



NATIONAL ARCHIVES *and* RECORDS ADMINISTRATION
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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

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' and a distinct 'V'.

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