



Division of Quality Assurance

State of Assisted Living

Calendar Year 2025



Bureau of Assisted Living
Ken Brotheridge, Director
February 27, 2026



Agenda

1. Trends and Statistics
 - ✓ Assisted Living (AL) Capacity
 - ✓ AL Complaints
 - ✓ AL Self-Reports
 - ✓ AL Survey
 - ✓ AL Enforcement
2. Bureau of Assisted Living (BAL) Initiatives
3. Wrap-Up



Bureau of Assisted Living Regional Assignments

SERO

- Kenosha, Milwaukee, Racine

NERO

- Adams, Brown, Calumet, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Oconto, Outagamie, Ozaukee, Portage, Shawano, Sheboygan, Washington, Waushara, Waupaca, Winnebago, Wood

SRO

- Columbia, Crawford, Dane, Dodge, Grant, Green, Iowa, Jefferson, Lafayette, Richland, Rock, Sauk, Walworth, Waukesha

NWRO

- Ashland, Barron, Bayfield, Buffalo, Burnett, Chippewa, Clark, Douglas, Dunn, Eau Claire, Florence, Forest, Iron, Jackson, Juneau, Langlade, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Polk, Price, Rusk, Sawyer, St. Croix, Taylor, Trempealeau, Vernon, Vilas, Washburn



Wisconsin Assisted Living Facilities

Community-Based Residential Facility (CBRF)

- Wis. Admin. Code ch. DHS 83
- Wis. Stat. ch. 50

Adult Family Home (AFH)

- Wis. Admin. Code ch. DHS 88
- Wis. Stat. ch. 50

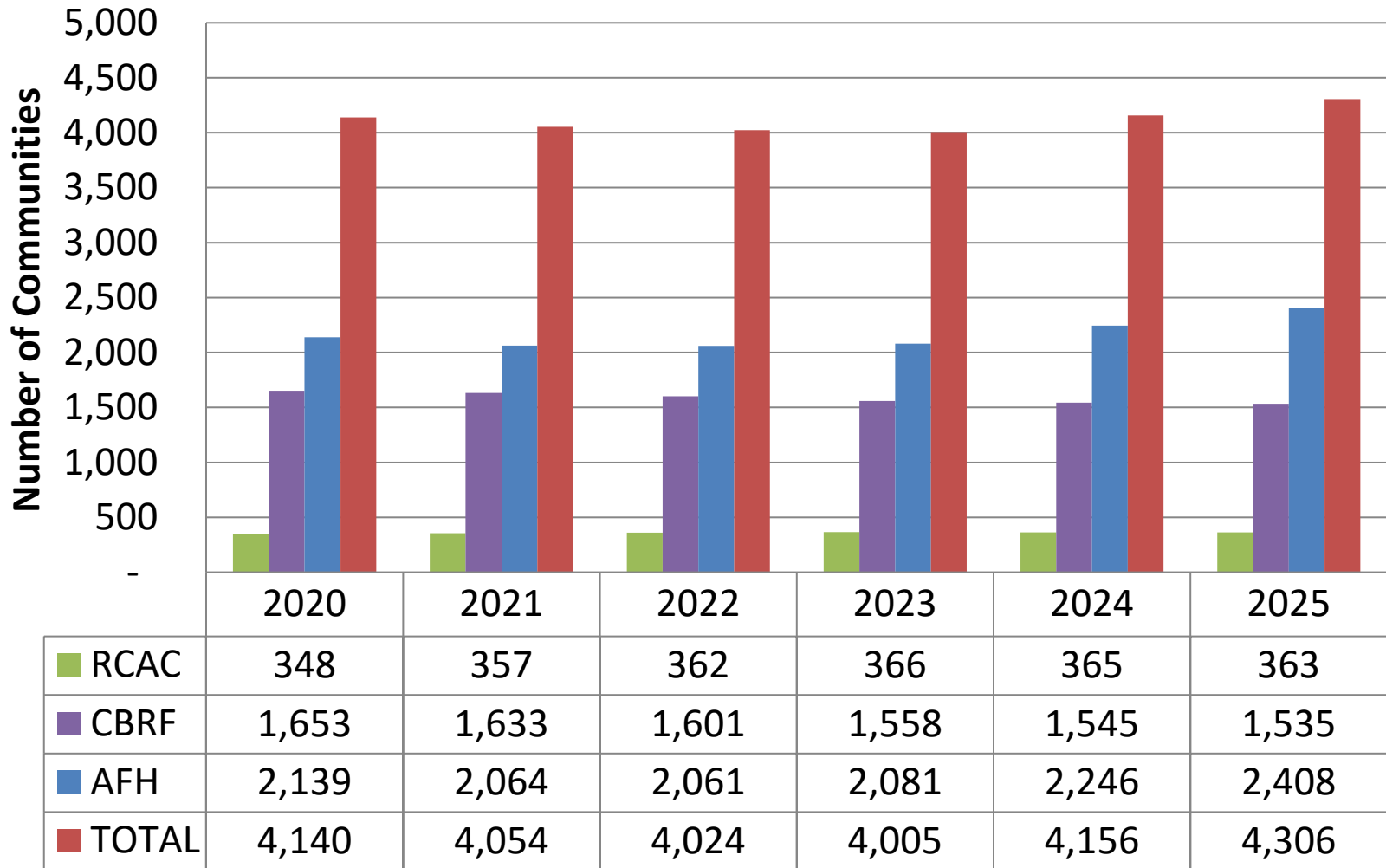
Residential Care Apartment Complexes (RCAC)

- Wis. Admin. Code ch. DHS 89
- Wis. Stat. ch. 50



Assisted Living Facilities

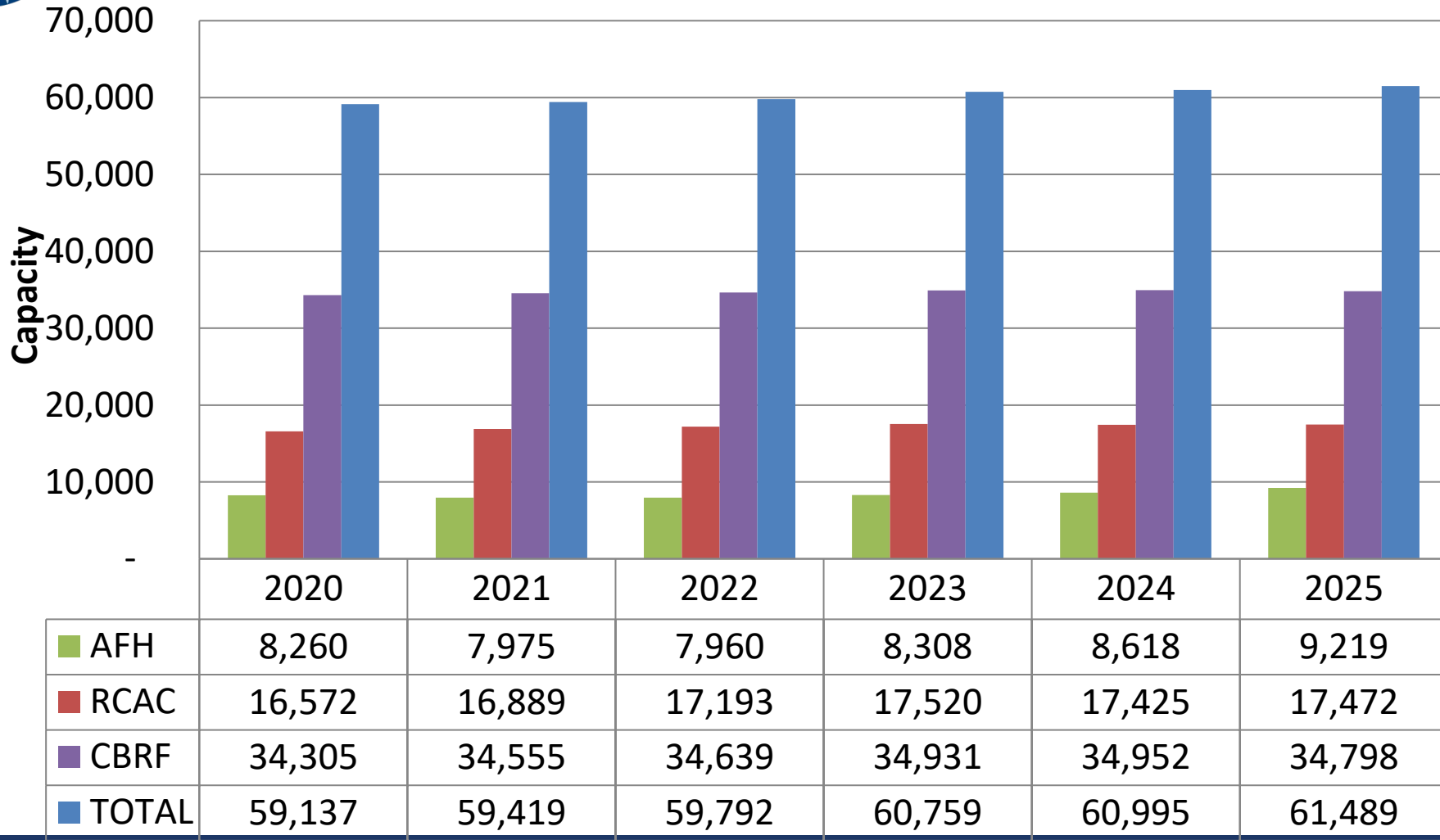
Trend in Number of Facilities





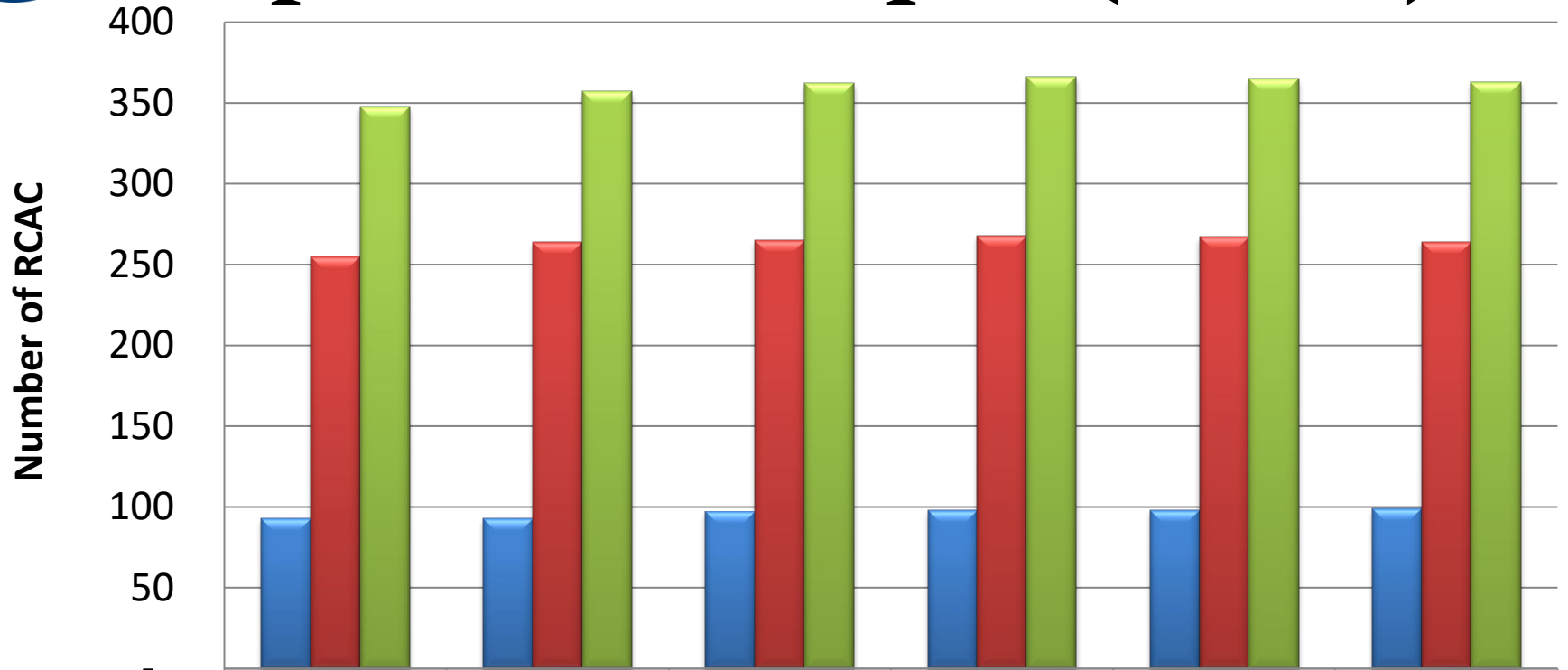
Assisted Living Capacity

Trend in Assisted Living Capacity





Residential Care Apartment Complex (RCAC)

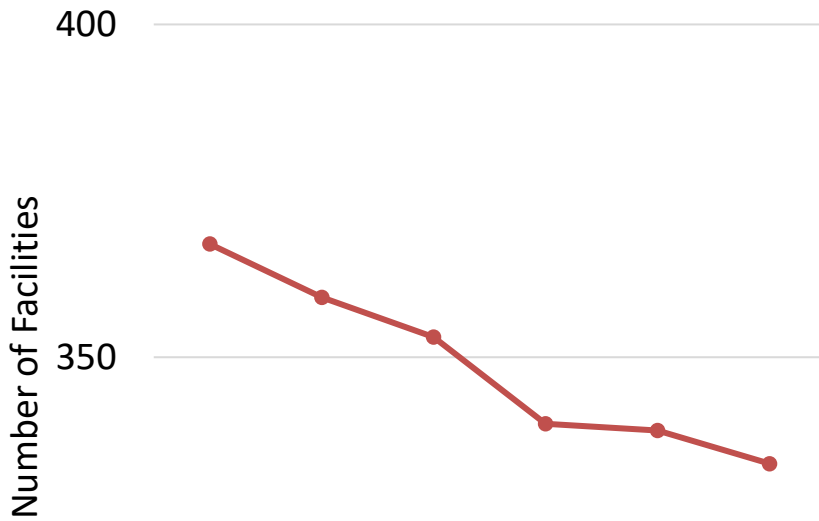


	2020	2021	2022	2023	2024	2025
Registered	93	93	97	98	98	99
Certified	255	264	265	268	267	264
Total	348	357	362	366	365	363



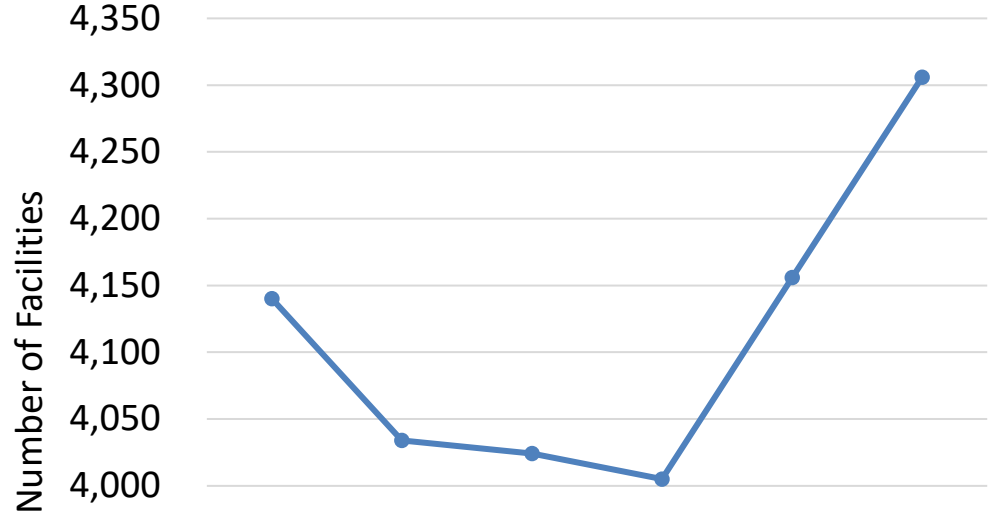
Assisted Living vs. Long-Term Care (LTC) Facilities

Long-Term Care



	2020	2021	2022	2023	2024	2025
LTC	367	359	353	340	339	334

Assisted Living

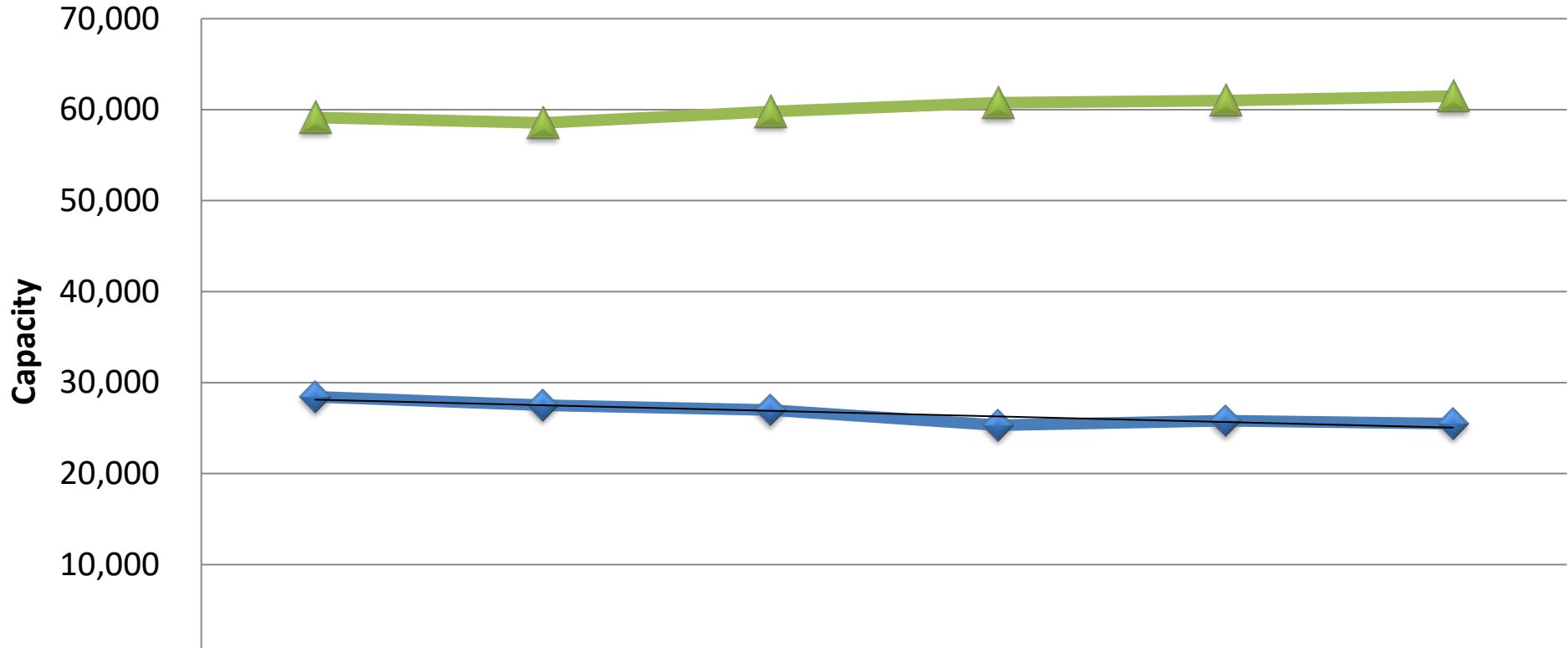


	2020	2021	2022	2023	2024	2025
AL	4,140	4,034	4,024	4,005	4,156	4,306



Assisted Living vs. LTC Capacity

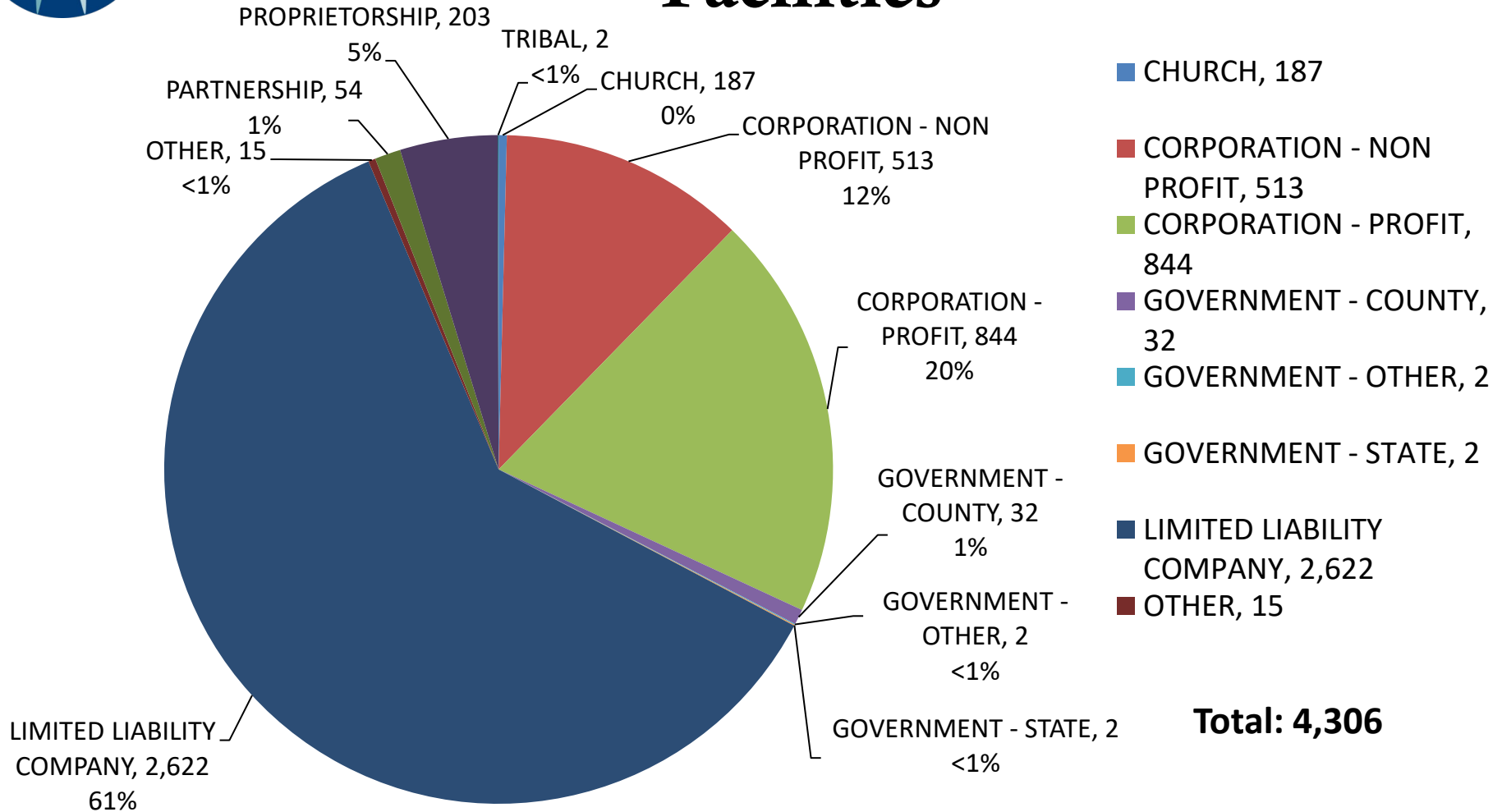
Trend in Capacity for Residents



	2020	2021	2022	2023	2024	2025
◆ LTC	28,438	27,503	26,971	25,314	25,797	25,486
▲ AL	59,137	58,541	59,792	60,759	60,995	61,489

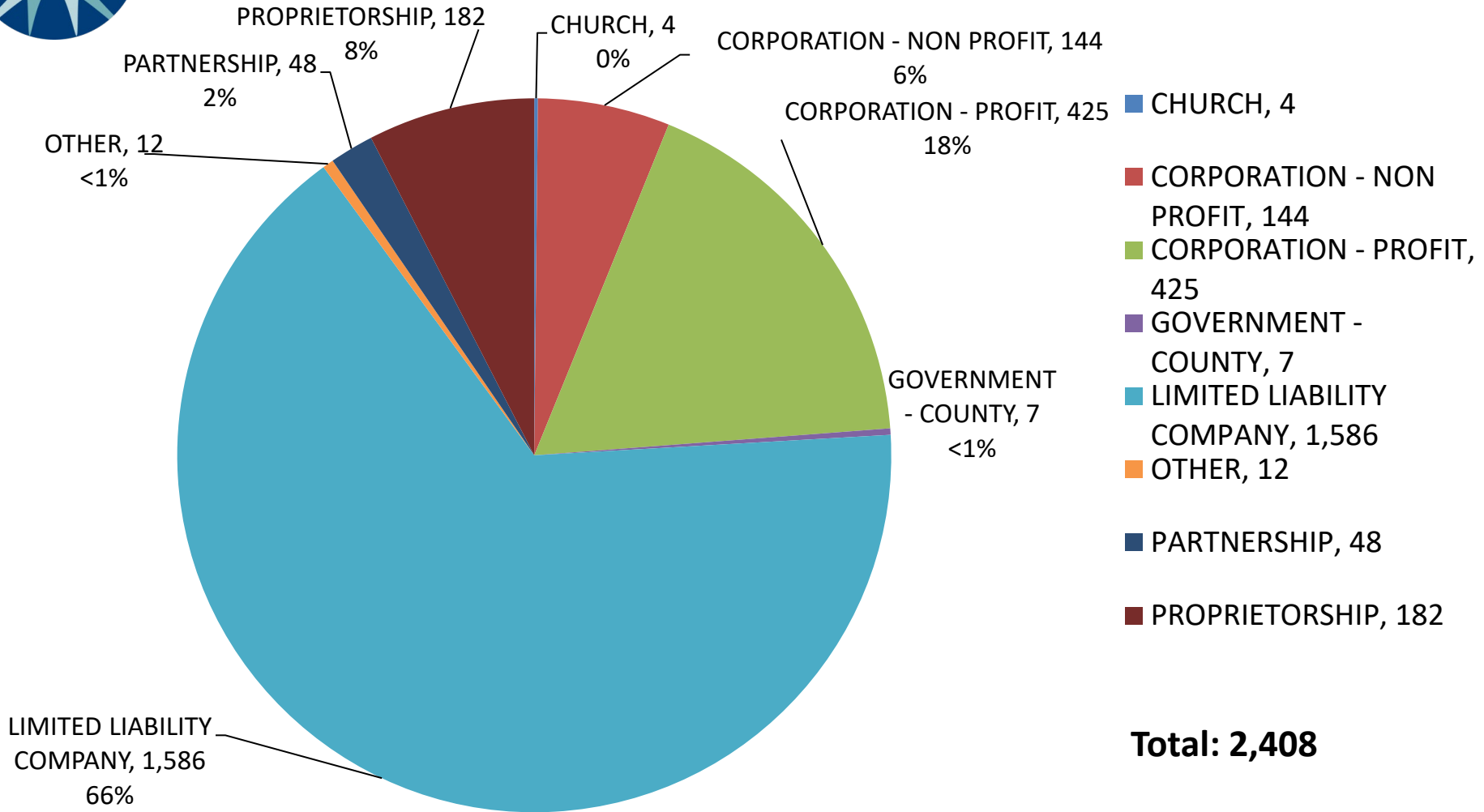


Ownership by Percentage: All AL Facilities



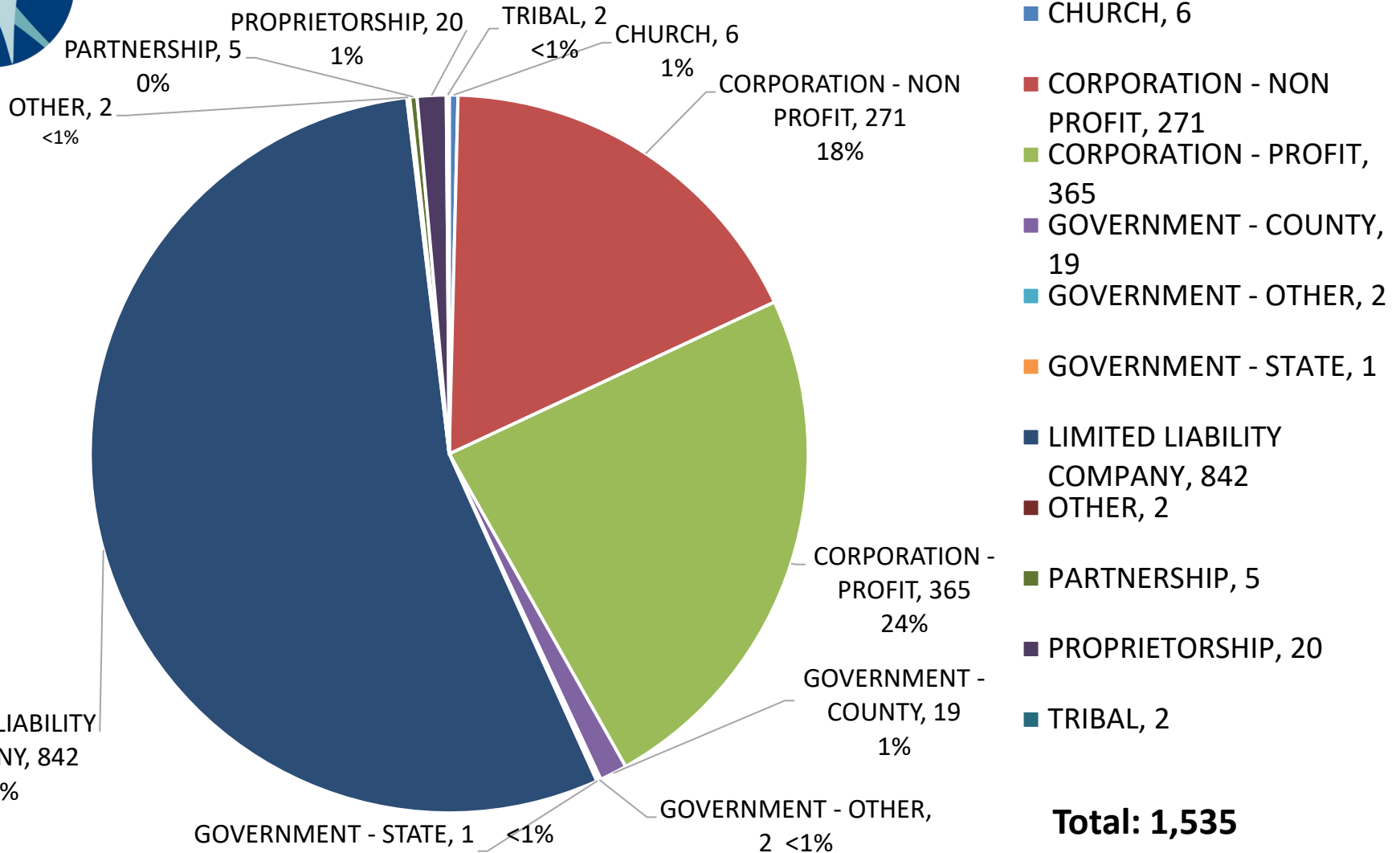


Ownership-AFH



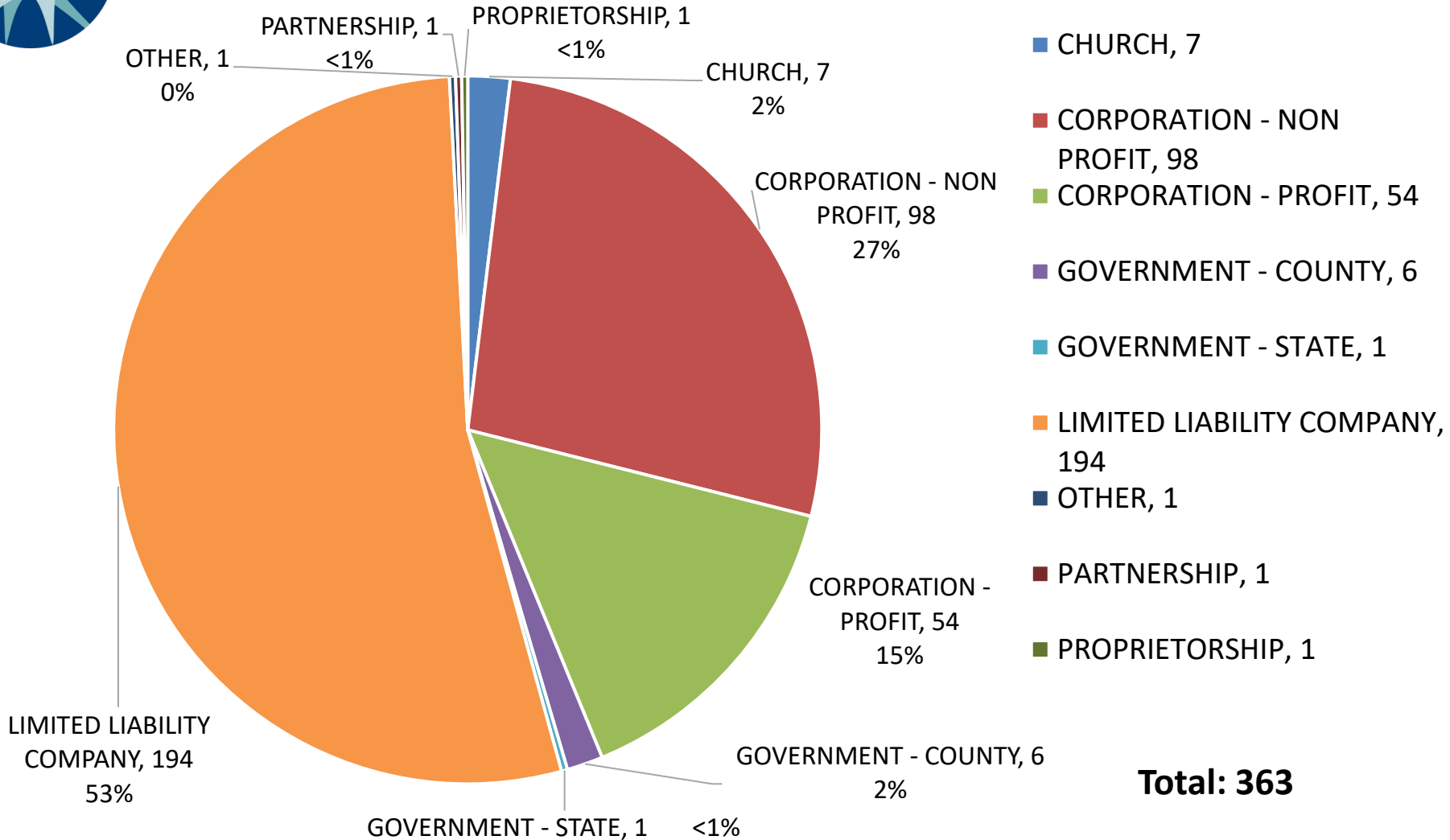


Ownership-CBRF



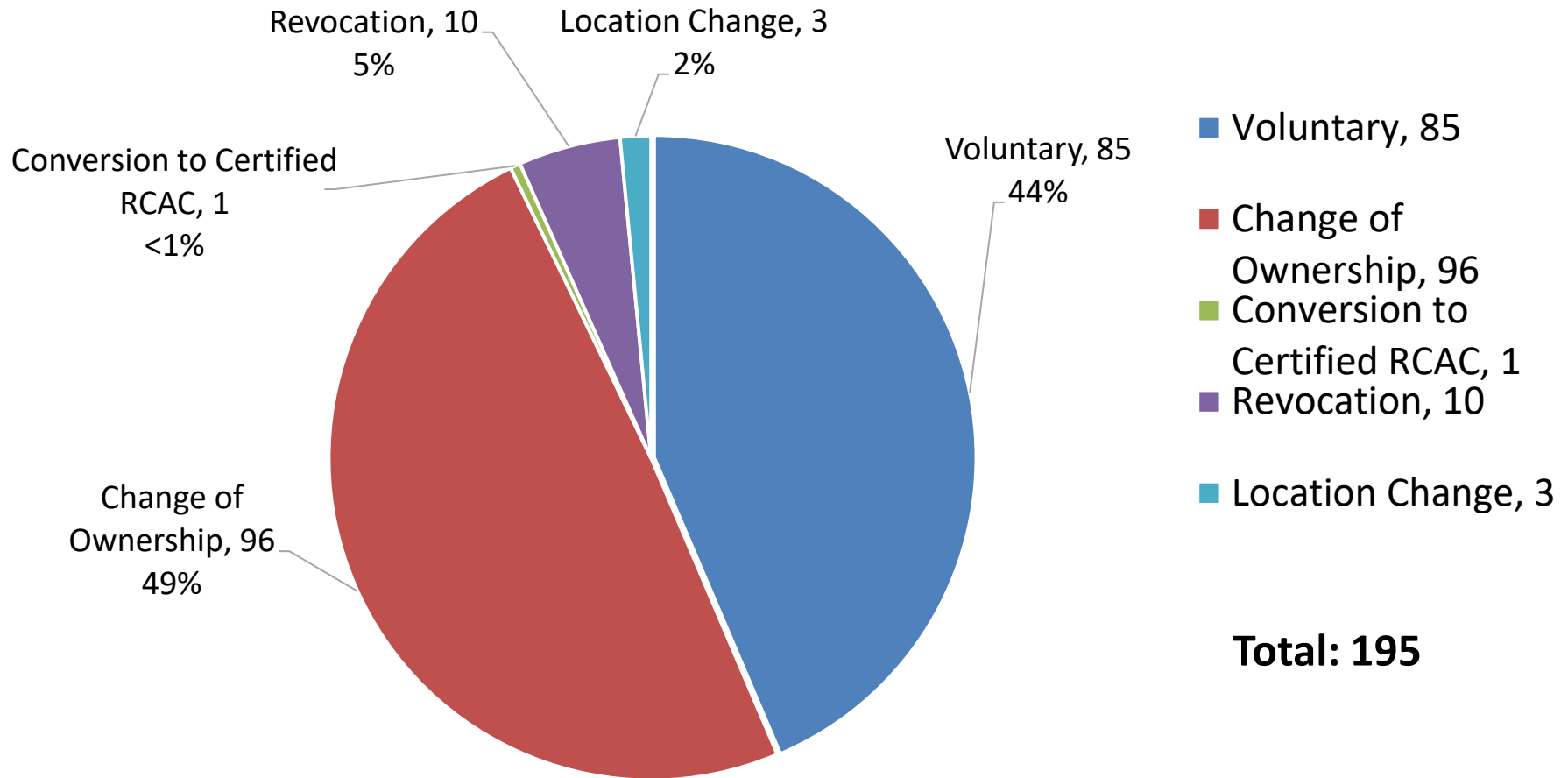


Ownership-RCAC





