

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-24-097

Issue date: 9/26/2024

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - Phase 2A Staff Surveys

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input checked="" type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Comagine |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

The Provider Time Capture Metrics Team is releasing a final round of surveys to gain insight into the user experience of staff related to the July 2024 Phase 2A implementation of OR PTC DCI. The survey will be used to gather information about user satisfaction and how long it takes staff to complete tasks in the system using Phase 2A functionality and processes. The survey will be launched on 10/1/24 and close EOD 10/31/24.

There are four different surveys. Staff should take the survey that corresponds to their role.

- **Local Office – Voucher Staff Survey:** For APD, AAA, or Behavioral Health staff who process vouchers as a part of their role.
 - <https://forms.office.com/g/9RfT1bW06b>

- **Local Office – Non-Voucher Staff Survey:** For APD, AAA, or Behavioral Health staff who interact with providers using OR PTC DCI, but do not process vouchers. This may include managers, case managers, case aides or reception staff depending on how the office assigns responsibilities.
 - <https://forms.office.com/g/xZX9wXZwpy>
- **OHCC Customer Relations Unit Survey:** For staff of the OHCC Customer Relations Unit who process provider payment complaints and late payment penalty fees.
 - <https://forms.office.com/g/ZQfY4gxVuB>
- **Provider Relations Unit Survey:** For staff of PRU who process overpayments and underpayments for providers employed with APD, AAA, or Behavioral Health programs.
 - <https://forms.office.com/g/GG4VeGKETg>

Since the surveys do not open until 10/1, if you click on the links prior to that date, you will receive an error message that says, “This form is currently not accepting responses.” The survey links will be enabled starting 10/1.

Managers and other office leadership are asked to share this information with the staff in their office who use OR PTC DCI.

Questions about the survey? Please email PTC Support:
 (PTC.Support@odhsoha.oregon.gov).

If you have any questions about this information, contact:

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: PTC.Support@odhsoha.oregon.gov	