

Process for Provider Report of Concerns Regarding Survey Experience and/or Communications

DQI's expectations require that surveys are conducted respectfully and objectively, and that providers are provided with the opportunity to demonstrate compliance. The DQI survey process requires significant discussion and sharing of information between provider staff and surveyors. DQI requests that the agency contacts the BPC Area Director when an agency believes that during any survey, interactions by DQI staff have been disrespectful, judgmental, or incongruent with the survey process. DQI can only address such occurrences when they are known. Anecdotally there is concern that the agency will receive retribution, DQI's position is that behavior incongruent with DQI values must not occur. If the agency is aware of such occurrences, please have a management level staff do the following for each known occurrence:

1. Complete the **Survey Conduct Concerns Form** and submit by email to DQIAdmin@opwdd.ny.gov with a cc to the Area Director.
2. Email Subject Line must state: **"Secure: Surveyor Concerns"**.
3. Please provide the following specific information:
 - a. Site/Service under review
 - b. Date of survey/Approximate timeframe
 - c. Details of the behavior or communication style reported as inappropriate
 - d. Surveyor name, when known. Description of surveyor if unknown
 - e. Agency representative to contact and the phone number
4. The Area Director will contact agency representative for discussion.
5. After discussion with agency representative, the Area Director will summarize the conversation in an email back to the agency representative, with cc to DQIAdmin@opwdd.ny.gov.
6. The Area Director is responsible to ensure that any corrective actions determined necessary (if any) are completed.

BPC Area Assignments and Area Office Phone Numbers

Statewide Director of Certification Activities - Brian O'Donnell

Upstate Regional Director - Christopher Darcey

christopher.k.darcey@opwdd.ny.gov

Schenectady Office

North Area: Colette Fifield - Area Director

Email: colette.m.fifield@opwdd.ny.gov

Phone: (518) 388-1441

Counties served: Albany, Broome, Clinton, Delaware, Essex, Franklin, Fulton, Herkimer (V.O.), Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, St. Lawrence, Tioga (S.O.), Tompkins (S.O.), Warren, Washington

South Area: Dianne Church - Area Director

Email: dianne.e.church@opwdd.ny.gov

Phone: (518) 388-1092

Counties served: Broome, Chenango, Columbia, Delaware, Dutchess, Greene, Orange, Otsego, Putnam, Rockland, Sullivan, Ulster

Newark Office

Central Area: Denise Truchon-Borek - Area Director

Email: denise.truchon-borek@opwdd.ny.gov

Phone: (315) 331-8646

Counties served: Cayuga, Chemung, Cortland, Herkimer (S.O.), Lewis, Livingston, Madison, Oneida, Onondaga, Ontario, Oswego, Seneca, Schuyler, Steuben, Tompkins (V.O.), Wayne, Wyoming (V.O.), Yates

West Area: Chad Mitchell- Area Director

Email: chad.m.mitchell@opwdd.ny.gov

Phone: (315) 331-8646

Counties served: Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Monroe, Niagara, Orleans, Wyoming (S.O.)

Downstate Regional Director – David Shaffer
david.w.shaffer@opwdd.ny.gov

NYC Office

Area A: Ray Lincoln - Area Director

Email: Raymond.s.Lincoln@opwdd.ny.gov

Phone: 646-766-3467

Counties served: Nassau and Suffolk

Area B: Lisa Jones-Belkin - Area Director

Email: Lisa.C.Jones@opwdd.ny.gov

Phone: 646-766-3467

Counties served: Bronx, New York (Manhattan), Westchester

Area D – Carmela Fiore - Area Director

Email: Carmela.R.Fiore@opwdd.ny.gov

Phone: 646-766-3467

Counties/Programs served: Varied, includes programs from all 5 boroughs, Westchester, and Long Island

Area X – Eric Whang - Area Director

Email: Eric.Whang@opwdd.ny.gov

Phone: 646-766-3467

Counties served: Brooklyn, Staten Island (Richmond)