



NATIONAL ARCHIVES *and* RECORDS ADMINISTRATION  
8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001  
[www.archives.gov](http://www.archives.gov)

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

April 2, 2020

Ms. Debbie Kramer  
Department Records Officer  
Department of Health and Human Services  
200 Independence Avenue, SW  
RM 342-F #11  
Washington DC, 20201  
[debbie.kramer@hhs.gov](mailto:debbie.kramer@hhs.gov)

Dear Ms. Kramer,

The National Archives and Records Administration (NARA) recently received information from the Agency for Healthcare Research and Quality (AHRQ) Records Officer, confirming the unauthorized disposition of agency records, specifically email accounts from three non-capstone employees that were prematurely deleted by the Office of Technology Infrastructure and Operations (ITIO).

The Department of Human Health Services (HHS) adopted the Capstone approach in 2016, and must follow the recordkeeping requirements in General Records Schedule (GRS) 6.1, *Email Managed Under A Capstone Approach*. NARA understands that AHRQ notified the Department about the deleted email accounts, and have put a temporary measure in place to address the issue of premature deletion of email accounts of departing employees.

This temporary measure only covers email accounts within AHRQ. Please confirm that email accounts of other HHS components and program offices are not being deleted prematurely, and are properly managed in accordance with GRS 6.1. If you determine that email records have been deleted, please submit a report to NARA within 30 calendar days of the date of this letter that is responsive to the reporting requirements in 36 CFR 1230.14, including a full description of all instances of unauthorized deletion, and any safeguards that have been implemented by the Department to prevent any further loss of records.

Your attention to this matter is greatly appreciated.

Sincerely,

A handwritten signature in blue ink that reads "Laurence V. 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 Debbie Kramer, HHS Department Records Officer  
debbie.kramer@hhs.gov  
Richard Green, NARA Appraisal Archivist  
richard.green@nara.gov



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

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February 18, 2022

Jacqlyn Smith-Simpson  
Acting Department Records Officer  
Department of Health and Human Services  
200 Independence Avenue, SW  
Washington DC, 20201  
Jacqlyn.Smith@hhs.gov

Dear Mrs. Smith-Simpson,

The National Archives and Records Administration (NARA) received the Department of Health & Human Services' (HHS) final report regarding the accidental loss of email records from various HHS subcomponents.

The report indicates that from November 1, 2016 - November 29, 2020, the email and file shares of approximately 15,477 off-boarded, non-capstone officials' email accounts from 7 HHS subcomponents were prematurely deleted and could not be recovered. The HHS Office of the Chief Information Officer (OCIO) has implemented measures to address this issue. Effective September and November 2020, all employee mailboxes within the Indian Health Services (IHS), Administration for Children and Families (ACF), Administration for Community Living (ACL), Agency for Healthcare Research and Quality (AHRQ), Centers for Medicare and Medicaid Services (CMS), Office of the Secretary (OS), and Substance Abuse and Mental Health Services Agency (SAMHSA) are retained and discoverable by means of eDiscovery through the Microsoft 365 Compliance Center until either the retention period expires, or records are accessioned to the National Archives for permanent preservation.

Based on the information provided, HHS has met all reporting requirements of 36 CFR 1230.14 and this matter is now resolved. If you have any questions, please contact me at [laurence.brewer@nara.gov](mailto:laurence.brewer@nara.gov).

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink that reads "Laurence v. Brewer". The signature is written in a cursive style with a large initial 'L' and a distinct 'v.' before the last name.

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