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| **PART II. Office Administration**  **SECTION A. VR&E Division Functions** | |
| **CHAPTER 5. Sensitive Access and Personally Identifiable Information** | |
| **Objectives:** | After completion of this training, VR&E staff are expected to:  • Define the levels of sensitive access for VR&E staff.   * Identify the proper handling, storage and disposal of documents with Veterans personal information and VR&E documents. * Describe the employee’s accountability in disposing documents. |
| **Contents:** | Sensitive Access Levels  a. Sensitive Access Levels  b. Authorization for Access to Sensitive Files  c. Deviation from the Policy on Sensitive Access  Confidentiality and Personally Identifiable Information (PII)   1. Policy on the Handling and Storage of VR&E Documents and   Claims   1. Permitted Contents of Desk Drawers, Credenzas, Personal   Lockable Cabinets, and Other Personal or Provided Storage Containers  c. Employee Accountability in Regard to Disposal of Documents  d. Review Process for Document Destruction  e. Policy on the Handling and Storage of VR&E Documents and  Claims when Working from Home  f. Policy on the Handling and Storage of VR&E Documents and  Claims When Conducting Off-site and Outreach Activities  g. Handling Veterans’ Personal Information Including Mock-up  Folders Provided to VR&E Contractors |
| **Appendices:** | Appendix V. Rules for Taking Files or Information Off-Site  Appendix AD. VR&E Sign-out Log |
| **Exercises:** | 1. Define the levels of access for sensitive files. 2. Discuss the procedure for deviating from the policy on sensitive access. 3. Describe the procedures and requirements for handling and storing documents with confidential and personally identifiable information within and outside the regional office. 4. Where can CER folders, Ch.36 applications, awards, invoices, and other PII be stored? 5. Discuss “locked file cabinets”. 6. Describe the procedures and requirements for disposing of documents with confidential and personally identifiable information. |
| **Rescission Information:** | Part II rescinds M28, Part 2, Office Administration, Chapters 1, 2,  and 4; M28, Part 7, Chapter 6; and M28-1, Part 1, Chapter 5,  Sections 5.03 and 5.05, and Appendices 5A and 5B. This chapter  rescinds VR&E Letter 28-06-10 - Procedures for Developing,  Retaining, Handling, and Destroying Veterans’ Personal Information  Including Field Folders Provided to VR&E Contractors. Information  found in the VA Directive and OFO Letter listed below was included  in this chapter:   * VA Directive 6504 - Restrictions on Transmission, Transportation and Use Of, and Access To, VA Data Outside VA Facilities * OFO Letter 20F-10-03 - Off-site security of Counseling Folders and Other Sensitive Information |