Assisted Living Facility Closures 2025

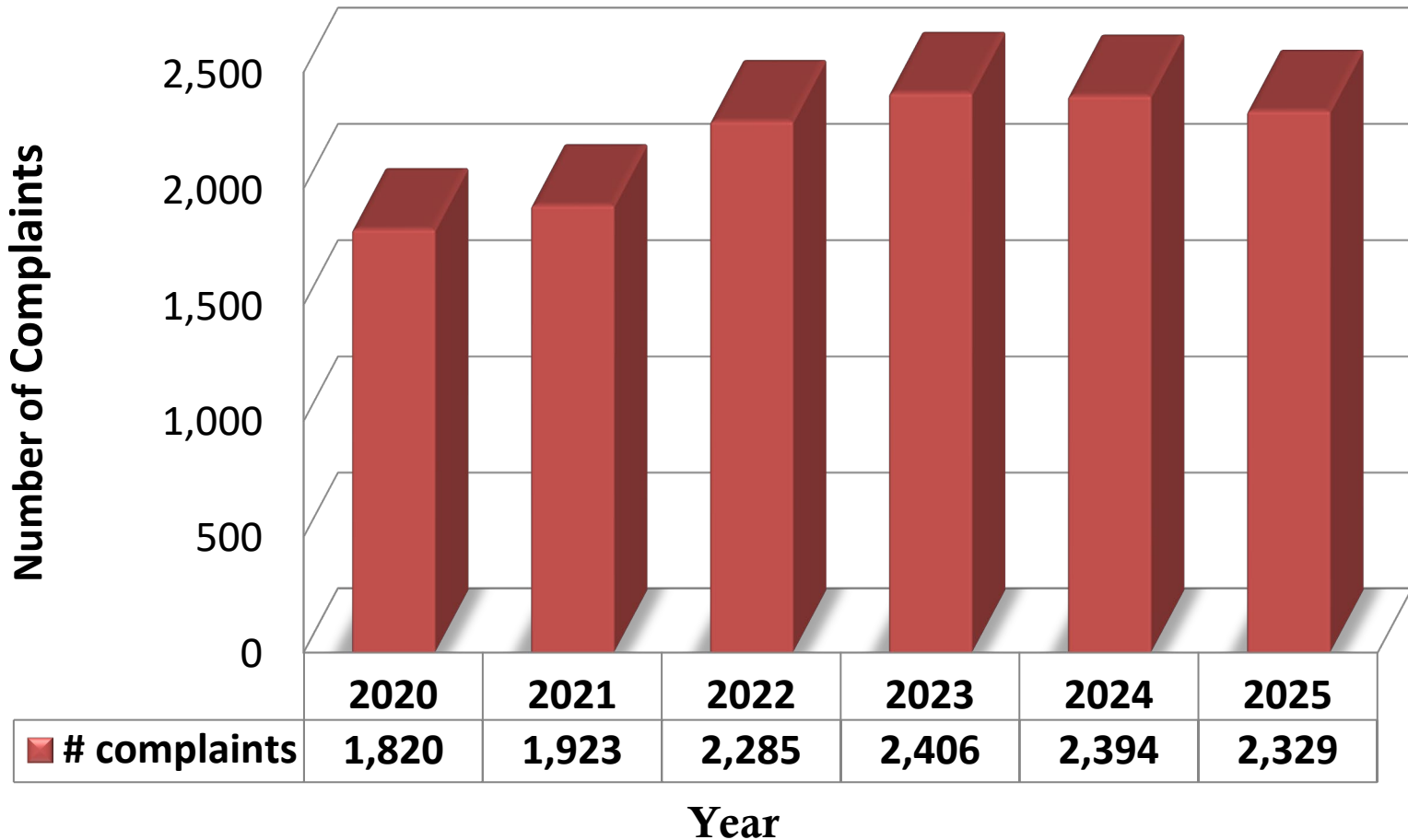




Assisted Living Complaints Calendar Year (CY) 2025

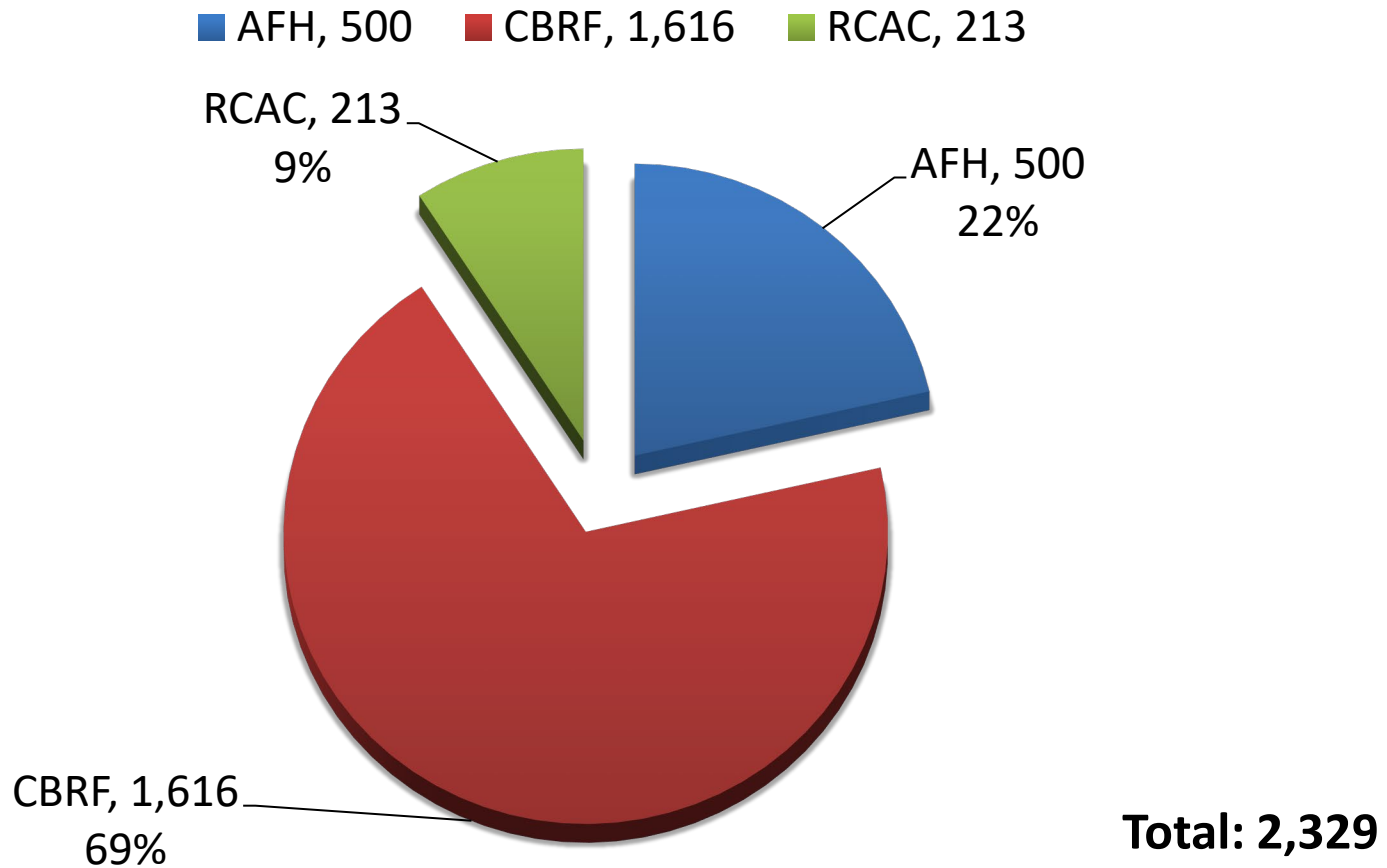


Assisted Living Complaints Received



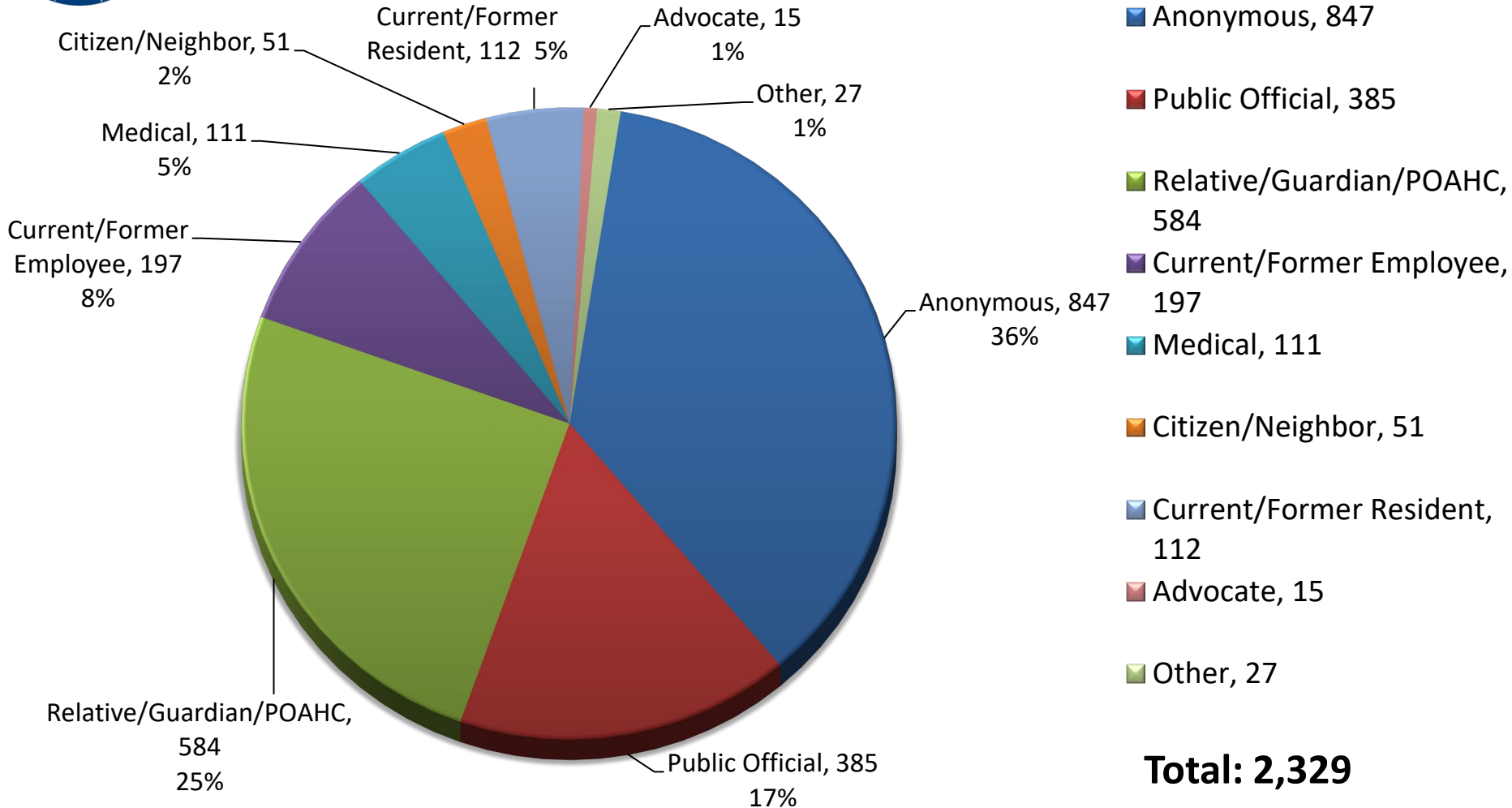


