

## Request for Records Disposition Authority

Records Schedule Number      **DAA-0330-2014-0017**

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 (PERSONNEL AND READINESS)**

Minor Subdivision      **DEPUTY ASSISTANT SECRETARY OF DEFENSE FOR MILITARY COMMUNITY AND FAMILY POLICY (OSD/P&R/DASD/MC&FP)**

Schedule Subject      **Military OneSource (MOS) Systems**

Internal agency concurrences will be provided      **No**

Background Information      **The Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy is directly responsible for programs and policies which establish and support community quality of life programs for service members and their families worldwide. This office also serves as the focal point for coordination of the broad range of Quality of Life issues within the Department of Defense.**

**Military OneSource is a DoD-funded program providing information, referral, non-medical counseling, website, specialty consultations, educational materials, and many other services. Military OneSource services are provided through the call center and website without regard to activation status. Services and support are available worldwide 24 hours a day, seven days a week, at no cost to the user. M.O.S comprises 2 individual information systems, 1) for non-medical counseling records; 2) Employee Assistance Program information, referrals and records.**

### Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>

GAO Approval

## Outline of Records Schedule Items for DAA-0330-2014-0017

Sequence Number	
1	Military OneSource (MOS) Databases
1.1	MOS Employee Assistance Programs Database
1.1.1	MOS Employee Assistance Programs Database Master Files Disposition Authority Number: DAA-0330-2014-0017-0001
1.2	MOS Non-Medical Counseling Records Database
1.2.1	MOS Non-Medical Counseling Records Database Master Files Disposition Authority Number: DAA-0330-2014-0017-0002
1.3	MOS Call Center Recordings Database
1.3.1	MOS Call Center Recordings Database Master Files Disposition Authority Number: DAA-0330-2014-0017-0003

## Records Schedule Items

Sequence Number	
1	<p><b>Military OneSource (MOS) Databases</b></p> <p>Military OneSource is a DoD-funded program providing information, referral, non-medical counseling, website, specialty consultations, educational materials, and many other services. Military OneSource services are provided through the call center and website without regard to activation status. Services and support are available worldwide 24 hours a day, seven days a week, at no cost to the user. M.O.S comprises 2 individual information systems, 1) for non-medical counseling records; 2) Employee Assistance Program information, referrals and records. INPUTS: Employee Assistance Programs includes but is not limited to an individual's name, date of birth, gender, marital status relationship to service member, rank, unit, branch of military service, military status, current address and mailing address, telephone number, email address, participant ID and case number, presenting issue/information requested, handoff type to contractor; handoff notes, if interpretation is requested and the language, referrals, and feedback from quality assurance follow-up with participants. Military OneSource (MOS) Non-Medical Counseling Records includes but are not limited to psychosocial history; assessment of personal concerns; provider name, phone number, and location; authorization number; and outcome summary. OUTPUTS: Reports derived from electronic records created on an ad hoc basis for reference purposes or to meet day-to-day business needs. Excluded are printouts created to satisfy established reporting requirements. GRS 20 Item 16. DOCUMENTATION: Data systems specifications, file specifications, codebooks, record layouts, user guides, output specifications, and final reports (regardless of medium) relating to a master file, database or other electronic records. (1) Documentation relating to electronic records that are scheduled for destruction in the GRS or in a NARA-approved agency schedule. GRS 20, Item 11a(1).</p>
1.1	<p><b>MOS Employee Assistance Programs Database</b></p> <p>Military OneSource provides assistance on every aspect of military life to Active Duty, Guard and Reserve service members, and their families. Information includes, but is not limited to deployment, reintegration, financial, relationship issues, grief, spouse employment and education, parenting and life skills.</p>
1.1.1	<p><b>MOS Employee Assistance Programs Database Master Files</b></p> <p>Disposition Authority Number      DAA-0330-2014-0017-0001</p> <p>The files include but are not limited to an individual's name, date of birth, gender, marital status relationship to service member, rank, unit, branch of military service and military status.</p> <p>Final Disposition                      Temporary</p> <p>Item Status                              Active</p>

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? No

Manual Citation	Manual Title
Administrative Instruction 15 (AI-15)	Office of the Secretary of Defense Records Management

**Disposition Instruction**

Cutoff Instruction Cutoff/close files after 3 years of continuous inactivity or notification of discharge, retirement or separation of the service member.

Retention Period Destroy 10 year(s) after cut off

**Additional Information**

GAO Approval Not Required

1.2

**MOS Non-Medical Counseling Records Database**

Military OneSource Non-Medical Counseling Records provides confidential comprehensive information and assistance on aspects of military life to Active Duty, Guard and Reserve service members, and their families

1.2.1

**MOS Non-Medical Counseling Records Database Master Files**

Disposition Authority Number DAA-0330-2014-0017-0002

The Master files data elements include but are not limited to psychosocial histories; assessment of personal concerns; provider names, phone numbers, and locations; authorization numbers; and outcome summaries.

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? No

Manual Citation	Manual Title
Administrative Instruction 15 (AI-15)	OSD Records Management

**Disposition Instruction**

	Cutoff Instruction	Close files after 3 continuous years of inactivity or notification of discharge, retirement or separation of the service member.				
	Retention Period	Destroy 15 year(s) after cut off				
	Additional Information					
	GAO Approval	Not Required				
1.3	<b>MOS Call Center Recordings Database</b> Call Center Recordings of Conversations with customers for quality assurance purposes					
1.3.1	<b>MOS Call Center Recordings Database Master Files</b> Disposition Authority Number <b>DAA-0330-2014-0017-0003</b>  The Master files include authorized recordings of conversations between participants (Service member, veterans and/or dependents) used to provide quality assurance and oversight.  Final Disposition <b>Temporary</b> Item Status <b>Active</b> Is this item media neutral? <b>Yes</b> Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? <b>Yes</b> Do any of the records covered by this item exist as structured electronic data? <b>Yes</b>					
<table border="1"><tr><td>Manual Citation</td><td>Manual Title</td></tr><tr><td><b>Administrative Instruction 15 (AI-15)</b></td><td><b>Office of the Secretary of Defense Records Management</b></td></tr></table>		Manual Citation	Manual Title	<b>Administrative Instruction 15 (AI-15)</b>	<b>Office of the Secretary of Defense Records Management</b>	
Manual Citation	Manual Title					
<b>Administrative Instruction 15 (AI-15)</b>	<b>Office of the Secretary of Defense Records Management</b>					
<b>Disposition Instruction</b>						
	Cutoff Instruction	Cut off after referral to Non-Medical Counseling, employee assistance program support, information and referral.				
	Retention Period	Destroy immediately after 90 days				
	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
09/15/2014	Certify	Luz Ortiz	OSD Records Manager	Department of Defense - Office of the Secretary of Defense
03/11/2015	Submit for Concurrence	Sebastian Welch	Appraiser	National Archives and Records Administration - Records Management Services
03/11/2015	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - Records Management Services
03/12/2015	Concur	Laurence Brewer	Director, National Records Management Program	National Archives and Records Administration - National Records Management Program
03/17/2015	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist