



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

Sent Via Email. No Hard Copy to Follow.

August 3, 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 member of the public has alleged that Veterans Crisis Line (VCL) audio calls from August 27, 2019 were intentionally deleted.

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.

Sincerely,

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

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



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November 22, 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 on an allegation that Veterans Crisis Line (VCL) audio calls from August 27, 2019 were intentionally deleted.

According to the report, the Veterans Health Administration (VHA) Veterans Crisis Line (VCL) staff researched the matter and determined that the records were destroyed in error. The records were configured to the wrong records retention instructions and were automatically deleted earlier than the required business needs. We understand that the error was promptly corrected and that VCL staff are actively working with its VA Office of Information Technology (OI&T) partners to ensure that all necessary measures are taken to protect the records throughout their lifecycle.

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.

Sincerely,

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