Complaints Received CY 2025



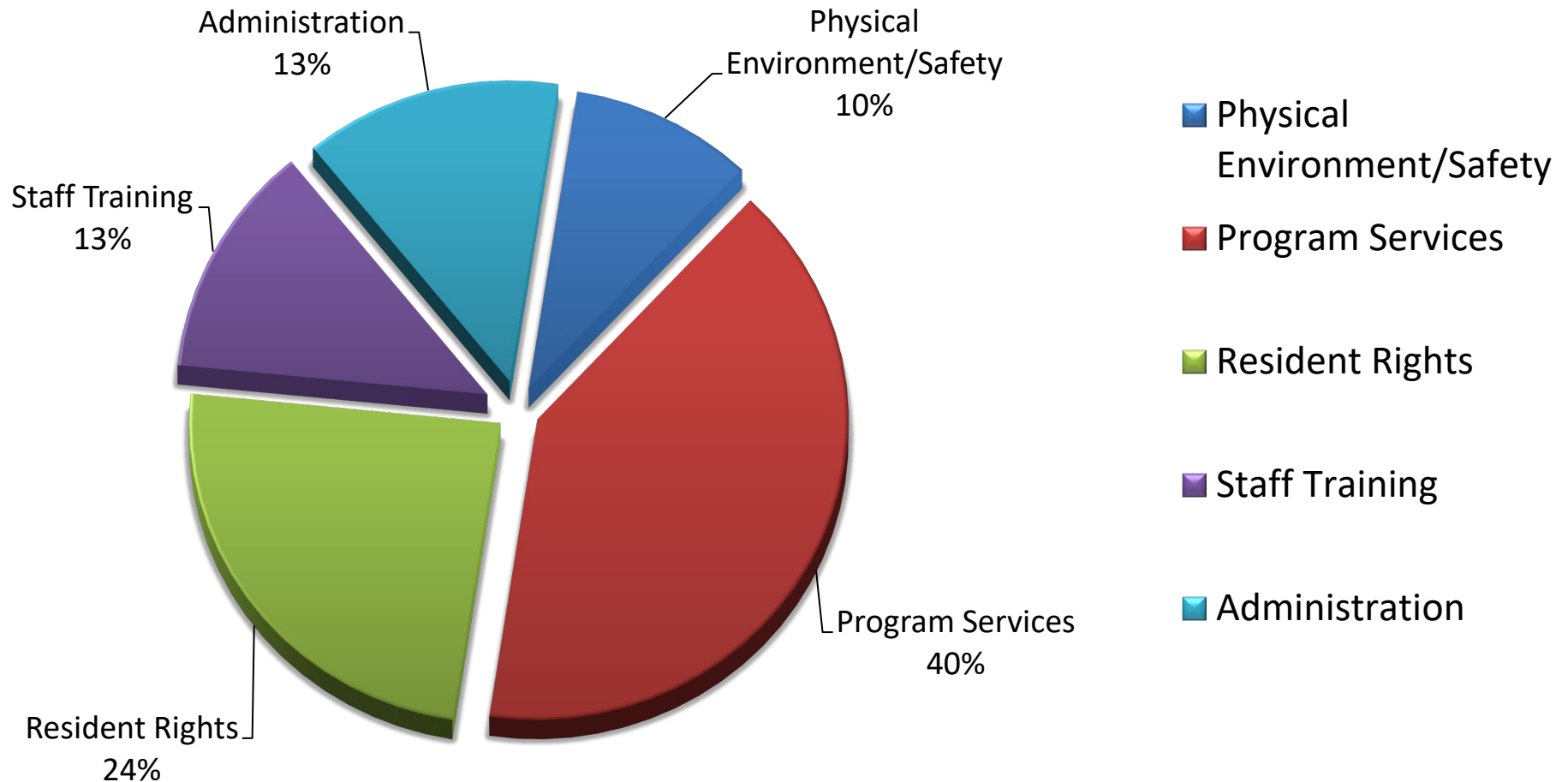


Source of Complaint CY 2025



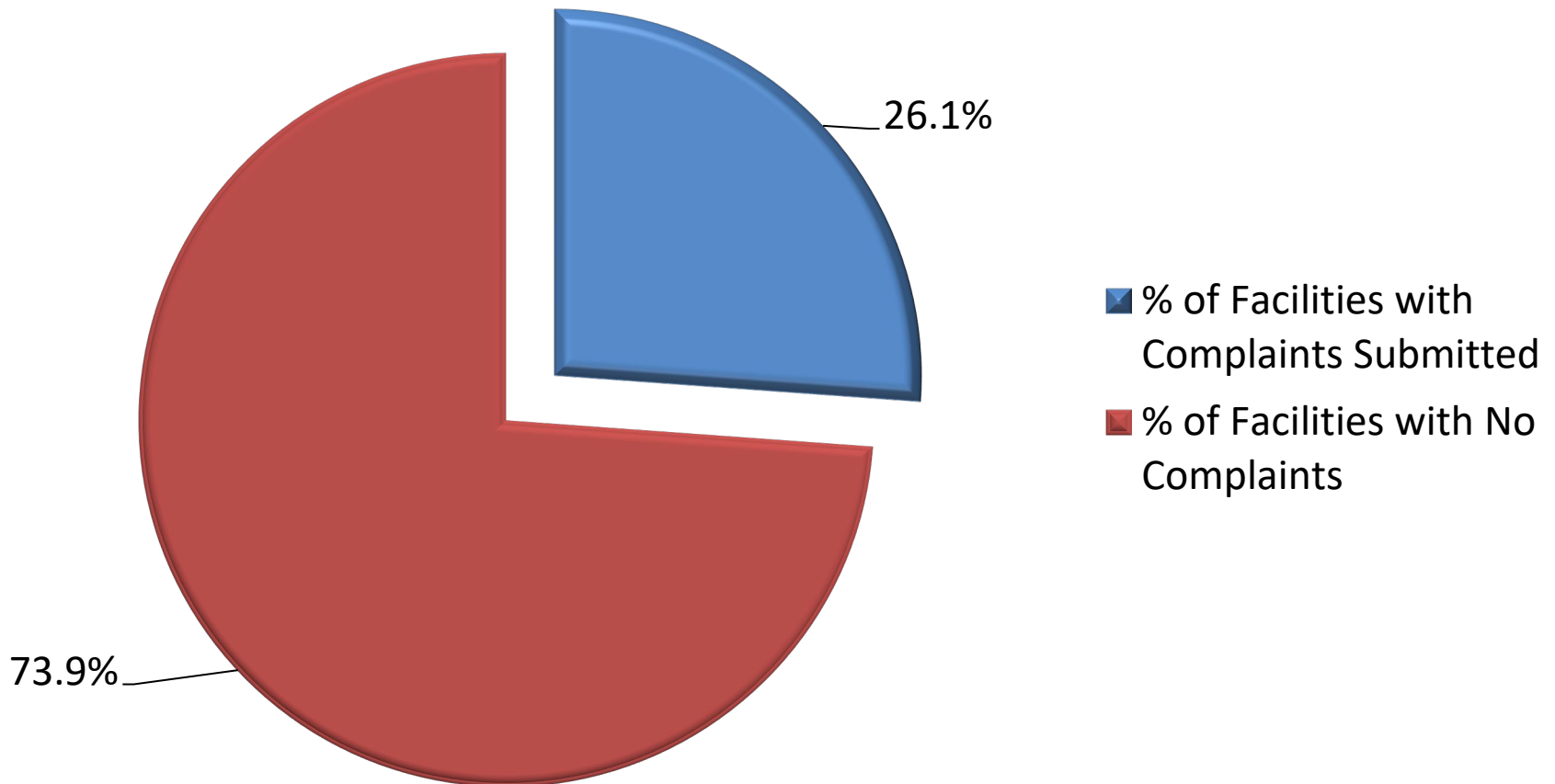


Findings of Complaint Investigation by Type of Violation CY 2025



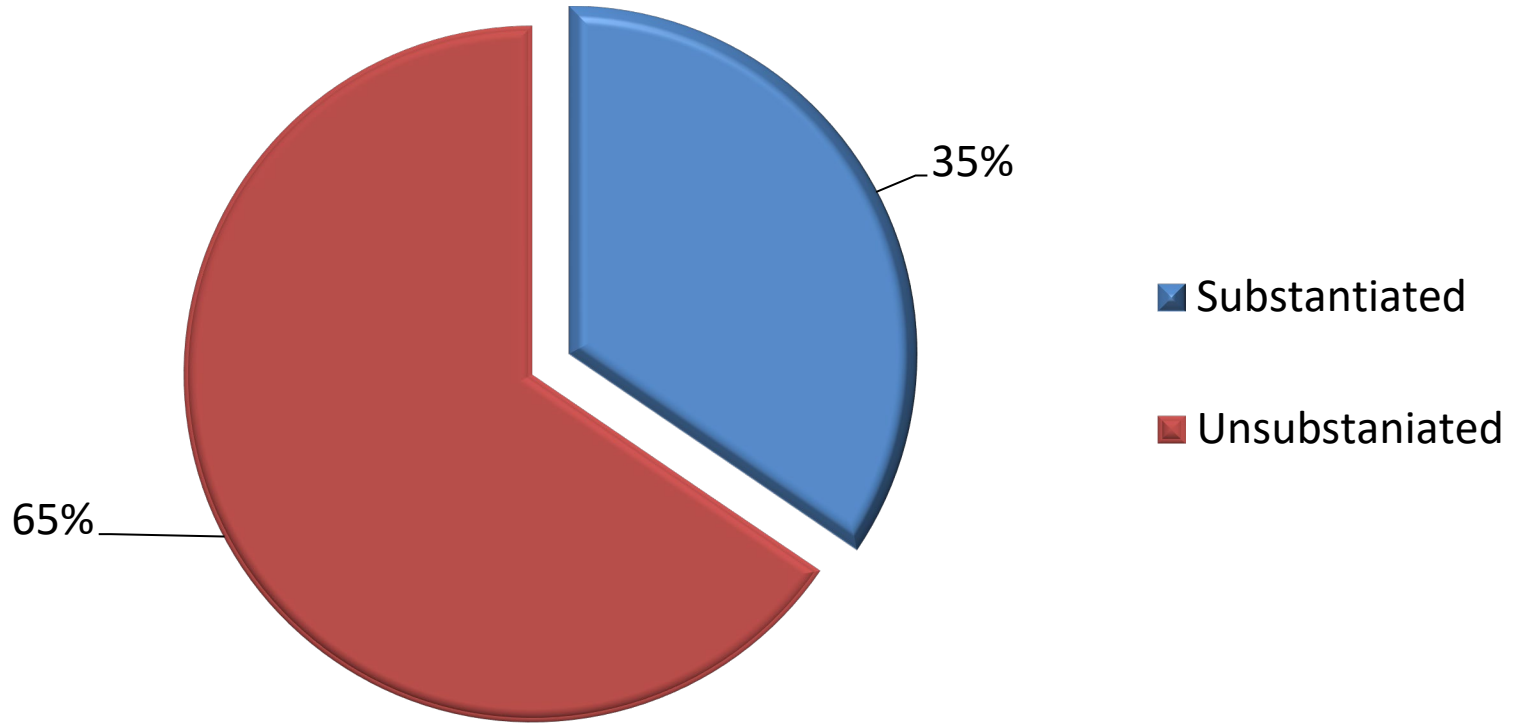


Percentage of Facilities with Complaints Submitted





