

# Records Requests

The request for Department of Social Services records can be made by calling the DSS Records Clerk at (920) 929-3934 or via email at [DSS@fdlco.wi.gov](mailto:DSS@fdlco.wi.gov) .

- Fond du Lac County Department of Social Services requires a signed Request for Access to Protected Health Information form prior to the release of any records.
- There is a two-week turnaround time for records requests.
- In compliance with the requirements of applicable laws pertaining to confidentiality, and the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Social Services records are required to be edited prior to their release.
- There is a \$0.30 per page copying fee
- DSS is prohibited from re-releasing records, therefore can only release records generate by the agency.