

Request for Records Disposition Authority

Records Schedule Number DAA-0330-2016-0004
Schedule Status Approved

Agency or Establishment Office of the Secretary of Defense
Record Group / Scheduling Group Records of the Office of the Secretary of Defense
Records Schedule applies to Major Subdivision
Major Subdivision Under Secretary of Defense for Personnel and Readiness (USD (P&R)) Sexual Assault Prevention and Response Office (SAPRO)
Minor Subdivision Defense Human Resources Activity (DHRA)
Schedule Subject Safe Helpline Follow-up Support System
Internal agency concurrences will be provided No

Background Information

The Defense Human Resources Activity (DHRA) is a Department of Defense (DoD) Field Activity under the Under Secretary of Defense for Personnel and Readiness (USD (P&R)). It supports policy development, develops products and services that promote and sustain a high performing workforce, performs research and analysis, supports readiness and departmental reengineering efforts, manages personnel data repositories, prepares future civilian leaders through developmental programs, supports recruiting and retention, and delivers both benefits and critical services to warfighters and their families. DHRA administers sexual assault prevention policies and programs, assists in establishing and administering language capabilities policies, and oversees central management of commercial travel.

Within DHRA, the Department of Defense Sexual Assault Prevention and Response Office (SAPRO) serves as the single point of accountability and oversight for sexual assault policy, provides guidance to the DoD components, and facilitates the resolution of issues common to all Military Services and Joint Commands and is responsible for management of the DoD Safe Helpline and the DoD Sexual Assault Advocate Certification Program.

The purpose of the DoD Safe Helpline is to provide the Department of Defense with the only anonymous, secure service with live one-on-one confidential assistance and referral services on a 24/7/365 worldwide basis. The Helpline serves to enhance victim care and increase victim reporting, as sexual assault underreporting poses

a serious challenge to military readiness with potential costs and consequences of sexual assault being extremely high. The Rape, Abuse & Incest National Network (RAINN) operates the SHL under contract to the DoD.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
1	0	1	0

GAO Approval

Outline of Records Schedule Items for DAA-0330-2016-0004

Sequence Number	
1	Safe Helpline Follow-up Support System
1.1	Safe Helpline Follow-up Support System Master File Disposition Authority Number: DAA-0330-2016-0004-0001

Records Schedule Items

Sequence Number															
1	<p>Safe Helpline Follow-up Support System Follow-Up Support Services offers Safe Helpline staff the ability to engage with visitors beyond initial contact to verify the visitor was able to access needed resources and to ensure a connection was made with the referrals provided by Safe Helpline staff during the initial online or phone session. FSS is intended to provide connections to referrals and access to the resources necessary to support the victim through the recovery process and is a first step in building confidence in the reporting process. Information that is collected during a call or online discussion is collated and analyzed, stripped of unnecessary information, and used for indications of program success by DoD SAPRO for research purposes. System Interfaces: N/A PRIMARY INPUTS: Data is collected from individuals who use the SHL Follow-up Support Services via telephone and online conversations. OUTPUTS: Individual referral history reports printed on ad hoc bases; Reports of de-identified usage statistics. The Safe Helpline Follow-up Support Services System maintains information regarding referrals discussed during an individual's call to the SHL. The information that is maintained in the individual's record is contingent upon what is disclosed during an individual's call with SHL staff.</p>														
1.1	<p>Safe Helpline Follow-up Support System Master File</p> <p>Disposition Authority Number DAA-0330-2016-0004-0001</p> <p>Master file includes but is not limited to a name, user's duty status (Active duty, Dependent, Transitioning Service Member, DoD Civilian, DoD Contractor, etc.); the user's preferred phone number(s); and resources and referrals provided to the user.</p> <table border="0"> <tr> <td>Final Disposition</td> <td>Temporary</td> </tr> <tr> <td>Item Status</td> <td>Active</td> </tr> <tr> <td>Is this item media neutral?</td> <td>Yes</td> </tr> <tr> <td>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?</td> <td>Yes</td> </tr> <tr> <td>Do any of the records covered by this item exist as structured electronic data?</td> <td>Yes</td> </tr> </table> <p>Disposition Instruction</p> <table border="0"> <tr> <td>Cutoff Instruction</td> <td>Cut off at the end of the fiscal year of close-out of communication.</td> </tr> <tr> <td>Retention Period</td> <td>Destroy 25 year(s) after close-out of communication</td> </tr> </table>	Final Disposition	Temporary	Item Status	Active	Is this item media neutral?	Yes	Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes	Do any of the records covered by this item exist as structured electronic data?	Yes	Cutoff Instruction	Cut off at the end of the fiscal year of close-out of communication.	Retention Period	Destroy 25 year(s) after close-out of communication
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Cutoff Instruction	Cut off at the end of the fiscal year of close-out of communication.														
Retention Period	Destroy 25 year(s) after close-out of communication														

Additional Information

GAO Approval

Not Required

Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	By	Title	Organization
02/23/2016	Certify	Luz Ortiz	OSD Records Manager	Department of Defense - Office of the Secretary of Defense
10/07/2016	Submit for Concurrence	Sebastian Welch	Appraiser	National Archives and Records Administration - Records Management Services
10/11/2016	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
10/11/2016	Concur	Laurence Brewer	Director, National Records Management Program	National Archives and Records Administration - National Records Management Program
10/13/2016	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist