

## WEBSITE

Visit our website for information about 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

## BAL REGIONAL OFFICES

### **Northeastern Regional Office**

200 N. Jefferson St., Ste. 501  
Green Bay, WI 54301

Telephone: 920-448-5252  
Fax: 920-448-5253

***BAL Regional Office Director***  
920-448-4800

### **Southeastern Regional Office**

819 N. 6<sup>th</sup> St., Rm. 609B  
Milwaukee, WI 53203-1606

Telephone: 414-227-2005  
Fax: 414-227-3903

***BAL Regional Office Director***  
414-227-4565

### **Southern Regional Office**

P.O. Box 7940  
Madison, WI 53707-7940

Telephone: 608-264-9888  
Fax: 608-264-9889

***BAL Regional Office Director***  
608-266-8339

### **Northwestern Regional Office**

610 Gibson St., Ste. 1  
Eau Claire, WI 54701-3687

Telephone: 715-836-4790  
Fax: 715-836-2535

***BAL Regional Office Director***  
715-836-4029

# BUREAU OF ASSISTED LIVING



STATE OF WISCONSIN  
DEPARTMENT OF HEALTH  
SERVICES  
Division of Quality Assurance



P-00204 (12/2020)

## 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.**