

**Department of Veterans' Affairs**  
Records Retention Schedule 2018-0003  
Effective Date: September 2018  
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# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Schedule number: 2018-0003**

**Agency:** Department of Veterans' Affairs

**Division:** Administration

**Unit:** Director's Office

### ***Program Description:***

The Oregon Department of Veterans' Affairs (ODVA) is responsible for providing programs, service and benefits to veterans and their families residing in Oregon. The Department has been serving Oregon's military veterans since 1945. The Oregon legislature created the Department in response to a citizen mandate to provide for Soldiers, Sailors, Marines and Airmen returning from duty in World War II.

The nine-member Advisory Committee to the Director of the Oregon Department of Veterans' Affairs provides advice to the Director. Formed by statute in 1945, the ODVA Advisory Committee plays a role in the effective administration of the Department.

The Director serves as the head of the agency and chief advocate for veterans in the State of Oregon. The Director advises the Governor and elected officials on sensitive veterans' issues; organizes and coordinates the administration of all present and future federal and state laws pertaining to veterans and their dependents in Oregon; directs the development of policies and programs affecting veterans within the state, to provide services related to those programs, and to ensure compliance with all laws related to veterans within the state. The Director, through Statewide Veteran Services, acts as agent or attorney-in-fact for any veteran and the dependents or beneficiaries of any veteran relating to rights under any federal or state law. The Director through the Conservatorship program acts without bond as conservator of the estates of a beneficiary of the United States Department of Veterans Affairs (USDVA) when no other suitable person will so act. The Director oversees and directs the ORVET Home Loan Program. The Director or his representative appears before the major bond rating agencies to make presentations on the Department's financial status, cash flow, and the operation status of the veteran mortgage portfolio. The Director's Office also holds the records for the Governor's Advisory Committee to the Director of Veterans' Affairs.

### ***Program Records***

- 001 Department of Veterans' Affairs Advisory Committee Member Records**  
Retain 5 years after member term ends, destroy
- 002 Department of Veterans' Affairs Advisory Committee Records, 1945 – ongoing (11 c.f.)**  
Retain minutes, agendas, reports permanently, transfer to State Archives after 50 years
- 003 Director's Correspondence, 1945-[ongoing] (2 c.f.)**  
Retain permanently, transfer to State Archives after Director's departure

# OREGON STATE ARCHIVES

## Records Retention Schedule

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- 004 Veterans' Affairs Commission Records, 1987-1989 (1 c.f.)**  
Retain permanently, transfer to State Archives in 2011
- 005 World War I Veterans' Organization Records, 1925-1988 (14 c.f.)**  
Retain permanently, transfer to State Archives in 2011

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

#### **Administrative Records (OAR 166-300-0015)**

Correspondence

Staff Meeting Records

### ***Databases***

None

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Schedule Number: 2018-0003**

**Agency:** Department of Veterans' Affairs

**Division:** Administration

**Unit:** Communications and Public Information

### ***Program Description:***

The Communications and Public Information unit disseminates information to the public about agency programs, events and operations through the development of the agency website and brochures. The unit serves as a representative for the Director in public forums and with the Legislative Assembly and advertises the Oregon Veterans' Home. In addition, it acts as the agency spokesperson on operational and policy issues crossing divisional lines within the Department. The unit also assists with advertising by the agency to broadcast information on agency services. The program contracts to buy advertising, initiates contacts at trade shows, does public speaking and works with the Legislative Assembly on special interest issues. It conducts research and customer service surveys. It also directs contacts to appropriate agency programs and interacts with county offices on local advertising.

### **Program Records**

**006 Agency Marketing Files**

Retain 2 years, destroy

**007 Monuments and Memorials Records**

Retain permanently, transfer to State Archives after 10 years

**008 Newsletters**

Retain 5 years, destroy

**009 Photographs**

Retain 5 years, destroy

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

**Administrative Records (OAR 166-300-0015)**

Correspondence (Facebook Records)

Conference, Seminar, and Training Program Records

Contracts and Agreements

Mailing Lists

Press Releases

Publication Preparation Records

**Financial Records (OAR 166-300-025)**

Budget Preparation Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

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### **Payroll Records (OAR 166-300-0035)**

Employee Time Records

Leave Applications

### ***Databases***

AGENCY SURVEYS

GOVDELIVERY

IRAQ-AFGHANISTAN KIA

ODVA COMMS HELP DESK

VETERAN BENEFIT MAGAZINE OUTREAH RECIPIENTS

VETERAN SERVICE PROVIDER DIRECTORY

VETS NEWS

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Schedule Number: 2018-0003**

**Agency:** Department of Veterans' Affairs

**Division:** Administration

**Unit:** Records and Information Management (RIM) Services

### ***Program Description:***

The Records and Information Management (RIM) Services unit administers the records and information management program for the agency. The unit manages and controls all agency records systems and records centers. It oversees all records maintenance, organization, appraisal and evaluation. It is responsible for records retention, disposition and retrieval for all media. The unit performs the preparation, coding, imaging, microfilming, processing, duplicating, indexing and retrieval of microform and online image cache records. The unit is also responsible for the storage, maintenance, retrieval, disposition and security of all agency records.

