Department of Veterans’ Affairs
Records Retention Schedule 2018-0003
Effective Date: September 2018
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Organizational Placement

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

<table>
<thead>
<tr>
<th>Schedule number: 2018-0003</th>
</tr>
</thead>
</table>

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

Edition: September 2018

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
Organizational Placement

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

**Edition:** September 2018

**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 OUTREACH RECIPIENTS
- VETERAN SERVICE PROVIDER DIRECTORY
- VETS NEWS
Organizational Placement

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
**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
Organizational Placement

Agency: Department of Veterans’ Affairs
Division: Administration
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.

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
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
**Organizational Placement**

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
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
Organizational Placement

Agency: Department of Veterans’ Affairs
Division: Administration
Unit: Policy

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
Organizational Placement
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.
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
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
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
Organizational Placement
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
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
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.
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 Satisfactions 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.
**Program Records**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Retention Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>049</td>
<td>Annual Tax Statements</td>
<td>Retain 5 years, destroy</td>
</tr>
<tr>
<td>050</td>
<td>Applicant Withdrawn Application Working Files</td>
<td>Return to applicant immediately upon request; If no activity after 5 years, destroy</td>
</tr>
<tr>
<td>051</td>
<td>Appraisal Coordination Records</td>
<td>Retain until activity closes, transfer to Loan Program Records</td>
</tr>
<tr>
<td>052</td>
<td>Approved Lender Files</td>
<td>Retain 30 years after cancellation of status, destroy</td>
</tr>
<tr>
<td>053</td>
<td>Approved Loan Application Records</td>
<td>Retain until activity closes, transfer to Loan Program Records or Small Business Repair Loan Program Records</td>
</tr>
<tr>
<td>054</td>
<td>Bankruptcy Files</td>
<td>Retain until activity closes, transfer to Loan Program Records</td>
</tr>
<tr>
<td>055</td>
<td>Canceled Loan Application Records</td>
<td>Retain 5 years, destroy</td>
</tr>
<tr>
<td>056</td>
<td>Certificates of Sale</td>
<td>Retain 1 year, transfer to County Sheriff’s office</td>
</tr>
<tr>
<td>057</td>
<td>Collections Records</td>
<td>Retain until activity closes, transfer to Loan Program Records, Veterans’ Home Resident Lien Records, or Small Business Repair Loan Program Records</td>
</tr>
<tr>
<td>058</td>
<td>County Assessor Maps</td>
<td>Retain until superseded or obsolete, destroy</td>
</tr>
<tr>
<td>059</td>
<td>County Tax Records</td>
<td>Retain 5 years, destroy</td>
</tr>
<tr>
<td>060</td>
<td>Denied Loan Application Records</td>
<td>Retain 5 years, destroy</td>
</tr>
<tr>
<td>061</td>
<td>Disbursement Records</td>
<td>Retain until activity closes, transfer to Loan Program Records</td>
</tr>
<tr>
<td>062</td>
<td>Foreclosure Files</td>
<td>Retain until activity closes, transfer to Loan Program Records</td>
</tr>
<tr>
<td>063</td>
<td>Hazard Insurance Reports</td>
<td>Retain 5 years, destroy</td>
</tr>
<tr>
<td>064</td>
<td>Inspection Documents</td>
<td>Retain until activity completed, transfer to Loan Program Records and Conservatorship Case Files</td>
</tr>
<tr>
<td>065</td>
<td>Loan Cancellation Life Insurance Reports</td>
<td>Retain 5 years, destroy</td>
</tr>
<tr>
<td>066</td>
<td>Loan Processing Files</td>
<td>Retain until loan processed, transfer to Loan Program Records or Small Business Repair Loan Program Records</td>
</tr>
<tr>
<td>067</td>
<td>Loan/Property Contract Registers</td>
<td>Retain 75 years after last loan issued, destroy</td>
</tr>
</tbody>
</table>
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
Databases
CALYX POINT
DD214 INQUIRY PROGRAM
ELIGIBILITY APPLICANTS INQUIRY
LOAN REGISTER INQUIRY
LOAN SERVICING AND ACCOUNTING MANAGEMENT SYSTEM (LSAMS)
POINT CENTRAL
TMO
Organizational Placement
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
**Databases**
None
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)
Organizational Placement
Agency: Department of Veterans’ Affairs
Division: Aging Veteran Services
Unit: Oregon Veterans’ Homes

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
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)
Organizational Placement
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 Educational Aid Case Files
Retain 6 years after entitlement exhausted or death of veteran, whichever is shorter, destroy

Oregon Veterans’ Outreach Program Records
Retain inquiries 3 years, destroy

Veteran Service Officer Accreditation Records
Retain until activity closes, transfer to official USDVA Records

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)