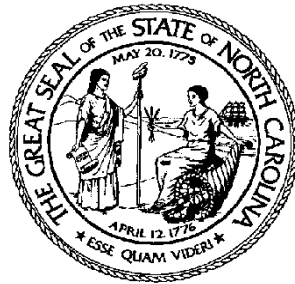


RECORDS RETENTION AND DISPOSITION SCHEDULE

COUNTY VETERANS SERVICES



Issued By:

North Carolina Department of Cultural Resources
Division of Historical Resources
Archives and Records Section
Government Records Branch

November 1, 2004

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**County Veterans Services
Records Retention Schedule**

The records retention and disposition schedule and retention periods governing the records series listed herein are hereby approved. In accordance with the provision of Chapter 121 and 132 of the General Statutes of North Carolina, it is agreed that the records do not and will not have further use or value for official business, research, or reference purposes after the respective retention periods specified herein and are authorized to be destroyed or otherwise disposed of by the agency or official having custody of them without further reference to or approval of either party to this agreement. It is further agreed that these records may not be destroyed prior to the time periods stated; however, for sufficient reason they may be retained for longer periods. This schedule is to remain in effect from the date of approval until it is reviewed and updated.

APPROVAL RECOMMENDED

County Veterans Services Officer

David Brook, Director
Division of Historical Resources

APPROVED

Chairman, Bd. County Commissioners

Lisbeth C. Evans, Secretary
Department of Cultural Resources

November 1, 2004

ABOUT THIS PUBLIC RECORDS SCHEDULE

This records schedule identifies and provides retention and disposition instructions for many records that are produced and maintained by County Veterans Services offices. These records are defined under Chapter 132 of the *General Statutes of North Carolina* as “public records.” Chapter 121-5 mandates that these public records may be disposed of only in accordance with an official records retention schedule. Such schedules are written by the North Carolina Department of Cultural Resources in cooperation with the agency or governing body and include the official approval of these bodies, as required by law, for records disposition actions.

INTERNET ACCESS TO PUBLIC RECORDS INFORMATION. The Government Records Branch offers valuable information on the Internet at its Web site, which may be accessed at the following address:

<http://www.ah.dcr.state.nc.us/sections/archives/rec/default.htm>

Local government agencies are encouraged to reference the site and its links to other data. The Web site offers much of the introductory information and many of the forms contained in this schedule, the full texts of G.S. §121 and §132, and contact information for the Government Records Branch.

WHAT THE SCHEDULE IS. This schedule contains a listing and brief description of the records maintained by county veterans services offices and identifies the minimum period of time each record series shall be retained. Copies of this schedule can be obtained either by contacting the Government Records Branch or from our Web site listed above. Records normally should be disposed of at the end of the stated retention period. In effect, the schedule provides a comprehensive records disposition plan which, when followed, ensures compliance with G.S. §121 and §132. All provisions of this schedule remain in effect until the schedule is officially amended or superseded. Errors and omissions do not invalidate this schedule as a whole or render it obsolete. As long as the schedule remains in effect, destruction or disposal of records in accordance with its provisions shall be deemed to meet the provisions of G.S. §121-5(b) and be evidence of compliance of state law. **In the event that a legal requirement, statute, local ordinance, or federal program requires that a record be kept longer than specified in this schedule, the longer retention period shall be applied. All questions concerning the legal requirements for retaining a record should be referred to the governing board’s legal counsel or State Attorney General’s Office.**

PUBLIC RECORDS DEFINED. G.S. §132-1 states:

“Public record” or “public records” shall mean all documents, papers, letters, maps, books, photographs, films, sound recordings, magnetic or other tapes, electronic data-processing records, artifacts, or other documentary material, regardless of physical form or characteristics, made or received pursuant to law or ordinance in connection with the transaction or public business by any agency of North Carolina government or its subdivisions. Agency of North Carolina government or its subdivisions shall mean and include every public office, public officer or official (State or local, elected or appointed), institution, board, commission, bureau, council, department, authority or other unit of government of the state or of any county, unit, special district or other political subdivision of government.