In addition the unit oversees forms development for the agency and creates documentation standards. The unit is also the official retention repository for the Contracts and Agreements Records, and the Procedure Change Memos Records. Finally, the unit also maintains the agency record copy of several records series.

### ***Program Records***

**010 Burial Plot Deed Records**

Retain interment certificates until transferred to new owner

**011 HIPAA Program Records**

Retain 6 years after program sunsets, destroy

**012 HIPAA (Signed Release Forms) Records**

Retain 6 years, destroy

**013 Military Discharge Records**

Retain 99 years, destroy

**014 Vault Safe Deposit Box Inventory**

Retain until superseded or obsolete, destroy

**015 Veterans' Home Resident Lien Records**

Retain 12 years after account becomes inactive, destroy

**016 Veterans' Loan Program Records**

Retain loan file 12 years after account becomes inactive, destroy

**017 Veterans' Small Business Repair Loan Program Records**

Retain 12 years after account becomes inactive, destroy

**018 World War II Bonus Files - Paid Claims**

Retain 99 years, destroy

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

#### **Administrative Records (OAR 166-300-0015)**

Attorney General Opinions  
Contracts and Agreements  
Correspondence  
Litigation Records  
Policy and Procedure Guidelines and Manuals  
Policy Development and Planning Records  
Public Records Disclosure Request Records  
Signature Authorizations  
Work Orders

#### **Facility/Property Records (OAR 166-300-0020)**

Equipment Maintenance Records

#### **Financial Records (OAR 166-300-0025)**

Invoices  
Purchasing Records  
Receipts

#### **Information and Records Management Records (OAR 166-300-0030)**

Filing System Records  
Forms and Development Records  
Microfilm Quality Control Records  
Records Management Records

### ***Databases***

CONTRACT MANAGEMENT  
ODVARIMS HELP DESK  
PUBLIC RECORDS REQUESTS  
RECORDS MANAGEMENT SYSTEM  
OPENTEXT FILE360 DOCUMENT MANAGEMENT SYSTEM (LOAN FILE,  
DD214, HIPAA, CONSERVATORSHIP APPLICATIONS)  
WORLD WAR II BONUS FILES-PAID CLAIMS INDEX CARDS

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Agency:** Department of Veterans' Affairs

**Division:** Administration

**Unit:** Information Services

**Schedule Number:** 2018-0003

### ***Program Description:***

The Information Services unit oversees the information management systems of the agency. The unit provides support for programs, hardware, software and the LAN. It handles electronic communication through maintenance of the building cabling, voice mail system, outside communication lines and cell phones. The unit also provides system analysis, design, program creation, program implementation and maintenance for the agency's computer system. It builds applications, customizes commercial applications, coordinates with manufacturers and outside contractors and other state agencies and oversees internet operations. The unit runs the Help Desk and gives referrals for outside technical assistance. It also provides computer software training. Finally, the unit designs, maintains, documents and backs-up the agency databases.

The Year-end Processing unit oversees the distribution of payment coupons, statements of accounts, and the distribution of year-end reports. The unit reports to the IRS on home mortgage interest with Form 1098 substitutes. It is responsible for the development of the 1098 substitute forms (Annual Statements). Finally, it conducts coupon account testing to evaluate agency performance.

### ***Program Records***

#### **019 Annual Statements**

Retain until activity closes, transfer to Loan Program Records

#### **020 Annual Statements, Working Files**

Retain 4 years, destroy

#### **021 Escrow Analysis Records**

Retain 4 years after activity closes, destroy

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

#### **Administrative Records (OAR 166-300-0015)**

Correspondence

Work Orders

#### **Facilities Records (OAR 166-300-0020)**

Equipment Maintenance Records

#### **Information and Records Management Records (OAR 166-300-0030)**

Computer System Maintenance Records

Computer System Program Documentation

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

Computer System Security Records  
Computer System Wiring Records  
Filing System Records  
Information Service Subscription Records  
Software Management Records  
Telecommunication System Management Records  
User Support Records  
**Payroll Records (OAR 166-300-0035)**  
Employee Time Records  
Leave Applications

### ***Databases***

ODVA HELP DESK  
IT ASSET  
INVENTORY

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Schedule Number: 2018-0003**

**Agency:** Department of Veterans' Affairs

**Division:** Administration

**Unit:** Human Resources

### ***Program Description:***

The Human Resources unit provides services, direction, and information to agency personnel. The unit has responsibility for classification issues, recruitment and selection, labor relations, discipline and discharge, layoffs, employee development, ADA, EEO and Affirmative Action, SAIF, safety, ethical standards, employee suggestions, and administration and monitoring of all other state and federal laws relating to human resources, criminal background checks and fiduciary background check coordination.