Percentage of Substantiated Complaint Investigations



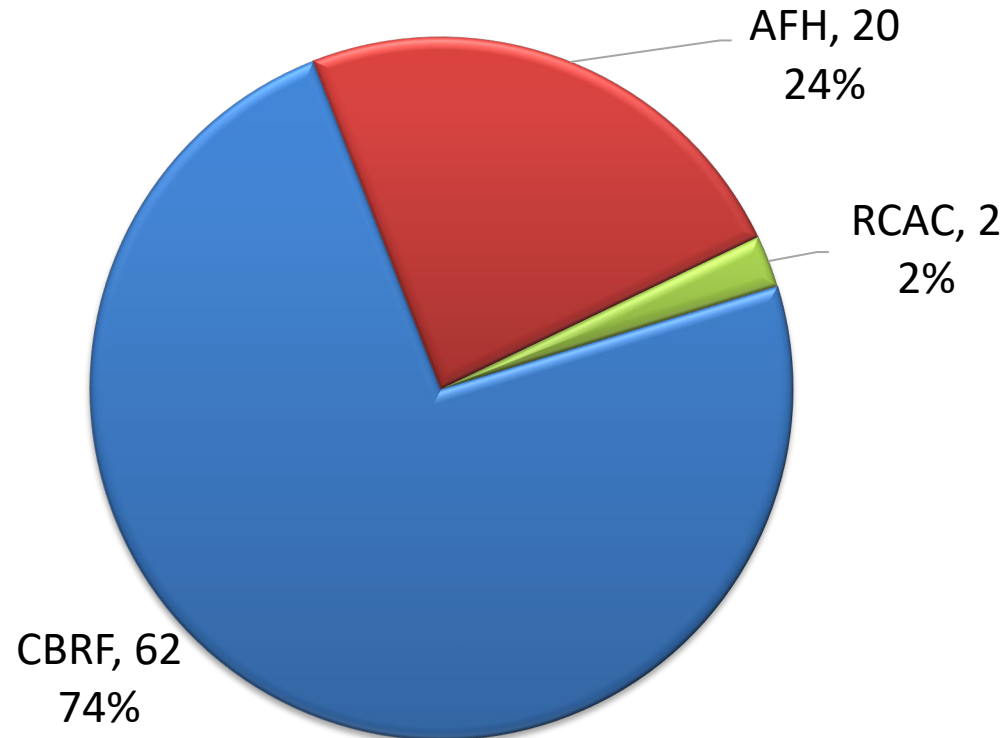


Assisted Living Self-Reports Calendar Year 2025



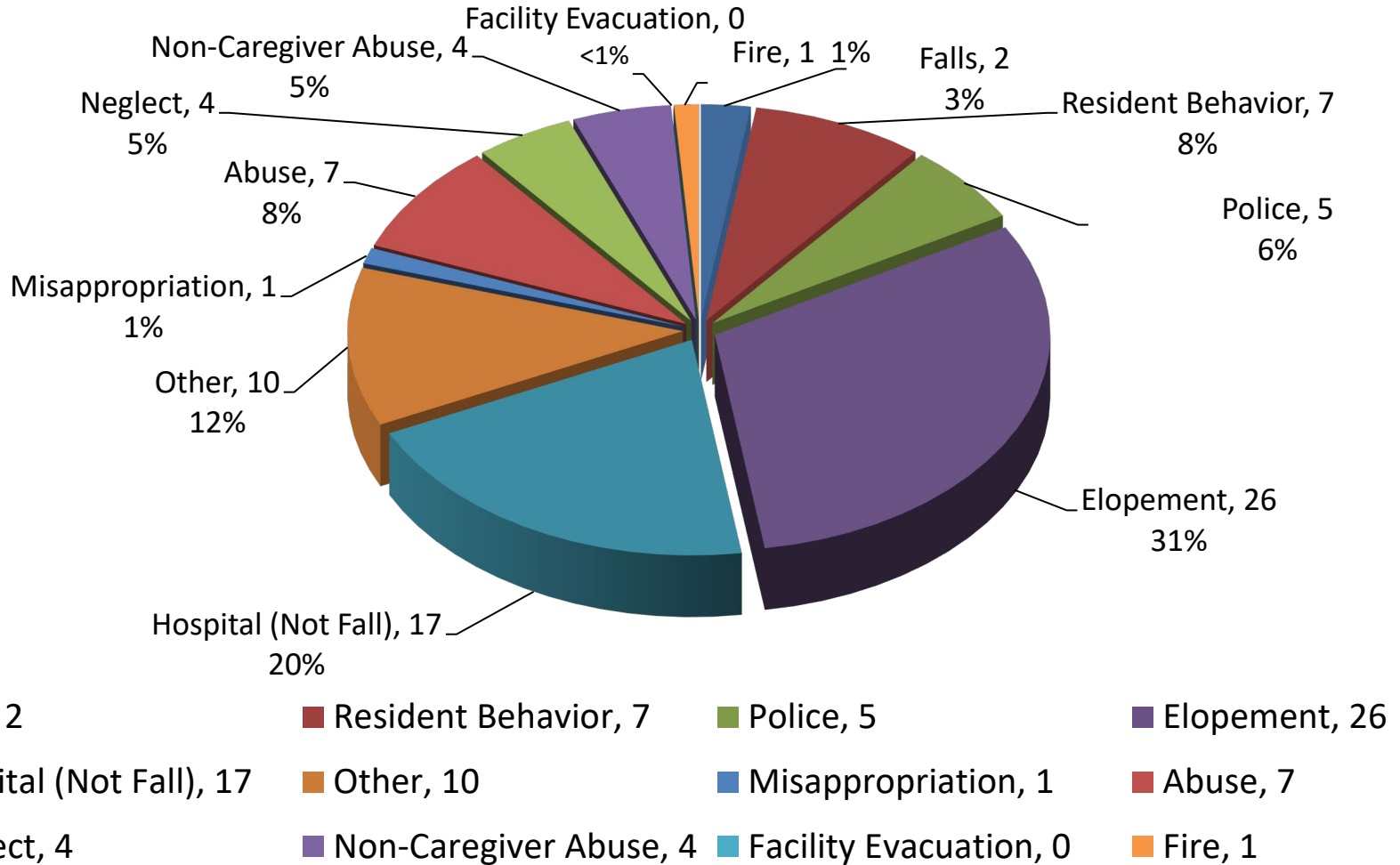
Self-Reports Opened for Investigation by Provider Type

