



BUREAU OF ASSISTED LIVING (BAL) SURVEY ENTRANCE HANDOUT

Department of Health Services / Division of Quality Assurance

P-00456 (12/2020)

REGIONAL OFFICE (RO) CONTACT INFORMATION		
ADDRESS	PHONE / FAX / EMAIL	DIRECTOR
<input type="checkbox"/> DQA / BAL NORTHEASTERN RO 200 N Jefferson St, Ste 501 Green Bay, WI 54301	Main Telephone: 920-448-5252 Fax: 608-224-5704 Email: DHSDQABALNERO@dhs.wisconsin.gov	Vicky Wittman , RO Director 920- 448-4800 vicky.wittman@dhs.wisconsin.gov
<input type="checkbox"/> DQA / BAL SOUTHEASTERN RO 819 N 6 th Street, Rm 609B Milwaukee, WI 53203-1606	Main Telephone: 414-227-2005 Fax: 414-227-3903 Email: DHSDQABALSERO@dhs.wisconsin.gov	MaryBeth Hoffman , RO Director 414-227-4565 marybeth.hoffman@dhs.wisconsin.gov
<input type="checkbox"/> DQA / BAL SOUTHERN RO PO Box 7940 Madison, WI 53707-7940	Main Telephone: 608-264-9888 Fax: 608-264-9889 Email: DHSDQABALSRO@dhs.wisconsin.gov	Hillary Holman , RO Director 608-266-8339 hillary.holman@dhs.wisconsin.gov
<input type="checkbox"/> DQA / BAL NORTHWESTERN RO 610 Gibson St, Ste 1 Eau Claire, WI 54701-3687	Main Telephone: 715-836-4790 Fax: 608-224-5705 Email: DHSDQABALWRO@dhs.wisconsin.gov	William Gardner , RO Director 715-836-4029 wiliamr.gardner@dhs.wisconsin.gov
BAL CENTRAL OFFICE		
DHS / Division of Quality Assurance Bureau of Assisted Living PO Box 2969 Madison, WI 53701-2969	Main Telephone: 608-266-8481 Fax: 608-266-5494 Email: DHSDQABALCentral@dhs.wisconsin.gov	Alfred Johnson , Bureau Director 608-266-8598 alfred.johnson@dhs.wisconsin.gov Kathy Lyons , Deputy Bureau Director 608-266-0371 Kathleen.Lyons@dhs.wisconsin.gov
STATEWIDE ASSISTED LIVING APPLICATIONS		
DHS / DQA / BAL ATTN: Licensing Associates PO Box 7940 Madison, WI 53707-7940	Main Telephone: 608-266-8482 Fax: 608-264-9889 Email: DHSDQABALLicensing@dhs.wisconsin.gov	

• 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.surveyqizmo.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-renew-al-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 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>