



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

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

April 2, 2021

Karen Ballesteros  
Office of the Secretary Records Officer  
U.S. Dept. of Health & Human Services  
OS/ASA/OCIO  
200 Independence Ave. S.W.,  
Suite 336E #23,  
Washington, D.C. 20201  
Karen.Ballesteros@hhs.gov

Dear Ms. Ballesteros,

The National Archives and Records Administration (NARA) received your report dated February 8, 2021, regarding the unauthorized disposition of email records from the Office of the Secretary (OS).

Your report indicates that,

The Office of the Secretary (OS) believes that there have been accidental destruction of non-capstone mailboxes and file shares of departing users over several years. As part of the HHS off-boarding procedure, a departing user and their supervisor are given the option of how to back up files stored in their email. If no selection was made and/or a user was not off-boarded correctly, the email mailbox and files shares of the given user were deleted after 90 days of inactivity. We believe this impacted Email and File Shares of Non-Capstone Officials off-boarded within the HHS, Office of the Secretary (OS) from November 2016 to November 2020.

NARA understands that this issue is similar to the one cited in your February 5, 2021 report (UD-2021-0014). As was done in that report, please provide more details and/or documentation related to this incident, including the number of email accounts that were accidentally destroyed between November 2016 and November 2020, and all steps taken to recover lost records and prevent a recurrence of this unauthorized deletion.

This case will remain open until the requested information is provided. Thank you for your commitment to improving your records management practices.

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

Acting Department Records Officer  
Jacqlyn Smith-Simpson, [Jacqlyn.Smith@hhs.gov](mailto:Jacqlyn.Smith@hhs.gov)