



## Bureau of Assisted Living (BAL) Survey Entrance Handout

REGIONAL OFFICE (RO) CONTACT INFORMATION		
ADDRESS	PHONE/FAX/EMAIL	DIRECTOR
<input type="checkbox"/> <b>DQA/BAL NORTHEASTERN RO</b> 200 N Jefferson St, Ste 501 Green Bay, WI 54301	<b>Main Phone:</b> 920-448-5252 <b>Fax:</b> 608-224-5704 <b>Email:</b> <a href="mailto:DHSDQABALNERO@dhs.wisconsin.gov">DHSDQABALNERO@dhs.wisconsin.gov</a>	<b>Vicky Wittman</b> , RO Director 920-448-4800 <a href="mailto:vicky.wittman@dhs.wisconsin.gov">vicky.wittman@dhs.wisconsin.gov</a>
<input type="checkbox"/> <b>DQA/BAL SOUTHEASTERN RO</b> 819 N 6 <sup>th</sup> Street, Rm 609B Milwaukee, WI 53203-1606	<b>Main Phone:</b> 414-227-2005 <b>Fax:</b> 414-227-3903 <b>Email:</b> <a href="mailto:DHSDQABALSERO@dhs.wisconsin.gov">DHSDQABALSERO@dhs.wisconsin.gov</a>	<b>MaryBeth Hoffman</b> , RO Director 414-227-4565 <a href="mailto:marybeth.hoffman@dhs.wisconsin.gov">marybeth.hoffman@dhs.wisconsin.gov</a>
<input type="checkbox"/> <b>DQA/BAL SOUTHERN RO</b> 201 E. Washington Ave, Rm E300 Madison, WI 53703	<b>Main Phone:</b> 608-264-9888 <b>Fax:</b> 608-264-9889 <b>Email:</b> <a href="mailto:DHSDQABALSRO@dhs.wisconsin.gov">DHSDQABALSRO@dhs.wisconsin.gov</a>	<b>Hillary Holman</b> , RO Director 608-279-2546 <a href="mailto:hillary.holman@dhs.wisconsin.gov">hillary.holman@dhs.wisconsin.gov</a>
<input type="checkbox"/> <b>DQA/BAL NORTHWESTERN RO</b> PO Box 48 Eau Claire, WI 54702	<b>Main Phone:</b> 715-836-4790 <b>Fax:</b> 608-224-5705 <b>Email:</b> <a href="mailto:DHSDQABALWRO@dhs.wisconsin.gov">DHSDQABALWRO@dhs.wisconsin.gov</a>	<b>Kelly Haugen</b> , RO Director 715-836-4965 <a href="mailto:KellyJ.Haugen@dhs.wisconsin.gov">KellyJ.Haugen@dhs.wisconsin.gov</a>
BAL CENTRAL OFFICE		
DHS/Division of Quality Assurance Bureau of Assisted Living 201 E. Washington Ave, Rm E300 Madison, WI 53703	<b>Main Phone:</b> 608-266-8481 <b>Fax:</b> 608-266-5494 <b>Email:</b> <a href="mailto:DHSDQABALCentral@dhs.wisconsin.gov">DHSDQABALCentral@dhs.wisconsin.gov</a>	<b>Kenneth Brotheridge</b> , Bureau Director 608-266-8598 <a href="mailto:kenneth.brotheridge@dhs.wisconsin.gov">kenneth.brotheridge@dhs.wisconsin.gov</a>  <b>Kathy Teske</b> , Deputy Bureau Director 608-266-0371 <a href="mailto:kathleen.teske@dhs.wisconsin.gov">kathleen.teske@dhs.wisconsin.gov</a>
STATEWIDE ASSISTED LIVING APPLICATIONS		
DHS/DQA/BAL ATTN: Licensing Associates 201 E. Washington Ave, Rm E300 Madison, WI 53703	<b>Main Phone:</b> 608-266-8482 <b>Email:</b> <a href="mailto:DHSDQABALLicensing@dhs.wisconsin.gov">DHSDQABALLicensing@dhs.wisconsin.gov</a>	

### Assisted Living Online License and Certification Continuations Via the DHS DQA Provider Portal

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 DHS DQA Provider Portal. Information about the DHS DQA Provider Portal is available online at <https://www.dhs.wisconsin.gov/dqa/dqa-provider-portal.htm>.

### Post Survey Questionnaire

Use the *DQA 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 an online questionnaire. See *Internet Resources – Forms* below.

**We ask that each provider complete only one questionnaire per survey event.**

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>
- *DQA Post Survey Questionnaire*, <https://survey.alchemer.com/s3/7754814/DQA-Post-Survey-Questionnaire>

### **Internet Resources – Webpages**

- *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/asstdlvf-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>