

<p>Guam Veterans Affairs Office Standard Operating Procedures 02-2019</p> <p>Case Management of Veterans Documents and Reports</p>	<p>Supersedes:</p> <p>None</p>	<p>Effective Date:</p> <p>February 18, 2019</p>	<p>Page 1 of 4</p>
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- I. Purpose**
- II. Case Management of Veterans Documents and Reports**
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- IV. Confidentiality of Veterans Information**
- V. Veterans Affairs Office Activity Log Sheet**

I. The purpose of this standard operating procedure (SOP) is to ensure that all Guam Veterans Affairs Office (GVAO) staff understand the importance of accountability for veterans documents and reports that are filed with the GVAO. This SOP sets forth procedures for the safe guarding, protection, accountability, and filing for case management of veterans documents and reports.

This SOP applies to all GVAO employees and volunteers involved in the handling of veterans records.

II. Case Management of Veterans Documents and Reports

The case management of veterans documents and reports provides a systems approach toward accountability that is supported through the proper filing. Therefore all Guam Veterans Affairs Office (GVAO) employees and volunteers designated to assists veterans or their family members in presenting and pursuing benefit claims shall ensure veterans documents and reports are properly filed in folders for available update of information, and for the GVAO records filing area designated for records keeping. All veterans files are subjected for disposal pursuant to Government of Guam Rules & Regulations and Guam Law.

III. Labeling Files in Numerical Sequence, Year, and Initials of Veteran

GVAO employees and volunteers designated to assist the processing of veterans benefits upon establishing a file for case management will ensure that the veterans files shall be identified by numerical sequence, year, and by the veterans initials. An example: 01-2019 indicates 1st file of 2019 and D.J.E. represents the initials Doe (last

name) John (first name) and Edward (middle name). Files will be labeled on folders with a master listing stored with the senior GVAO veterans service representative.

IV. Confidentiality of Veterans Information

All veterans files shall be safe –guarded, stored, accounted for, and accessible by authorized GVAO personnel for official business only. This will be for the purpose of ensuring veterans information is confidential and restricted for official business only.

V. Veterans Affairs Office Activity Log Sheet

The Veterans Affairs Office Activity Log Sheet shall be use to ensure veterans files are accounted for. All GVAO veterans files shall contain the veterans affairs office log sheet to ensure the tracking and documentation of actions by GVAO employee with the veterans file is annotated.



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