

Oregon Department of Veterans Affairs
Records Retention Schedule: 2011-0003
Effective August, 2011
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Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

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 Veterans' Services, acts as agent or attorney-in-fact for any war veteran and the dependents or beneficiaries of any war 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 US Department of Veterans Affairs when no other suitable person will so act. The Director oversees and directs the Veterans' Loan Program, which is responsible for the repayment of 23% (as of December 2003) of the State's General Obligation debt. 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 and the Veterans' Affairs Commission. The Director also oversees or manages the Veterans of World War I of the USA, Department of Oregon. It was necessary that the Director assume administrative control of the organization due to the age and debilitation of WWI vets. The Deputy Director supervises all divisions and acts as head of the agency in the Director's absence.

Program Records

001 Department of Veterans' Affairs Advisory Committee Records, 1945 – ongoing 11 c.f.

Retain minutes, agendas, reports permanently, transfer to State Archives after 50 years

- | | | |
|------------|---|------------------|
| 002 | Department of Veterans' Affairs Advisory Committee Member Records
Retain 5 years after member term ends, destroy | |
| 003 | Director's Correspondence, 1945-[ongoing]
Retain permanently, transfer to State Archives after Director's departure | 1.58 c.f. |
| 004 | Director's Speeches
Retain 10 years after Director's departure, destroy | |
| 005 | Veterans' Affairs Commission Records, 1987-1989
Retain permanently, transfer to State Archives in 2011 | 2 c.f. |
| 006 | World War I Veterans' Organization Records, 1925-1988
Retain permanently, transfer to State Archives in 2011 | 15 c.f. |

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

Organizational Placement

Schedule number: 2011-0003

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

Correspondence

Contracts and Agreements

LEDS Certification Records

Litigation Records

Master Material Safety Data Records

Payroll Records (OAR 166-300-0035)

Family Medical Leave Records

Personnel Records (OAR 166-300-0040)

Affirmative Action Records

Collective Bargaining Records

Criminal Background Check 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

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

Risk Management Records (OAR 166-300-0045)

Incident Reports

Occupational Injury and Illness Records

Safety Compliance and Inspection Records
Safety Program Records
State Accident Insurance Fund (SAIF) Claim Records

Databases

HUMAN RESOURCES
ERGONOMIC MASTER
STAFF TRAINING

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Administration

Unit: Internal Auditing

Program Description:

The Internal Auditing 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.

Program Records

None

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)

Audit Reports

Internal Audit Reports

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Administration

Unit: Oregon Veterans' Home

Program Description:

In 1993, Oregon law authorized the construction of the first Oregon Veterans' Home. 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 facility serves veterans meeting the agency mission of providing quality service to veterans. 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.

In 1995, Oregon law authorized the construction of the second Oregon Veterans' Home. In 2010, the Director announced the agency would build a second Oregon Veterans' Home in Lebanon, in Linn County. The second Veterans' Home is slated to be a 150-bed, long-term care facility. The party who contracts to manage and operate the second Oregon Veterans' Home shall be responsible for hiring and maintaining the necessary staff for the facility. The Department shall provide oversight of the management of the facility. The project is expected to be complete in 2015. The Construction Project Management unit is responsible for the background material and project records for the two Veterans' Homes.

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.

Program Records

007 Application/Admission (Military Separation/Discharge Orders) Records

Retain 2 years, transfer to Military Discharge Records

008 Application/Admission Records

Retain other records, including VA claims files 7 years after client separation, transfer to Closed Case Files Records

009 Denied/Rejected/Deceased Applicant Application Records

Retain 25 months, destroy

010 Service Connected Closed Case Files

Retain 75 years, destroy

011 Other Closed Case Files Records

Retain 25 years, destroy

012 Marketing/Advertising Final Proofs

Retain 5 years, destroy

013 Marketing/Advertising Records

Retain 2 years, destroy

014 Narcotic Supply Records

Retain Records 3 years, destroy

015 Clinical and Death Records

Retain 7 years, destroy

016 Client Medical Records

Retain 7 years after client separation, transfer to case closed files

017 Resident (Client) Case Files

Retain 7 years after client separation, transfer to Closed Case Files Records

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

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Administration

Unit: Public Information Services

Program Description:

The Public Information Services 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.

