

ORANGE COUNTY SOCIAL SERVICES AGENCY

ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

Subject: Subpoenas, Claims, Complaints and Summons, 827 **Number:** E 6
Petitions, and Public Records Act Requests

Approved: Signature on file **Date:** 05-20-15

POLICY

The Social Services Agency (SSA) Custodian of Records, SSA Litigation Coordinator, and SSA employees must respond to all subpoenas, claims, complaints, summons, 827 Petitions, and Public Records Act requests in a timely manner and in collaboration with County Counsel and/or CEO/Risk Management.

Public social services records containing information that identifies either a client of SSA or an applicant for services/benefits are considered **privileged, confidential, and categorically exempt** from public disclosure under [California Welfare and Institutions Code \(WIC\) §10850](#). Generally, **SSA client records will not be released without a court order requiring the production of records**. An exception would be records that were provided to SSA by a client. These records may be inspected by the client or a personal representative with the client's written authorization.

Any subpoenas, claims, complaints, or summons related to employee's personal business (e.g. delinquent debt collection, child custody matters, etc.) shall not be accepted.
