

TITLE: Document Storage & Organization Policy # 2.4.3

Type: Program Policy

Original Policy Date: 11/20/2025

Effective Revision Date: NA

Status: Final

Supersedes: N/A

Purpose

The purpose of this policy is to ensure consistent standards for the storage, organization, and management of participant and program files across all PacMtn programs. Standardization improves efficiency, supports compliance with federal and state requirements, and provides staff and contractors with clear guidance for maintaining accurate, complete, and accessible records.

Policy

PacMtn requires staff and contractors to adopt uniform practices for organizing and storing all participant and program documents. Records must be accurate, complete, secure, and accessible for program operations, monitoring, auditing, and evaluation. This policy applies to both electronic and paper records and is mandatory for all PacMtn-administered programs.

Policy Guidelines

A. Electronic Records

- All participant data must be entered into PacMtn’s designated Management Information System (MIS), including LaunchPad, ETO, or other approved systems.
- Scanned or uploaded documents must be clearly labeled and organized by participant record number.

B. Document Mapping in MIS (Required by WSS 1029)

Each participant file must include the required documentation stored in the following standardized MIS locations:

Document Type	MIS Location / Section	Description / Examples
Eligibility Documentation	LaunchPad – “Eligibility” Tab	Eligibility verification, I-9, SSN, proof of age, citizenship, selective service
Participation Records	LaunchPad – “Participation” Tab	Enrollment, services provided, activity tracking
Financial Records	LaunchPad – “Financial” Tab	Supportive services, incentive payments, reimbursements
Case Notes	LaunchPad – “Notes” Section	Service notes, contacts, progress updates

Performance Outcomes	LaunchPad – “Outcomes” Tab	MSG, credential attainment, placement, exit documentation
Additional Supporting Docs	LaunchPad – “Documents” Section	Misc. supporting evidence, waivers, assessments

Note: If paper files are maintained, they must mirror this structure and follow PacMtn’s standardized case file index.

C. Paper Records

- When hard copies are maintained, files must follow PacMtn’s standardized case file structure.
- All paper records must be stored in secure locations with controlled access.

D. Confidentiality & Access

- Records must comply with PacMtn’s Confidentiality and Data Security Policy (1.2.2-v1).
- Access is limited to authorized staff and contractors.

E. Retention

- All records must be maintained in accordance with PacMtn’s Record Retention and Public Access Policy (#1.2.1) and applicable federal and state retention schedules.

Definitions

Participant File: A collection of electronic or paper documents that establish eligibility, track participation, and demonstrate compliance with program requirements.

MIS (Management Information System): The official electronic record system(s) used by PacMtn for participant data management (e.g., LaunchPad, ETO).

Contractor: Any entity contracted by PacMtn to deliver workforce services, including subrecipients and vendors.

References

- WorkSource System Policy 1029 – Document Storage and Organization
- Washington State Employment Security Department
- Pacific Mountain Workforce Development Council Policy 1.2.1 – Records Retention and Public Access
- Pacific Mountain Workforce Development Council Policy 1.2.2-v1 – Data Security
- Workforce Innovation and Opportunity Act, Section 185(a)(3)
- WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al.; 20 CFR Parts 676, 677, and 678

Direct Inquiries to:
Pacific Mountain Workforce Development Council
201 5th Ave SW Se. 401, WA 98501
Telephone: (360) 704-3568
Email: Info@pacmtn.org

PacMtn is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay 711.