Program Records

018 Inventory of Veterans' Memorabilia

Retain for the life of the memorabilia collection, destroy

019 Newsletters

Retain 5 years, destroy

020 Photographs

Retain 5 years, destroy

021 Veterans' Affairs Internet Website

Retain until superseded or obsolete, destroy

022 Veterans' Home Fundraising Financial Transaction Records

Retain 6 years, destroy

023 Veterans' Home Fundraising Records

Retain 10 years, destroy

024 Veterans' Home Trust Fund Fundraising Financial Transaction Records

Retain financial transactions 6 years, destroy

025 Veterans' Home Trust Fund Fundraising Records

Retain 10 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)

Legislative Tracking Records

Mailing Lists

Press Releases

Publication Preparation Records

Financial Records (OAR 166-300-025)

Budget Preparation Records

Grant Records

Payroll Records (OAR 166-300-0035)

Employee Time Records

Leave Applications

Databases
None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Financial Services

Unit: Accounts Payable/Budget Officer

Program Description:

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.

Program Records

None

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)

Accounts Payable Reports

Bank Statements

Budget Preparation Records

Grant Records

Invoices

Receipts

Travel Expense Records

Vouchers

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Financial Services

Unit: Cashiers

Program Description:

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.

Program Records

None

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

Cash Receipt Records

Check Conversion Records

Receipts

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Financial Services

Unit: Financial Management

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.

Program Records

026 Arbitrage/Rebate Reconciliation Records

Retain 6 years after retirement of last obligation, destroy

027 Asset/Liability Committee Records

Retain 4 years, destroy

028 Bond and Tax Note Disclosure and Compliance Records

Retain 6 years after retirement of last obligation, destroy

029 Bond Issuance Records

Retain 6 years after retirement of last obligation, destroy

030 Cash Flow Projection Final Reports

Retain 20 years, destroy

031 Cash Flow Projection Records

Retain 4 years, destroy

032 Short Term Cash Flow Liquidity Forecasts

Retain 4 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

Checks

Legislatively Adopted Budgets

Receipts

Payroll Records (OAR 166-300-0035)

Employee Time Records

Leave Applications

Databases

DEBT SERVICES

INVESTMENTS

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Financial Services

Unit: Financial Reporting

Program Description:

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.

Program Records

033 Corrected IRS Form 1098 (Annual Statements)

Retain until activity closes, transfer to Loan Program Records

034 IRS Information Returns, Forms 1098, 1099 A & C, Return of Organization Exempt from Income Tax, Form 990

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)

1099-Miscellaneous Forms Records

Account Reconciliation Records

Annual Financial Reports

Audit Reports

Check Registers

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Financial Services

Unit: General Accounting

Program Description:

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.

Program Records

035 Bonded Debt Service Payment Schedule

Retain 4 years, destroy.

038 Veterans' Home Trust Fund Records

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

Account Transfer Records

Accounting Structure Organizational Hierarchy Records

Accounting System Input Documents and Listings, and Agency Control Reports

Accounts Payable Reports

Accounts Receivable Reports

Audit Reports

Bank Statements

Deposit Slips

Oregon State Treasury Reports

Receipts

Warrants

Databases

VET HOME TRUST FUND

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Financial Services

Unit: Payroll/Benefits

Program Description:

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

Program Records

None

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Payroll Records (OAR 166-300-0035)

Deduction Registers

Employee Payroll Records

Employee Time Records

Federal and State Tax Records

Oregon State Payroll Application (OSPA) Reports

Personnel Records (OAR 166-300-0040)

Benefits Continuation Records

Employee Benefits Records

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Financial Services

Unit: Statistics

Program Description:

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.