NOT ALL PUBLIC RECORDS ARE OPEN TO THE PUBLIC. Public records belong to the people. However, not all official public records are open to the public. Many records are protected from general access or casual reference by federal or state laws, or by legal precedent and can be seen only by court order. Therefore, even though G.S. §132-6 and §132-9 provide for public access to most records, certain records should be considered confidential in order to protect the privacy rights of agency personnel and the public. It is the responsibility of each records custodian to be familiar with G.S. §153A-98, agency policy, and all other pertinent state and federal legislation and regulations in order to ensure the proper protection of restricted information. If in doubt, consult the Division of Historical Resources or your board’s attorney.

NOT ALL OFFICIAL RECORDS ARE PUBLIC RECORDS.

Certain provisions in the General Statutes remove specific records from the category of “public records” as defined by G.S. §132-1. It is important to note that the only records which are not public records, are those individually described in law. Certain records series on this records retention and disposition schedule are excluded from the definition of

public records, and are marked as exceptions in the “Citation” column. For these series, the disposition instructions are only recommendations, and are not binding.

Unless otherwise specified, official records which are not public records are also exempt from the public inspection requirements outlined by G.S. §132-6.

ELECTRONIC RECORDS. Electronic records are becoming an increasingly important part of government work. Word processing on desktop computers means that most office workers are directly responsible for the creation, distribution, and filing of records. Database management systems are used to streamline services. Electronic mail and the World Wide Web are used to keep communication and publishing costs down.

G.S. §132-1(a) defines “ ‘Public record’ or ‘public records’ shall mean all . . . documentary material, *regardless of physical form or characteristics.*” Electronic records are subject to the same public access, personal privacy, audit, and authenticity requirements as the paper records that preceded them. Custodians are still responsible for the accuracy, completeness, authenticity, security, retention, and preservation of their records. The Division has published the *North Carolina Guidelines for Managing Public Records Produced by Information Technology Systems*, which discusses these issues at greater length. Copies can be obtained from our Web site.

ELECTRONIC MAIL. E-mail systems create records that must be identified, categorized, and appraised for specific values. Under North Carolina’s Public Records Act (chapter 132 of the General Statutes of North Carolina), the e-mail content is subject to the same access and inspection conditions as other records, unless exempted from access by another statute. Privacy considerations, records retention scheduling requirements, and other laws and regulations also apply to e-mail content.

Agencies and local governments retain e-mail messages to satisfy agency needs, record-keeping requirements and to comply with the law. Retention and record-keeping responsibilities often are delegated to individual users (senders/receivers). Government employees face this challenge of managing e-mail, particularly those who make it an important part of their work. The Division has published *E-Mail as a Public Record in North Carolina: Guidelines for its Retention and Disposition*, which is available from our Web site.

INDEXING ELECTRONIC RECORDS. G.S. §132-6 requires that all public databases be indexed. To assist local government agencies in this process, the division has published *Public Database Indexing Guidelines and Recommendations*. Copies can be obtained from our Web site.

CHANGING THE SCHEDULE. You may request an addition, deletion, or change in a retention period by completing and sending a “Request for Change in Records Schedule” (see page 36) to the Division of Historical Resources. See the instructions on the form for more information.

EARLY DISPOSAL OR DISPOSAL OF UNSCHEDULED RECORDS. Custodians desiring to dispose of records earlier than specified in this schedule, or to dispose of records not listed in the schedule, may use the form “Request and Approval of Unscheduled Records Disposal” (see page 37) to obtain the concurrence of the Department of Cultural Resources. Permission must also be obtained from the agencies governing board, and recorded in its minutes.

HISTORICAL VALUE. Before preparing to dispose of certain records, their potential historical research value should be considered. Selected records might have enduring value because they document the origin, organization, development and functions of an agency. Likewise, some records have enduring value as sources of information on persons, places, subjects, events and transactions. These records provide evidence of the interactions between citizens and local government agencies. Several record series which may have such value are identified in this schedule and assistance in determining historical or archival value is available upon request.

PERMANENT RECORDS. Records scheduled for permanent preservation, even after being microfilmed, may not be destroyed without specific written permission of the Department of Cultural Resources.

PROTECTING PUBLIC RECORDS. Public records are public property. They should remain in the care of the governmental agency in which they were created or collected in the course of public business. Public records should be disposed of only when, and as specified, in this records schedule.

