



Date: September 21, 2015

DQA Memo 15-013

To: [Adult Family Homes](#)
[Community-Based Residential Facilities](#)
[Residential Care Apartment Complexes](#)
[Adult Day Care](#)

AFH
CBRF
RCAC
ADC

From: Alfred C. Johnson, Director
Bureau of Assisted Living

Via: Otis Woods, Administrator
Division of Quality Assurance

Centralization of Assisted Living Licensing/Certification/Registration Process

Background

The Department of Health Services, Division of Quality Assurance, Bureau of Assisted Living (BAL) is responsible for licensing and certification of Wisconsin assisted living communities. Over 15 years ago, BAL developed and implemented an initial licensing/certification/registration survey process that was solely implemented by the Bureau's regional office staff.

In an effort to ensure BAL is utilizing resources effectively, the Bureau conducted a systems analysis of the initial application process for Community-Based Residential Facilities (CBRFs), 3-4 bed Adult Family Homes (AFHs), Residential Care Apartment Complexes (RCACs) and Adult Day Care providers.

Subsequent to the analysis, BAL determined that transferring all of the initial application functions for the above provider types to one central location would increase the efficiency and effectiveness of the licensing/certification/registration process.

Action

Effective August 1, 2015, BAL has transferred all assisted living initial application and change of ownership functions to the central office. Applications for licensure, certification or registration shall be sent to the central office for processing.

Processing includes application intake, evaluation of application materials for compliance with applicable state regulations and coordinating with the Bureau's regional office survey staff who conduct the required onsite survey prior to issuing a license/certification/registration.

All initial licensing or change of ownership questions should be submitted to the Licensing Associates at DHSDQABALLicensing@dhs.wisconsin.gov or by calling 608-266-8482.

Application, licensing fees and supporting licensing/certification documentation should be mailed to:

**DHS/Division of Quality Assurance
Bureau of Assisted Living
Attn: Licensing Associates
P.O. Box 7940
Madison, WI 53707-7940**

Please note that biennial/annual license and certification continuation process has not changed. Providers will still be notified by their BAL regional office 60 days in advance of when their biennial/annual license or certification fee is due. Biennial license/certification fees and biennial/annual reports will still be sent to and processed by the appropriate regional office.

Information about starting an assisted living community is available on the Department's website at:

[Community-Based Residential Facility Licensing](#)

[Adult Family Home Licensing](#)

[Residential Care Apartment Complex Certification/Registration](#)

[Adult Day Care Certification](#)

Questions

All initial licensing or change of ownership questions should be submitted to the Licensing Associates at DHSDQABALLicensing@dhs.wisconsin.gov or by calling 608-266-8482.

Please contact the BAL Regional Director in your area for other questions. See <https://www.dhs.wisconsin.gov/dqa/bal-regionalmap.htm> for contact information.