

Obtaining client and/or former client child welfare case records from Pueblo County DHS

To obtain your records from PCDHS:

1. Contact the File Room Supervisor, Kimberly Lopez at 719-583-6905, dhsrecordsrequest@pueblocounty.us or in person.
 - a. Please provide your name and date of birth
 - b. Your contact information
 - c. The case name of the records being sought
2. PCDHS will respond to all record requests within five business days from receipt of request, informing the client/former client of how long they can expect to receive the requested records.
 - a. PCDHS will attempt to process all documents within three calendar weeks of the initial request.
 - b. The Protective Services Intake Administrator will notify the client/former client if time frames have exceeded three weeks, with an estimate of when they can expect to receive their records.
 - c. The protective services intake administrator will maintain a record of requests along with a brief description of the documents in PCDHS' possession that are being provided to the client/former client.
3. Redactions to the records may include, but is not limited to:
 - a. Reporting party information
 - b. Placement provider names and addresses
 - c. Social security numbers
 - d. Any other information required by state/federal law
4. Fees for records:
 - a. There will be a fee of .25 per page.
5. Please be aware that child welfare records are confidential under the Code of Colorado Regulations and State Statute. The release of child abuse records to an unauthorized third party could constitute a crime under Colorado Law.