ASSISTANCE WITH INTERPRETATION AND APPLICATION OF THE PROVISIONS OF THIS SCHEDULE. The Government Records Branch provides a variety of records management services to local government agencies, including the interpretation and use of this retention and disposition schedule. Records analysts are available to assist by telephone and e-mail. Analysts make site visits to local government offices, as requested.

The Raleigh office can be reached at (919) 814-6900, or at records@ncdcr.gov .
The Western Office, located in Asheville, can be reached at (828) 274-6789.

DESTRUCTION OF PUBLIC RECORDS

1. **AUTHORIZED PROCEDURES.** North Carolina General Statutes §121-5(b) and §132-3(a) prohibit the destruction of public records in any format without the prior authorization of the Department of Cultural Resources. One of the following procedures shall be followed prior to the destruction of public records.
 - a) Records listed in this schedule, or added later by amendment, may be destroyed after the specified retention periods without further approval of the Department of Cultural Resources or the governing body, provided the following conditions are met:
 - (1) The Director, Division of Historical Resources, and Secretary, Department of Cultural Resources, have certified that such records in the retention and disposition schedule have no further use or value for research or reference by signing the agreement of this schedule.
 - (2) The agency's governing body has authorized the records listed herein for destruction to be destroyed by blanket approval of this retention and disposition schedule.
 - (3) The Chairman of the Board of County Commissioners has indicated the governing body's approval by signing the same agreement of this schedule.
 - (4) The agency's governing body has entered this approval along with a copy of the schedule in the governing board minutes, or as an attachment to the minutes.
 - b) One-time destruction of an accumulation of an unscheduled or a discontinued record series should be referred to the Department of Cultural Resources and the governing body for authorization.

This records retention and disposition schedule may be altered to permit the further destruction of unscheduled records only after consultation with the Government Records Branch.

2. **DESTRUCTION OF ORIGINAL RECORDS THAT HAVE BEEN DUPLICATED.** Under certain conditions, duplicates of records may be used in place of the originals. Duplicates include (but are not limited to): microfilm of paper or electronic records, scanned paper records, and printouts of electronic records.

For the original records to qualify for potential destruction, the corresponding duplicates must be created in the normal course of business and must be retained for the full period of time listed in the disposition instructions.

Records scheduled as permanent may be duplicated. The original records, however, may not be destroyed without prior consent of the Department of Cultural Resources. This records schedule does not constitute such consent.

Unlike a xerographic reproduction of paper records, a printout of an electronic record may lose valuable information describing its content, context, and structure. This metadata is a key element of an electronic record. Therefore, records custodians are cautioned not to assume that a printout contains all of the information the original electronic record does.

Records duplicated through digital imaging or other conversion to computer or digital environments must be supported by convincing, documented evidence that the electronic records were created, reproduced, and otherwise managed in accordance with systems and procedures designed to ensure the reliability, accuracy, and security of both the records and the process or system used to produce the records. Provisions must also be made to ensure the records' accessibility throughout their retention period, including any required migration, recopying, or conversion. Prior to destroying scanned paper records, correspondence using the form "Request for Disposal of Original Records Duplicated by Electronic Means" (see page 38) should be submitted to the Government Records Branch. Upon receiving authorization paper records scanned into digital environments may be destroyed.

To assist local government agencies, the Division of Historical Resources has published guidelines for establishing methods and procedures in the duplication of original records. Copies of *Micrographics: Technical and Legal Procedures* and the *North Carolina Guidelines for Managing Public Records Produced by Information Technology Systems* can be obtained from our Web site.

3. **DESTRUCTION OF ELECTRONIC RECORDS.** Careful attention must be paid to the destruction of electronic records. When computers are disposed of, hard drives must be carefully and thoroughly erased or destroyed. Tapes, disks, and other recording media should be physically destroyed. Simple erasure or destruction of a disk's index file is insufficient to destroy the actual data recorded on the disk.

High-capacity storage media, such as CD-ROMs or optical media, may contain records of differing retention requirements. It is important that those records that must be retained for longer periods continue to be accessible.

