

V. Maintenance of Records

A. Legal Requirement

The Public Assistance Administrator is required by law to keep complete paper and/or electronic records concerning the number of applicants given assistance and the cost for such support. Separate case records shall be established for each individual or family applying for general assistance. The purposes for keeping such records are:

1. To provide a valid basis of accounting for expenditure of the Town of Frankestown's funds;
2. To support decisions concerning the applicant's eligibility;
3. To assure availability of information if the applicant or recipient seeks administrative or judicial review of the Public Assistance Administrator's decision;
4. To provide the Public Assistance Administrator with accurate statistical information; and
5. To provide a complete history of an applicant's needs and assistance that might aid the Public Assistance Administrator in ongoing case management and in referring the applicant to appropriate agencies.

B. Case Records

The Public Assistance Administrator shall maintain case records containing the following information:

1. The complete application including any authorizations signed by the applicant allowing the Public Assistance Administrator to obtain or verify any pertinent information in the course of assisting the recipient, to include a signed Authorization to Release Information from the New Hampshire Division of Health and Human Services. See Appendix E, Form B.
2. Written grounds for approval or denial of an application, contained in a notice of decision. See Appendix E, Form L; see also Appendix B.
3. A narrative history recording need for assistance, the results of investigations of applicants' circumstances, referrals, changes in status, etc.
4. A tally sheet, which has complete data concerning the type, amount and dates of assistance given which may be kept on paper or electronically.