Oversight and Regulation of Assisted Living Facilities

The WI Department of Health Services, Division of Quality Assurance (DQA) is responsible for regulation and oversight of the following types of Assisted Living/Residential facilities:

- Adult Family Homes (3-4 bed)
- Residential Care Apartment Complexes (RCAC)
- Community Based Residential Facilities (CBRF)
- Skilled Nursing Facilities/Nursing Homes (SNF)

Why does oversight matter?

When choosing an Assisted Living facility that is right for you, the ADRC encourages families to review the State Survey history and reports. These reports contain important information about a facility's history of licensure, complaint investigation, quality of care and abuse investigations. You can ask an assisted living facility about their Survey reports when you visit, or you can look them up online on the Wisconsin Department of Health Services website. DQA provides information on surveys that were conducted at assisted living facilities and skilled nursing facilities within the past three years.

The Survey History may include:
- The types of surveys conducted (e.g., recertification survey, complaint investigation, verification visit);
- Survey exit dates;
- Statements of Deficiency (SODs)/Notices of Non-Compliance;
- Provider's Plans of Correction (POCs)/Statements of Compliance; and
- Enforcement Actions.

A message will display if no survey information is available for a provider. Survey information for providers that have branch and satellite locations is only displayed under the main provider's location.

For additional information on Survey Reports, and DQA's role in regulating Assisted Living and Nursing Home facilities, please see: https://www.dhs.wisconsin.gov/guide/provider-search.htm

How to look up the Survey History of a facility online?

1. Go to DQA's Provider Search website:
   https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Public/DQAProviderSearch.aspx

2. Use the Provider Search options to narrow down your search by:
   - Provider Name
   - Location: County/City/Zip Code
   - Provider/Facility Type

3. Once you locate the facility of interest, click on the name of the facility to access the Survey History

Information courtesy of ADRC of Dane County. The ADRC does not endorse or recommend specific agencies.