There are two options:

- a) Recopy the longer-retention records onto a separate tape or disk and destroy the original.
 - b) Retain the entire tape or disk as long as required for the longest-term record.
4. **METHODS OF DESTRUCTION.** Local government records provide documentation of the actions and processes of government at its most direct level. These records should remain in the custody and control of the agency that created them or received them pursuant to law until such time as they are eligible for disposition. When authorized by an approved records retention and disposition schedule, records should be destroyed in one of the following ways:
 - a) burned, unless prohibited by local ordinance.
 - b) shredded, or torn up so as to destroy the record content of the documents or material concerned
 - c) placed in acid vats so as to reduce the paper to pulp and to terminate the existence of the documents or materials concerned
 - d) buried under such conditions that the record nature of the documents or materials will be terminated
 - e) sold as waste paper, provided that the purchaser agrees in writing that the documents or materials concerned will not be resold as documents or records

— N.C. Administrative Code, Title 7, Chapter 4, Subchapter M, Section .0510

Confidential records should be destroyed in a secure manner.

5. **DISPOSITION OF RECORDS NOT AUTHORIZED FOR DESTRUCTION BY THIS SCHEDULE.** Custodians with records not authorized for destruction or other disposition by this schedule may discard these records by following one of the procedures listed below:
 - a) Submit correspondence using the form "Request and Approval of Unscheduled Records Disposal" (see page 46) to the Government Records Branch.
 - b) Custodians with records no longer in current use that are identified as permanent and not authorized for destruction by this schedule, or with paper records that have been microfilmed, are authorized and empowered to turn over such records to the Department of Cultural Resources. The Department of Cultural Resources is authorized, at its discretion, to accept custody of those records, providing it has adequate space and staff in the State Archives. A written offer of the records should be made to the Assistant State Records Administrator, Government Records Branch, 4615 Mail Service Center, Raleigh, North Carolina 27699-4615.

DISASTER ASSISTANCE IS AVAILABLE

Throughout our state's history, county and municipal records have been vulnerable to man-made and natural disasters. Even with modern facilities and improved security and protective measures, public records are still susceptible to fire and water damage, and several disasters involving public records have occurred in this state during recent years. One of the most common forms of disaster has been a fire (usually at night or during a weekend). In those instances, valuable and often irreplaceable records that escaped the flames were ruined by water and mud resulting from fire fighting. In most cases, records that were irreparably damaged might have been saved if state and local officials had known what to do with damaged records and acted promptly.

In order to help state, county, and municipal agencies cope with fires, floods, and other disasters involving records, the North Carolina Division of Historical Resources has formed a Disaster Response Team. Upon request, members of this team will advise local officials on the retrieval of damaged records. When possible, they will also provide further assistance upon request.

WHAT SHOULD YOU DO WHEN A DISASTER OCCURS? The first and most important step to take is to secure the area containing the damaged records as soon as possible. Until fire fighters or other safety personnel confirm the safety of the area, no one should enter the facility. Then notify the Division of Historical Resources at (919) 814-6900 immediately. [During nights or weekends, call your local emergency management office.] In the case of water-damaged records, the first step is to ventilate the area as much as possible to minimize the growth of mold and facilitate later records-salvage efforts.

Finally, and most important—**NO ONE SHOULD REMOVE OR ATTEMPT TO CLEAN RECORDS.** Damaged records are fragile, and attempts to move or clean them may cause unnecessary destruction. Only trained personnel should direct the recovery of the damaged records.

Information about disaster response is available on the Division of Historical Resources' Internet Web site at:
<http://www.ah.dcr.state.nc.us>

RECORDS MANAGEMENT WORKSHOPS

Staff training helps to make a good agency records management program better. The records management workshops listed below are available to all governmental agencies and can be presented at your office. They are also available at periodic intervals in the State Records Center building in Raleigh.

An agency outside the Raleigh area may request that a workshop be held on its premises by contacting the Government Records Branch. These workshops can be offered in combination, or otherwise tailored to specific issues or needs in your office. Although fifteen is an optimal number of participants for workshops, they are provided for any interested agency personnel.

SCANNING AND MICROFILMING PUBLIC RECORDS. This workshop covers scanning and microfilming fundamentals. We provide a series of steps to use in planning a scanning project, discuss resource allocation issues, and describe potential pitfalls in the process. A basic review of records management and public records law is provided.

