records procedures will be documented and Administrative staff will receive training on the new program for quality assurance.

# MOUNT VERNON POLICE DEPARTMENT

**Amount Awarded: \$17,304**

## About the Problem

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

We are currently in the process of purging case files, and have 20 years of case files from 1993 onward, including sex offenses that must be submitted to WASPC to meet requirements of RCW 40.14.070. We also have a large stack of filing to do for these older files. When we get public disclosure requests that include these older files, it is time consuming to find the files and the paperwork that should be in them, particularly if they are in the paper file boxes which are stacked on top of one another. This is also challenging when they are up high and difficult to reach. Because we have run out of storage in the records areas, we have some files stored with long-term evidence, which means that either a Property Custodian, or the Records Manager must get the files for the Records Specialists, due to restricted access to a more secure area. This can also cause a delay in our response to public disclosure.

The storage we currently have would be adequate if we were more current with purging and could utilize the space more efficiently. This is an issue that has snowballed for us, due to staffing shortages and Public Disclosure Requests increasing. In the past five years we went from averaging 90 requests per month to 120 per month. One public disclosure request could include multiple cases and other related records. Approximately 10% of requests received include records that have met retention, but we still have the files, therefore have to release them, causing more work than necessary. Due to our storage issues it is sometimes difficult or time consuming to find the records, which can have a negative impact, causing a delay in public disclosure. Public Disclosure is a high liability area.

Receiving this grant would help with public disclosure, by reducing the number of case files we need to manage and search through when responding to disclosure requests, thereby reducing the liability potential. In 2015 when we were full staffed we were making headway with purging and doing 2 years+ each year. We have had staffing shortages in recent years, which required us to be in survival mode and respond to those duties that were driven by timelines. Unfortunately, purging took a backseat to some short deadline tasks. Some of these tasks include entering warrants and protection orders within 72 hours, Public Disclosure Request responses within 5 days, 30 days to process Concealed Pistol Licenses, Gun Transfers, which we have 10 business days to process, and the filing of cases with the prosecutor, which also should be done in a timely manner. In 2018 we reached full staff and began the training process. Now all staff are fully trained in all Records Duties, including our local RMS system (Spillman), Public Disclosure, ACCESS for queries and entry of warrants, protection orders, stolen vehicles, articles, guns, etc.

## About the Project

***What is your plan/project schedule to complete the work by May 31, 2020?***

Begin focusing on submitting sexually motivated cases to WASPC to meet requirements of RCW 40.14.070. This is a positive step forward in clearing out some of the larger and more requested records so they are unavailable for public disclosure release. The steps are detailed below:

- Begin by filing all loose paperwork so we can determine if all criteria is met for case to submit to WASPC
- Go through each drawer/box and pull the sexually motivated cases beginning with 1993 and moving forward (for these cases to be submitted to WASPC)
- Complete a minimum of 2 years per month so that we can meet the deadline of May 2020
- In each individual case file
- ?       Ensure the disposition information is entered correctly into our system

- ? Print all narratives and CAD Call to include in file submitted to WASPC
- ? If we still have property for the case, check with Property Custodian prior to submitting file to WASPC
- ? Note the case is being sent to WASPC in local RMS system
- ? Log the case into the spreadsheet as sent to WASPC

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Cost breakdown - Staff time per box/drawer average 2 hours (includes the research for disposition and logging)

309 boxes/drawers x 2 hours = 618 hours

Hourly rate \$28.00 x 618 hours for extending the hours of part-time staff and additional temporary staff

***How much money are you requesting?***

Amount requested - \$17,304.00 Our request is for Labor cost only, no equipment required

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

Searching 300+ boxes and drawers of files for all sexually motivated cases to submit to WASPC for long-term retention, to meet requirements of RCW 40.14.070. To be completed by Agency Part-time Staff and Temporary Staff. We have a part-time person who is willing to work more hours. We will also seek the help of employees from other local law enforcement agencies. In the past some other agency records employees worked for an hourly wage and would require minimal training to assist.

This would result in less files to disclose and increase our response time for some disclosure requests by eliminating some of the larger and more frequently requested cases. Also these cases can require more redaction than other cases, which is time consuming for the Record Specialists.

Removing these files for WASPC submission could allow us to have all our longer-term storage in one location, instead of two. Currently we have a designated area in the evidence building for records, however we have outgrown that area and have boxes of files upstairs in an evidence area, where only Evidence or Records Manager can currently access those records. This would allow for more timely response to Public Disclosure Requests if files were all organized and in one location.

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

This grant would allow us to be better organized and able to respond to Public Disclosure in a timely manner, reducing the potential liability. Fewer responsive records = less time spent responding to requests, which will give us more time to dedicate to purging in the future. This could bring us into compliance with RCW 40.14.070.

We are now full-staffed (fully trained) and hope to add additional staff in the next budget cycle. Additional staff would free up time of existing records specialists, to allow more dedicated time for purging. Our part-time Records Specialist devotes specific time to purging, currently 14 hours per week. Having less records to search through and disclose will reduce time required to respond to public disclosure requests, reduce potential liability, and allow us to locate files easily in the future.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

Being organized will help us to be more efficient in many of our day to day duties including timely PDR responses, and will help us gain some ground on purging. These older records are weighing us down and a bit of an obstacle for searching and locating files. We hope to be able to accommodate all the files into the existing available file storage upon completion of this project, allowing easy access to our remaining files. Eliminating stacks of cardboard boxes and files in several locations.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

To avoid this problem in the future, I plan to dedicate staff time annually to pull those Sexually Motivated cases that have met retention and submit to WASPC. Once we are current this will no longer be such a daunting task.

# NEWPORT SCHOOL DISTRICT

**Amount Awarded: \$15,100**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

The basement of the Newport School District office is our records file room with 3 rooms divided into general sections. There is some disarray, with boxes on the floor, unorganized, as there is no more storage space on the existing shelves to place them, and archival/historical items need to be passed along to the appropriate offices; and records past their retention period need to be destroyed. This makes searching for records difficult and time-consuming.

With over 450+ boxes and binders of records to sort through, records are not always found with like items and are not always clearly labeled in some cases, which makes searching difficult as well.

The Business Manager is also the Records Officer for the district and the instance(s) below reflect the challenge our records storage has posed.

Record requests at the school district level are mainly for board, financial or student information. Most board and student information have a permanent life retention and financial information usually varies between the 5 to 7-year retention cycle.

On average Newport School District has 3 board or financial requests per month, which at a minimum of one and a half hours per request, equals approximately four and a half hours per month.

It took 10 hours to pull 3 years of past paper payroll, month-by-month, copy, scan, index, consolidate and summarize that information, for a person that will be retiring this year, that questioned her retirement qualifications in the 90s.

Board and financial records are kept in the district office basement. The area is unorganized and unlabeled and it is very time consuming to locate records that have been requested. Any requested records are removed from the basement and brought upstairs for copying. As records are removed and replaced, with the records in their current state, there could be the opportunity that items are not refiled properly making it harder to find that information in the future.

