

Dear Providers,

Beginning 10/8/2020, the Division of Quality Improvement, Bureau of Program Certification (BPC) will begin to complete routine survey activity for non-ICF programs. ICF survey activity is already occurring. This will include site visits, Person Centered Reviews and Agency Reviews. In addition, BPC will continue to complete visits to select sites impacted by COVID-19. As a reminder, all visits to certified sites will be unannounced.

Please send any questions to [quality@opwdd.ny.gov](mailto:quality@opwdd.ny.gov)

bcc: Agency dedicated mailbox  
Provider Association  
Agency CEO's  
BPC/DQI/IMU incident staff

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