The workshop presents principles for both microfilming and scanning, state technical standards and procedures to ensure the legal admissibility of microforms and scanned records, and systems and equipment. Also included are the advantages and limitations of the two processes; quality control procedures; suggested specifications for vendor services; state technical standards for in-house operations or vendor services; and choosing and implementing a scanning, microfilming, or hybrid system.

State, county, and municipal government agencies with existing in-house systems, staff who perform or supervise source document microfilming or scanning, and those interested in developing or maintaining micrographic or scanning systems would benefit from this training course.

This is normally a full-day workshop, but it can be shortened for presentation outside of our classroom.

MANAGING PUBLIC RECORDS. Management methods and procedures for controlling active and inactive records in state, county, and municipal government offices through the use of records retention and disposition schedules are presented in the workshop. Included in the training session are pertinent laws, protecting essential records, determining historical and other record values, disposition procedures, and the relationship of disposition to other records management activities.

FILES AND FILING. Step-by-step procedures for organizing and maintaining subject files in an efficient, easy-to-use system are presented in this workshop. The workshop includes: ordering and using the correct supplies; organizing files by their function; color coding files to increase retrieval speed and reduce misfiles; a single-point reference system with everything about a particular case, subject, person, or location in one folder (case filing); eliminating "General" and "Miscellaneous" files; and creating a filing system through which anyone can locate a folder.

MANAGING ELECTRONIC PUBLIC RECORDS. Electronic files in state, county, and municipal agencies include records stored in desktop computers, network servers, and computer "archives." The workshop covers public access to electronic files; legal acceptance of electronic records; managing, storing, and retrieving electronic records; electronic mail; security of electronic files; and system backups.

MICROFILM

ADVANTAGES. Microfilm is an economical and practical means of preserving a security copy of essential records, and it can be used by government agencies to eliminate the problem of excess paper.

LEGAL AUTHORITY AND ACCEPTANCE. Legal authority for microfilming county records is contained in G.S. §153A-436. This statute provides that the method of reproduction must give legible and permanent copies and that the reproduction of the public records must be kept in a fire-resistant file, vault, or similar container.

G.S. §8-45 and §153A-436 provide that microfilm copies of public records shall be admissible as evidence in any judicial or administrative proceeding.

To ensure uniformity and legal acceptability in microfilmed records, certain forms, targets, and procedures should be used when microfilming public records. The Division of Historical Resources has published *Micrographics: Technical and Legal Procedures* to aid state, county, and municipal agencies in producing good-quality microfilm that meets all legal requirements.

TECHNICAL STANDARDS. Specific technical standards are required to assure quality microforms that are readily reproducible and, where necessary, capable of permanent preservation. There are four basic groups of standards that establish criteria for microfilm to be of archival or permanent quality: standards for the manufacture of raw film, standards affecting the method of filming in order to produce good overall results, standards involved in processing (developing) microfilm, and standards for the storage of processed microfilm. Those standards are listed and explained in the Division of Historical Resources's publication *Micrographics: Technical and Legal Procedures*. The standards were compiled from national associations such as the American National Standards Institute (ANSI) and the Association for Information and Image Management (AIIM).

SCANNING RECORDS. For guidance on implementing or maintaining a scanning system, contact the Government Records Branch.

MICROFILMING SERVICES AVAILABLE. The Division of Historical Resources offers microfilming of minutes and other selected permanent records. An appointment to microfilm the records is necessary and may be made by calling (919) 814-6900. The silver original reel is stored for security in the State Archives' environmentally controlled vault. Duplicate reels may be obtained from the Government Records Branch for a small fee.

Micrographic feasibility studies are provided, on request, to help agencies determine the most cost-effective micrographic system to meet their needs. Evaluations of existing micrographic applications are performed to ensure that microfilm meets state technical standards and is of archival quality.

Agencies microfilming their own *permanent* records should send the silver (camera) film to the Division of Historical Resources for storage in the vault. Duplicate film can be used in the office as the working copy.