Any student record requests that are 10+ years seem to be the biggest challenge. Those files are stored in the high school file storage. Once the file is located, pertinent information is copied and the original file is placed back in storage. Most of the time spent on student record requests is locating the student record itself. We have an average of 50 records requests per month at the high school, which equates to 75 hours per month, at a minimum.

We need metal shelving in new locations and to replace some existing wooden bookcases that are not sturdy enough to place boxes of records upon. As with our boxes of records on the floor, items could become damaged beyond recovery in the case of a flood, i.e., a hot water tank leaking, plumbing were to go awry, or a window be damaged and leak.

Our school district office has had several members of personnel retire in the last 4 to 5 years. Some of the existing board-approved record-keeping policies and procedures have changed from years ago and need edited and re-established, utilizing the CORE and School District CORE procedures.

It appears that none of the archivable records have been turned over to the repository in the past years.

Please see the attached 3 pages of pictures of our existing basement storage.

## About the Project

### **What is your plan/project schedule to complete the work by May 31, 2020?**

Aug: Our business manager/records officer will purchase shelving from Norlift, boxes from the State Archives and labels and blueprint wall rack from Amazon, to have it all arrive by September.

Sept: We will assemble and install new shelving units. the temporary records clerk would begin sorting historical items from archival/retention items and contact the Local Records Committee and the Eastern Branch of the State Archives for appraisal.

Oct: The clerk will sort existing binders and boxes into the appropriate labeled rooms as seen in attached pictures.

Oct - Feb: The clerk will begin sorting the archiveable items from each room and contact the Archive staff for evaluation and surrender to the State facility. Then sorting and placing retention files into archive boxes and labeling accordingly. Then sorting destruction files, and destroy them after logging them accordingly. Destruction will be done monthly by existing vendor for the district.

March - May: The clerk will work with the district to update existing archive policies and copy the CORE booklets and create 'cheat sheets' to give to relevant staff and schedule training to move forward.

see attached logs, created using the Archive examples.

Please see the attached timeline spreadsheet for details.

### **What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)**

Qty	Cost	Total		
Boxes from State Archives	100	\$2.97	\$297.00	
tax		\$31.36		
Metal Shelving from Norlift				
36x18x73 5 shelf	11	\$95.71	\$1,052.81	
600 lb/shelf capacity	freight	\$352.29		
tax		\$106.79		
Amazon				
Full sheet labels for	2	\$11.83	\$23.66	
end of archive boxes				
Blueprint wall rack	1	\$177.00		
Hours for personnel	650	\$20.00	\$13,000.00	
TOTAL			\$15,040.91	

### **How much money are you requesting?**

\$15,040.91

### **List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.**

The temporary records clerk, whom has school district familiarity, with 30 years' office experience in a school district, will initially purchase the archive boxes and metal shelving for the records room, so it arrives in time for work to start.

We have a volume of 450+ boxes of files to sort through. Shelving will be assembled and installed as files are removed and room is arranged to file boxes and sort appropriately. A room arrangement and labeling plan has already been done.

Next is to sort the historical valued items; for example: student attendance journals from 1902, up through the 1930s, copies of graduation photos from 1923 to present, and will contact the Local Records Committee and the State Archives Eastern Branch for appraisal.

A signature log of all items historically transferred will be filed in the records room.

The School Board agendas and minutes, Associated Student Body agendas and minutes, Curriculum Committee adoptions and materials guide, Superintendent correspondence, Healthy Youth Surveys, School calendars, School Master schedules, School Registers, Accreditation, and Boundary Records, Grad requirements, Grad lists and Interscholastic Act/Ach, etc., will be sorted and any after retention period will be filed into archive boxes, awaiting the items to be submitted to the State Archives for evaluation and submission. Items will be logged in the Archive binder kept in the records room.

The clerk will contact the State Archives office for consultation for evaluation of archive items.

District Financial A/P records are already sorted by year and will log and destroy those older than 6 years. Destruction will be logged and will be destroyed monthly by vendor already contracted with the district.

ASB and Alumni financial records will be sorted and dealt with the same way. Destruction will be logged and will be destroyed monthly by vendor already contracted with the district.

HR Certification records will be separately indexed by birth year and alphabetical to make ease of retrieval and destruction after 80 years, easier to perform. Destruction will be logged and will be destroyed monthly by vendor already contracted with the district.

Retirement verification files are a combination of time sheets and payroll reports. Any older than 100 years past date of birth of employee or 60 years after separation will be destroyed. Destruction will be logged and will be destroyed monthly by vendor already contracted with the district.

The blueprint rack will be assembled and all maps and blueprints will be organized.

Maintenance files will be organized by building and/or incident. Destruction will be logged and will be destroyed monthly by vendor already contracted with the district.

Construction records will be filed and clerk will contact Archive staff for evaluation for the archives.

Food Service files will be archived into boxes, as per the 3 to 6 year retention schedule. All older than 6 years will be logged and destroyed monthly by vendor contracted with the district.

The Special Education files will be re-filed into birth year and then alphabetical to make ease of retrieval timelier and then ease of destruction at end of retention easier to perform, 6 years after notification has been sent out for people to acquire their past records, if wanted. Destruction will be logged and will be destroyed monthly by vendor already contracted with the district.

The clerk has watched most of the webinar recordings; read through, highlighted and tagged much of the CORE books, emailed several of the district staff for information and emailed archive staff for advice; Lee Pierce, Mark Vessey, Scott Sackett and Patrick Williams, about digital information.

We will edit existing policies, copy CORE books for the offices and create 'cheat sheets' for relevant staff to utilize. We will have a training in addition to viewing the webinar recordings relevant, to be able to keep our records system in place, moving forward.

The district IT director will also work with the Archiving staff, utilizing their training and advice to create a relevant in-house scanning and indexing system to be able to search for long-term retention files; retirement, and student records specifically, in the future.

## **About the Expected Results**

### ***What improvement in response time to public records requests and protection of public records is expected?***

As our files become more organized and retrievable, it should feasibly reduce our records request and fulfillment time frame to less than one half hour per request, saving approximately an hour and a quarter per request.

Records protections will increase exponentially, with the files being removed from the floor and onto organized and labeled shelving, remaining 6" above the floor.

File and storage space will also open up and become more organized, therefore easily retrievable.

### ***What benefit(s) are expected from destroying/transferring records past their retention period?***

In destroying and transferring records, we will regain more storage in our records room for the most current records to be organized, which will create ease of retrieval for internal use or public requests, in a timelier fashion.

In transferring the archival records to the repository, beyond the aforementioned, our past business pronouncements will be kept in a safer, yet readily accessible environment.

### ***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

District policy and procedures will be rewritten and approved through the School Board to reflect the new records practices, as per CORE publications.

Each office will receive the CORE publications, as well as each relevant employee will receive an augmented 'cheat sheet' relevant to their department, taken from the CORE publications to streamline the records processing.

Training will be put in place for existing employees to come up-to-speed with the changes and all newly hired staff will receive the same books, 'cheat sheets' and trainings, to maintain the system we will be putting in place, moving forward.

