

Procedure Title:	Public Record Request, Receipt, Payment and Delivery		
Procedure Number:	DHS-010-010-01	Version:	1.0
	Effective Date:	06/09/2008	

Approved By: *Deputy Director of Operations*

Date Approved

Procedure

Step	Responsible Party	Action
1.	Requestor	<p>Submittal of a Complete Request for Public Records</p> <ol style="list-style-type: none"> 1. A description of the information requested, as specific as possible, including the types of records, subject matter, approximate dates the records were created, names of persons involved. 2. Contact information for the requestor: name, address and telephone number of the person or organization requesting the public records. 3. Desired format for the records (paper copy, electronic copy by e-mail in PDF, electronic copy on disc or CD, and the number of copies requested). 4. The desired date by which the records are requested to be delivered.
2.	DHS	<p>Receipt of Request (DHS 5106)</p> <ol style="list-style-type: none"> 1. DHS will provide notice to the Requestor within 5 business days of the request. The notice will include: <ol style="list-style-type: none"> a. receipt of the record request, b. a copy of the policy (DHS-010-010), c. a copy of the fee schedule (DHS-010-010-02), d. an estimate of the expected cost of meeting the request or a date when an estimate will be made available, e. the format in which the information will be provided, f. delivery information or information about where the records can be inspected if copies cannot be delivered, g. the expected date of delivery, and h. information about how payment for the request can be made to DHS.

3.	Requestor	<p>Acceptance of Estimate (over \$25) and Payment Arrangements</p> <ol style="list-style-type: none"> 1. Requestor reviews the estimated charges to prepare the records. 2. The Requestor: <ol style="list-style-type: none"> a. agrees to this charge by initialing the written estimate and returning it to DHS, and b. make arrangements to: <ol style="list-style-type: none"> A. make a payment at the delivery of the records, or B. be billed for the charges (DHS Form AR 3300). <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> a. makes a request to reduce or waive the public record request fee; see DHS-010-010-03. <p><i>Note: DHS is prepared to accept payments in the form of check, money order or visa.</i></p>
4.	DHS	<p>Preparing Records</p> <ol style="list-style-type: none"> 1. DHS staff will prepare the requested records.
5.	DHS	<p>Prepare Accounts Receivable/Billing Request (if applicable)</p> <ol style="list-style-type: none"> 1. DHS staff will prepare a DHS form AR 3300, Account Receivable/Billing Request form. 2. DHS staff will forward the request form to the DHS Financial Services Accounts Receivable Unit.
6.	DHS	<p>Delivery of Records</p> <ol style="list-style-type: none"> 1. DHS will provide the records to the Requestor as described in the acknowledgement notification.
7.	Requestor	<p>Making Payment for Records</p> <ol style="list-style-type: none"> 1. Provide a check, money order or visa payment upon receipt of the records. <p style="text-align: center;">or</p> <ol style="list-style-type: none"> 2. Remit payment upon receipt of the invoice for records to the DHS Financial Services Receipting and Trust Unit.

<p>8.</p>	<p>DHS Program Staff</p> <p>DHS Financial Services Accounts Receivable Unit</p>	<p>Receiving a Direct Payment</p> <ol style="list-style-type: none"> 1. Provide a receipt to the Requestor. 2. Forwards the payment to the Financial Services Receipting and Trust Unit. <p style="text-align: center;">or</p> <p>Receiving a Billed Payment</p> <ol style="list-style-type: none"> 1. Receipt payment in accordance with regular receipting practices.
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Policies and Procedures that apply

[DHS-010-010](#): Public Record Request and Fee Policy

[DHS-010-010-02](#): Public Record Request Fee Structure Procedure

[DHS-010-010-03](#): Public Record Request Fee Reduction or Waiver Procedure

Forms that apply

DHS 5107: Request for Disclosure of Public Records Form - [PDF](#) or [Word](#)

DHS 5106: Receipt of Public Records Request Form - [PDF](#) or [Word](#)

DHS 5108: Request for Reduction or Waiver of Public Record Request Fee - [PDF](#) or [Word](#)

DHS 0286: Signature Authorization – [PDF](#) or [Word](#)

AR 3300: Account Receivable/Billing Request - [PDF](#) or [Word](#)

Contacts

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Procedure History

- **Version 1.0:**
 - 06/09/2008 – Initial Release