WEBSITE
Visit our website for information on assisted living in Wisconsin at:
https://www.dhs.wisconsin.gov/guide/assisted-living.htm

REGULATIONS
The Bureau of Assisted Living is guided by the following regulations:

Wisconsin State Statute
Chapter 50 – Uniform Licensure

Certification Standards
Adult Day Care Certification Standards
Family Adult Day Care Certification Standards

Wisconsin Administrative Codes
DHS 83 – Community Based Residential Facilities
DHS 88 – Adult Family Homes
DHS 89 – Residential Care Apartment Complexes
DHS 12 – Caregiver Background Checks
DHS 13 – Reporting and Investigation of Caregiver Misconduct

REGIONAL OFFICES

Northeastern Regional Office
200 N. Jefferson St., Ste. 501
Green Bay, WI 54301
Telephone: 920-448-5252
Fax: 920-448-5253
Assisted Living Regional Director
920-448-4800

Southeastern Regional Office
819 N. 6th St., Rm. 609B
Milwaukee, WI 53203-1606
Telephone: 414-227-2005
Fax: 414-227-3903
Assisted Living Regional Director
414-227-4565

Southern Regional Office
P.O. Box 7940
Madison, WI 53707-7940
Telephone: 608-264-9888
Fax: 608-264-9889
Assisted Living Regional Director
608-266-8339

Western Regional Office
610 Gibson St., Ste. 1
Eau Claire, WI 54701-3687
Telephone: 715-836-4790
Fax: 715-836-2535
Assisted Living Regional Director
715-836-4029
GENERAL OVERVIEW

The Division of Quality Assurance (DQA) is a division within the Department of Health Services that is responsible for the regulation and licensing of over 40 different programs and facilities that provide health, long-term care, mental health/substance abuse services, and caregiver background checks and investigations.

The Division of Quality Assurance regulates providers who serve the frail elderly; persons with developmental disabilities, mental illness, physical disabilities, sensory disabilities; and, persons with substance abuse problems.

The Bureau of Assisted Living is a bureau within the Division of Quality Assurance that is responsible for the regulation of the following types of providers:

- Adult Day Care (ADC)
- Adult Family Home (AFH)
- Community Based Residential Facility (CBRF)
- Residential Care Apartment Complex (RCAC)

ASSISTED LIVING FORUM

The Assisted Living Forum is an opportunity for stakeholders involved in assisted living to gather in a collaborative spirit to discuss current issues pertaining to the regulated assisted living environment. The Forum is facilitated by the Division of Quality Assurance, Bureau of Assisted Living.

Stakeholders

Stakeholders may include department regulators, department program bureaus, provider associations, advocates, providers, assisted living business partners, consultants, managed care organizations, and county representatives.

Topics

Forum topics may include interpretation of regulations, public funding issues, best practices, quality improvement, workforce issues, statistics and trends, local and national issues, and public policy.

Format

The Forum meets bi-monthly. The morning session is a general meeting for all three provider groups – AFH, CBRF, and RCAC. The afternoon consists of breakout sessions.

COMPLAINT RESOURCES

You may file a complaint with the Bureau of Assisted Living in the following ways:

- **Contact your Regional Office.**
  Call your appropriate regional office or send them a letter. Regional office contact information can be found on the other side of this brochure.

- **Call the TOLL-FREE number.**
  1-800-642-6552

**Caregiver Misconduct Complaints**

For all misconduct complaints regarding:

- **Non-credentialed Caregivers**
  (e.g., nurse aides, home health aides, personal care workers)

- **Credentialed Staff**
  (e.g., nurses, doctors, dentists, counselors)

Call DQA’s Caregiver Intake Unit at:

608-261-8319

Or, use the on-line complaint form or toll-free number indicated above under “Complaint Resources.”

The Division of Quality Assurance does not refer residents for placement in assisted living facilities nor does DQA provide funding to facilities to care for residents.