### ***Program Records***

None

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

#### **Administrative Records (OAR 166-300-0015)**

Agency Organizational Records

Communication Logs

Contracts and Agreements

Correspondence

LEDS Certification Records

Litigation Records

Professional Membership Records

#### **Payroll Records (OAR 166-300-0035)**

Family Medical Leave Records

#### **Personnel Records (OAR 166-300-0040)**

Affirmative Action Records

Benefits Continuation Records

Collective Bargaining Records

Comparable Worth Study Records

Criminal Background Check Records

Employee Benefits Records

Employee Medical Records

Employee Personnel Records

Employee Suggestion Award Records

Employee Training Records

Employment Eligibility Verification Forms (I-9)

Equal Employment Opportunity Commission Compliance Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

Equal Employment Opportunity Complaint Records  
Human Resource Services Division Statistical Reports  
Layoff Records  
Position Description and Reclassification Records  
Position Inventory Control System (PICS) Reports  
Recruitment and Selection Records  
Volunteer Program Records  
Work Schedules and Assignment Records  
**Risk Management Records (OAR 166-300-0045)**  
Emergency Response Plans and Procedures  
Hazard Exposure Records  
Incident Reports  
Insurance Fund Claims Records  
Occupational Injury and Illness Records  
Risk Factor Evaluation Records  
Safety Compliance and Inspection Records  
Safety Program Records  
State Accident Insurance Fund (SAIF) Claim Records  
Vehicle Accident Records

### ***Databases***

HUMAN RESOURCES  
ERGONOMIC MASTER  
STAFF TRAINING

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Agency:** Department of Veterans' Affairs

**Division:** Administration

**Unit:** Policy

**Schedule Number:** 2018-0003

### ***Program Description:***

The Policy unit coordinates amendments and changes to Oregon Administrative Rules relating to the agency and conducts public hearings on those changes. The unit also conducts and coordinates hearings for the agency. Informal case hearings are conducted to resolve problems or grievances brought to the agency by loan holders or internal staff. The unit may request investigation of cases by agency representatives or initiate independent land surveys to resolve issues brought before it. If the hearing results are contested the unit coordinates case hearings before the Supreme Court, Court of Appeals and other courts. The unit may be in charge of any agency follow-up in enforcing judgments reached in the hearings.

### ***Program Records***

#### **022 Contested Case Hearing Files**

Retain until final decision, transfer to Loan Program Records

#### **023 Informal Hearing Case Files**

Retain loan records until activity closes, transfer to Loan Program Records

#### **024 Informal Hearing Case Supporting Files**

Retain 5 years, destroy

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

#### **Administrative Records (OAR 166-300-0015)**

Administrative Rule Preparation Records

Contracts and Agreements

Correspondence

Mailing Lists

Policy and Procedure Guidelines and Manuals

### ***Databases***

None

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Schedule Number: 2018-0003**

**Agency:** Department of Veterans' Affairs

**Division:** Financial Services

**Unit:** Financial Services

### ***Program Description:***

The Financial Management unit oversees or prepares numerous cash flow and financial analyses of agency funds. The unit monitors the agency asset/liability position. It prepares the necessary bond documents for the issue of agency debt. The unit coordinates the agency's interaction with the bond counsel, financial advisors, underwriters, and outside CPA firms on debt issue. The unit also does arbitrage/rebate calculations and disbursements of bond funds.

The Internal Audit unit provides internal audit services, systems evaluations, recommendations for systematic changes and consultation with management. The activities of the unit are statewide and require direct contact with the majority of the agency management and staff. The unit may also contact management and staff members of the veterans' service organizations receiving agency funding. The unit coordinates and liaisons with outside authority on audits or reviews.

The Accounts Payable/Budget Officer unit pays accounts due for the agency. The unit oversees grant records and the distribution of funds by the Veterans' Loan Program, Veterans' Home Program and General Fund Programs. The unit also does budget preparation work.

The Cashiers unit provides payment processing support to major programs within the agency including the Veterans' Loan Program and Veterans' Home Program. The unit accepts and credits payments to the appropriate accounts.

