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Oregon State Archives  
**Records Retention Schedule**

**Edition: May 2019**

**Organizational Placement:**

**Schedule #: 2019-0008**

**Agency: Construction Contractors Board**

***Program Description:***

The Construction Contractors Board is primarily responsible for safeguarding the security and property of the citizens of Oregon by preventing and resolving construction contracting problems and by ensuring contractors' compliance with the laws of other agencies. The Board administers the Oregon Contractors Law (ORS chapter 701) that provides for licensing of all residential and commercial construction businesses, investigation and mediation of complaints filed against licensees, and assessment of civil penalties against contractors who are not licensed or licensees who violate the law. The nine-member board is appointed by the Governor and consists of six contractors and three public members.

The board sets policy for, and operates through, the Construction Contractors Board agency. The Board meets periodically in Salem and subcommittees meet as needed. The Administration section maintains the board meeting records.

***Program Records:***

**001 Appeals Committee Recordings**

- a) Case pending in appellate court(s), destroy when litigation ends
- b) All others 1 year after transcribed, destroy

**002 Construction Contractors Board Meeting Minutes, 1971 – [ongoing] 2.00 c.f.**

Retain permanently, transfer to State Archives after 10 years

**003 Construction Contractors Board Packets, 1971 – [ongoing] 3.00 c.f.**

Retain 5 years, destroy

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

*Includes but not limited to:*

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

Calendar and Scheduling Records

Correspondence

**Boards and Commission Records – OAR 166-350-0010**

Audio Recordings

Board and Commission Member Personnel Records

***Databases:***

None

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**Schedule #:** 2019-0008

**Agency:** Construction Contractors Board

**Section:** Administration

***Program Description:***

Administration provides leadership and oversight of all Construction Contractors Board agency activities. The agency Administrator directs the operation of the agency and serves as policy advisor to the Board, Governor, and the Legislative Assembly on construction industry issues.

In addition, Administration provides staff support to the Construction Contractors Board and executive staff meetings. Administration staff performs agency Administrative Rule functions and legislative tracking. The section also tracks correspondence and monitors assignments to agency staff.

***Program Records:***

**004 Quarterly and Biennial Statistical Reports**

Retain 10 years, destroy

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

*Includes but not limited to:*

**Administrative Records – OAR 166-300-0015**

Administrative Rule Preparation Records

Attorney General Opinions

Correspondence

Contracts and Agreements

Legislative Tracking Records

Litigation Records

Policy Development and Planning Records: Final

Policy Development and Planning Records: Drafts

Public Records Requests

Staff Meeting Records

**Financial Records – OAR 166-300-0025**

Audit Reports

**Information and Records Management Records – OAR 166-300-0030**

Forms Development Records

***Databases:***

Oracle

Questys

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Oregon State Archives  
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***Organizational Placement:***

**Schedule #:** 2019-0008

**Agency:** Construction Contractors Board

**Section:** Licensing

**Unit:** Licensing & Customer Service

***Program Description:***

The Licensing Section licenses construction contractors. Staff receives and processes license and renewal applications and maintains records of licensed contractors. In addition, staff corresponds with contractors, the public and other agencies about the program and provides history information on licensed contractors to consumers and other contractors. License fees are processed in the agency's cashing database and monies are recorded in the Statewide Financial Management Application (SFMA).

The Licensing staff members provide direct assistance to customers by phone, email and in person. Staff also processes all license related paper transactions and provides information about contractor law, agency programs, and construction-related topics to contractors, owners, suppliers, and consumers.

***Program Records:***

**005 Customer Service Survey Records: Source Data**

Retain until entered and verified, destroy

**006 Licensee History Records (Contractors): Certification Reports**

Retain 2 years after last activity, destroy

**007 All Other Licensing Records**

Retain 25 years after last activity, destroy

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

*Includes but not limited to:*

**Administrative Records – OAR 166-300-0015**

Correspondence

Policy Development and Planning Records: Final

Policy Development and Planning Records: Drafts

**Boards and Commission Records – OAR 166-350-0010**

Incomplete License Application Records

***Databases:***

Microsoft SQL Server

Oracle

Questys

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***Organizational Placement:***

**Schedule #:** 2019-0008

**Agency:** Construction Contractors Board

**Section:** Dispute Resolution

***Program Description:***

The Dispute Resolution Section (DRS) helps resolve contract disputes between contractors and people who contract with them. These people include property owners, material and equipment suppliers, employees, and other contractors. DRS uses settlement conferences to resolve construction disputes between the parties

A DRS Investigator-Mediator may visit the job site and try to help the parties agree to a settlement that resolves the claim. If the parties do not reach agreement, they may go to court to resolve the dispute.

