



Date: February 22, 2021

DQA Memo 21-02

To: DHS 34 Emergency mental health service programs  
DHS 35 Outpatient mental health clinics  
DHS 36 Comprehensive community services  
DHS 40 Mental health day treatment services for children  
DHS 50 Youth crisis stabilization facilities  
DHS 61 Community mental health, alcoholism and other drug abuse (AODA) program  
DHS 63 Community support programs for chronically mentally ill persons  
DHS 75 Community substance abuse standards  
DHS 83 Community-based residential facilities  
DHS 85 Corporate Guardianships  
DHS 88 Licensed adult family homes  
DHS 89 Residential care apartment complexes  
DHS 105 Personal care agencies  
DHS 110 Ambulance service providers  
DHS 124 Hospitals  
DHS 131 Hospices  
DHS 132 Nursing homes  
DHS 133 Home health agencies  
DHS 134 Facilities serving people with developmental disabilities

From: Davis Ciotola, Director  
Office of Caregiver Quality

Ann Hansen, Director  
Bureau of Health Services

Alfred Johnson, Director  
Bureau of Assisted Living

Ann Angell, Director  
Bureau of Nursing Home Resident Care

Via: Otis Wood, Administrator  
Division of Quality Assurance

**Notice and Requirements for Submitting Four-Year Renewal of Licensee Background  
Check Information**

**Purpose**

This memo provides official notice to the above entities that we are conducting required four-year renewals of entity background checks. This memo also explains steps that entities must complete to comply with renewal requirements.

Background checks promote public confidence in DHS-approved direct care and treatment programs and services by identifying specific criminal convictions or governmental findings that require review

under Wisconsin law and that may affect existing approval status or the residence status of non-client residents.

Entity Background Checks are completed by the Division of Quality Assurance (DQA). They are distinct from background checks completed by entities for their employees and contractors. Please do not submit employee background check information to us.

### **Notice and Requirements**

All entities must submit an online application for an Entity Background Check by **May 3, 2021**.

Please note that an application is required even if an entity has received DHS approval within the past four years. However, the \$10 fee may be waived<sup>1</sup> if it was previously paid in 2021.

Complete the following steps:

1. Go to the [Division of Quality Assurance \(DQA\) Online Caregiver Background Check Application](#)
2. Submit an online application (includes a Background Information Disclosure (BID) and BID Appendix) for each of the following:
  - a. *License Holder or Legal Representatives*: Defined as an individual, or legal representative for an organization that does not have a single owner, who has regulatory approval to operate any entity regulated by DQA, whether or not the person has regular, direct contact with clients.
  - b. *Principal Officers, Corporation or Board Members*: Defined as a member(s) of the business organization, if those persons have regular, direct contact with clients.
  - c. *Non-Client Residents*: defined as individuals who are 10 years of age and older, who are not clients (and not employed by the entity), but who reside at an entity facility and have regular, direct contact with clients.
3. Submit credit or debit VISA/MasterCard payment<sup>2</sup> covering the \$10 per person processing fee.

---

<sup>1</sup> If you are unsure if you meet this exception, include payment for the fee. Payment will be returned if our records indicate that the fee has already been paid.

<sup>2</sup> Note: Payment by check or money order is permitted but may delay processing. The following additional steps are required: (1) Complete the online application/s. (2) Print the completed BID form/s available at the end of the online application, (3) Mail the BID form with a check covering the \$10 per person processing fee. Checks or money orders must be made payable to the "Division of Quality Assurance" and be mailed to:

Entity Background Checks  
DHS Division of Quality Assurance  
Office of Caregiver Quality  
PO Box 2969  
Madison, WI 53701-2969

**4. Submit additional documentation when requested.**

Under the following circumstances, applicants will receive an automated email requesting the following additional documentation:

- a. *The applicant has pending criminal charges, including in federal, state, local, military or tribal courts.* The applicant must submit a written explanation of any criminal convictions, including a copy of the judgment of conviction, a copy of the criminal complaint or any other relevant court or police documents for each pending charge or conviction.
- b. *Within the past three years the applicant has been discharged from a branch of the US Armed Forces, including any reserve component.* The applicant must submit a copy of your DD214 if you were discharged.
- c. *Within the past three years the applicant has resided in another state.* The applicant must submit a background check from each state of residence within the past three years.
- d. *The applicant has undergone Rehabilitation Review through the DHS Office of Legal Counsel.* The applicant must submit a copy of the review decision letter.

**Background Check Resources**

Our website has more information about the [caregiver background check requirements](#).

**Questions**

If you have any questions regarding this information, email the [Office of Caregiver Quality](#) or call 608-261-8319.