



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

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

January 14, 2025

Kim Tart  
Department of Veterans Affairs  
810 Vermont Ave, NW  
Enterprise Records Service (005R1B)  
Washington, DC 20420

Dear Kim Tart:

The National Archives and Records Administration (NARA) acknowledges receipt of the Department of Veterans Affairs' (VA) report regarding the loss of three (3) Patient Historical Health Records at the VA Milwaukee Health Care System (VAMHCS), Milwaukee, WI.

According to the report, the records were shipped from the VA Records Center & Vault, Neosho, MO to the VAMHCS via the United Parcel Service (UPS) under two tracking numbers. Due to a mixup of the tracking numbers, the records were logged-in as "delivered" at the VAMHCS warehouse but were never actually received. NARA acknowledges that efforts were made by VA and UPS to locate the records but were unsuccessful. Additionally, to prevent future incidents, VA plans to revise their shipping procedures to have the records sent directly to the requesting location instead of the central warehouse.

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](mailto:UnauthorizedDisposition@nara.gov)

Sincerely,

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