The Financial Reporting unit ensures accuracy and compliance of rules, regulations, and standards in preparing financial statements and in tracking bond information. The unit supplies accounting information and reports to Financial Management unit and it directs the accurate and timely processing of loan account adjustments of mortgage loans. The unit also develops accounting procedures that comply with accounting rules, regulations, and principles.

The General Accounting unit is responsible for all accounting activities, including but not limited to debt service, properly classifying revenue and expenses, account reconciliations and disbursements. The unit also tracks the status of bonds issued and held by the agency as well as debt issued through commercial markets.

The Statistics unit receives financial statistics from units in the agency and creates reports, charts, and graphs in a variety of formats for management use.

# OREGON STATE ARCHIVES

## Records Retention Schedule

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The Payroll/Benefits unit provides services, direction and information to agency personnel. The unit has responsibility for payroll and benefits coordination.

### *Program Records*

- 029 Arbitrage/Rebate Reconciliation Records**  
Retain 6 years after retirement of last obligation, destroy
- 030 Asset/Liability Committee Records**  
Retain 4 years, destroy
- 031 Bond and Tax Note Disclosure and Compliance Records**  
Retain 6 years after retirement of last obligation, destroy
- 032 Bond Issuance Records**  
Retain 6 years after retirement of last obligation, destroy
- 033 Bonded Debt Service Payment Schedule**  
Retain 4 years, destroy
- 034 Cash Flow Projection Final Reports**  
Retain 20 years, destroy
- 035 Cash Flow Projection Records**  
Retain 4 years, destroy
- 036 Corrected IRS Form 1098 (Annual Statements)**  
Retain until activity closes, transfer to Loan Program Records
- 037 Historical Statistic Records**  
Retain 40 years, destroy
- 038 IRS Information Returns, Forms 1098, 1099 A & C, Return of Organization Exempt from Income Tax, Form 990**  
Retain 6 years, destroy
- 039 Short Term Cash Flow Liquidity Forecasts**  
Retain 4 years, destroy
- 040 Veterans' Home Fundraising Financial Transaction Records**  
Retain 6 years, destroy
- 041 Veterans' Home Fundraising Records**  
Retain 10 years, destroy
- 042 Veterans' Home Trust Fund Fundraising Financial Transaction Records**  
Retain financial transactions 6 years, destroy
- 043 Veterans' Home Trust Fund Fundraising Records**  
Retain 10 years, destroy
- 044 Veterans' Home Trust Fund Records**  
Retain 6 years, destroy

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

#### **Administrative Records (OAR 166-300-0015)**

Correspondence

#### **Financial Records (OAR 166-300-0025)**

1099-Miscellaneous Forms

Account Reconciliation Records

Account Transfer Records

Accounting Structure Organizational Hierarchy Records

Accounting System Input Documents and Listings, and Agency Control Reports

Accounts Payable Reports

Accounts Receivable Reports

Annual Financial Reports

Audit Reports

Bank Statements

Budget Allotment Reports

Budget Preparation Records

Cash Receipt Records

Check Cancellation Request Records

Check Conversion Records

Check Registers

Checks

Competitive Bid Records

Credit and Debit Receipts

Credit Card Records

Debit/Credit Advices

Deposit Slips

Emergency Board Request Records

Encumbrance Registers

Expenditure and Revenue Reports

Gift Tracking Records

Grant Records

Internal Audit Reports

Invoice Registers

Invoices

Journal Entry Registers

Legislatively Adopted Budgets

Oregon State Treasury Reports

Petty Cash Fund Records

Purchasing Records

Receipt Registers

Receipts

Travel Expense Records

Trial Balance Reports

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

Unclaimed Property Reports

Vendor Reports

Voucher Registers

Vouchers

Warrant Cancellation Request Records

Warrant Registers

Warrants

### **Payroll Records (OAR 166-300-0035)**

Deduction Registers

Employee Payroll Records

Employee Time Records

Federal and State Tax Records

Family Medical Leave Records

Leave Applications

Oregon State Payroll Application (OSPA) Reports

Payroll Administrative Reports (Non-OSPA)

Unemployment Compensation Claim Records

Unemployment Reports

### **Personnel Records (OAR 166-300-0040)**

Benefits Continuation Records

Employee Benefits Records

### **Databases**

DEBT SERVICES

INVESTMENTS

LSAMS

TMO

TRUST SYSTEM

VET HOME TRUST FUND

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Schedule Number: 2018-0003**

**Agency:** Department of Veterans' Affairs

**Division:** Financial Services

**Unit:** Facility Services

### ***Program Description***

The Facilities/Construction Management unit manages and directs the processes and activities for construction of complex, high risk, construction projects for the Department. The projects are often high-risk that address the combined interest and mission of the Department, other Oregon government entities including state, county, federal, or municipal organizations and communities of interest. The unit is responsible for the background material and project records for the two Veterans' Homes.

