

### INTRODUCTION

The Targeted Assistance Program (TAP) is designed to assist State and local government agencies in resolving issues or problems with their current records management programs. It is also the program used by the Vermont State Archives and Records Administration to inventory, appraise and schedule public records in accordance with [1 V.S.A. § 317a](#) and [3 V.S.A. § 117](#). TAP is modeled after a Federal program and replaces the Vermont State Archives' Records Appraisal Program, which was offered from January 2006 to December 2007.

### WHAT IS TAP?

TAP embraces statewide strategies for managing records and offers a unique opportunity for agencies to partner with the Vermont State Archives and Records Administration (VSARA) and, where possible, its collaborators, such as the Department of Information and Innovation's Enterprise Project Management Office (EPMO). Agencies may request assistance to develop record retention schedules, policies for managing records, customized records training, record taxonomies or file plans, and more.

### ROLES AND RESPONSIBILITIES

Under TAP, public agencies provide staff time and subject matter expertise, along with coordination among the agency's divisions and units. VSARA provides expert guidance and assistance and expedited review of project deliverables, such as record inventories and schedules, *at no cost*.

### TAP PARTNERSHIPS

Partnerships established through TAP are not contracts for records management services but rather "records management projects." Project details such as scope, schedule, milestones, final outcomes, and team members are developed collaboratively by VSARA records analysts and the public agency. Where possible or necessary, additional agencies may be recommended to join the project.

### REQUESTS FOR TAP

To start a partnership, State agency heads or their designated records officers should submit a written request for assistance to VSARA using the contact information below (requests submitted by e-mail are acceptable). Requests from local government agencies should be submitted by the official authorized to establish policies for the agency.

**PLEASE NOTE:** For TAP requests concerning the updating of municipal record retention requirements, municipal offices should initiate a project team through their respective associations and ask the association to submit a TAP request. Because any updates to municipal records retention policies will be applicable to all municipalities, associations provide the best opportunity for collaborating with VSARA and effectively communicating the TAP project plan.

Upon receiving the written request, the Vermont State Archives will confirm by e-mail the receipt of the request and begin the project review process. To facilitate this process, requests must include the following information:

1. Requestor's name, title, and contact information (address, phone, e-mail);
2. A description of the agency's records management issue or problem;
3. Proposed project plan or, at least, a time frame for the project;
4. Desired outcome (i.e. a policy); and
5. Names and titles of prospective project team members from the agency.
  - a. Projects teams should have at least one representative for the following areas: business/administrative; legal; information technology; and records

If the proposed project will likely benefit other public agencies as well, requestors are advised to broaden their project team by including representatives from other agencies before submitting a request. *Agencies are encouraged to contact VSARA prior to submitting a request for an informal discussion of their proposed projects.*

### SUBMITTING TAP REQUESTS

*SEND WRITTEN REQUESTS TO:*

Tanya Marshall, Deputy State Archivist / Senior Records Analyst  
Vermont State Archives & Records Administration,  
Secretary of State's Office  
1078 U.S. Route 2, Middlesex  
Montpelier, VT 05633-7701

EMAIL: [tmarshall@sec.state.vt.us](mailto:tmarshall@sec.state.vt.us)  
PHONE: 802-828-0405

### PROJECT REVIEW PROCESS

The purpose of the project review process is to provide VSARA and the agency with a better understanding of the steps that will be needed to achieve the desired outcome. The review also helps clarify the expectations of both VSARA and the agency prior to entering into a partnership. Requests are reviewed based on the order they are received and staff availability; VSARA makes every effort to conduct project reviews in a timely manner.

When conducting the project review, VSARA first identifies whether or not the project is within the scope of the services and guidance we are authorized to provide under Vermont State Law. If the project is out of scope, we direct the requestor to the appropriate agency to the extent possible.

If the project is within scope, VSARA assesses whether or not the project has a broader value. Records management issues or problems are often not limited to one single agency. Therefore if the project has the potential to benefit other agencies, we will solicit additional partners who are experiencing the same problem or issue. This will be done after consulting the requestor.

VSARA also researches the issue or problem presented in the request to establish the foundation for the project. Research may include reviewing legal requirements,

recordkeeping practices, or industry standards. This will provide a more thorough review of the issue or problem and help identify additional or related issues.

Upon completion of the project review, VSARA will submit to the requesting agency one of the following:

1. *Recommendations.* If the review identified gaps or barriers that would prohibit the agency from effectively achieving its desired outcome, and the gaps or barriers cannot be addressed by the proposed project, we will provide a set of recommendations based on our findings.
2. *Proposed Project Plan.* If the request did not include a proposed project plan but we are able to devise one during the project review process, we will provide a proposed project plan for review and discussion.
3. *Revised Project Plan.* If the request did include a project plan but the project review process identified additional steps, we will provide a revised project plan for review and discussion.
4. *Proposed Agreement.* If the request did include a project plan and the project review process did not reveal any additional steps, we will provide a proposed agreement for establishing a partnership.

## PARTNERSHIPS AND PROJECTS

Partnerships and projects will proceed as directed in the project plan and final agreement.

## REVISION HISTORY

<i>Date</i>	<i>Revisions</i>	<i>Editor</i>
2010-03-26	Contact changed to Tanya Marshall	tmarshall
2009-03-10	Updated mailing address to Middlesex building	tmarshall
2009-02-10	Contact changed to Scott Reilly	tmarshall
2008-06-30	Updated header/footer to reflect VSARA. Added note concerning updates to the existing records retention requirements for municipalities.	tmarshall
2008-04-07	Draft finalized and posted.	tmarshall
2008-02-05	Draft	tmarshall