



Policy No. 804	Subject: Copies of Case File Information
Section: Forms and Case Filing	Revised: 01/2024
Signature: Eric Evans, Bureau Chief	Version: FINAL

1. CHARGES

- a. Charges for copies are assessed on the following schedule:
 - i. Electronic copies for the purposes of vocational rehabilitation of job candidates (i.e. sending information to employers, schools, treating physicians, Social Security Administration requests): free of charge
 - ii. Electronic copies for any other reason (i.e. job candidate personal use, excessive redaction required): shall have a charge of \$0.25 per sheet and \$10 fee for staff time; IVRS follows [Iowa Workforce Development \(IWD\)'s records request for charges](#).
- b. IVRS staff follow the guidelines within the [Confidentiality and Release of Information policy](#), sections 3 and 4 prior to sending copies.
- c. Payment received is submitted to the IVRS financial department specifying the case file number and the job candidate name by money order or personal check payable to IVRS. A short memo should accompany the remittance giving the details of the transaction.

2. EXCEPTIONS

- a. Waiving the charges for job candidate copies for personal use.

3. APPLICABLE FORMS/DOCUMENTS

- a. [Request for Exception to Policy](#)
- b. [IWD Waiver and Authorization Form](#)
- c. [Confidentiality and Release of Information Policy](#)