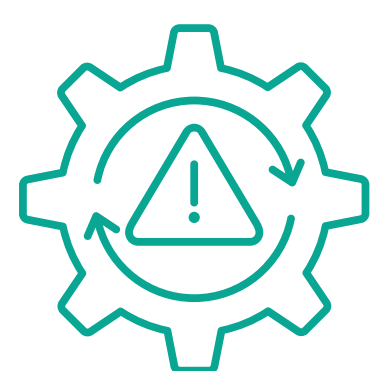


# RECORDS REQUEST CENTER *Implementation*



## the PROBLEM



### Inefficiencies in Handling Records Requests

The Department of Social Services is using the Records Request Center to manage public and personal records requests, but not all divisions participate due to concerns about data security and staffing. This lack of participation leads to inefficiencies and inadequate data, hindering the ability to effectively meet the records requests of Missouri citizens.

## the SOLUTIONS

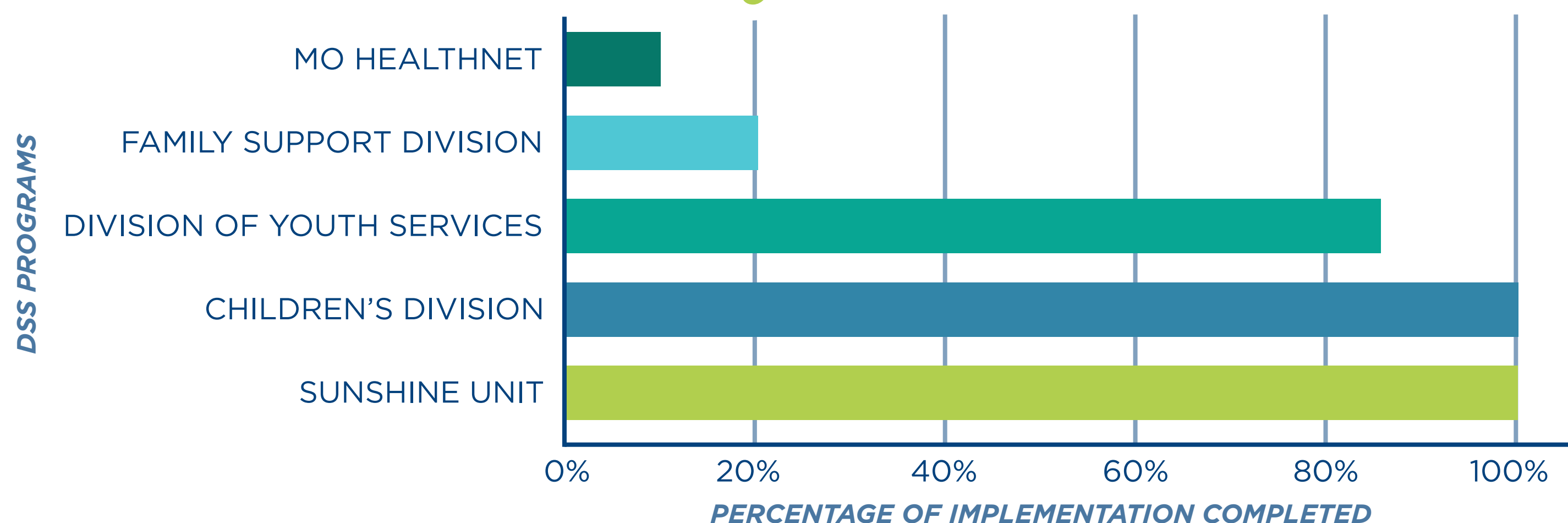


**100% Implementation** of Records Request Center within all Divisions.

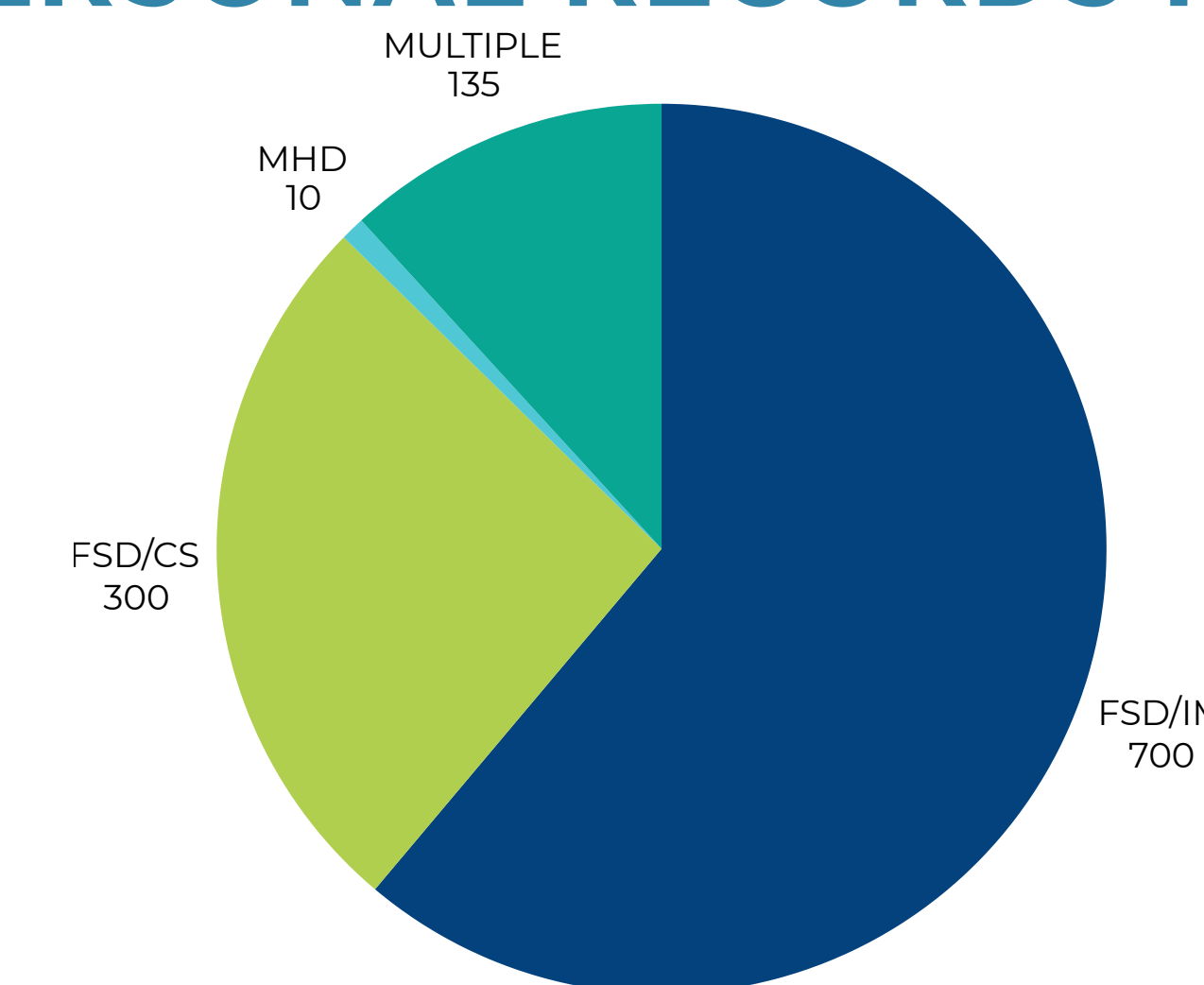


**Create a Document Management Unit** for all Units within the Division of Legal Services

## implementation by PROGRAM DIVISIONS



## 60 day PERSONAL RECORDS REQUEST SUMMARY



### Records Request Center

- Home
- FAQs
- Submit a Request
- My Records Center
- Login

**FAQs**  
See All FAQs

How much can a public governmental body charge to fulfill records requests?  
Personal Record Request  
I was told my request would be ready in two weeks. Doesn't the Sunshine Law state 3 Days?  
Program Divisions  
How long will it take for DSS to fulfill my Sunshine Request?

**Submit a Records Request**  
Click here to request records

**My Records Center**  
Track your requests and download records

**Public Records Archive**  
View responses to other public records requests

**Trending Topics**  
Browse updates on current topics

## the BENEFITS



Allows the Department to be more transparent



Streamlines the records request process



Requesting records is easier for Missouri citizens



Enables the Department to monitor and proactively address citizen needs.



Ensures consistent compliance with all Federal and State privacy laws