PUBLIC RECORDS WITH SHORT-TERM VALUE

GUIDELINES FOR THEIR RETENTION AND DISPOSITION

According to North Carolina General Statutes §121 and §132, every document, paper, letter, map, book, photograph, film, sound recording, magnetic or other tape, electronic data processing record, artifact, or other documentary material, regardless of physical form or characteristic, made or received in connection with the transaction of public business by any state, county, municipal agency, or other political subdivision of government is considered a public record and may not be disposed of, erased, or destroyed without specific guidance from the Department of Cultural Resources. The Department of Cultural Resources recognizes that many records exist that may have very short-term value to the creating agency. These guidelines, along with any approved program records retention and disposition schedule, are intended to authorize the expeditious disposal of records possessing only brief administrative, fiscal, legal, research, or reference value, in order to enhance the efficient management of public records. Examples of those records include:

- facsimile cover sheets containing only transmittal (“to” and “from”) information, or information that does not add significance to the transmitted material
- routing slips or other records that transmit attachments
- reservations and confirmations
- personal messages (including electronic mail) not related to official business
- preliminary or rough drafts containing no significant information that is not also contained in the final drafts of the records
- documents downloaded from the World Wide Web or by file transfer protocol not used in the transaction of business
- records that do not contain information necessary to conduct official business, meet statutory obligations, carry out administrative functions, or meet organizational objectives

The records described above may be destroyed or otherwise disposed of when their reference value ends.

These guidelines are not intended to serve as authorization to destroy or otherwise dispose of unscheduled records. They are intended to complement the use of an approved records retention and disposition schedule for the creating government or agency, not replace or supersede it. Should a creating government or governmental agency lack an approved records retention and disposition schedule, it may not destroy or otherwise dispose of any records in its custody, whether in electronic, paper, or other format (including electronic mail) until it receives approval of its “Request and Approval of Unscheduled Records Disposal” (see page 37). Such offices should contact the Government Records Branch of the Division of Historical Resources for assistance in creating a schedule.

While records of short-term value may be discarded as described above, all public employees should be familiar with specific records retention and disposition schedules and applicable guidelines for their office and the public records law (G.S. §132). When in doubt about whether a record has short-term value, or whether it has special significance or importance, retain the record in question.



As of March 1, 2019, all local government agencies in North Carolina will use the General Records Schedule for Local Government Agencies to find the appropriate disposition instructions for records that fall under these standards:

- Administration and Management Records
- Budget, Fiscal, and Payroll Records
- Geographic Information Systems Records
- Information Technology Records
- Legal Records
- Personnel Records
- Public Relations Records
- Risk Management Records
- Workforce Development Records

More information about this transition can be found on our blog at <https://ncrecords.wordpress.com/2019/01/14/new-retention-schedule-model-for-north-carolina-local-governments/>.

This new Local Government General Records Schedule can be found on our website at <https://archives.ncdcr.gov/government/retention-schedules/local-government-schedules> and supersedes the correlating standards that were a part of previously approved local government agency schedules, so we have deleted those standards from the published version of this schedule.

If you have any questions, please contact [a records management analyst](#) in the Government Records Section of the State Archives of North Carolina.

STANDARD-5. PROGRAM OPERATIONAL RECORDS. Records received and created by county veterans services offices necessary to meet all statutory requirements.

Comply with applicable provisions of CFR Title 38 Pensions, Bonuses, and Veterans' Relief and G.S. § 165-11.1 regarding access, security and confidentiality of records.

<i>ITEM #</i>	<i>STANDARD-1: PROGRAM OPERATION RECORDS</i>		
	<i>RECORD SERIES TITLE</i>	<i>DISPOSITION INSTRUCTIONS</i>	<i>CITATION</i>
1.	<p>BENEFITS APPLICATION AND ELIGIBILITY RECORDS Copies of completed benefit forms and related records documenting veterans and their dependents, heirs and beneficiary's eligibility and application to receive general, readjustment and related benefits.</p>	Destroy in office 5 years after resolution or when the veteran and any other claimants are deceased, whichever occurs first.	
2.	<p>BENEFITS DELIVERY NETWORK Also know as TARGET or VA BDN, this claims database is maintained by the U.S. Department of Veterans Affairs and is used for inquiry purposes only.</p>	Destroy printouts generated from the database when obsolete, superseded or administrative value ends.	
3.	<p>BENEFITS INFORMATIONAL AND PROMOTIONAL RECORDS Includes instructions, handbooks, manuals, booklets, pamphlets, Federal Register excerpts, regulations, and copies of legislation used to inform veterans and their families about the existence or availability of benefits.</p>	Destroy when obsolete, superseded or administrative value ends, whichever occurs first.	