Program Records

039 Historical Statistic Records

Retain 40 years, destroy

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Record (OAR 166-300-0015)

Correspondence

Payroll Records (OAR 166-300-0035)

Employee Time Records

Leave Applications

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Support Services

Unit: Administration

Program Description:

The Administration unit is responsible for the agency's compliance with Title II, Subtitle F of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The unit is responsible for compliance with all federal, state and local laws, regulations, executive orders and ordinances pertaining to ODVA business privacy practices. The unit also coordinates amendments and changes to Oregon Administrative Rules relating to the agency and conducts public hearings on those changes.

Program Records

None

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

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Support Services

Unit: Business Services

Program Description:

The Business 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

None

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

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

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

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Support Services

Unit: Construction Project Management

Program Description

The Construction Project Management unit manages and directs the processes and activities for construction of complex, high risk, construction projects for the Department. Projects incorporate complex design features, unusual building materials, advanced building techniques, and diverse and unique problems. 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 complex, multifaceted projects carry significant risk and financial impact and involve multiple state agencies or other government jurisdictions, private sector businesses and special interest groups.

Program Records

040 Veterans' Home Background Materials and Project Files, 1990-ongoing (16 c.f.)

Retain permanently, transfer to State Archives after 30 years

041 Veterans' Home Final Reports and Design File Records, 1990 – [ongoing] 5.00 c.f.

Retain permanently, transfer to State Archives after 30 years

042 Veterans' Home Building Records

Retain for life of structure, destroy

043 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

Facilities/Property Records (OAR 166-300-0020)

Building Records

Facility Work Orders

Financial Records (OAR 166-300-0025)

Checks

Competitive Bid Records

Purchasing Records

Receipts

Travel Expense Records

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Support Services

Unit: Hearings

Program Description:

The Hearings unit conducts and coordinates hearings for the agency. Informal case hearings are conducted by unit staff to resolve problems or grievances brought to the agency by loan holders or internal staff. The unit may request investigation of cases by agency field 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

044 Contested Case Hearing Files

Retain until final decision, transfer to Loan Program Records

045 Informal Hearing Case Files

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

046 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)

Contracts and Agreements

Correspondence

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Support Services

Unit: Information Services

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.

Program Records

None

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

Software Management Records

Telecommunication System Management Records

Payroll Records (OAR 166-300-0035)

Employee Time Records

Leave Applications

Databases

OPEN ISSUES

PROGRAM MOVE REQUEST

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Support Services

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 and coordinates the sale of agency mailing lists. Finally, the unit also maintains the agency record copy of several records series.

Program Records

- 047 Burial Plot Deed Records**
Retain interment certificates until transferred to new owner
- 048 HIPAA Program Records**
Retain 6 years after program sunsets, destroy
- 049 HIPAA (Signed Release Forms) Records**
Retain 6 years, destroy
- 050 Military Discharge Records**
Retain 99 years, destroy
- 051 Vault Safe Deposit Box Inventory**
Retain until superseded, destroy
- 052 Veterans' Home Resident Lien Records**
Retain 12 years after account becomes inactive, destroy
- 053 Veterans' Loan Program Records**
Retain 12 years after account becomes inactive, destroy
- 054 Veterans' Small Business Repair Loan Program Records**
Retain 12 years after account becomes inactive, destroy
- 056 World War II Bonus Files - Paid Claims**
Retain 99 years, destroy

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Attorney General Opinions

Litigation Records

Public Records Disclosure Request Records

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
Microfilm Quality Control Records
Records Management Records
Payroll Records (OAR 166-300-0035)
Employee Time Records
Leave Applications

Databases

RECORDS MANAGEMENT SYSTEM
RECORDS INDEX INFORMATION MANAGEMENT SYSTEM
WORLD WAR II BONUS FILES-PAID CLAIMS INDEX CARDS

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Support Services

Unit: Standards and Publications

Program Description:

The Standards and Publications unit creates policy and procedure manuals and distributes them to the agency. The unit oversees forms development for the agency and creates documentation standards for lending institutions.

