

Oregon Department of Human Services

Oregon Eligibility Partnership

Records Retention Schedule 2026-0009

Effective Date: September 2026

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Agency: Oregon Department of Human Services

Division: Oregon Eligibility Partnership

Unit: Administrative Hearings, Overpayment Writing, Fraud Investigation

Program Description

The Oregon Eligibility Partnership Administrative Hearings Unit receives and evaluates Requests for Administrative Hearing and represents the Department in contested case proceedings for all Oregon Eligibility Partnership Programs, expedited and non-expedited. This unit handles communications with the Office of Administrative Hearings (OAH) and hearings compliance audits and records requests from federal agencies. This unit also ensures implementation of OAH final orders and handles the Department's right to amend final orders as permitted by OAR 137-004-0080.

The Overpayment Writing Unit calculates the amount of overpaid benefits and notifies a recipient of an overpayment claim.

The Fraud Investigation Unit establishes an intentional program violation (IPV) and imposes an IPV disqualification.

Program Records

001 Individual Contested Case Records

- (a) Retain overpayment case records 5 years after overpayment is fully collected or abandoned, destroy
- (b) Retain disqualifications case records 5 years after disqualification ends, destroy
- (c) Retain Supplemental Nutrition Assistance Program (SNAP) overpayment claims records 3 years after claim is collected or the claim is closed administratively, destroy
- (d) Retain Temporary Assistance for Needy Families (TANF) overpayment claims and intentional program violation (IPV) records 3 years or until disqualification is served and claim is fully paid, whichever is longer, destroy
- (e) Retain case records relating to Supplemental Nutrition Assistance Program (SNAP) intentional program violation (IPV) disqualifications and related notices to the household until Oregon Department of Human Services (ODHS) obtains reliable information that the record subject has died or until Food and Nutrition Service (FNS) advises that all records associated with a particular individual may be permanently removed from the database because of the individual's 80th birthday, whichever comes first, destroy
- (f) Retain all other case records 10 years after closure, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

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Administrative Rule Preparation Records
Agency Organization and Business Plan Records
Signature Authorization Records
Staff Meeting Records
Financial Records (OAR 166-300-0025)

Systems of Record

APD/SSP/OEP (INFO IMAGE)
Integrated Collection Management System (ICM)
OAH CMS
SSP Hearings
TRACS

Oregon State Archives

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Agency: Oregon Department of Human Services
Division: Oregon Eligibility Partnership
Unit: Electronic Benefits Transfer Card Replacement (EBT Card)

Program Description

Electronic Benefit Transfer Cards (EBT) are used by clients to access benefits given to them by the Oregon Department of Human Services.

Program Records

002 Authorization and Signature Card for Negotiable Documents (who can order/receive Electronic Benefits Transfer (EBT) cards)

Retain 3 years, destroy

003 Electronic Benefits Transfer (EBT) Card Logs

Retain 3 years, destroy

004 Request for and Transmittal of Electronic Benefits Transfer (EBT) Card Forms Receipts

Retain 3 years, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Financial Records (OAR 166-300-0025)

Systems of Record

FCAS

ONE

OpenScape

TRACS

Oregon State Archives

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Agency: Oregon Department of Human Services
Division: Oregon Eligibility Partnership
Unit: Learning and Engagement Team (OEP-LET)

Program Description

The Oregon Eligibility Partnership Learning and Engagement Team (OEP-LET) develops and implements a comprehensive and coordinated agency training plan for eligibility workers, support staff, family coaches, lead workers, supervisors, and managers. This training plan covers all financial eligibility programs including Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Employment Related Daycare (ERDC), Modified Adjusted Gross Income (MAGI) Medical, Non-MAGI Medical, Refugee and Prevention.

Program Records

005 Employee Training Records

Retain 7 years after training is superseded or obsolete, destroy

006 Learner Evaluation Records

Retain 7 years, destroy

007 Training Survey Results

Retain 7 years, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Agency Training and Presentation Records

Audit Report Records

Calendar and Scheduling Records

Correspondence Records

Financial Records (OAR 166-300-0025)

Systems of Record

Workday Learning

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Agency: Oregon Department of Human Services

Division: Oregon Eligibility Partnership

Unit: Project Management Office (PMO)

Program Description

The Project Management Team under the Oregon Eligibility Partnership (OEP) works alongside agency leadership to plan, organize, and lead projects. They ensure projects stay on track, meet goals, and remain within scope. By coordinating resources, managing risks, and facilitating communication, they help advance OEP's mission of improving access to programs.

Program Records

None

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence Records

Policy and Procedure Guideline and Manual Records

Strategic Planning Records

Systems of Record

Program Monitoring

Oregon State Archives

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Agency: Oregon Department of Human Services

Division: Oregon Eligibility Partnership

Unit: Quality Assurance

Program Description

The Quality Assurance review process is set up to reinforce skills taught in branches and in training, so future incorrect payments and Quality Control errors can be avoided. Quality Assurance uses data from Quality Control to help identify high error elements for their state-wide focused reviews of the Supplemental Nutrition Assistance Program (SNAP), Employment Related Day Care (ERDC), Medical and Temporary Assistance for Needy Families (TANF) programs. Reviewers are located state-wide and primarily remote. They are a local resource available to discuss case and policy questions. To help program accuracy, Quality Assurance also coordinates local trainings and special state-wide projects.

Program Records

008 Targeted Review District Program Monthly Summaries

Retain 1 year, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence Records

Policy and Procedure Guideline and Manual Records

Systems of Record

All Review Tracker

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Agency: Oregon Department of Human Services
Division: Oregon Eligibility Partnership
Unit: Service Delivery

Program Description

The Service Delivery unit includes the oversight of operational eligibility functions, including long-term care services and supports, as well as other related consumer services.

Program Records

009 Eligibility Client Case Files (Self Sufficiency Programs (SSP) retains records until July 1, 2023, Oregon Eligibility Partnership (OEP) retains records July 1, 2023 – present)

Includes applications, verifications, and any or all materials used to determine eligibility for benefits and services, including long-term care services and supports. Keep all records for all types of benefits the same length of time.

Retain 7 years after case closed, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Correspondence Records

Policy Development and Planning Records

Systems of Record

EDMS

ONE

ONE System