



**Lost or Accidentally Destroyed Records: Documentation Template (CalRIM-04, Revised January 2024)**

Agency Records Management Coordinators are required to notify the Secretary of State if a record is lost or accidentally destroyed per [Government Code section 12274.5\(m\)](#).

This template supports the documentation of the loss or destruction following the incident, and is not intended to punish or malign the agency. Reporting the issue is a legal requirement and also promotes transparency and demonstrates a proactive effort to prevent future loss. Proper documentation will also aid an agency should the records be subject to a Public Records Act Request, audit or lawsuit in the future.

**Instructions:** (See the CalRIM Handbook: Accidentally Lost/Destroyed Records for more information)

1. Email [CalRIM@sos.ca.gov](mailto:CalRIM@sos.ca.gov) immediately if records are lost or accidentally destroyed with the details of the situation.
2. Complete this Documentation Template and submit to [CalRIM@sos.ca.gov](mailto:CalRIM@sos.ca.gov)
3. Update the agency's records retention schedule (as needed). Coordinate with your assigned CalRIM analyst to reflect the loss on the impacted Agency Records Retention Schedule.
4. The record-owning agency will keep this form, and any other supporting documentation, with the records series until the records affected would have met their required retention period.

*\* Other Considerations: Property Damage – The Agency might need to file an accidental destruction of property form: [STD 152](#) (referenced in [SAM 8643](#) – Accounting for Property Disposition – Lost, Stolen, or Destroyed Property)*

| Agency Name<br>Department/Division/Program Responsible for the Records    | Records Retention Schedule Approval Number<br>(Covering the affected Records) |
|---------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Department of Consumer Affairs/SOLID                                      | 2024-023                                                                      |
| Manager Responsible for the Records<br>(Name, Title, Email, Phone Number) | Records Management Coordinator<br>(Name, Title, Email, Phone Number)          |
| Elizabeth Coronel, Planning Manager (SSM I)<br>[REDACTED]                 | Mac Aguilar, AGPA<br>[REDACTED]                                               |

**Identify the records affected and their condition:** volume of records, the affected records series and retention schedule approval number, dates covered by the records, box/file inventory, condition of the records, etc. (if attaching a separate document/spreadsheet, write 'See attached.')

**1 paper box (1.5 cu ft)**

**Administrative Records ; General Correspondence, working files, administrative files.**

**2017-2021**

**One box**

**Obsolete paper records have been shredded**

**Describe the circumstances surrounding the loss or unlawful destruction of records and how it was identified.**

- Were the records destroyed/damaged beyond repair, or were the records lost before they met their retention period?
- How was the problem identified or discovered?
- What was the cause: weather, pests fire? Disorganized filing systems?

Due to inexperienced analyst, obsolete records were sent for confidential destruction before obtaining approval from RMC. Memo from RMC informed analyst of requirement.

**Describe the actions taken to recover, reconstruct, or remediate the records (if applicable). Document the prevention strategies or safeguards implemented to prevent future loss or inadvertent destruction of records. If you need additional help, please reach out to [CalRIM@sos.ca.gov](mailto:CalRIM@sos.ca.gov).**

No remediation or recovery needed. Analyst is now aware of correct process for confidential records destruction.

Please return this completed form to [CalRIM@sos.ca.gov](mailto:CalRIM@sos.ca.gov) and coordinate with your assigned CalRIM analyst to amend the agency records retention schedule as needed.

#### **Retention Schedule Updates:**

**Series Description** – update the series description(s) for the records affected to identify what was lost/destroyed. Leave this notation in the description on this series until those records would have met retention.

**Summary of Changes** – for each affected item number(s)/records series on the retention schedule

1. Mark the series as “Change” unless the entire series is lost or destroyed and the records are no longer created by the agency, Mark the entire line item will need to be listed as “Deleted”
2. Under remarks, include a brief explanation that loss/accidental destruction occurred, whether it was the entire series or a subset of a series, provide an explanation of how the accidental loss/destruction occurred, and then identify what steps the agency will be taking to avoid this in the future.