

Office of the Long-Term Care Ombudsman

Records Retention Schedule 2024-0007

Effective Date: October 2024

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Oregon State Archives

Records Retention Schedule

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Schedule Number: 2024-0007

Agency: Office of the Long-Term Care Ombudsman

Program: Long-Term Care Ombudsman

Program Description

The Long-Term Care Ombudsman (LTCO) investigates and resolves complaints made by or on behalf of long-term care facility residents. The mission of the agency is to protect individual rights, promote independence, and ensure quality of life for Oregonians living in long-term care and residential facilities and for Oregonians with decisional limitations. The agency is the primary respondent and central clearinghouse for non-abuse long-term care complaints and provides appropriate referral services. LTCO is the only entity involved in the long-term care system that has no financial conflict of interest with the long-term care resident. It provides a check and balance to government involvement with residents and is the primary force opening Oregon's long term care facilities to continuous scrutiny and community dialogue. The Residential Ombudsman and Public Guardian Advisory Board (ROPGAB) monitors the agency and advises the Governor and Legislative Assembly.

Program Records

001 Long Term Care Ombudsman Annual Performance Measures (formally Annual/Biennial Reports), 1981-[ongoing], 1 c.f

Retain permanently, transfer to State Archives after 5 years

002 Long Term Care Ombudsman Federal Reports and Statistics, 1981 [ongoing], 1 c.f.

(a) Retain final reports permanently, transfer to State Archives after 5 years

(b) Retain preparation materials 3 years after final report submitted, destroy

003 Long Term Care Ombudsman Case Files

(a) Retain cases involving long-term care residents 10 years after case closed, destroy.

(b) Retain cases involving complaints against Certified Ombudsman volunteers and staff not involving violations of state personnel policy, 5 years after case closed, destroy.

004 Long Term Care Ombudsman Reports and Publications

(a) Retain policy reports and studies in-agency until no longer needed, transfer one copy to State Library

(b) Retain all other internal reports until compiled into annual report, 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)

Personnel Records (OAR 166-300-0040)

Oregon State Archives
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Systems of Record

FileMaker Pro

RTZ GetCare

Oregon State Archives

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Agency: Office of the Long-Term Care Ombudsman

Program: Oregon Public Guardian

Program Description

The Oregon Public Guardian and Conservator Program (OPG), housed within the Office of the Long-Term Care Ombudsman (OLTCO), was established by the legislature in 2015. OPG manages the personal, health care and financial affairs of adults who have been found legally incapacitated by a court and for whom they have been appointed as a guardian. The Oregon Public Guardian only serves as guardian when there is no less restrictive option available, and no appropriate alternative guardian is available.

OPG screens prospective referrals and then, if accepted as a referral, a full assessment is completed to determine if the person meets criteria for OPG guardianship services. Additionally, OPG manages a volunteer program and runs a Guardian Academy which trains volunteer guardians who will have guardianship duties delegated to them on select cases after successfully completing the Academy and additional hours of supervised work.

Program Records

005 Public Guardian Client Files

Retain 2 years after client deceased or client file closed, destroy

006 Public Guardian Client Medical Records

Retain 2 years after client deceased or client file closed, destroy

007 Center for Guardianship Certification (CGC) Certifications

Retain until employee separation, destroy

008 Public Guardian Client Referral Screening Records

Retain accepted referral records until case file opened, transfer to client file

Retain rejected referral records 3 years, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Facilities/Property Records (166-300-0020)

Financial Records (OAR 166-300-0025)

Personnel Records (OAR 166-300-0040)

Systems of Record

SEM/EMS

Oregon State Archives

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Agency: Office of the Long-Term Care Ombudsman

Program: Residential Facilities Ombudsman

Program Description

The Residential Facilities Ombudsman program (RFO) provides service to individuals living in homes and facilities licensed or certified for Intellectual and/or Developmental Disabilities or Mental Health Conditions statewide. The RFO provides community outreach to introduce the program while at the same time responding to requests for assistance from virtually every county in the state.

The RFO program and its designees respond to requests for assistance from individual residents as well as anyone concerned with their care. Individuals receive support through home visits, investigating concerns on behalf of individuals, educating, and assisting individuals to resolve complaints and exercise their rights, advocating to resolve resident rights and quality of life issues, identifying, and reporting systemic issues affecting services for individuals.

Program Records

009 Residential Facilities Ombudsman Case Files

- (a) Retain cases involving long-term care residents 10 years after case closed, destroy.
- (b) Retain cases involving complaints against Certified Ombudsman volunteers and staff not involving violations of state personnel policy 5 years after case closed, destroy.

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

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

Financial Records (OAR 166-300-0025)

Personnel Records (OAR 166-300-0040)

Systems of Record

FileMaker Pro