■ CBRF, 62 ■ AFH, 20 ■ RCAC, 2



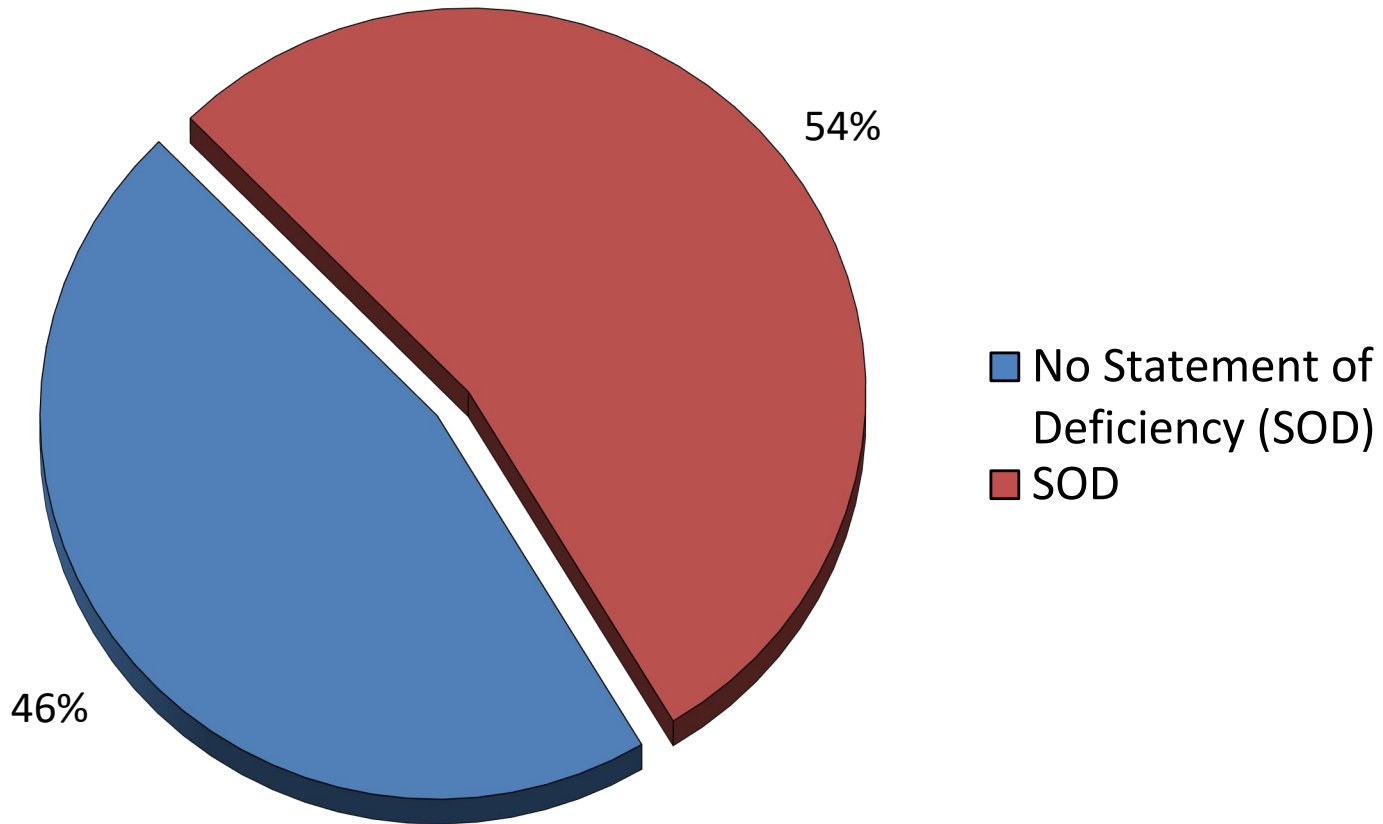


Self-Reports Opened for Investigation by Subject Area





Self-Reports Investigated CY 2025





Bureau of Assisted Living Surveys Calendar Year 2025



Abbreviated Surveys CY 2025

- No deficiency survey – 66%
- Statement of deficiency – 34%



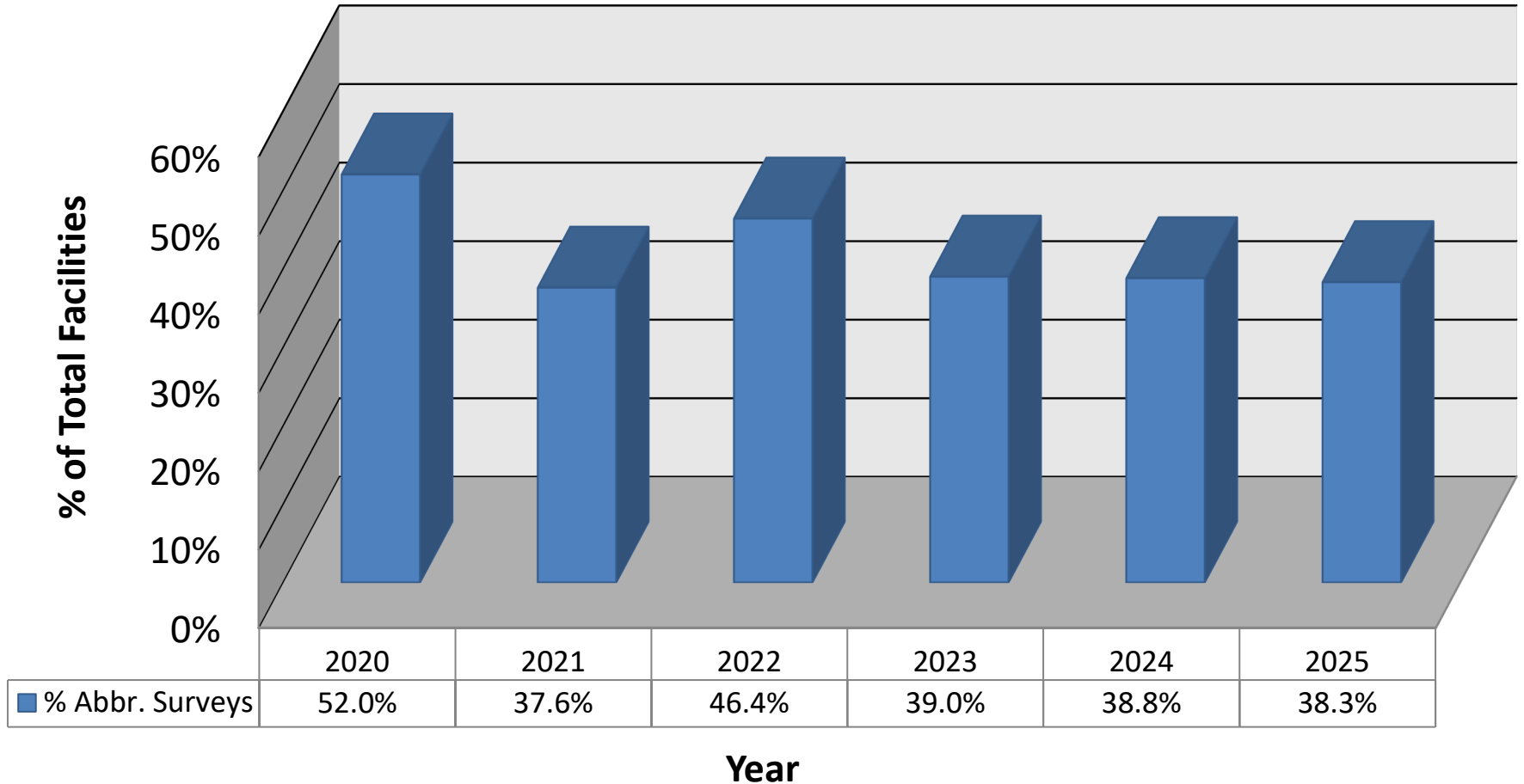
Facilities Qualifying for Abbreviated Surveys CY 2025

- Adult family home 41%
- Community-based residential facility 34%
- Residential care apartment complex 39%

- Statewide 38%

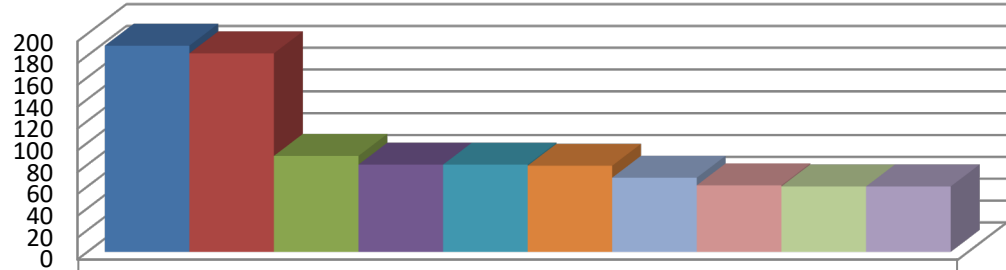


Facilities Qualifying for an Abbreviated Survey





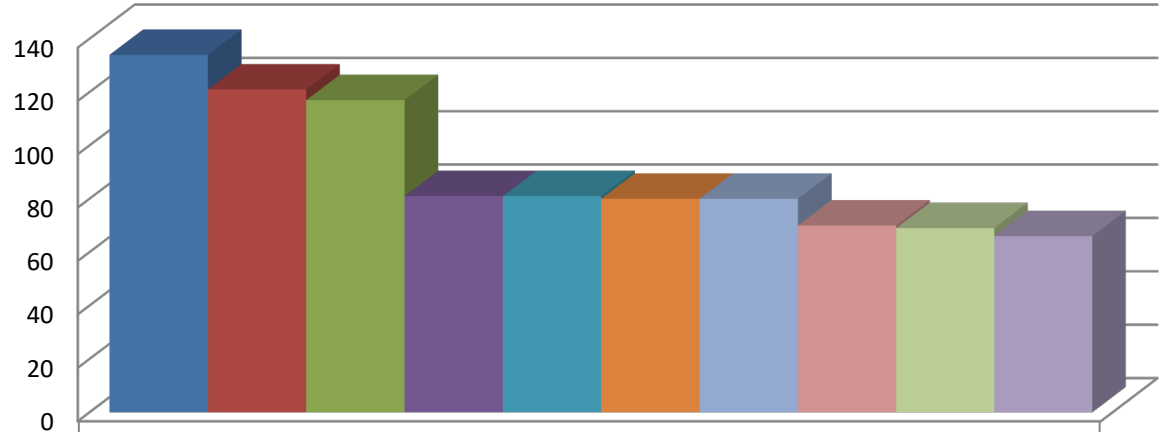
CBRF Top Ten Citations CY 2025



	Number of Citations
■ 83.35(3)(d) SERVICE PLANS UPDATED ANNUALLY OR ON CHANGES	189
■ 83.32(3)(h) RIGHTS OF RESIDENTS: TO RECEIVE MEDICATION	182
■ 83.38(1)(g) HEALTH MONITORING	88
■ 83.43(1) ENVIRONMENT SAFE, CLEAN, AND COMFORTABLE	80
■ 83.43(1) FIRE PROTECTION SYSTEM	80
■ 83.37(2)(d) DOCUMENTATION OF MEDICATION ADMINISTRATION	79
■ 83.17(2)(a) EMPLOYEES SCREENED FOR COMMUNICABLE DISEASE	68
■ 83.45(3) TOXIC SUBSTANCES	61
■ 83.47(2)(d) FIRE DRILLS	60
■ 83.20(2)(a)-(d) DEPARTMENT-APPROVED TRAINING COURSE	60



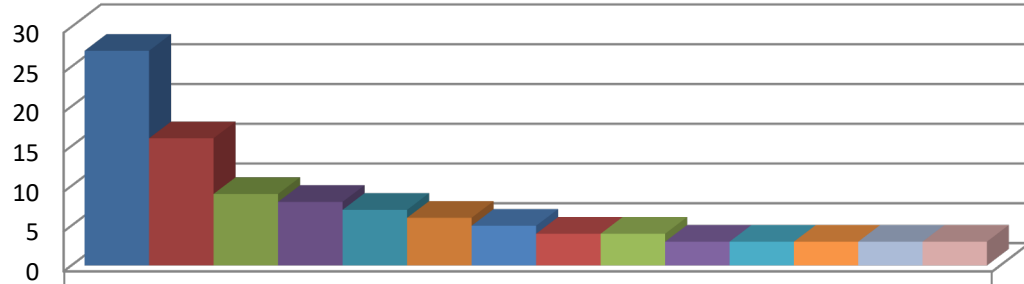
AFH Top Ten Citations CY 2025



	Number of Citations
■ 88.06(3)(f) REVIEW OF ISP	134
■ 88.05(3)(a) HOME ENVIRONMENT	121
■ 88.10(3)(l) SAFE PHYSICAL ENVIRONMENT	117
■ 88.07(3)(a) PRESCRIPTION MEDICATIONS	81
■ 88.05(4)(d)2.b FIRE EVACUATION ANNUAL EVALUATION	81
■ 88.04(2)(g)1 HEALTH SCREENING FOR STAFF	80
■ 88.07(3)(d) MEDICATION- WRITTEN ORDER	80
■ 88.07(3)(e)1 MEDICATION- RECORD KEEPING	70
■ 88.05(4)(a) FIRE SAFETY-FIRE EXTINGUISHERS	69
■ 88.06(2)(b) SERVICE AGREEMENT EXCEPT RESPITE	66



RCAC Top Ten Citations CY 2025



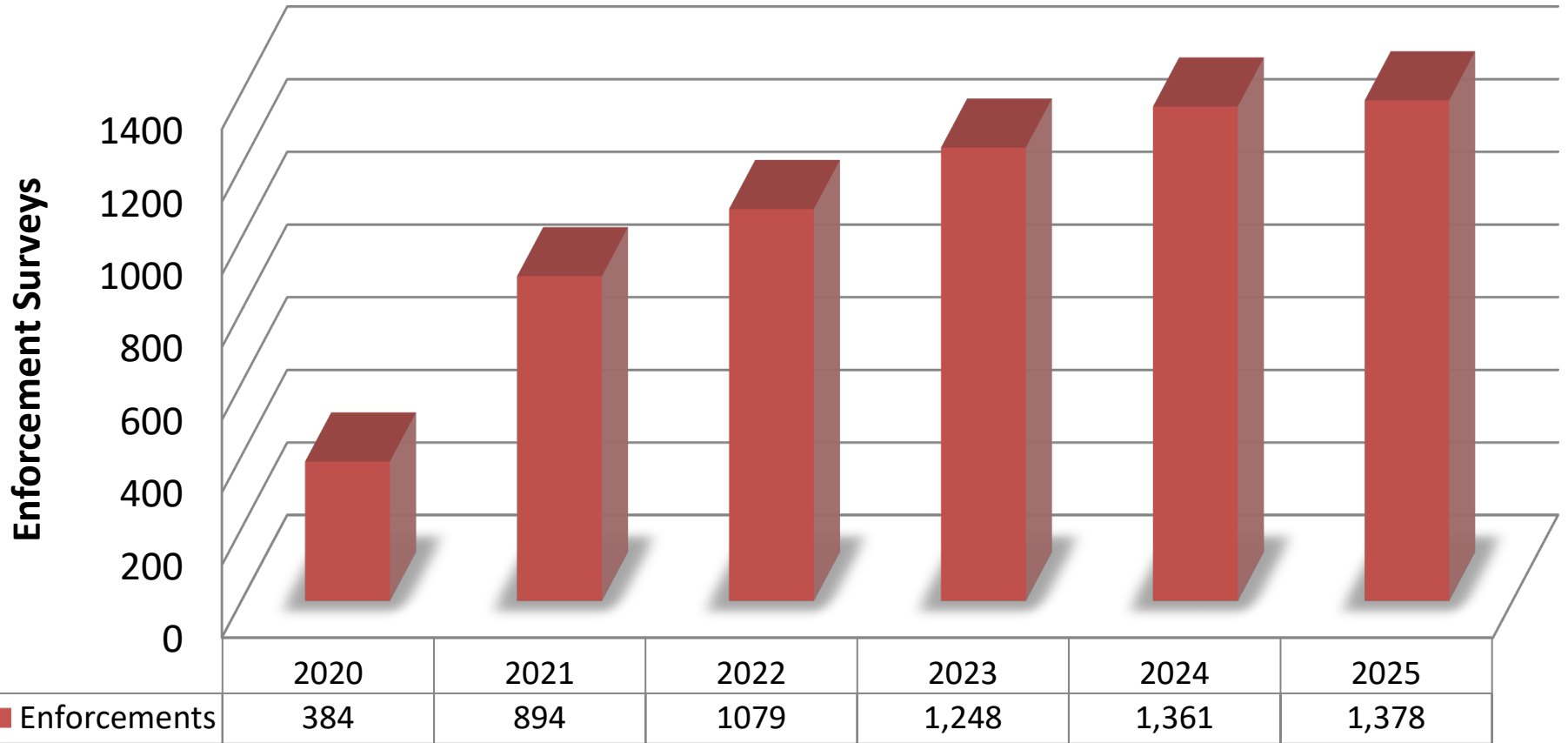
	Number of Citations
89.23(2)(a)2.c SERVICES - NURSING SERVICES	27
89.34(16) TENANT RIGHTS - MEDICATIONS	16
89.28(1) RISK AGREEMENT - REQUIREMENTS	9
89.23(4)(a)2 SERVICES - STAFF TRAINING	8
89.26(4) ANNUAL REVIEW - ASSESSMENTS	7
89.28(6) RISK AGREEMENT - UPDATING	6
89.34(17) TENANT RIGHTS - SAFE ENVIRONMENT	5
89.23(4)(d)1 SERVICES - STAFF TRAINING	4
89.23(2)(a)2.a SERVICES - SUPPORTIVE SERVICES	4
89.23(4)(b)1 SERVICES - SERVICE MANAGER	3
89.23(3)(f) SERVICES - SERVICE QUALITY	3
89.27(1) SERVICE AGREEMENT - REQUIREMENTS	3
89.27(4) SERVICE AGREEMENT - REVIEW AND UPDATE	3
89.23(1) SERVICES - REQUIREMENTS	3



