



Office of the Chief  
Records Officer for the  
U.S. Government

***Sent Via Email. No Hard Copy to Follow.***

June 26, 2023

Tonia Austin-Douglas  
Department of Homeland Security  
United States Coast Guard  
Attn: Records Manager  
US Coast Guard Stop 7710  
2703 Martin Luther King Jr. Ave., SE  
Washington, DC 20593-7710

Dear Tonia Austin-Douglas,

The National Archives and Records Administration (NARA) has received your report regarding the missing records from a Special Needs Program Case File. We understand that the Base Cape Cod Family Resource Specialist mailed an individual personnel paper case file containing medical and personal identification information used for enrollment and case management in the Special Needs Program to the HQ Special Needs Program Manager (SNPM) via the United States Postal Service Priority Registered Mail. When received, it was discovered that the shipping list did not match the contents of the container and one record was determined to be missing.

We acknowledge that the information in the record cannot be recreated and there is no duplicate copy of this record available. In order to mitigate future incidents, we understand that this program will no longer mail closed records to the USCG prior to their destruction. Instead the files will be maintained and destroyed at the operational units based on the disposition authority N1-026-07-9.

I appreciate your attention to this matter. If you have any questions or wish to discuss further, please contact me at [laurence.brewer@nara.gov](mailto:laurence.brewer@nara.gov).

Sincerely,

A handwritten signature in blue ink that reads "Laurence Brewer". The signature is written in a cursive style with a large initial 'L'.

LAURENCE BREWER  
Chief Records Officer  
for the U.S. Government

cc. Michelle Thomas, Department Records Officer, Department of Homeland Security