



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

Sent Via Email. No Hard Copy to Follow.

July 23, 2025

Carl Pullian
Acting Director, Enterprise Records Service
Department of Veterans Affairs
810 Vermont Ave, NW
Enterprise Records Service (005R1B)
Washington, DC 20420

Dear Mr. Pullian,

The National Archives and Records Administration (NARA) acknowledges receipt of the Department of Veterans Affairs' (VA) report regarding the unauthorized disposition of records at the VA Maine Healthcare System (VA MHS), Augusta, ME.

According to the report, the records were from various service areas within the VA MHS Health Information Management Service (HIMS) Program Office: Fiscal Service, Office of the Chief of Staff, Cardiology Service, and Logistics. The date range of the files was from 1984 through 2021. The quantity of records lost is approximately five boxes. The records were discovered missing during a June 2024 records management site visit at the VA MHS. Although the exact circumstances surrounding the loss is unknown, the absence of a records manager may have contributed to the loss.

We understand that efforts were made to locate the records but were unsuccessful; however, some of the records are available in patient files. Additionally, to prevent future loss of records, VA MHS has hired a new Records Manager and they have been fully trained on HIMS procedures, VA's records control schedule, and proper retention and disposal procedures.

Based on this information, the reporting requirements of 36 CFR 1230.14(a) have been met and NARA considers this matter closed. I appreciate your attention to this matter. If you have any questions or wish to discuss this further, please contact the Records Management Oversight and Reporting Program by email at UnauthorizedDisposition@nara.gov.

Sincerely,

A handwritten signature in black ink that reads "William Fischer". The script is fluid and cursive, with the first name "William" and last name "Fischer" clearly legible.

WILLIAM FISCHER
Chief Records Officer
for the U.S. Government (Acting)