# ORTING SCHOOL DISTRICT

**Amount Awarded: \$9,455**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

The Orting School District has approximately 2,700 students and 311 full-time employees with 4 schools, a Central Office building, and a Facilities/Transportation building. We have a fairly large records retention room located in our Central Office although, due to limited staffing and funding, the records retention process and organization of this room needs to be addressed. For instance, we have not been able to use a standardized record retention storage box/container and common labeling format. Some records are in deteriorating boxes that have buckled thus making it difficult to maintain the integrity of the record for later retrieval. As mentioned, some boxes contain a record retention form on the front which may or may not contain complete information or has had written information directly on the box. The result of this requires much more time searching in boxes to retrieve the appropriate record. Having the grant funding to organize, label and secure via a standardized method would decrease public records retrieval time and increase physical record integrity. This organizational opportunity would also support a record retention schedule in which we have not been able to accomplish. The essential pieces we are missing are the lack of staffing to dedicate solely to this project to create an organized and efficient records retention room in addition to funding this much needed project.

## **About the Project**

***What is your plan/project schedule to complete the work by May 31, 2020?***

We will immediately begin to remove items that are not for the purpose of records retention from this room to create a defined records depository. After receiving the grant, we will purchase the supplies needed and hire temporary staff. Our Facilities Department (not paid by the grant) will construct the shelving and install the new door sign. Under the supervision of the Business Services Administrator who is the district's Records Officer, the hired temporary staff will remove documents from the existing non-stable boxes and place in Washington State Archive boxes. There are approximately 500 boxes to re-box. If a box does not have the district's records retention form with DAN (Disposition Authority Number), they will notify the Records Officer so she may create a new form. The forms will be placed within a clear sheet protector, and relabel new magnetic department signs for clarity of assigned space.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

\$1,485 (Washington State Archives) Boxes = \$2.97/box x 500 needed

\$ 120 (Amazon) iFavor123 2 x 6 Clear Acrylic Magnetic Holders = \$14.99/pack of 2 x 8 packs needed

\$ 49 (Amazon) Avery Economy Clear Sheet Protectors \$9.79/100 per pack x 5 packs needed

\$1,120 (ULINE H-5378 69 x 30 x 84 (80 box capacity) \$280/each x 4

\$ 20 (Tacoma Rubber Stamp) Door Sign

\$ 770 LeMay Mobile Shredding (approximately 30 boxes but most likely will be more as we place forms on boxes)

\$5,891 Temporary Staff \$18.41/hour x 320 hours (2 staff/160 hours each)

***How much money are you requesting?***

\$9,455

**List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.**

- District Facilities staff to remove items that are not for document retention
- District Facilities staff to construct metal shelving. They will also place the new door sign.
- Temporary staff to place documents in Washington State Archive boxes, plac

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

The improvement will be significant for our district. With process and organization there is efficiency. Since September of 2018, we have received 32 public record requests for our district. Some of the requested records (credit card statements, receipts, payroll records, invoices, etc.) have been located in the records retention room. If the boxed records were better organized, our staff would be able to locate the records quickly gaining an efficiency to the employee's work day. Having an organized records retention room would also ensure boxes are destroyed per the records retention schedule. If the boxes were off the floor, removed from being stacked on side tables, and had consistency that all boxes contained the records retention form with the destroy date, it would alleviate issues of providing public requested documents that should have been destroyed as well as reduce the number of boxes we currently store. Our boxes are currently in poor condition with documents being placed in office supply boxes and, consequently, some of those boxes have buckled or ripped which does not protect our important district documents well.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

Our Student Support Services Department have students who come to Central Office daily or weekly, depending on their schedule, and routinely shred non-confidential documents from the records retention room. We have contracted with LeMay Mobile Shredding to shred confidential documents in the past. Because the room is in such disarray, some boxes have not been included in our shredding simply because of disorganization. Current estimate of boxes that need to be destroyed is 30. That number will likely increase when we review documents within the boxes and add a records retention form to the box if needed. By having an organized retention room coupled with a process that is enforced with trained staff, this will not happen at our district again.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

We have witnessed first-hand the result of what will happen to a records retention room without appropriate supervision and enforced process. With recent discussions we realized we had not appointed any one person in our district as our Records Officer. We have now assigned the district's Business Services Administrator to hold all responsibility of the records retention room. She supervises Payroll and Accounts Payable/Receivable which generates most of the records retention boxes and some of the documents from public records requests we receive. She also is knowledgeable in the responsibilities of record retention. Her duties will include developing and enforcing a process, reviewing our current form and updating as necessary, training from Washington State Archive classes as necessary, conducting initial training with annual training thereafter to Central Office staff and school building secretaries. With this grant, our district will be successful in getting our records retention room organized with a commitment to a process which will sustain an organized room and process for years to come. Thank you for your consideration.

# PORT OF ROYAL SLOPE

**Amount Awarded: \$3,690**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

Our records have been stored in boxes on the floor and several different file cabinets throughout the building with very little order. When we moved to current location in 2012, files were all boxed up and only a few were re-filed in file cabinets. We have over 60 years worth of records from when the Port was established in 1958. The Port adopted a Policy as required by RCW 42.56.100 giving the Executive Director the responsibility of managing and retaining records along with being the Public Records Officer. Due to business increasing and daily interruptions, not a lot of time gets spent organizing the records. When we receive a records request for documents, everything else is dropped and a lot of time is spent searching through file cabinets and boxes trying to meet the records request deadline. At Port Commission meetings, there are times the Commissioners ask for prior records that would help them make a decision about a project. Again, a lot of time is spent going through files to find the information they want to have for the next meeting. We are an office of one and can't afford the time that is spent searching for records. This is not efficient! The Executive Director and Port Commissioners have all completed the Open Government Training as stated in RCW 42.56.150 & RCW 42.56.152. I the Executive Director, also attended several Records Management classes in the past.

## **About the Project**

***What is your plan/project schedule to complete the work by May 31, 2020?***

We successfully applied for an \$8,334 Organizing the File Room grant in Round #2. We located and hired our part-time temporary employee in??? and ordered, received and installed the lateral files, heavy duty wire shelving, the file cabinet and boxes. Our Round 2 proposal included 240 hours of temporary labor to assist with the inventory process. While the person we hired has done excellent work, a family emergency has made it impossible for her to fulfill all of those hours by the May 2019 project completion deadline. We estimate that there will be 140 hours (approximately \$2,582) left over from the grant we received.

After discussing our predicament and our available options with Scott Sackett from Washington State Archives Records Management, he recommended that we apply for a Round 3 grant to complete the project. After getting familiar with the retention schedules and the amount and variety of documents the Port has, we are asking for funding for 200 hours of work. We feel confident that this job will be completed by May 31, 2020 as we have all the supplies we need and are more familiar with what we are doing, plus our part-time hire is on board, available, and has experience under her belt! Scott met with us recently to provide additional training and to answer questions that have come up so far in the organizing process. We are determined that we want to do this record retention correctly!

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

200 hours of labor @ 17.00 per hour equals \$3,400 plus Employer taxes of \$289 for a total of \$3,689.

***How much money are you requesting?***

We are requesting up to \$3,689 for labor costs.