The Facility Services unit is responsible for providing facilities management, lease and contract, fleet and asset management for the agency. The unit also oversees building security and safety, maintenance space planning and mail processing. Finally, it conducts the purchasing of services, supplies and equipment.

### ***Program Records***

**045 Veterans' Home Background Materials and Project Files, 1990-[ongoing]**

Retain permanently, transfer to State Archives after 30 years

**046 Veterans' Home Building Records**

Retain for life of structure, destroy

**047 Veterans' Home Final Reports and Design File Records, 1990 – [ongoing]**

Retain permanently, transfer to State Archives after 30 years

**048 Veterans Home Project Management Records**

Retain 10 years after project completion, destroy

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

**Administrative Records (OAR 166-300-0015)**

Contracts and Agreements

Correspondence

Key Assignment Records

Parking Records

Postal Records

Security Records

Visitor Logs

Work Orders

**Facilities Records (OAR 166-300-0020)**

Asset Inventory Reports

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

Building Records

Equipment Maintenance Records

Equipment/Property Disposition Records

Facility Work Orders

Vehicle Records

### **Financial Records (OAR 166-300-0025)**

Checks

Competitive Bid Records

Credit Card Records

Invoices

Purchasing Records

Receipts

Travel Expense Records

### **Payroll Records (OAR 166-300-0035)**

Employee Time Records

Leave Applications

### **Risk Management Records (OAR 166-300-0045)**

Safety Compliance and Inspection Records

Vehicle Accident Records

### **Databases**

FIXED ASSET INVENTORY

KEY INVENTORY

ELECTRONIC SECURITY ACCESS CONTROL

ENERGY MANAGEMENT SYSTEM

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Agency:** Department of Veterans' Affairs

**Division:** Financial Services

**Unit:** Home Loan Program

**Schedule Number: 2018-0003**

### ***Program Description:***

In 1945, Oregon citizens voted to create a Veterans' Home Loan Program to provide a benefit to World War II veterans returning home. This program is established in the Oregon Constitution in Article XI-A, and is identified as the Veterans' Home Loan Program (ORVET). It is historically a self-sufficient program that provides low-interest rate mortgages on single-family, owner-occupied homes to qualified veterans.

The Bankruptcy unit protects the interest of the agency on those loans and contracts where petitions of bankruptcy have been filed. The unit protects the interest of the agency by filing of (timely) claims and other forms; personal representation in U.S. Bankruptcy Court by staff; negotiation of equitable agreements to resolve a delinquency; and making recommendations for legal processes to remove accounts from the jurisdiction of the U.S. Bankruptcy Court.

The Collections unit is responsible for collection efforts to attempt to bring accounts current. The unit accomplishes this through the use of standard collection practices including setting up and monitoring ODVA forbearance programs. When all efforts fail, the files are presented to the Foreclosure Review Board. The unit is also responsible for the collection of deficiency judgments.

The Foreclosure unit works with the Attorney General and the courts to process judicial foreclosures. The unit processes non-judicial foreclosures for ODVA Trust Deeds, contract forfeitures for ODVA Contracts of Sale, mobile home repossessions for personal property mobile homes and deeds in lieu of foreclosure when appropriate. The unit is also responsible for processing Forcible Entry Detainer and Writs of Assistance to evict occupants from state-owned properties and for setting up deficiency judgments.

The Loan Servicing unit handles loan activities such as insurance loss, partial releases, water rights releases, timber releases, lot line adjustments and general servicing requests. The unit also administers the Servicemembers Civil Relief Act (SCRA) when eligible veterans are called to active duty.

The Property Management unit is responsible for the management, sale and tracking of state-owned properties. The unit also coordinates the marketing of properties after a sealed bid with Real Estate Brokers currently under contract. Finally, it oversees contractors for repair and maintenance of state-owned properties.

# OREGON STATE ARCHIVES

## Records Retention Schedule

**Edition: September 2018**

The Quality Assurance unit reviews closed and canceled loans and contracts, as well as state-owned property files, assumptions, paid in full accounts, private mortgage insurance cancellation accounts and cash sales. The unit determines if the loans and contracts were processed efficiently and effectively according to Fannie Mae and agency policies, procedures and guidelines.

The Satisfaction unit issues Satisfaction documents on all loans paid in full. This involves quality assurance functions to make certain the proper mortgages are paid off and the necessary forms are processed within the legal time frame. This unit also releases the agency's right to any mobile home or houseboat after a loan has been paid in full.

The Transfers unit processes all changes in the ownership of property secured by an ODVA loan or contract, both real and personal. The unit also processes all divorce decrees, name changes, death certificates and any other documents that could change the name of the responsible borrower on agency records. It coordinates all changes to agency records with other units.

