



# BUREAU OF ASSISTED LIVING (BAL) SURVEY ENTRANCE HANDOUT

Department of Health Services  
Division of Quality Assurance  
P-00456 (07/2022)

| REGIONAL OFFICE (RO) CONTACT INFORMATION   |  |  |
|--|--|--|
| ADDRESS  | PHONE/FAX/EMAIL  | DIRECTOR   |
| <input type="checkbox"/> <b>DQA/BAL NORTHEASTERN RO</b><br>200 N Jefferson St, Ste 501<br>Green Bay, WI 54301                | <b>Main Phone:</b> 920-448-5252<br><b>Fax:</b> 608-224-5704<br><b>Email:</b> <a href="mailto:DHSDQABALNERO@dhs.wisconsin.gov">DHSDQABALNERO@dhs.wisconsin.gov</a>          | <b>Vicky Wittman</b> , RO Director<br>920- 448-4800<br><a href="mailto:vicky.wittman@dhs.wisconsin.gov">vicky.wittman@dhs.wisconsin.gov</a>  |
| <input type="checkbox"/> <b>DQA/BAL SOUTHEASTERN RO</b><br>819 N 6 <sup>th</sup> Street, Rm 609B<br>Milwaukee, WI 53203-1606 | <b>Main Phone:</b> 414-227-2005<br><b>Fax:</b> 414-227-3903<br><b>Email:</b> <a href="mailto:DHSDQABALSERO@dhs.wisconsin.gov">DHSDQABALSERO@dhs.wisconsin.gov</a>          | <b>MaryBeth Hoffman</b> , RO Director<br>414-227-4565<br><a href="mailto:marybeth.hoffman@dhs.wisconsin.gov">marybeth.hoffman@dhs.wisconsin.gov</a>  |
| <input type="checkbox"/> <b>DQA/BAL SOUTHERN RO</b><br>Room 455<br>PO Box 2969<br>Madison, WI 53701-2969                     | <b>Main Phone:</b> 608-264-9888<br><b>Fax:</b> 608-264-9889<br><b>Email:</b> <a href="mailto:DHSDQABALSRO@dhs.wisconsin.gov">DHSDQABALSRO@dhs.wisconsin.gov</a>            | <b>Hillary Holman</b> , RO Director<br>608-266-8339<br><a href="mailto:hillary.holman@dhs.wisconsin.gov">hillary.holman@dhs.wisconsin.gov</a>  |
| <input type="checkbox"/> <b>DQA/BAL NORTHWESTERN RO</b><br>610 Gibson St, Ste 1<br>Eau Claire, WI 54701-3687                 | <b>Main Phone:</b> 715-836-4790<br><b>Fax:</b> 608-224-5705<br><b>Email:</b> <a href="mailto:DHSDQABALWRO@dhs.wisconsin.gov">DHSDQABALWRO@dhs.wisconsin.gov</a>            | <b>William Gardner</b> , RO Director<br>715-836-4029<br><a href="mailto:williamr.gardner@dhs.wisconsin.gov">williamr.gardner@dhs.wisconsin.gov</a>   |
| BAL CENTRAL OFFICE   |  |  |
| DHS/Division of Quality Assurance<br>Bureau of Assisted Living<br>PO Box 2969<br>Madison, WI 53701-2969                      | <b>Main Phone:</b> 608-266-8481<br><b>Fax:</b> 608-266-5494<br><b>Email:</b><br><a href="mailto:DHSDQABALCentral@dhs.wisconsin.gov">DHSDQABALCentral@dhs.wisconsin.gov</a> | <b>Dan Perron</b> , Bureau Director<br>920-362-0369<br><a href="mailto:daniel.perron@dhs.wisconsin.gov">daniel.perron@dhs.wisconsin.gov</a><br><br><b>Kathy Lyons</b> , Deputy Bureau Director<br>608-266-0371<br><a href="mailto:Kathleen.Lyons@dhs.wisconsin.gov">Kathleen.Lyons@dhs.wisconsin.gov</a> |
| STATEWIDE ASSISTED LIVING APPLICATIONS   |  |  |
| DHS/DQA/BAL<br>ATTN: Licensing Associates<br>200 N Jefferson St., Suite 501<br>Green Bay, WI 54301                           | <b>Main Phone:</b> 608-266-8482<br><b>Email:</b> <a href="mailto:DHSDQABALLicensing@dhs.wisconsin.gov">DHSDQABALLicensing@dhs.wisconsin.gov</a>                            |  |