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

The temporary staff will continue working with the Executive Director to review and organize the boxes and file cabinets of documents. 75% of the boxes have been sorted into categories such as payroll, budgets, annual reports, water system, etc. We've gone through 25% of boxes of files and recorded the DAN numbers, description of files, and whether they should be destroyed, archived or saved

permanently. We have 10 boxes identified that need to have an appraisal on them. We are looking forward to getting all the documents in order and labeled so they will be easy to find.

## **About the Expected Results**

### ***What improvement in response time to public records requests and protection of public records is expected?***

Once all the documents have been reviewed, recorded with DANS, labeled, filed and indexed, and all the records that have met their retention requirements have been destroyed or transferred as appropriate, it will be much easier to find documents that are needed whether it is during a Commission meeting or for a records request. I anticipate the time saved in searching for responsive records will be reduced by 50% because we will know where the record is kept and in which file drawer or archive box, be able to locate the file quickly and find the actual document needed very fast as compared to how it is now; trying to find the right file cabinet or box and looking in several places, sorting through the box or file cabinet and struggling to find the document needed. This will free up hours of time to move forward with regular business. We will also be able to ensure that our Essential-designated records are retained in the best protected storage environments we have available.

### ***What benefit(s) are expected from destroying/transferring records past their retention period?***

We anticipate that the time it takes for our agency to complete record searches, whether for public records requests or internal needs, will be reduced by 50%. We plan to create a "road map" document that will enable us to quickly determine what records we have and where they are located. Our records destruction log and Archives transmittal will enable us to account for those records that we no longer have at our agency. Once we have destroyed/transferred records that have met their required retention and organized and scheduled those that remain, it will be much easier for the requester to get the documents on line.

### ***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

A new procedure will be in place that will make it mandatory to go through the files annually, to destroy/transfer the documents labeled having met their retention, and to make sure all the documents that have been created throughout the year have been properly labeled. Because of the time saved in searching for records; we will have time to start digitizing appropriate documents for transfer to the Digital Archives. It is important that we are in compliance with the Public Records Act!

# PORT OF SKAMANIA COUNTY

**Amount Awarded: \$5,000**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

As a small agency (3 employees) public record requests take a large percentage of our staff work hours. An example would be a current records request that spans 18 years of data. We are into the 8th week of research and have to ask for two time extensions so far. During the last couple years the Port has received dozens of records requests. To adequately service the public requests the Port has supplemented staff time with attorneys and consultants which is very expensive.

The more organized our records the better we can serve our constituents and efficiently utilize public funds. Port staff would love to have the time to better organize our records but we can barely get our essential work done as it is.

## **About the Project**

***What is your plan/project schedule to complete the work by May 31, 2020?***

The first month we will order the requested equipment and hire a temporary employee.

The first 6 weeks we will engage maintenance staff to replace shelving and rearrange the storage area.

During the following 6 months the newly hired temporary staff will come in between 4 to 16 hours per week to tend the front desk, answer phone calls and complete duties as assigned. The agency staff will focus their attention on organizing records.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Temporary Staff 240 Hours at \$18 per hour

2 Corrugated Map Boxes at \$47.99 each

1 box of 50 Map Clips \$39.99 each

2 Wire Shelving \$188.99 each

Destruction Services \$150

***How much money are you requesting?***

\$5,000.00 as outlined above

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

Temporary staff would be hired to answer calls, tend the front desk and complete day to day office tasks. Agency staff will be allowed to focus on the records organization. LeMay Shredding Service would be engaged to destroy the documents pulled as per the records retention schedule. State Archival resources will be key in the proper application of the retention schedule and to answer any questions. Maintenance staff will reconfigure the storage area and install new shelving.

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

We anticipate that the response time needed to address public records requests to be greatly reduced. The faster response time will give the public records requester a more favorable experience during the

entire process. Workflow will be more efficient in the processing of documentation. Having the archive space cleaned and organized will protect and preserve our records from moisture, rodents & mold.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

Space! The increased space in the storage area will allow for an efficient organizational layout for documents based on their archival designation. Proper indexing will reduce the risk of improper or accidental retained storage or destruction. A more efficient production of documents for future records requests.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

We have learned a valuable lesson as newly hired staff members about the importance of records management and the importance of having a system that new hires can easily step into.

The former records manager had been here many years and knew where everything was located. Unfortunately, her method wasn't easy to follow without her institutional knowledge. Our current staff will follow the best practice guidelines from the State Archival Records Management department schedules and include their other resources to develop and maintain a system that our staff can easily manage on a regular schedule. This will eliminate the daunting task of performing annual records maintenance.

# RAYMOND SCHOOL DISTRICT #116

**Amount Awarded: \$2,988**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

At Raymond School District, the impact of not having our paper records organized is firstly, the time it takes to locate a specific record. The majority of files that aren't accessed on a regular basis, are stored in the attic area of the elementary school. There is not adequate shelving and over the course of many years more file boxes have been added to the area in a haphazard fashion. Boxes are stacked on top of each other, on the floor and some are spilling outside of the storage area. The file types and dates are mixed throughout, making it very difficult to pinpoint the location of a specific record. There is no master list or reference to assist in locating items. You may find boxes of student files stacked with human resource files or financial files. It is also physically difficult the access a file once you identify its location due to the stacks of boxes and lack of clear walkways. Some of the boxes are too heavy and cannot be easily moved.

Due to the inefficiency of the current records storage area, there are other "pockets" of records stored in other locations across the school campus. This compounds the issues of locating records for requests and destroying/transferring per the retention schedule. The records that have met their retention period but are still being stored, only add to the chaos.

All of these factors create a time consuming and potentially dangerous situation. In order to find a specific file, I would estimate it takes an extra 20 to 40 minutes depending on how deeply the file is located in the stacks, the visibility of the label and so on.

The record boxes can break down from being stacked too high and the records can get crushed. I am also concerned that having the boxes sit directly on the floor could under certain conditions lead to damage if there was a leak and water was on the floor.

## **About the Project**

***What is your plan/project schedule to complete the work by May 31, 2020?***

The plan is to work during the summer school break. During this time, we won't disturb any classes, agency staff will have more time to devote to the project and we will easily be able to add temporary staff to back fill and assist. We plan to work during our normal business hours, Tuesday through Thursday during the month of July to complete the project. The district administrative assistant will oversee and participate in the day to day work on the project. Once administrative staff arrive back to work after summer break we will train administrative, secretary and custodial staff on new system and familiarize them with the records management policies and procedures. Temporary staff will backfill during critical times during the process, move boxes and furniture and some basic filing.

The plan outline is as follows:

1. Initial Sort
  - a. Use temporary staff to physically move and unstack boxes so they are accessible and the labels are visible and gather records from other areas that need to be assessed.
  - b. Agency staff will identify any records that are clearly marked for destruction or transfer. They will verify the contents and then group together for destruction services or transfer per retention schedule.
  - c. Agency and temporary staff will sort any boxes that are clearly labeled with other like records types. For example, group all personnel files together in one area.