**Records may be disposed of following minimum retention period only if released from audits or other official action (excluding litigation). If applicable, see LITIGATION CASE RECORDS item 11, page 17.*

4.	CASE MANAGEMENT RECORDS Records documenting activities and services performed for veterans and their dependents, heirs and beneficiaries. Includes interview worksheets, biographical and service information, fact sheets, copies of marriage, birth, and death certificates, correspondence, income and residence verification, witness statements, appeals, and similar records documenting all communications and assistance rendered.	Destroy in office when administrative value ends or when the veteran and any other claimants are deceased, whichever occurs first.	
5.	CONTACT AND INQUIRY RECORDS Records used to assign, track and retrieve information for claimants seeking veterans' benefits. Includes index cards, electronic databases, and informational records documenting veteran's name and actions performed.	Destroy when obsolete, superseded or administrative value ends, whichever occurs first.	
6.	GRAVE REGISTRATION RECORDS Includes index or similar record of all veterans buried in the county. May include name, serial number and branch of service, and burial location.	Retain in office permanently.	
7.	HEALTH AND MEDICAL RECORDS Copies of private, state, and federal government medical and mental health records pertaining to a veteran or other claimant. Includes military service medical records generated during active duty.	Destroy in office when administrative value ends or when the veteran and any other claimants are deceased, whichever occurs first.	Comply with applicable provision of G.S. 132.6 regarding the confidentiality of medical records.
8.	HOME LOAN RECORDS Includes copies of completed benefit forms and similar records documenting eligibility and application to receive benefits.	Destroy in office when administrative value ends or when the veteran and any other claimants are deceased, whichever occurs first.	
9.	LIFE INSURANCE RECORDS Includes copies of completed benefit forms and similar records documenting eligibility and application to receive benefits.	Destroy in office when administrative value ends or when the veteran and any other claimants are deceased, whichever occurs first.	

**Records may be disposed of following minimum retention period only if released from audits or other official action (excluding litigation). If applicable, see LITIGATION CASE RECORDS item 11, page 17.*

10.	<p>MILITARY SERVICE AND DISCHARGE RECORDS Copies of reports of discharge, separation papers, certificates of lost discharge (DD-214, dd-215, etc.) and service records (201 file) officially issued by a branch of the armed forces.</p>	Destroy in office when administrative value ends or when the veteran and any other claimants are deceased, whichever occurs first.	
11.	<p>SERVICE ORGANIZATION RECORDS Copies of applications and eligibility records submitted to a veteran's service organization such as the VFW, DAV, or American Legion.</p>	Destroy in office when administrative value ends or when the veteran and any other claimants are deceased, whichever occurs first.	
12.	<p>SURVIVOR AND DEPENDENT RECORDS Includes copies of completed benefit forms and similar records documenting eligibility and application to receive benefits.</p>	Destroy in office when administrative value ends or when the veteran and any other claimants are deceased, whichever occurs first.	

**Records may be disposed of following minimum retention period only if released from audits or other official action (excluding litigation). If applicable, see LITIGATION CASE RECORDS item 11, page 17.*

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REQUEST FOR CHANGE IN RECORDS SCHEDULE

TO Assistant Records Administrator
Division of Archives and Records
Government Records Section
4615 Mail Service Center
Raleigh, NC 27699-4615

FROM Name _____
County _____
Agency or department _____
Mailing address _____
Phone or email _____

INSTRUCTIONS

Use this form to request a change in the records retention and disposition schedule governing the records of your agency. Submit the signed original, and keep a copy for your file. A proposed amendment will be prepared and submitted to the appropriate state and local officials for their approval and signature. Copies of the signed amendment will be sent to you for insertion in your copy of the schedule.

CHANGE REQUESTED

- Add a new item
- Delete an existing item Standard Number _____ Page _____ Item Number _____
- Change an retention period Standard Number _____ Page _____ Item Number _____

TITLE OF RECORDS SERIES IN SCHEDULE OR PROPOSED TITLE

INCLUSIVE DATES OF RECORDS _____ **APPROXIMATE VOLUME OF RECORDS** _____

DESCRIPTION OF RECORDS

PROPOSED RETENTION PERIOD

Requested by: _____, _____, _____
Signature Title Date

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