## • ASSISTED LIVING ONLINE LICENSE AND CERTIFICATION CONTINUATIONS VIA E-RENEWAL

For 3-4 bed adult family homes, licensed community-based residential facilities, certified residential care apartment complexes, and adult day care centers, BAL requires that providers submit biennial/annual reports and license/certification continuation fee payments using the e-renewal program. Information about the e-renewal program is available online at <https://www.dhs.wisconsin.gov/regulations/e-renewal-assisted-living.htm>.

## • POST SURVEY QUESTIONNAIRE (DQA form F-62579)

Use the *Post Survey Questionnaire* to provide DQA with valuable feedback. Comments and responses to the questions will be used to evaluate and review the survey system and to improve the quality of the survey process. The questionnaire is available as a Word-fillable form or an online questionnaire. See “*Internet Resources – Forms*” below.

**We ask that each provider complete only one questionnaire per survey event.** If using the electronic or printed format, submit the completed form to the **CENTRAL OFFICE** using the Central Office mailing address, fax number, or email address.

Data provided in your response to the questionnaire will not influence state licensure or certification status. The identity of the provider/supplier and survey staff will remain anonymous throughout the analysis and interpretation of the data. Although every effort will be made to maintain anonymity, be aware that the *DQA Post Survey Questionnaire* responses are subject to disclosure under the Wisconsin Open Records Law.

## • INTERNET RESOURCES — FORMS

These and other DQA forms are available at <https://www.dhs.wisconsin.gov/forms/index.htm>.

- F-02208, *Assisted Living Facility Self-Report*, <https://www.dhs.wisconsin.gov/library/f-02208.htm>
- F-62579, *DQA Post Survey Questionnaire*
  - Word-fillable: <https://www.dhs.wisconsin.gov/forms/index.htm?search=62579&division=All&=Apply>
  - Online questionnaire: <https://www.surveygizmo.com/s3/3317414/DQA-Post-Survey-Questionnaire-F-62579>

• **INTERNET RESOURCES — WEBPAGES**

- *Assisted Living Online License and Certification Continuations Via E-Renewal*, <https://www.dhs.wisconsin.gov/regulations/e-renewal-assisted-living.htm>.
- *Assisted Living: Standards of Practice Resources*, <https://www.dhs.wisconsin.gov/regulations/assisted-living/standards.htm>
- *Assisted Living Resources*, <https://www.dhs.wisconsin.gov/regulations/assisted-living/resources.htm>
- *Assisted Living Survey Guide*, <https://www.dhs.wisconsin.gov/regulations/survey.htm>
- *e-SOD/e-POC Process*, <https://www.dhs.wisconsin.gov/regulations/e-sod.htm>
- *Waivers, Approvals, Variances, and Exceptions: Assisted Living*, <https://www.dhs.wisconsin.gov/regulations/waiver-variance-assisted-living.htm>
- *Assisted Living Forum*, <https://www.dhs.wisconsin.gov/regulations/assisted-living/asstdlvq-forum.htm>
- *Home and Community-Based Services for Pending, Licensed, and Certified Assisted Living Facilities*, <https://www.dhs.wisconsin.gov/regulations/assisted-living/hcbs.htm>
- *DQA Email Subscription Service*, <https://www.dhs.wisconsin.gov/regulations/listserv-signup.htm>
- *Quality Assurance and Quality Improvement in Assisted Living*, <https://www.dhs.wisconsin.gov/dqa/qa-qi.htm>