



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

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

July 20, 2023

Kim Tart  
Department of Veterans Affairs  
810 Vermont Ave, NW  
Enterprise Records Service (005R1B)  
Washington, DC 20420

Dear Kim Tart,

The National Archives and Records Administration (NARA) has been notified of a potential unauthorized disposition of records. A staff member at the VA Ann Arbor Healthcare System, Ann Arbor, Michigan, has alleged that 12 boxes of deceased Veteran medical records were accidentally destroyed at a document recovery center.

In accordance with 36 CFR 1230.14(a), NARA requests that VA respond within 30 calendar days to this allegation. If it is determined that an unauthorized disposition of records has occurred, the response should include the following information:

- A complete description of the records with volume and dates if known;
- The office maintaining the records;
- A statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records;
- A statement of the safeguards established to prevent further loss of documentation; and
- Details of the actions taken to salvage, retrieve, or reconstruct the records.

If it is determined that there has been no unauthorized disposition, please provide us with sufficient documentation to support that finding. 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,

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



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Records Officer for the  
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***Sent Via Email. No Hard Copy to Follow.***

September 11, 2023

Kim Tart  
Department of Veterans Affairs  
810 Vermont Ave, NW  
Enterprise Records Service (005R1B)  
Washington, DC 20420

Dear Kim Tart,

The National Archives and Records Administration (NARA) acknowledges receipt of the Department of Veterans Affairs' (VA) report regarding the unauthorized disposition of 12 boxes of deceased Veteran medical records at a document recovery center.

According to the report, the VA Veterans Health Administration (VHA) researched the matter and determined that the records were destroyed due to human error. Staff at the document recovery center confused the records with another shipment of damaged records and inadvertently disposed of them. The center assured VA that prior to the disposal, the records were handled in a secure manner and were shredded and incinerated in a security-controlled building per protocol. We understand that to prevent future incidents, VA is re-evaluating the use of the recovery center's services.

Based on this information, NARA is satisfied with the actions VA has taken and considers this matter closed. If you have any questions regarding this matter, please contact me at [laurence.brewer@nara.gov](mailto:laurence.brewer@nara.gov).

Sincerely,

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