The Appraisal Coordination unit supervises all appraisal and inspection activities regarding the service requirements on existing loan portfolios. The unit also reviews all requests for the agency's conventional loan origination program. It provides support to the Department and assures appraisal compliance.

The Insurance unit checks for and buys hazard insurance for veteran home loans. The unit disburses funds for forced placement insurance payment and escrow accounts. It also distributes claim payments.

The Loan Processing unit is responsible for processing loan applications for new purchases, qualifying non-veteran assumptions, state-owned property contracts, home improvement loans and cash sales. It is responsible for establishing the veterans' eligibility and verifying credit qualifications. The unit acts to minimize risk and promote contract underwriting that matches the loan. Records also include loan and property registers.

The Taxes unit is primarily responsible for maintaining and updating the Department's property taxes filed on its account portfolio. The unit also maintains mineral rights for agency property and it coordinates the payment of taxes with county offices and state agencies.

The Underwriting unit is responsible for approving all requests for credit on loan applications in accordance with the Federal National Mortgage Association (FNMA) guidelines. The unit is also responsible for the credit approvals granted for requests to purchase state-owned property and for non-veterans who apply for assumptions of existing mortgages. It notifies Loan Processing of the decision on a loan application and maintains a record of approved lenders.

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### *Program Records*

- 049 Annual Tax Statements**  
Retain 5 years, destroy
- 050 Applicant Withdrawn Application Working Files**  
Return to applicant immediately upon request; If no activity after 5 years, destroy
- 051 Appraisal Coordination Records**  
Retain until activity closes, transfer to Loan Program Records
- 052 Approved Lender Files**  
Retain 30 years after cancellation of status, destroy
- 053 Approved Loan Application Records**  
Retain until activity closes, transfer to Loan Program Records or Small Business Repair Loan Program Records
- 054 Bankruptcy Files**  
Retain until activity closes, transfer to Loan Program Records
- 055 Canceled Loan Application Records**  
Retain 5 years, destroy
- 056 Certificates of Sale**  
Retain 1 year, transfer to County Sheriff's office
- 057 Collections Records**  
Retain until activity closes, transfer to Loan Program Records, Veterans' Home Resident Lien Records, or Small Business Repair Loan Program Records
- 058 County Assessor Maps**  
Retain until superseded or obsolete, destroy
- 059 County Tax Records**  
Retain 5 years, destroy
- 060 Denied Loan Application Records**  
Retain 5 years, destroy
- 061 Disbursement Records**  
Retain until activity closes, transfer to Loan Program Records
- 062 Foreclosure Files**  
Retain until activity closes, transfer to Loan Program Records
- 063 Hazard Insurance Reports**  
Retain 5 years, destroy
- 064 Inspection Documents**  
Retain until activity completed, transfer to Loan Program Records and Conservatorship Case Files
- 065 Loan Cancellation Life Insurance Reports**  
Retain 5 years, destroy
- 066 Loan Processing Files**  
Retain until loan processed, transfer to Loan Program Records or Small Business Repair Loan Program Records
- 067 Loan/Property Contract Registers**  
Retain 75 years after last loan issued, destroy

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

**068    Loan Servicing Records**

Retain until activity closes, transfer to Loan Program Records, Veterans' Home Resident Lien Records, or Small Business Repair Loan Program Records

**069    Maps**

Retain until superseded or obsolete, destroy

**070    Mineral Rights Records**

Retain until activity closes, transfer to Loan Program Records

**071    Property Management Files**

Retain until activity closes, transfer to Loan Program Records

**072    Quality Control Files**

Retain until activity closes, transfer to Loan Program Records, Veterans' Home Resident Lien Records, or Small Business Repair Loan Program Records

**073    Satisfaction Files**

Retain until completed, transfer to the Loan Program Records, Veterans' Home Resident Lien Records, or Small Business Repair Loan Program Records

**074    Transfer Files**

Retain 30 days after update, transfer to Loan Program Records

**075    Water Rights Case Files**

Retain until activity closes, transfer to Loan Program Records

**076    Water Rights Certificates**

Retain Water Rights Certificates until contract fulfillment, transfer to borrower

**077    Withdrawn Loan Application Records**

Retain 5 years, destroy

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

**Administrative Records (OAR 166-300-0015)**

Contracts and Agreements

Correspondence

Litigation Records

**Financial Records (OAR 166-300-0025)**

Audit Reports

Grant Records

**Payroll Records (OAR 166-300-0035)**

Employee Time Records

Leave Applications

# OREGON STATE ARCHIVES

## **Records Retention Schedule**

**Edition: September 2018**

### ***Databases***

CALYX POINT

DD214 INQUIRY PROGRAM

ELIGIBILITY APPLICANTS INQUIRY

LOAN REGISTER INQUIRY

LOAN SERVICING AND ACCOUNTING MANAGEMENT SYSTEM (LSAMS)