If DRS issues a determination requiring a contractor to pay money to a complainant, the contractor is given 30 days to pay. If the contractor fails to pay the complainant, the contractor's bonding company will be asked to pay the complaint up to the value of the bond. If any portion remains unpaid by the contractor or the bonding company, the contractor's license is suspended until the full amount of the order or award is paid.

In addition, staff corresponds with contractors, the public, and other agencies about the program and contractors.

***Program Records:***

**008 Complaint History Request Records**

Retain 1 month, destroy

**009 Complaint Records with Paid Orders or Determinations**

Retain 25 years after claim closed, destroy

**010 Complaint Records with Unpaid Orders or Determinations**

Retain 25 years, destroy

**011 Correspondence unrelated to DRS complaints**

Retain 1 year, destroy

**012 Returned Certified Mail**

Retain 1 year, destroy

**013 Returned First Class Mail**

Retain 1 year, destroy

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

*Includes but not limited to:*

**Administrative Records – OAR 166-300-0015**

Correspondence

Policy Development and Planning Records: Final

Policy Development and Planning Records: Draft

Postal Records

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***Databases:***

Oracle

Questys

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**Schedule #:** 2019-0008

**Agency:** Construction Contractors Board

**Section:** Enforcement

***Program Description:***

The Enforcement Section prosecutes law violations. The section acts on complaints filed with the agency, referrals from law enforcement and regulatory agencies, and on Field Inspection Section reports. The Enforcement Section may seek administrative, civil, or criminal action against persons or entities that violate Oregon Contractor Licensing Laws (ORS chapter 701).

Violations of law include: working or advertising as a contractor while unlicensed, failure to provide consumer notices, violation of rules governing independent contractors, and criminal conduct.

If requested, the Office of Administrative Hearings (OAH) conducts hearings on enforcement matters. OAH decisions may be appealed to the Construction Contractors Board and the Court of Appeals.

***Program Records:***

**014 Enforcement Records with Unpaid Orders**

Retain 25 years, destroy

**015 Enforcement Records without Unpaid Orders**

Retain 25 years after investigation is closed, destroy

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

*Includes but not limited to:*

**Administrative Records – OAR 166-300-0015**

Correspondence

Policy Development and Planning Records: Final

Policy Development and Planning Records: Draft

***Databases:***

Oracle

Questys

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***Organizational Placement:***

**Schedule #:** 2019-0008

**Agency:** Construction Contractors Board

**Program:** Field Investigation Section

***Program Description:***

The Field Investigation Section conducts job site investigations. Investigators determine the license status of all contractors working at a job site and determine compliance with other important regulations. The activity provides a deterrent to unlicensed construction activity by performing random and assigned, but unannounced, inspections of job sites. Its Special Investigations Unit (SIU) conducts investigations related to criminal activities and injunctive relief. SIU works with law enforcement agencies, city attorneys, district attorneys and the Oregon Department of Justice.

***Program Records:***

**016 Field Investigation Records**

Retain 10 years after investigation is closed, destroy

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

*Includes but not limited to:*

**Administrative Records – OAR 166-300-0015**

Correspondence

Policy Development and Planning Records: Final

Policy Development and Planning Records: Draft

***Databases:***

Oracle

Questys

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***Organizational Placement:***

**Schedule #:** 2019-0008

**Agency:** Construction Contractors Board

**Section:** Education

***Program Description:***

The Education Section educates construction contractors and the public about contractor law, agency programs, and construction related topics. The section produces and disseminates educational and informational pamphlets, brochures, press releases and other materials for the construction industry and the public. It represents the agency at various public events such as trade shows.

The section approves private sector training and testing vendors and monitors contractor education programs. It works with private sector training vendors to offer training programs and to ensure that vendors offer approved courses to contractors to satisfy their educational requirements.

The section also oversees the agency's continuing education program. It develops courses for in-person and online training. It reviews and approves providers for certain courses.

The section provides staff to support advisory committees, including those relating to prerequisite education, locksmiths, and other agency programs.

***Program Records:***

**017 Continuing Education Provider Records**

Retain 6 years after cease being a provider, destroy

**018 Contractor Reference Manual: Final Version**

Retain 5 years after revised or superseded, destroy

**019 Pre-License Education Provider Records**

Retain 6 years after cease being a provider, destroy

**020 Test Questions for All Applicants**

Retain until questions are deleted or replaced, destroy

**021 Test Results**

Retain until applicant is licensed or certified, destroy

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

*Includes but not limited to:*

**Administrative Records – OAR 166-300-0015**

Contracts and Agreements

Correspondence

Mailing Lists

Policy Development and Planning Records: Final

Policy Development and Planning Records: Drafts

Press Releases

***Databases:***



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CCB Network (Learning Management System)

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**Organizational Placement:**

**Schedule #:** 2019-0008

**Agency:** Construction Contractors Board

**Section:** Business Services

***Program Description:***

The Business Services Section coordinates accounting, budget, cashiering, mail, payroll, personnel, purchasing, records management, and safety and risk management functions for the agency.