Program Records

None

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Policy and Procedure Guidelines and Manuals

Publication Preparation Records

Signature Authorizations

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

Forms and Development Records

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Support Services

Unit: Year-end Processing

Program Description:

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 has a role in evaluating the development of forms by the agency. Finally, it conducts coupon account testing to evaluate agency performance.

Program Records

056 Annual Statements

Retain until activity closes, transfer to Loan Program Records

057 Annual Statements, Working Files

Retain 4 years, destroy

058 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

Financial Records (OAR 166-300-0025)

Annual Financial Reports

Audit Reports

Competitive Bid Records

Contracts and Agreements

Invoices

Purchasing Records

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

Forms Development Records

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Administration

Program Description:

The Administration unit oversees Conservatorship, Counseling/Claims and Educational Aid, as well as the Program Services and Accounts Services units. The unit disburses state grants to qualifying veterans' organizations and counties under ORS 406.310. It also has responsibility for the Attorney Assistance Program, which provides financial assistance to facilitate veteran lawsuits against the federal government. The unit is also responsible for coordination of the Women Veterans Organization. Finally, it oversees various ad hoc funds and bequests under ORS 406.050.

Program Records

059 Attorney Assistance Case Program Records

Retain until September 2011, destroy

060 Attorney Assistance Case Records

Retain 10 years, destroy

061 Trust Fund Records

Retain 6 years after fund exhaustion, destroy

062 Women Veterans Organization Historical Records, 1943-ongoing (1.25 c.f.)

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

Conference, Seminar, and Training Program Records

Correspondence

Financial Records (OAR 166-300-0025)

Account Reconciliation Records

Checks

Grant Records

Receipts

Travel Expense Records

Payroll Records (OAR 166-300-0035)

Employee Time Records

Leave Applications

Personnel Records (OAR 166-300-0040)

Employee Training Records

Databases

None

Organizational Placement **Schedule number: 2011-0003**

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Accounts Services

Program: Bankruptcy

Program Description:

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.

Program Records

063 Bankruptcy Files

Retain until activity closes, transfer to Loan Program Records

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Accounts Services

Program: Collections

Program Description:

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.

Program Records

064 Collections Records

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

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Accounts Services

Program: Foreclosure

Program Description:

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.

Program Records

065 Certificates of Sale

Retain 1 year, transfer to County Sheriff's office

066 Foreclosure Files

Retain until activity closes, transfer to Loan Program Records

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Accounts Services

Program: Loan Servicing

Program Description:

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 Soldiers and Sailors Civil Relief Act when eligible veterans are called to active duty.

Program Records

067 Loan Servicing Records

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

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

Databases

LOAN SERVICING AND ACCOUNTING MANAGEMENT SYSTEM (LSAMS)

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Accounts Services

Program: Property Management

Program Description:

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. Property overseen by the unit is overwhelmingly the result of foreclosures of agency loans.

Program Records

068 Property Management Files

Retain until activity closes, transfer to Loan Program Records

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Facilities Records (OAR 166-300-0020)

Building Records

Facility Work Orders

Financial Records (OAR 166-300-0025)

Checks

Receipts

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Accounts Services

Program: Quality Control

Program Description:

The Quality Control 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. It can request appraisals and reappraisals of property, new credit reports, bank deposits, employment verification, discharge documents (DD-214's), recorded deeds and certified copies of legal documents.

Program Records

069 Quality Control Files

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

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Accounts Services

Program: Satisfactions/Transfers

Program Description:

The Satisfactions unit issues Satisfaction documents on all loans paid in full. This involves quality control functions to make certain the proper mortgages are paid off and the necessary forms are processed within the 30-day 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. When a transfer or assumption of a property is involved, the unit prepares the necessary documents to be included with the transfer or assumption letter, and everything is then sent to the closing agency.