- d. We will continue by grouping all unlabeled, insufficiently labeled or mixed boxes together for further identification.
2. Install Shelving
  - a. Install the metal shelving while the storage area is clear. The maintenance department will install the new shelving that is purchased.
3. Continue Sort
  - a. Identify items in unlabeled or mixed boxes and place with like items.
  - b. Beginning with smallest group of remaining records, use retention schedule to remove all records that have met retention and need to be destroyed or transferred and place in the corresponding groups.
  - c. If remaining records are not filed properly within the boxes, they will be reorganized (by date, by type, alphabetically etc.) as determined by type and volume of records. Boxes will be clearly labeled with the contents and retention information.
  - d. Agency staff will work with Washington State Archives on potential transfers and on properly identifying records on the retention schedules if in question.
  - e. Continue process until you have worked through all groups of records.
4. Inventory
  - a. Agency staff will survey the remaining records and make the decisions about filing and storage. An inventory sheet will be created. This will likely be a Google spreadsheet managed by the District Office, showing the location, type and retention dates for the records in storage. The shelves will be clearly labeled by general category and items placed in whatever logical sequence is determined at the time. A map of the shelving layout will be created.
5. Place Records
  - a. Place newly organized and labeled boxes on shelves as determined in previous step.
  - b. Records ready for destruction will remain grouped to the side of the storage area until the vendor comes to destroy them.
  - c. Transfer of records to WSA (if any) will be completed.
6. Train and maintain
  - a. Before school begins train administrative, secretary and custodial staff on new system and familiarize them with the records management policies and procedures. These are the groups who generally create and have access to the records.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Quote for Metal Shelving from Uline, H-2424-54 x 2, H-2424-54A x 4, with tax and shipping = \$1214.98

Quote from HR for Temporary Staff, Student Worker - 40hrs @ 13.20/hr, Sub - 48hrs @ 19.09/hr = \$1444.32

Quote for Destruction Service from Lemay, 30 boxes (\$90/10 boxes) = \$270.00

Quote for Storage Boxes from WSA, 20 boxes @ 2.97 = \$59.40

***How much money are you requesting?***

We are requesting \$2988.70.

**List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.**

Agency staff will identify record types, apply retention schedules to records, make decisions of layout and filing system and create records management documents.

The temporary staff will assist in back filling regular duties for agency staff. They will move boxes and furniture as needed. Temporary staff may also do initial sorting of boxes and basic filing under supervision.

We will use vendors to purchase the shelving and for records destruction.

Archives staff will be asked for guidance on records that potentially need to be transferred, with those that we are not able to clearly identify on the retention schedule and other times when we are unsure of how to proceed.

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

We expect that once the project is complete the records will be organized and easy to locate and access. We will be able to quickly and easily identify what we are looking for, thus will be able to reply to any requests with much less time and effort. The shelving will keep the records off the floor and prevent the boxes from being crushed and in turn protect the records within.

Having an orderly and accessible records room during this time of staff transitions will allow us to start out on the right track and manage our records on a continual basis without the extra difficulties previously outlined.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

Removing records past their retention period and storing them properly will allow us to ensure that our records management processes and procedures can be followed safely and in a timely manner as well as quickly meeting any public disclosure requests. It will make the continuous records management process far less cumbersome because we will have only the required records to deal with.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

We have had several key staffing changes that make this a logical time for a clean-up. We have a new administrative assistant, a new elementary secretary, and will have a new high school secretary. Our online school has closed, leaving the records but no staff to manage them.

The administrative assistant will be working throughout the process to review current policies and procedure and ensure they are correct and up to date. At the end of the project she will offer suggestions and training to the administrators, secretaries and custodial staff. This will take place once they have returned from Summer break. These are the individuals who generally have access to the records.

Records will be processed through one individual before they are placed in the long-term storage to ensure they are organized, labeled and stored correctly.

Records will be reviewed at regular intervals for retention and to ensure they are organized and safe.

In this way we can work according to the 10 leading principles and significantly improve our record keeping. With this assistance we can have a fresh start in our records management journey.

# SOUTH COUNTY FIRE

**Amount Awarded: \$19,667**

## About the Problem

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

Fire District 1 was created on January 1, 1945 and existed on its own with 3 fire stations until it merged with Fire District 11 and another 3 fire stations in 1996. In 2006 Fire District 1 grew further when it acquired the Cities of Mountlake Terrace and Brier as contract cities for Fire and EMS service and then added the city of Edmonds in 2016. The most recent growth came at the end of 2017 when the city of Lynnwood merged with Fire District 1 to create our Regional Fire Authority (RFA), South County Fire.

The RFA is now attempting to round up all of the various records from the stations, city offices and other previous storage locations to create a single location for records storage at our Administrative Headquarters in Everett. We have two rooms to use for this project, one on the main floor and one on the basement level of the building. Both are over loaded and unorganized with boxes and records not stored properly or protected from potential water damage or accidental destruction.

As a new entity and Regional Fire Authority our public records requests have increased 100%. We have thousands of records from Fire District 1, fire District 11 and Lynnwood for finance, payroll, EMS, training, purchasing, human resources, community resources and board and agency matters stored in a variety of locations, in boxes and file cabinets and in a variety of conditions. Fire District 1 on two separate occasions, close to 10 years ago, had someone come in to work on storing records, labeling the boxes, getting some on shelving and creating a very intricate spreadsheet to track the boxes only to have no one at the district able to maintain the project making it virtually unusable today. We've reviewed the current data in the system and have determined that it is no longer valid and we need to start over with a standardized naming convention and proper instructions to staff on the archiving process.

Because we have grown our organization substantially, our records are located in multiple locations, past years boxes were frequently labeled differently and incorrectly, there has been no standardized process nor instructions to staff in over 10 years, staff has turned over frequently and destruction schedules have changed, we have had a substantial delay in being able to search for, let alone find requested records. It can take days to email staff, find where a record might be, visit alternate locations, search through boxes and file cabinets to find records. South County Fire received over 600 public records requests in 2018. The requests include EMS, Hazmat, Incident Reports, internal file requests, billing reports and purchasing information to name a few. This is all made more challenging because the Public Records Officer also serves in the capacity of the Records Management Officer and Executive Assistant to the 7 member Board of Commissioners. There is one person who on a part time basis responds to EMS requests but she is leaving our organization in May and her replacement will not have this duty in her job description.

## About the Project

***What is your plan/project schedule to complete the work by May 31, 2020?***

We have broken our project down into phases:

1. Locating, inventorying and recording the disposition of the current records in our possession at the various locations. Identifying and categorizing records as discovered.
2. Destruction of records known to have passed retention dates so we know the amount of space we have for storage in our two rooms.
3. Detailed reorganization and re-design of space on lower level to house records.

4.Verification of proper storage methods to the best of our ability; off ground, temperature and humidity controlled, pest controlled and properly boxed and stored, away from water sources. Proper storage will also include a security audit of access as we have many records that have privacy concerns.

5.Educate staff moving forward on proper storage of files in their department and share policies on destruction and appropriately transferring records to our records manager for proper archiving and storage.

An audit has already been conducted to begin the inventory process. SCF sent a survey to all personnel in the organization requesting the following information:

Please state what department you are in or your location and position:

Do you house records in your office/facility?

If so please identify the records stored?

If not, where does your department house records?

Do you maintain a log of these records?

Are you aware of the retention timeline and do you maintain logs on destruction of records?

