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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.
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| **Contents:** | Sensitive Access Levelsa. Sensitive Access Levelsb. Authorization for Access to Sensitive Filesc. Deviation from the Policy on Sensitive AccessConfidentiality and Personally Identifiable Information (PII)1. Policy on the Handling and Storage of VR&E Documents and

Claims1. Permitted Contents of Desk Drawers, Credenzas, Personal

Lockable Cabinets, and Other Personal or Provided Storage Containersc. Employee Accountability in Regard to Disposal of Documentsd. Review Process for Document Destructione. Policy on the Handling and Storage of VR&E Documents and Claims when Working from Homef. Policy on the Handling and Storage of VR&E Documents and Claims When Conducting Off-site and Outreach Activitiesg. Handling Veterans’ Personal Information Including Mock-up Folders Provided to VR&E Contractors |
| **Appendices:** | Appendix V. Rules for Taking Files or Information Off-SiteAppendix 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.
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| **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
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