



# WISCONSIN BACKGROUND CHECK AND MISCONDUCT INVESTIGATION PROGRAM: ONBOARDING FOR NEW PROVIDERS

Wisconsin Department of Health Services  
Division of Quality Assurance  
P-03533 (10/2024)

## INTRODUCTION

Entities that are licensed, certified, and regulated by the Division of Quality Assurance (DQA) must comply with the requirements of the Wisconsin Background Check and Misconduct Investigation Program ("Program"), as provided in ss. 50.065 and 146.40, Wis. Stats. and chs. DHS 12 and DHS 13. This publication outlines important onboarding steps for new applicants for regulatory approval (ex. license, certification, non-client residence, etc.) and newly established entities seeking to comply with Program requirements.

### 1. BACKGROUND CHECKS FOR ENTITY OPERATORS & NON-CLIENT RESIDENTS

Individuals seeking to obtain a license, certification, or other initial approval to operate an entity are required to pass a background check conducted by the DQA Office of Caregiver Quality (OCQ). The requirement may also apply to other individuals in an entity's governance structure, such as board members and legal representatives, as well as to individuals seeking to reside in entity facilities as non-client residents.

For information and a link to the background check system see:

<https://www.dhs.wisconsin.gov/misconduct/entity.htm>

### 2. CAREGIVER BACKGROUND CHECKS FOR EMPLOYEES & CONTRACTORS

Entities are required to complete initial and renewal background checks for their employees or contractors working as [caregivers](#). These background checks serve to verify eligibility conditions established under state and federal law for work involving direct patient/client contact. DQA may verify compliance and enforce caregiver background check requirements while conducting surveys or during other types of investigations.

For information and a link to the caregiver background check system see:

<https://www.dhs.wisconsin.gov/misconduct/employee.htm>

### 3. ACCESS TO THE MISCONDUCT REPORTING SYSTEM (MRS)

Entities are required to report to OCQ all allegations<sup>1</sup> of abuse and neglect of a patient/client, or misappropriation of patient/client property by their employees or contractors. These reports must be submitted within defined timeframes by using the MRS system. To ensure timely reporting, entities are advised to register for access immediately upon receiving regulatory approval to operate.

To register for access to the MRS system see:

<https://www.dhs.wisconsin.gov/misconduct/mir.htm>

### 4. PROGRAM WEBPAGE

Newly established entities are encouraged to access and bookmark the Program webpage. A number of resources are available, including a Program manual, a link to the Misconduct Registry, information about Rehabilitation Review, and links to information about workshop opportunities.

To access the Program webpage see:

<https://www.dhs.wisconsin.gov/misconduct/index.htm>

### 5. CONTACT INFORMATION

Please access our webpage for comprehensive Program information and a list of resources. You may also contact us by email.

Contact Information:

[dhsofficeofcaregiverquality@dhs.wisconsin.gov](mailto:dhsofficeofcaregiverquality@dhs.wisconsin.gov)

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<sup>1</sup> The term includes known incidents, suspected occurrences, and claims of abuse, neglect, or misappropriation.