POINT CENTRAL

TMO

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Schedule Number: 2018-0003**

**Agency:** Department of Veterans' Affairs

**Division:** Aging Veteran Services

**Unit:** Aging Veteran Services

### ***Program Description:***

The Aging Veteran Services unit is a new program area within the agency that was established to address the needs and concerns of our rapidly aging veteran demographic and their families. This unit strengthens collaboration with all state, federal and community partners to ensure our veterans, their families, and caregivers receive the best advocacy and services available as they age. This division is the front line for connecting all aging veteran related benefits and resources. Currently, the division incorporates the operational management of the two Oregon Veterans' Homes, the Conservatorship, the Aging Veteran Outreach, and the Veteran Volunteer programs.

The Aging Veteran Outreach program was established to work with state, federal, and local government agencies and non-profits around Oregon to educate staff about veteran benefits. This program will identify aging veterans who have not yet sought benefits and to assist those veterans in obtaining any resources needed. The program will aid in completing claims for USDVA benefits for veterans currently in either one of the Veterans' Homes or the Conservatorship programs.

The Veteran Volunteer program trains and coordinates volunteer activity around the state in order to better serve the Oregon veteran population at large. The program works with the general public to establish, train, and maintain the agency's volunteer program, as well as work with state, local, and federal agencies, and to develop a plan to identify Oregon veterans in need of assistance and train volunteers to provide services.

### ***Program Records***

#### **078 Aging Veterans' Outreach Program Records**

Retain inquiries 3 years, destroy

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

#### **Administrative Records (OAR 166-300-0015)**

Correspondence

#### **Payroll Records (OAR 166-300-0035)**

Employee Time Records

Leave Applications

#### **Personnel Records (OAR 166-300-0040)**

Volunteer Program Records

OREGON STATE ARCHIVES  
**Records Retention Schedule**

**Edition:** September 2018

***Databases***

None

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Agency:** Department of Veterans' Affairs

**Division:** Aging Veteran Services

**Unit:** Conservatorship

**Schedule Number: 2018-0003**

### ***Program Description:***

The Conservatorship and Representative Payee program was created by the 1965 Legislative Assembly to provide estate management and protection for those veterans and their survivors who have been deemed by a court of law incapable of managing their own finances. When veterans are deemed to be incompetent to manage their own finances by a county circuit court or the Federal VA, the court or the Federal VA may appoint ODVA to provide financial management services. The court may appoint ODVA to act as conservator, which includes managing all income and assets for the veteran. Federal VA may appoint ODVA to act as a Representative Payee for a veteran, in which the Agency acts in a limited capacity to pay the bills and act as an advocate for these veterans.

### ***Program Records***

#### **079 Conservatorship Case Files**

Retain 6 years after final accounting, destroy

#### **080 Conservatorship Checks/Vouchers/Warrants/ACH)**

Retain 6 years after final accounting, destroy

#### **081 Conservatorship Supporting Documents**

Retain 6 years, destroy

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

#### **Administrative Records (OAR 166-300-0015)**

Correspondence

#### **Financial Records (OAR 166-300-0025)**

Account Reconciliation Records

Audit Reports

Bank Statements

Receipts

#### **Payroll Records (OAR 166-300-0035)**

Employee Time Records

Leave Applications

### ***Databases***

CONSERVATORSHIP SYSTEM

VETRASPEC WEB-BASED APPLICATION (input system for USDVA)

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Agency:** Department of Veterans' Affairs

**Division:** Aging Veteran Services

**Unit:** Oregon Veterans' Homes

**Schedule Number: 2018-0003**

### ***Program Description:***

The Oregon Veterans' Homes units provide veterans and families with access to high-quality nursing home care at affordable rates as a state and federal benefit for veterans. Residents receive 24-hour, long-term skilled nursing, Alzheimer's and other memory-related, and rehabilitative care by a nursing staff whose skills and understanding meet the unique and special needs of veterans. The nursing staff is complemented by physical, occupational, and speech therapists that provide specific physician-ordered services to help residents meet their maximum rehabilitative potential.

Oregon law authorized the construction of the first Oregon Veterans' Home in 1993. It is located in The Dalles, in Wasco County, and opened in November 1997. This first Veterans' Home is a 151-bed, long-term care facility offering skilled nursing home and Alzheimer's disease care. The operation of the facility is contracted with an independent contractor. The unit oversees the development and design of the structure and the contractor runs the volunteer program.