The Transfers unit processes all changes in the ownership of property secured by an ODVA loan/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 such as Accounting, Collections and Information Services. The unit also receives all requests for payoff or assumption quotes when a transfer or assumption of a property is involved and prepares the necessary documents to be sent to the closing agent.

Program Records

070 Satisfaction Files

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

071 Transfer Files

Retain 30 days after update, transfer to Loan Program Records

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Program Services

Program: Appraisal Coordination

Program Description:

The Appraisal Coordination program supervises all appraisal and inspection activities regarding the service requirements on existing loan portfolios. The program also reviews all requests for the agency's conventional loan origination program. It provides support to the Department field representatives, the central office, and the agency's Claims, Counseling, and Conservatorship units. Finally, the program assures appraisal compliance with Oregon Revised Statutes, Administrative Rules, Department policies and procedures, Fannie Mae and Conventional Appraisal Guidelines.

Program Records

072 Appraisal Coordination Records

Retain until activity closes, transfer to Loan Program Records

073 Maps

Retain until superseded or obsolete, destroy

074 Water Rights Certificates

Retain Water Rights Certificates until contract fulfillment, transfer to borrower

075 Water Rights Case Files

Retain until activity closes, transfer to Loan Program Records

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Program Services

Program: Field Representatives

Program Description:

Field Representative staff complete servicing activities related to the loan program, such as field inspections related to servicing functions and new loans. Additionally, the Field Representatives are responsible for field contact relating to various agency programs such as the Oregon Veterans' Home, Loan Program, benefits, home shows, and veteran job fairs. The Field Representatives coordinate various events related to veterans and receive assignments from various agency units.

Program Records

076 Inspection Documents

Retain until activity completed, transfer to Loan Program Records and Conservatorship Case Files

077 Event Records

Retain until event is over, 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)

Receipts

Travel Expense Records

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Program Services

Program: Insurance

Program Description:

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.

Program Records

078 Disbursement Records

Retain until activity closes, transfer to Loan Program Records

079 Hazard Insurance Reports

Retain 4 years, destroy

080 Loan Cancellation Life Insurance Reports

Retain 4 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)

Receipts

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Program Services

Program: Loan Processing

Program Description:

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.

Program Records

081 Loan/Property Contract Registers

Retain 75 years after last loan issued, destroy

082 Loan Processing Files

Retain until loan processed, transfer to Loan Program Records or Small Business
Repair Loan Program Records

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

Databases

DD214 INQUIRY PROGRAM

ELIGIBILITY APPLICANTS INQUIRY

LOAN REGISTER INQUIRY

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Program Services

Program: Marketing

Program Description

The Marketing program 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 Communications unit on Legislative Assembly 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

083 Marketing Files

Retain 2 years, destroy

084 Trade Show Files

Retain 2 years, destroy

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Contracts and Agreements

Conference, Seminar, and Training Program Records

Mailing Lists

Financial Records (OAR 166-300-0025)

Receipts

Travel Expense Records

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Program Services

Program: Taxes

Program Description:

The Taxes unit is primarily responsible for maintaining and updating the Department's property tax 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.

Program Records

085 Annual Tax Statements

Retain 2 years, destroy

086 County Assessor Maps

Retain until superseded or obsolete, destroy

087 County Tax Records

Retain 2 years, destroy

088 Mineral Rights Records

Retain until activity closes, transfer to Loan Program Records

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)

Receipts

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Program Services

Program: Underwriting

Program Description:

The Underwriting unit is responsible for approving all requests for credit on loan applications in accordance with the Federal National Mortgage Association 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.