The section prepares invoices and related documentation for payment by the Department of Administrative Services (DAS) Shared Client Services Unit for central accounting services. The budget function includes coordination of the agency's budget preparation and monitoring ongoing expenditures and receipts. Cashiering includes receiving and processing monies received by cash, check, credit card [mail and fax], and in person for contractor licenses and renewals, home inspector testing and certifications, civil penalties, and various other fees and accounts receivable.

The section, together with the Oregon Department of Revenue and private collection agencies, collects fines. Collections are conducted in accordance with Legislative Fiscal Office procedures. Fines received are processed in the agency's cashiering database and recorded in the Statewide Financial Management Application (SFMA).

The payroll function involves coordination of payroll processing for the agency. Payroll services including employee time-keeping, payroll deduction and withholding, and payroll records are provided by DAS Oregon State Payroll System (OSPS). The personnel function includes recruitment and selection, performance evaluation, affirmative action, employee grievances, personnel records, and updating the DAS Personnel and Position Database (PPDB). DAS Human Resource Services Division provides some support in recruiting and other miscellaneous personnel functions.

In addition, the section receives, sorts, and distributes incoming mail to agency staff. It also mails out forms and information requested by contractors and the public. Purchasing includes ordering, receiving, inventorying, and issuing equipment, furniture, and supplies. Records management activities include coordination of records retention and destruction, inactive records storage, imaging documents, and coordination with the State Archives Division to develop and maintain the agency records retention schedule and related matters. Safety and risk management involves coordination of the agency Safety Committee and processing accident reports and liability claims.

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***Program Records:***

**022 Collection Activity Reports**

Retain 20 years, destroy

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

*Includes but not limited to:*

**Administrative Records – OAR 166-300-0015**

Calendar and Scheduling Records

Contracts and Agreements

Correspondence

Policy Development and Planning Records: Final

Policy Development and Planning Records: Drafts

Postal Records

Public Records Disclosure Request Records

Signature Authorizations

**Facilities/Property Records – OAR 166-300-0020**

Asset Inventory Reports

Damaged/Stolen Property Records

Equipment Maintenance Records

Equipment/Property Disposition Records

**Financial Records – OAR 166-300-0025**

Accounts Payable Reports

Accounts Receivable Reports

Audit Reports

Budget Preparation Records

Credit Card Records: Application and Approvals

Invoices

Purchasing Records

Receipts

**Information and Records Management Records – OAR 166-300-0030**

Records Management Records

**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

OSPA Reports

Payroll Reports, Non-OSPA

Unemployment Compensation Claims

Unemployment Reports

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**Personnel Records – OAR 166-300-0040**

Affirmative Action Records

Employee Medical Records

Employee Personnel Records

Equal Employment Opportunity Complaint Records

Recruitment and Selection Records

Work Schedules and Assignment Records

**Risk Management Records – OAR 166-300-0045**

Incident Reports

Safety Program Records

State Accident Insurance Fund (SAIF) Claim Records

Vehicle Accident Records

***Databases:***

Midas

ORPIN

PPDB

Questys

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**Records Retention Schedule**

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***Organizational Placement:***

**Schedule #:** 2019-0008

**Agency:** Construction Contractors Board

**Section:** Information Technology

***Program Description:***

The Information Technology Section provides information automation and management services to all sections of the Construction Contractors Board agency. It operates and maintains the agency computer systems including hardware and software. The section administers databases that contain contractor licensing, claims, enforcement, and hearings information. The section also maintains an imaging system that is used by various agency programs to scan documents related to board meetings, accounting, purchasing, contractor licensing, claims, enforcement, hearings, and related activities. In addition, staff provide public access to agency data through an interactive web site, state Broadband, and CD-ROM database sales.

***Program Records:***

**023 Information Technology Plans**

Retain 5 years after superseded or obsolete, destroy

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

*Includes but not limited to:*

**Administrative Records – OAR 166-300-0015**

Correspondence

**Information and Records Management Records – OAR 166-300-0030**

Computer System Maintenance Records

Computer System Program Documentation

Information System Planning and Development Records

Software Management Records

Telecommunications System Management Records

User Support Records

**Risk Management Records – OAR 166-300-0045**

Emergency Response Plans and Procedures

***Databases:***

Microsoft SQL Server

Oracle

Questys