



Date: March 1, 2025

DQA Memo 25-001

To: DQA-Regulated *entities*, as defined in s. 50.065(1)(c), Wis. Stats.¹

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Background Check Renewals for Entity Operators & Non-Client Residents

Background

All persons [approved](#) (licensed, certified, registered) in Wisconsin to operate an [entity](#) or live in entity facilities as [non-client residents](#) must periodically renew their background checks, pursuant to [ss. 50.065\(2\)\(am\) & 50.065\(3\)\(a\), Wis. Stats.](#) These background checks promote public confidence in department-approved care and treatment programs by verifying that persons to whom approval was previously granted, have not since been convicted for [serious crimes](#), or found to have committed abuse, neglect, or other [offenses inconsistent with client care](#).

Purpose

The purpose of this memo is to provide information on how to:

- Determine when an entity-operator and/or non-client resident renewal background check is required.

¹ Examples include: Emergency Mental Health Service Programs (DHS 34), Outpatient Mental Health Clinics (DHS 35), Comprehensive Community Services (DHS 36), Day Treatment Services for Children (DHS 40), Youth Crisis Stabilization Facilities (DHS 50), DHS 61 Program (Inpatient/Day Treatment/Children/Adolescent Inpatient), Community Support Programs for Chronically Mental Ill Persons (DHS 63), DHS 75 Service (Prevention DHS 75.14, Intoxicated Driver DHS 75.15, Outpatient Substance Use Treatment DHS 75.49, Outpatient Integrated Behavioral Health Treatment DHS 75.50, Intensive Outpatient Treatment, DHS 75.51, Day Treatment or Partial Hospitalization Treatment DHS 75.52, Transitional Residential Treatment, DHS 75.53, Medically Monitored Residential Treatment DHS 75.54, Medically Managed Inpatient Treatment DHS 75.55, Adult Residential Integrated Behavioral Health Stabilization Service DHS 75.56, Residential Withdrawal Management DHS 75.57, Residential Intoxication Monitoring DHS 75.58, Opioid Treatment Program DHS 75.59, Office-based Opioid Treatment, DHS 75.60), Community Based Residential Facility (DHS 83), 3-4 Bed Adult Family Home, (DHS 88), Residential Care Apartment Complexes (DHS 89), Adult Day Care Centers (DHS 105.14), Personal Care Agencies (DHS 105.17), Ambulance Service Provider (DHS 110), Hospitals (DHS 124), Rural Medical Centers (DHS 127), Hospices (DHS 131), Nursing Homes (DHS 132), Home Health Agencies (DHS 133), Facilities Serving People with Developmental Disabilities (DHS 134).

- Submit a background check renewal request to the Division of Quality Assurance (DQA).²
- Determine the required date of renewal for persons who completed their last background check during DQA’s 2021 Background Check Renewal drive.

Definitions

- “Complete request” means complete and accurate information has been submitted on all fields of the [DHS Background Check Request, F-03329](#) webform, including any required uploads and payment for the required fee, and resulting in a confirmation email being sent to the requester.
- “Entity” has the meaning given in [s. 50.065 \(1\)\(c\), Wis. Stats.](#)
- “Date of initial approval” means the date the person received a license, certification, or other approval from DQA to operate an entity or live in an entity facility as a non-client resident.
- “Non-client resident” has the meaning given in [s. 50.065\(1\)\(cn\), Wis. Stats.](#)
- “Persons approved to operate an entity” means any person licensed, certified, or registered to operate a DQA-regulated entity.³

Determining Required Date of Renewal

A person’s required date of renewal for their entity-operator or non-client resident background check may be determined based on their entity type and the date of initial approval (e.g., licensure, certification, non-client residence approval, etc.).

	Date of Initial Approval (licensure, certification, registration, non-client residence approval)	When is the next renewal required?	Continuing renewal requirements
DQA-regulated entities (see definition above) except 3-4 Bed Adult Family Homes	After May 1, 2021	No later than 4 years from the date of initial approval	No later than 4 years from the date of initial approval or from the date a complete request for background check renewal is received
	Before May 1, 2021	No later than May 1, 2025	
3-4 Bed Adult Family Homes	After May 1, 2023	No later than 2 years from the date of initial approval	No later than 2 years from the date of initial approval or from the date a complete request for background check renewal is received
	Before May 1, 2023	No later than May 1, 2025	

Example 1

Mary was licensed to operate a community-based residential facility on March 1, 2024. Based on the table above, she must submit a complete request for a renewal background check no later than four years from the date of her initial approval, or March 1, 2028.

² Please note that *Entity-Operator* and *Non-Client Resident* background checks are completed by DQA and are different from [background checks completed by entities for their employees and contractors.](#)

³ For questions about *persons approved to operate* your entity, please contact the bureau that regulates your provider type: [Bureau of Nursing Home Resident Care](#); [Bureau of Assisted Living](#); [Bureau of Health Services](#).

Example 2

John was licensed to operate a hospice on February 1, 2018. John submitted a request for background check during DQA's 2021 Background Check Renewal drive, but can't remember on which day and month. Based on the table above, since John was licensed before May 1, 2021, he must submit a complete request for a renewal background check no later than May 1, 2025.

Please note, however, that an entity-operator or non-client resident background check may be required at a sooner date when certain [criteria for notification](#) apply.

Requesting an Entity-Operator or Non-Client Resident Background Check

To submit a request, complete the following steps:

1. [Create a MyWisconsin ID](#)
2. Access and complete [DHS Background Check Request, F-03329](#)
3. Keep confirmation of your request on file

Questions

For questions about Background Checks, email dhsdqabackgroundchecks@dhs.wisconsin.gov.

For guidance on completing a DHS Background Check Request, see our [guide](#) or visit our [webpage](#).