Program Records

089 Approved Lender Files

Retain 30 years after cancellation of status, destroy

090 Approved Loan Application Records

Retain until activity closes, transfer to Loan Program Records or Small Business Repair Loan Program Records

091 Canceled Loan Application Records

Retain 25 months, destroy

092 Denied Loan Application Records

Retain 25 months, destroy

093 Withdrawn Loan Application Records

Retain 25 months, destroy

094 Informally Withdrawn Application Working Files

Return to applicant immediately upon request;
If no activity after 6 months, destroy

State Agency General Records Retention Schedule Records

Records include but are not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence

Databases

None

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Veterans' Services

Program: Conservatorship

Program Description:

The Conservatorship 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. The unit relates directly to that portion of the agency's mission which is to be "dedicated to providing quality service to veterans, their dependents and survivors, to ensure they receive benefits for service to state and nation."

Program Records

095 Conservatorship Case Files

Retain 6 years after final accounting, destroy

096 Conservatorship Checks

Retain 6 years after final accounting, destroy

097 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

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Veterans' Services

Program: Counseling/Claims

Program Description:

The Counseling/Claims units and Campus Veterans Services Officers provide assistance to veterans, their dependents and survivors in obtaining their state and federal entitlements. In June 2011 the duties of the Campus Veterans Service Officers shifted from the field to ODVA Main Office. The units oversee the filing and completion of claims to the United States Department of Veterans Affairs. These claims can be for financial, medical and job-related assistance. These units affect the following State of Oregon Benchmark Issues: increasing educational skill levels, increasing job skill preparation, improving health care access, increasing work for adaptability and increasing rural health care.

Program Records

098 Counseling/Claims Case Files

Retain 5 years after last activity, destroy. Transfer military discharge papers to Military Discharge Records

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)

Audit Reports

Receipts

Payroll Records (OAR 166-300-0035)

Employee Time Records

Leave Applications

Databases

VetraSpec Web-based Application (replaced VETRECS)

Organizational Placement

Schedule number: 2011-0003

Agency: Department of Veterans' Affairs

Division: Veterans' Services

Unit: Veterans' Services

Program: Training, Certification and Outreach Program

Program Description

The Training, Certification and Outreach Program administers state certification and federal accreditation; educational assistance; veterans' emergency assistance; aid to counties and other organizations; and facilitates access to other state and federal benefits to eligible veterans, dependents and survivors throughout Oregon. The Oregon Educational Aid Program unit provides funds for veterans to initiate and continue their education or to retrain. The unit provides aid to specified veterans who take approved college or vocational courses. With few exceptions, these courses must be taken at an accredited Oregon school. The unit also pays benefits for classroom instruction needed as part of an apprenticeship program. This program also provides outreach and assistance to individuals in state institutions, hospitals, domiciliary, nursing homes, and college campus across the state to ensure all veterans, dependents and survivors are receiving all United States Department of Veterans Affairs (USDVA) benefits to which they are entitled. The Veteran Service Officers (VSOs) assist veterans to negotiate the complicated and arduous claims process to win their claims for benefits through the USDVA. Veterans also receive assistance in obtaining medical care and treatment at USDVA medical centers and outpatient clinics or in their local community on a fee-paid basis. To ensure the mission is completed uniformly throughout the state, the staff assigned to the Claims and Counseling and VSO Offices are assigned responsibility for developing and presenting specific detailed training to the Oregon County Veterans Service Officers. This unit is responsible and accountable for County Veterans Service Office conferences twice yearly. These are training conferences to assist the VSOs in functioning in their counties.

Program Records

099 Oregon Educational Aid Case Files

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

Transfer military discharge papers to Military Discharge Records

100 Oregon Educational Aid Index

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

101 Oregon Veterans' Outreach Program Records

Retain inquiries 3 years, destroy

102 Veteran Service Officer Accreditation Records

Retain 3 years after accreditation renewed/lapses, 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

Checks

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

Receipts

Payroll Records (OAR 166-300-0035)

Employee Time Records

Leave Applications

Databases

None