The construction of the second Oregon Veterans' Home was authorized by Oregon law in 1995. In 2010, the Director announced the agency would build the second Oregon Veterans' Home in Lebanon, in Linn County. The Edward C. Allworth Veterans' Home is located in Lebanon and opened on September 20, 2014. The Campus provides space for 154 individuals who require long-term skilled nursing care as well as rehabilitation services in a true home-like setting with routine activities and social interaction that decreases social isolation. Patients must qualify for admittance to the Veterans' Homes according to the state and federal law eligibility requirements in effect at the time of admittance.

The Department provides oversight of the management of the facility. Facility Services is responsible for the background material and project records for the two Veterans' Homes.

### ***Program Records***

#### **082 Application/Admission Records**

- (a) Retain claim-related records until activity closes, transfer to appropriate official USDVA Records
- (b) Retain all other records until client separation, transfer to Other Closed Case Files or Service Connected Closed Case Files

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

**083 Denied/Rejected/Deceased Applicant Records**

Retain 25 months, destroy

**084 Other Closed Case Files**

Retain records 32 years, destroy

**085 Resident Medical Records**

(a) Retain claim-related records until activity closes, transfer to appropriate official USDVA Records

(b) Retain all other records until client separation, transfer to Other Closed Case Files or Service Connected Closed Case Files

**086 Service Connected Closed Case Files**

Retain records 82 years, destroy

***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

**Administrative Records (OAR 166-300-0015)**

Correspondence

Staff Meeting Records

**Financial Records (OAR 166-300-0025)**

Contracts and Agreements

Payroll Records (OAR 166-300-0035)

Employee Time Records

Leave Applications

***Databases***

ACCU-MAX

CENSUS

PEACHTREE

VETRASPEC WEB-BASED APPLICATION (input system for USDVA)

POINTCLICKCARE (PCC) (Electronic Medical Records)

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

### ***Organizational Placement***

**Schedule Number: 2018-0003**

**Agency:** Department of Veterans' Affairs

**Division:** Statewide Veteran Services

**Unit:** Statewide Veteran Services

### ***Program Description:***

The Statewide Veteran Services Program is responsible for providing advocacy and benefits to veterans, their dependents, and survivors. The program provides benefits counseling, claims and appellate representation, certification and training for counties and national service organizations, emergency financial assistance, and other service delivery partnerships across the state. The division is the front line for all veteran benefits, ensuring that veterans obtain all the benefits to which they are entitled as a result of their military service. With its County Veteran Service Officer and National Service Officer partners, ODVA provides claims advocacy and representation to Oregon's veterans. The unit is also responsible for the agency's compliance with Title II, Subtitle F of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and for compliance with all federal, state and local laws, regulations, executive orders and ordinances pertaining to ODVA business privacy practices. The unit also disburses state grants to qualifying veterans' organizations and counties under ORS 406.310. It oversees various ad hoc funds and bequests under ORS 406.050.

The Statewide Veteran Service office in Portland submits all claims for CVSOs and state VSOs to the Federal VA. This office inputs, catalogs, provides quality assurance and liaisons with the Federal VA. This office also represents veterans on county and ODVA claims during various stages of appeals.

The Statewide Veteran Service office in Salem presently handles direct claims for veterans for sensitive claims on a statewide basis. The office also works on a few statewide special advocacy veteran issues in a limited capacity. These statewide issues include veterans in justice involved situations (corrections, veteran's courts), LGBTQ and women veterans issues.

Statewide Veteran Services is responsible for the training, certification, and accreditation of all county and state veteran service officers.

The Emergency Financial Assistance Program offers a one-time grant to veterans who have emergency needs.

### ***Program Records***

#### **087 Counseling/Claims Case Files**

Retain claim-related records until activity closes, transfer to appropriate official USDVA Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: September 2018

**088 Oregon Educational Aid Case Files**

Retain 6 years after entitlement exhausted or death of veteran, whichever is shorter, destroy

**089 Oregon Veterans' Outreach Program Records**

Retain inquiries 3 years, destroy

**090 Veteran Service Officer Accreditation Records**

Retain until activity closes, transfer to official USDVA Records

**091 Women Veterans Organization Historical Records, 1943-ongoing**

Retain permanently, transfer to State Archives 100 years after war ends

### ***State Agency General Records Retention Schedule Records***

*Records include but are not limited to:*

**Administrative Records (OAR 166-300-0015)**

Contracts and Agreements

Correspondence

Litigation Records

**Financial Records (OAR 166-300-0025)**

Grant Records (Oregon Veterans' Emergency Financial Assistance Applicant Records)

**Payroll Records (OAR 166-300-0035)**

Employee Time Records

Leave Applications

### ***Databases***

VETRASPEC WEB-BASED APPLICATION (input system for USDVA)