

National Archives and Records Administration
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0015-2023-0002

Status: APPROVED
Date Approved: 12/19/2024

General Information

Agency or Establishment	Veterans Health Administration
Record/Scheduling Group	0015 - Records of the Department of Veterans Affairs
Records Schedule Applies To	Agency Subdivision
Major Subdivision	Veterans Health Administration
Schedule Subject	Veterans Crisis Line
Additional Schedule Information	This Records Schedule updates the existing schedule (DAA-0015-2017-0001) items specifically for the Veterans Crisis Line (DAA-0015-2017-0001-0001) to specify additional media for retention, extend/establish/clarify retention periods of different media, and create a new item with unique retention/disposition instructions for VCL records pertaining to VCL Customers With Complex Needs (CWCN).
Is There a Classified Version of This Schedule?	No
Is consultation and coordination with Tribal Governments required?	No - the records covered by this schedule do not implicate Tribal interests

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Item Count

Total number of disposition items: 5

Number of Temporary disposition items: 5

Number of Permanent disposition items: 0

Number of Items with Disposition Not Approved: 0

Number of Inactive disposition items: 0

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Outline of Records Schedule Items for DAA-0015-2023-0002

Item #	Title	Disposition
0001	Crisis Line Records : Call Recordings	Temporary
0002	Crisis Line Records : Data and Textual Records: Production	Temporary
0003	Crisis Line Records : Data and Textual Records: De- identified	Temporary
0004	Crisis Line Records : Computer screen recordings/captures	Temporary
0005	Crisis Line Records : Customers with Complex Needs Case Files	Temporary

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Records Schedule Items

Group Title	Crisis Line Records	
Group Description	<p>The National Department of Veteran Affairs Veterans Crisis line records, including audio recordings, computer screen recordings/captures, and paper case files, CDs and or electronic devices storing information about crisis line interactions. The crisis line provides emergency crisis intervention for Veterans throughout the United States. This center operates 24/7/365 and provides crisis modification via phone, chat, and text: rescue services for high-risk situations; follow-up with caregivers at the local VAMC to verify patient has been contacted and is involved in a plan of care; education and information for callers about local VAMC & community resources; and warm transfers to local support agencies. Call responders use the VCL software, which is hosted at the Austin Information Technology Center (AITC) in Austin, TX, to log clinical information obtained on the call and share relevant data for Veterans who are referred for additional care in support of the plan of care.</p>	
DAA-0015-2023-0002-0001	STATUS: Active	
ITEM GENERAL INFORMATION		
Item Title	Call Recordings	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
MANUAL CITATION		
Manual Title	Records Control Schedule (RCS 10-1)	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	Yes	
	Superseded Items	
Superseded Item	Item Superseded in Part?	Explanation
DAA-0015-2017-0001-0001	Yes	Retention Period of Call Recordings extended from 4 years to 7 years
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Other: Cut off at end of interaction	

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Retention Period	Destroy 7 year(s) after cutoff	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	
DAA-0015-2023-0002-0002		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Data and Textual Records: Production	
Item Description	Documentation of VCL customer interactions.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
MANUAL CITATION		
Agency Code	New	
Manual Title	Records Control Schedule (10-1)	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	Yes	
	Superseded Items	
Superseded Item	Item Superseded in Part?	Explanation
DAA-0015-2017-0001-0001	Yes	Retention Period of VCL records about crisis line interactions – other than Call Recordings – extended from 4 years to 10 years
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Cut off at end of Calendar year after any follow up actions are completed	
Retention Period	Other: Destroy PII and/or other identifying data 10 year(s) after cutoff	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	
DAA-0015-2023-0002-0003		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Data and Textual Records: De-identified	

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Item Description	Documentation pertaining to VCL interactions, de-identified (through destruction of all PII and/or other identifying features within the record) and transferred to VCL Research archive for use in clinical research and program evaluation.
	"Suicide and Mortality" de-identified data is covered under DAA-0015-2022-0002, The Suicide Data Repository (SDR)
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Other: Cut off at end of Calendar year in which PII or other identifying data is destroyed
Retention Period	Destroy 50 year(s) after cutoff
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No
DAA-0015-2023-0002-0004	STATUS: Active
ITEM GENERAL INFORMATION	
Item Title	Computer screen recordings/captures
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
MANUAL CITATION	
Agency Code	New
Manual Title	Records Control Schedule (RCS 10-1)
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Other: Cut off at end of interaction

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Retention Period	Destroy 1 year(s) after cutoff
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No
DAA-0015-2023-0002-0005	STATUS: Active
ITEM GENERAL INFORMATION	
Item Title	Customers with Complex Needs Case Files
Item Description	The Veterans Crisis Line (VCL), Customers with Complex Needs (CWCN) records include data and electronic documents pertaining to the management of the VCL CWCN program. The CWCN program provides oversight and management of the VCL CWCN customer population, including documentation of episodes of disruptive behavior, disruptive customer demographic information and medical history, and documentation of the implementation and review of clinical interventions intended to reduce the frequency and impact of disruptive behavior. The CWCN records are maintained within the VCL CWCN database, which is hosted within the secure VA network. CWCN Case files may be reactivated if a customer's disruptive behavior returns.
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
MANUAL CITATION	
Agency Code	New
Manual Title	Records Control Schedule (RCS 10-1)
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Other: Cutoff shall occur at the end of the calendar year in which the case file is archived. This typically occurs 90 days after the customer's disruptive behavior has ceased.
Retention Period	Destroy 10 year(s) after cutoff
ADDITIONAL INFORMATION	

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Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

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Signatory Information

Action	User	Date
Approve	Colleen Shogan	12/19/2024