Do you have knowledge of records in your department/facility that are currently stored that should be reviewed?

Brief description and location of the records?

Are you aware of any historical/archival information that would be of value?

Where are these items stored?

This information was received and logged in January 2019.

Proposed Timeline for File Room Organization Project:

Grant Award in May, 2019

June, 2019

Hiring process of temporary records assistant including background check: 4 weeks

July-December 2019

Public Records Officer training of records assistant on file room project: 3 days

Public Records Officer to work on updating records management plan and policies: 24 weeks

Review of data from records survey sent to staff: 1 week

Develop plan to bring all records to Headquarters from various locations and physically move records: 2 weeks

Facilities to move current records in lower level room and set up shelving per diagram: 1 week

Sort records and determine DAN's and retention periods: 12 weeks

Categorize records to be maintained, transferred to the Archives or shred/destroyed: 8 weeks

January - February 2020

Put official records management policy in place - January 2020

Label all boxes; populate database with information for future use in searches: 8 weeks

Contact Archives to receive transferred records: 1 week

March 2020

Training of staff and Commissioners on official policy: 4 weeks

Project complete!

I have attended several file room organization seminars directly from the Washington State Archives division as well as training from WAPRO, WMCA, NAGARA and received on site consultation from Molly Rooney from Washington State Archives. I feel confident I can achieve our goal of managing the completion of this work by May 31, 2020.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Personnel:

We would hire a part-time, entry level administrative employee (Records assistant) \$22.35 per hour for 20 hours per week for 32 weeks.

Temporary Records Assistant: \$ 14,304

Background Check and recruiting: \$500

\$14,804 total

Shelving:

We have determined that we can use some of the existing shelving and boxes we have onsite. We have measured and created a layout for shelving and storage and we have determined we will need the following:

Grainger product:

60"x36"x72" - 2 Starter sets at \$441.18 = \$882.36

60"x36"x72" - 2 Add-ons at \$360.51 = \$721.02

(These are half units and connect onto the starter unit so one less end piece)

60"x18"x72" - 2 Starter sets at \$361.51 = \$723.02

60"x18"x72" - 6 Add-ons at \$297.56 = \$1,785.36

Total: \$4,531 including tax; shipping is free

Washington State Archives Acid Free Archive Boxes 100 @ \$2.97 each = \$297.00

Destruction Services LeMay Mobile on site Shredding: We anticipate 15 bins of records in need of destruction. 15 x \$35.70/bin = \$535.50

***How much money are you requesting?***

(Project calculated total: \$20,167.50)

We are requesting a grant for \$20,000

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

The Public Records Officer will review and update our current policies, determine where each division's storage location will be, train staff and temporary help, train Commissioners, create new organizational spreadsheets, assist in inventorying, determining retention and be involved in the project in its entirety.

Facilities Staff will put together shelving and arrange it properly in the room and remove trash and items to be stored elsewhere on the property. They will verify and make any necessary adjustments to the temperature conditions in the room.

Part Time Temporary Staff: Retrieving boxes from multiple locations; inventory, labeling boxes, file, general organization of the file rooms, populating spreadsheets with data.

Vendor: LeMay Shredding will perform destruction services onsite.

Archives Staff: We request periodic reviews by phone or email (or in person!) by archives staff to verify what we are doing is on target and to assist by answering questions that might arise during our project. This will ensure we are utilizing our resources effectively and progressing in the right direction.

## **About the Expected Results**

### ***What improvement in response time to public records requests and protection of public records is expected?***

The improvement in response time will be immense by bringing all records to our Headquarters. It is anticipated that the time savings would be more than 50% by having paper records all in one place in the same location as staff performing the records request, inventoried and labeled properly and by having staff trained in their respective departments to maintain an accurate inventory and follow the records retention and storage policies. The protection of public records would be improved 100% by proper storage in boxes, on shelves up from the floor and in properly climate controlled rooms.

### ***What benefit(s) are expected from destroying/transferring records past their retention period?***

Our organization will benefit by increased storage space for new records that need to be stored, disaster recovery, is expedited when you know what you have onsite and offsite, time spend on records requests is reduced significantly and costs reduced when we can refer a requester to the archives for a record, clutter is eliminated and we have less of a fire risk due to the reduction of paper and unneeded materials in the storage rooms.

### ***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

Our goal is to ensure the long term sustainability of the records management program. Every department will be involved in the process in order to ensure buy in by the entire organization. I am working on a training module with Human Resources for new hires and newly elected officials on public records and records management. Our policy will have instructions on processes as well as administrator instructions to ensure that the next person in charge of the records management program can be up to speed in very little time. Our plan is to have a policy in place that can be initiated in January 2020 with ongoing training on department retention schedules and processes, annual archiving, transferring of records, destruction and general organization. I will be working with IT and Facilities to tie in our processes and plans with our organizational disaster preparedness plan. I have also submitted a request for a full time employee to assist with the management of records and public records requests to ensure there is sufficient attention being paid to the program moving forward.

# TACOMA POWER / GENERATION

**Amount Awarded: \$10,700**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

Power Generation has a long history of successfully completing projects of all sizes and complexity. With these projects come project files, which are also of all sizes and complexity. Unfortunately, many of these files are kept in individual cubicles. This becomes an issue when a file needs to be located, when someone retires, or when we have a public disclosure request.

In addition to the files being scattered throughout the department, they are not stored in a consistent manner. It is not uncommon to look throughout the department and find overflowing file cabinets, stacks of papers on desks and chairs, binders piled haphazardly, or stacks of unlabeled boxes in various locations.

Not having our paper records organized adds response time to public records requests and increases the potential for missing responsive documents. Inconsistent storage of records could result in torn or soiled documents, misplaced records, or damage from spills or leaks.

See attached photos for examples of these issues.

## **About the Project**

***What is your plan/project schedule to complete the work by May 31, 2020?***

Power Generation plans to hire a temporary, part-time Occupational Intern (college student) to work with employees to consolidate, organize, and file project documentation. Files that need to remain within the department would be moved to a central location within the office. All other documents would have the appropriate retention rules applied (with the assistance of trained records employees) and either properly dispositioned or sent to off-site records storage.

The work will include meeting with employees individually to gain an understanding of the files that they have, appropriately labeling and categorizing files, and either moving the files to the central location or creating a document inventory to be added to a document box and preparing the files for move to our off-site records storage.

The intern is expected to work approximately thirty hours per week for six months. The hiring process has been initiated, and the goal is to have an intern in place by the end of June 2019. With this schedule we should have no issues completing this project well in advance of the May 31, 2020 deadline.

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

The temporary position is estimated to cost \$12.92/hour for approximately 780 hours, for a total cost of \$10,077.60. Based on the quantity of files to be reviewed and organized, office supplies such as file folders, file labels, expanding files, and binder clips will be needed, at an estimated cost of \$742.11. This creates a total cost (rounded down) of \$10,700 for the project.

***How much money are you requesting?***

We are requesting a total of \$10,700.00 to cover one (1) part-time employee and supplies for this project.

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

The temporary employee will consolidate and categorize files, label files in a standard format, move files to a central internal location where appropriate, and create box inventories for any files that will be moving to off-site records storage.

