

# Information Memorandum Transmittal Aging and People with Disabilities



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**Number:** APD-IM-24-011

**Issue date:** 2/1/2024

**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:**

On 2/1/24, the **Provider Time Capture Metrics** team is launching surveys for staff to gather data about how ready staff are for **Phase 2A** of the project. The survey will also be used to gather information about user satisfaction and how long it takes staff to complete tasks in the system as it currently works.

*Note: Since the surveys do not open until 2/1, 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 2/1.*

There are four different surveys and 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.
  - Link: <https://forms.office.com/g/nJDfmfPf8P>
- **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.

- Link: <https://forms.office.com/g/UZBGTEBqBR>
- **OHCC Customer Relations Unit Survey:** For staff of the OHCC Customer Relations Unit who process provider payment complaints and late payment penalty fees.
  - Link: <https://forms.office.com/g/jfepJFNJGB>
- **Provider Relations Unit Survey:** For staff of PRU who process overpayments and underpayments for providers employed with APD, AAA, or Behavioral Health programs.
  - Link: <https://forms.office.com/g/CFnMagL3WE>

The survey will be open from 2/1/24 through 3/1/24.

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

For more information on the PTC Project, please visit [PTC.Oregon.gov](http://PTC.Oregon.gov)

*If you have any questions about this information, contact:*

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: <a href="mailto:PTC.Support@odhsoha.oregon.gov">PTC.Support@odhsoha.oregon.gov</a>	