



POLICY MEMORANDUM 7 FOR ALL DEPARTMENT STAFF AND VOLUNTEERS

SUBJECT: Document Retention and Destruction

PURPOSE: To explain requirements associated with maintaining records. This Policy Memorandum is effective March 20, 2018, and will remain in effect until amended or revoked.

DISCUSSION:

The New York State Department of Veterans' Services (DVS) and the United States Department of Veterans Affairs (VA) continue to move towards a paperless claim processing system. Notwithstanding the specific instructions below, any documents entered into DVS's electronic case management system, and retained electronically in the same condition and format as the original, may be destroyed 48 hours after being electronically preserved.

All documents selected for destruction must be shredded.

Veterans Paper Case Files:

Paper records may be destroyed after ten years of no activity after completing the most recent advising or benefit service. The most recent service is completed when a final response on the matter is received. If no final response is contained in the record, the record may be destroyed ten years after the later of 1) the last contact with the client or 2) the last dated document in the record.

Veterans Discharge Records:

Discharge records may be destroyed 48 hours after being electronically preserved.

Field Office Administrative Records:

Records from the preceding fiscal year may be destroyed at the end of the subsequent fiscal year.

Electronic Records:

Electronic communications may be deleted after 90 days unless required to be maintained for legal or operational purposes.

Records Not Addressed Herein:

Questions about this policy or records or documents not addressed by this policy memo should be directed to the General Counsel.

Violations of this Policy Memorandum can lead to adverse administrative action including dismissal.