Power Generation's Records Coordinator, in conjunction with Tacoma Public Utilities' Records Management Department, will train the temporary worker on records requirements, review each completed box and its inventory, and research and assign accurate retention schedules to all files. The Records Coordinator will also review all destruction forms prior to submittal to the Records Management Department and will coordinate with the State Archives for appraisal of historical records prior to disposition of those records.

Archives will be contacted with questions throughout the project, and contacted when necessary for appraisal of records.

## **About the Expected Results**

### ***What improvement in response time to public records requests and protection of public records is expected?***

In 2018, Power Generation received 31 public records requests with an average response time of 30.84 days. With the current state of our records, it often requires extensive searching and rifling through file drawers and piles of paper to locate responsive documents.

By consolidating files into a central location internally, and indexing and properly storing documents that are no longer active, the response time for public records requests could be reduced by as much as 7-10 days.

### ***What benefit(s) are expected from destroying/transferring records past their retention period?***

Benefits of destroying records past their retention period would be a reduction of the space needed for physical storage, faster response time to public records requests due to fewer files to review, and fewer documents to produce for public records requests.

Benefits of transferring records to Archives would be a reduction of the space needed for physical storage, faster response times to public records requests, and the ability of the public to more easily find documents of interest through the Archive search functions.

### ***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

New employees are trained on basic records requirements and procedures. Power Generation plans to conduct refresher trainings on these requirements and procedures for all employees. Additionally, employees will be pointed to two webinars provided by Archives, Records Management 101 - The Basics and Why It Matters and Records Management and Public Disclosure - Plugging the Hole, Changing Course.

Process documents for project close-out will be reviewed to ensure appropriate information regarding filing and records retention is included. New process documents will be created where needed, and employees will be regularly reminded of the importance of filing and records retention.

Internal files will be maintained jointly by the Records Coordinator and admin staff. A day will be set aside every year to review the contents of the filing cabinets and remove files that can either be inventoried and sent to off-site records storage or properly dispositioned.

# TOWN OF YACOLT

**Amount Awarded: \$5,263**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

The Town of Yacolt has fallen behind on properly managing and disposing of its records. There are many boxes that are sitting on the floor and stacked on top of each other. The boxes are also not labeled well, if at all, with no retention or destruction time period marked on them. It takes more time to search for records. The other office staff have been here less than a year and I have only been employed in my position for a few years. Records room organization and records disposition we're not always a priority. We have a need for shelving in our records room for boxes and binders. This has caused delays and insufficient use of employee time when we receive a records request.

Our paper records are shoved into filing drawers that don't have enough room for each year. Some of our years are so disorganized that it takes significant time to find each record. We spend approximately 20 to 45 minutes or longer locating each record. Billing files are mixed up among the years. Also, we have monthly files that are mixed up within a single year. Some drawers are not labeled. With the way the drawers are tightly packed, paper records are being damaged or torn trying to retrieve or replace them.

The photos show the room and examples of the filing drawers. We have no formal inventory of records. This lack of organization adds hours to the time frame necessary to reply to records requests and will impact our ability to answer in a timely manner. This disorganization could also cause us to miss items that are requested, which in turn could lead to fines for the town.

## **About the Project**

***What is your plan/project schedule to complete the work by May 31, 2020?***

Within 3 months of award: We would utilize the help of the Archives staff to meet with the Admin staff and strategize the most efficient way to go through the boxes and files that will result in an organized and efficient outcome.

Within 8 months of award: A temporary employee will help organize files by subject and year, using 2 drawers per year when necessary. Boxes will be labeled. We will have files organized, begin scheduling records, and setting aside records that are ready for transfer to the Archives or that are ready for destruction. All files will have a retention schedule attached.

Within 10 months of award: Department-specific staff will work alongside public records staff to organize that department's records. The records are somewhat organized as similar records are boxed, or in file cabinets, with some labeling. Conclude physical organization of paper records.

Within 11 months of award: When we have sorted out all of the records, we will finish our project by scheduling a vendor to complete destruction of records that are eligible. Staff will organize records for archiving. This will include any records that staff are unsure of and need to review with the archivist. The records will be organized in order to be reviewed as quickly as possible by the archivist. Schedule archivist pickup, and finally, schedule the shredding to be completed by May 15, 2019.

The ultimate goal for this project will be to have and maintain an organized and inventoried paper records structure. (Because we have so few staff, the Assistant Clerk will have the responsibility of assuring that new records conform to the same inventory system as the system created.)

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Add 164 hours to the Assistant Clerk's hours at her regular hourly pay of \$15/hour plus the Town's employment taxes to be paid. (\$23.55/hour) Total \$3,863.00.

Hire a temporary employee for 40 hours at \$20.00/hour. Total \$800.00.

2 shelving units - \$189.73 each. Total \$ 379.00 including tax and shipping

12 Hanging Racks for inside file cabinet drawers - \$15.99 (2 pack) each. Total \$96.00.

150 hanging file folders - \$37.00.

150 file folders - \$13.00.

Shredding services - \$75.00.

***How much money are you requesting?***

Total Amount Requested - \$ 5,263.00

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

Temporary staff - They will inventory and label boxes with staff supervision. The temporary employee will be relabeling all of the drawers so it is clearly marked as to what is in each drawer. (Example: year and content.) They will also be switching out file folders that need to be replaced and expanding into extra hanging folders and drawers.

Town staff - Town staff will lead and provide close supervision to the temporary employee for records organization. Staff will create labels and indexes with retention schedules. Staff will pull all records for disposition. Boxing and labeling records that are to be shipped to the Archives with the help of the temporary staff and state archivists.

Public Works Staff - Clearing the spaces that records were once stored and remove non-working items.

Archives Staff - Help organize the records into the categories of essential/permanent.

Vendor - A vendor will be hired to destroy records. (On site shredding)

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

The improvements will decrease the response time for public records requests significantly. There will be enough room in each drawer that we can look through files quickly to locate what is needed. The drawers will not be packed so tight that records get damaged retrieving or replacing them.

Having the records indexed will allow for a more timely response. A thorough review of the files, better file organization, labeling, indexing and removal (shredding) of non-essential files will facilitate a more timely response to records requests.

There are a large number of inactive records in The Public Works Department waiting to be organized so they can be identified and retrieved more quickly. With these records being organized, it will allow staff to easily locate, retrieve and make the documents available to the public in a more timely manner.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

The town expects to reduce the response time to public records requests by 30%, at minimum. We will save time in responding to records requests, since there will be less records to go through. Destroying and/or transferring records from the Public Works Department will expedite locating records in the future.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

Our Assistant Clerk will be training online and in person for better comprehension of the records retention schedules. She will also be in charge of filing records and filling all records request when at the office. We will have procedures in place for records to be destroyed/transferred annually as necessary. Getting organized will help the Assistant Clerk have better knowledge of the filing system by organizing the files correctly. She will train the other employees how to retrieve and replace records using the cataloged

system. The records will be easier for everyone to locate. We will be writing records policies and procedures as we go. Our Assistant Clerk will be in charge of keeping the excel spreadsheet current and organizing the timely disposition of records.

# WALLA WALLA COUNTY COMMUNITY HEALTH DEPT

**Amount Awarded: \$14,900**

## **About the Problem**

***What is the impact to your agency by not having your paper records organized in terms of responding to public records requests in a timely manner or protecting records from damage?***

In 2014, Walla Walla County merged two departments together to form one department. The newly formed Community Health Department is the merging of Human Services and Public Health. In this process, the Human Services mental health clinic was closed, and services are now awarded via an RFP process to a private agency. During this merge, most of the Human Services staff were laid off and we currently only have one accounting technician that was a previous Human Services employee, and a traffic safety manager. However, the newly formed department has inherited rooms full of mental health records, contract records, lien records and boxes of records that we do not even know contents of. This includes: 25-double sided cabinets (10 total shelves) full of mental health records, 3 lateral cabinets full of contracts, 2-3 boxes of lien files, 25-50 random boxes of documents and CD disks. And, please note, the mental health files had to be moved from the old clinic building and not in correct alphabetic order at this point.

While attempting to share what the impact is to our department, I am going around in circles and coming to walls, backtracking and realized that our problem is like a maze. We go one direction and we cannot go any further because we need to really go down the other path first, we go down that path and it dumps back into the first path. I am going to put up my white flag, surrender and say our problems are multi-faceted and we need assistance.

- Lack of knowledge of what records we even have.
- Records in two different buildings, 2 blocks apart.
  - In one of these buildings, I have records in several rooms and on several floors.
- Boxes labeled but contents do not match labels.
- Thousands of mental health records that have not been purged.
  - After 2012 records are electronic
- 50-100 CD disks that need to be reviewed for content.

The greatest impact is not knowing what records we have and our mental health records. We would be ill prepared to reply to a records request for any of the old Human Services documents. For the mental health records, we get frequent Social Security Disability requests along with Court Orders for pending cases. Currently, we have old records in a building where our staff is not located and newer records on an electronic data base. When dealing with mental health, we have to do a full search for life of client and Court Orders usually require a maximum 3 day turn around.

- Financial Impact - not properly tracked and knowledge of records

- Legal - Audit, timely requests

- Productivity - staff wasting time with disorganized files

## **About the Project**

***What is your plan/project schedule to complete the work by May 31, 2020?***

In 2014, Walla Walla County merged two departments together to form one department. The newly formed Community Health Department is the merging of Human Services and Public Health. In this process, the Human Services mental health clinic was closed, and services are now awarded via an RFP process to a private agency. During this merge, most of the Human Services staff were laid off and we currently only have one accounting technician that was a previous Human Services employee, and a traffic safety manager. However, the newly formed department has inherited rooms full of mental health

records, contract records, lien records and boxes of records that we do not even know contents of. This includes: 25-double sided cabinets (10 total shelves) full of mental health records, 3 lateral cabinets full of contracts, 2-3 boxes of lien files, 25-50 random boxes of documents and CD disks. And, please note, the mental health files had to be moved from the old clinic building and not in correct alphabetic order at this point.

While attempting to share what the impact is to our department, I am going around in circles and coming to walls, backtracking and realized that our problem is like a maze. We go one direction and we cannot go any further because we need to really go down the other path first, we go down that path and it dumps back into the first path. I am going to put up my white flag, surrender and say our problems are multi-faceted and we need assistance.

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- Records in two different buildings, 2 blocks apart.
- In one of these buildings, I have records in several rooms and on several floors.
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- Thousands of mental health records that have not been purged.
- After 2012 records are electronic
- 50-100 CD disks that need to be reviewed for content.

The greatest impact is not knowing what records we have and our mental health records. We would be ill prepared to reply to a records request for any of the old Human Services documents. For the mental health records, we get frequent Social Security Disability requests along with Court Orders for pending cases. Currently, we have old records in a building where our staff is not located and newer records on an electronic data base. When dealing with mental health, we have to do a full search for life of client and Court Orders usually require a maximum 3 day turn around.

- Financial Impact - not properly tracked and knowledge of records
- Legal - Audit, timely requests
- Productivity - staff wasting time with disorganized files

***What is the cost breakdown/budget (including quotes) for your project? (Boxes must be purchased through Washington State Archives.)***

Staff Time:

Temporary Staff \$14,060 @ 10/week x 37 weeks (\$38hr (increase salary/benefits to go temporary fulltime) X 10hrs X 34 weeks)

- We propose to collaborate with our Human Resource office and use their 30/hr week HR Assistance for the duration of the project. She will work 10 hrs/week reviewing our Mental Health Records. Due to the sensitive nature and HIPAA of mental health records, we feel this collaboration would be a perfect solution.
- If, circumstances change, and we need to hire a temporary position, the above salary/benefit would be less.
- Review Mental Health Records 250 shelves @ 1.5 hrs/shelf = 375 hrs / 10 hrs/weeks = 37 weeks
- (check age @ last visit; review against retention schedule, document for destruction or document for retention.)
- Additional time will be training, cleanup, other document review and scanning.

Destruction Services: \$200

Office Supplies/Boxes: \$220 (\$180 for 60 boxes and tags/documentation items i.e. binders, etc.)

Shelves: Home Depot Gladiator 72X48X18 @ \$140 x 3 shelves = \$420

Total: \$14,900

***How much money are you requesting?***

\$14,900

***List the type of work to be carried out by agency staff, temporary staff, vendors, and Archives staff.***

Agency Staff: Assessment of records, match retention schedule to document types, create policy/procedures, develop a plan for future. Organize and document non Mental Health records - purge if meets timeline/policy.

Temporary Staff: Retention schedule training, assist in policy/procedure and plan. First priority, review mental health records and purge or retain as needed. Second priority, assist in other files documentation and purging.

Vendors: C1 Information Management - shred services

Archives Staff: Policy guidance, retention schedule clarifying questions.

## **About the Expected Results**

***What improvement in response time to public records requests and protection of public records is expected?***

The greatest improvement will be gaining knowledge of what records we have inherited. This knowledge will make it possible to actually respond to records requests. Secondly, the safety and security of the old mental health clinic records and meeting standards of retention. Ability to accurately find and respond to court ordered records release. The next improvement will be gathering documents from various areas and storing in one location. Currently, there are lateral files in corners of the Building Department due to temporary location of relocated Human Service staff, which were then laid off. For sustainability, we will have a department plan.

***What benefit(s) are expected from destroying/transferring records past their retention period?***

A robust records management policy will reduce our liability if any of our records were subject to litigation. There should be no question as to why records were destroyed. If we follow our policy, it would show that we are following established, legal procedures when destroying or retiring documents. It will make our future records management more efficient and less costly. It will also make efficient use of office space, heating and security requirements.

***What new procedures/training will be in place to prevent the file room from becoming disorganized again?***

We will have a new policy/procedure manual created that outlines what types of documents we typically have, the retention schedule and our policy. If records needs a check list, such as medical records (retention is based on age of client, etc.) we will create one. Review of our records management policy/procedure will be conducted yearly at a monthly staff meeting. Records management will be the responsibility of our Administrative Support Services team. Administrative Support Services team will be training in the Washington State Archives