Assisted Living Enforcement CY 2025

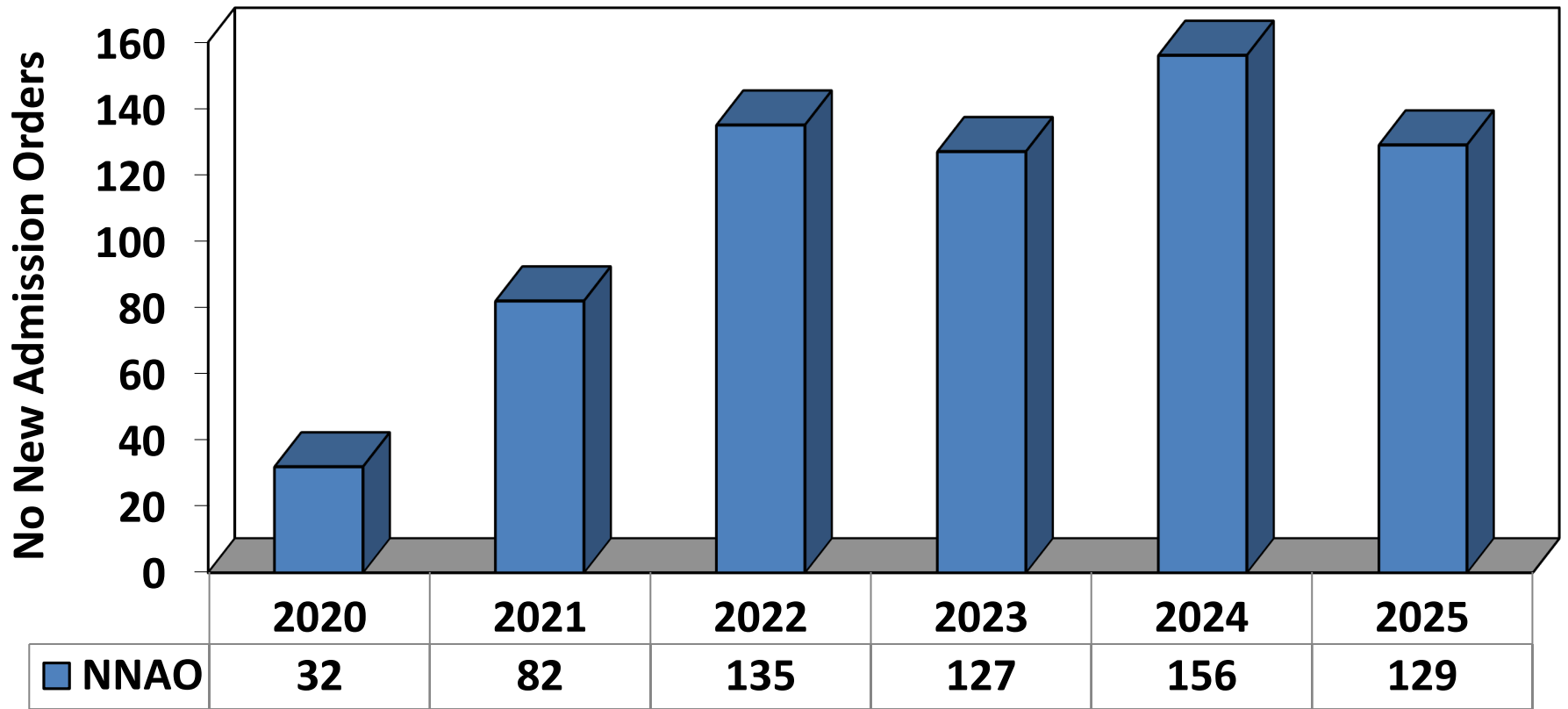


AL Surveys with Enforcement



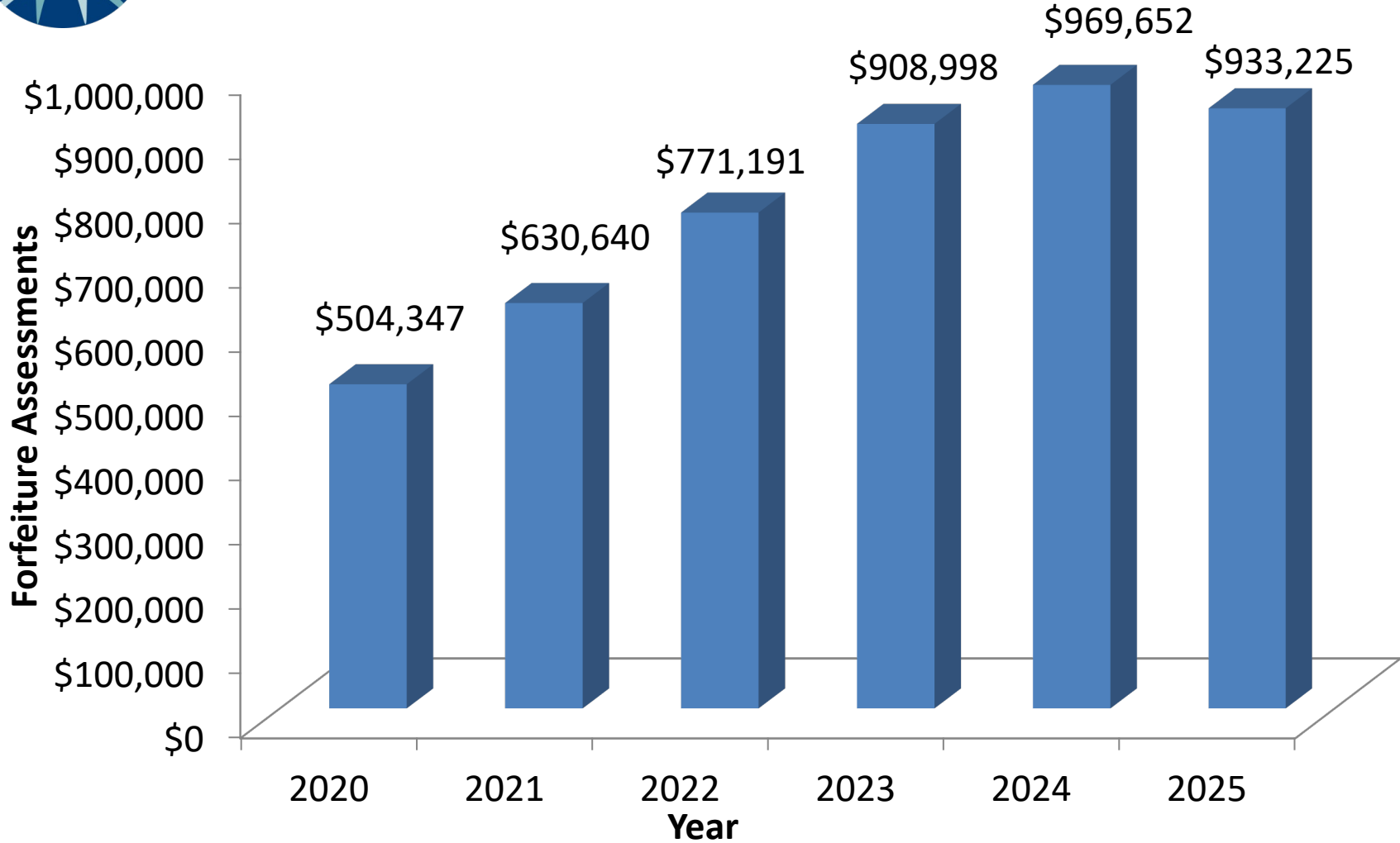


Assisted Living Facilities with No New Admission Orders



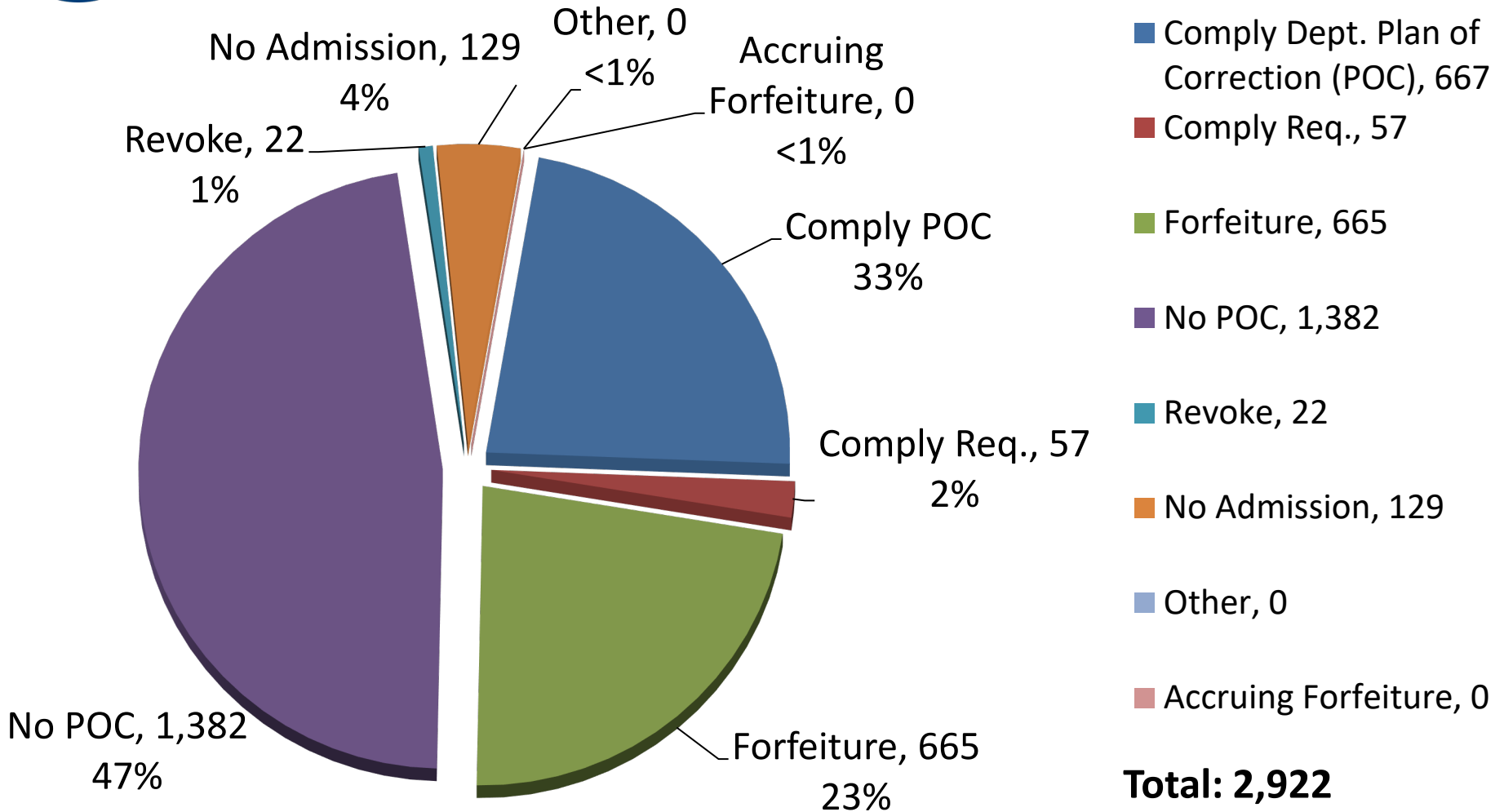


Forfeiture Assessments



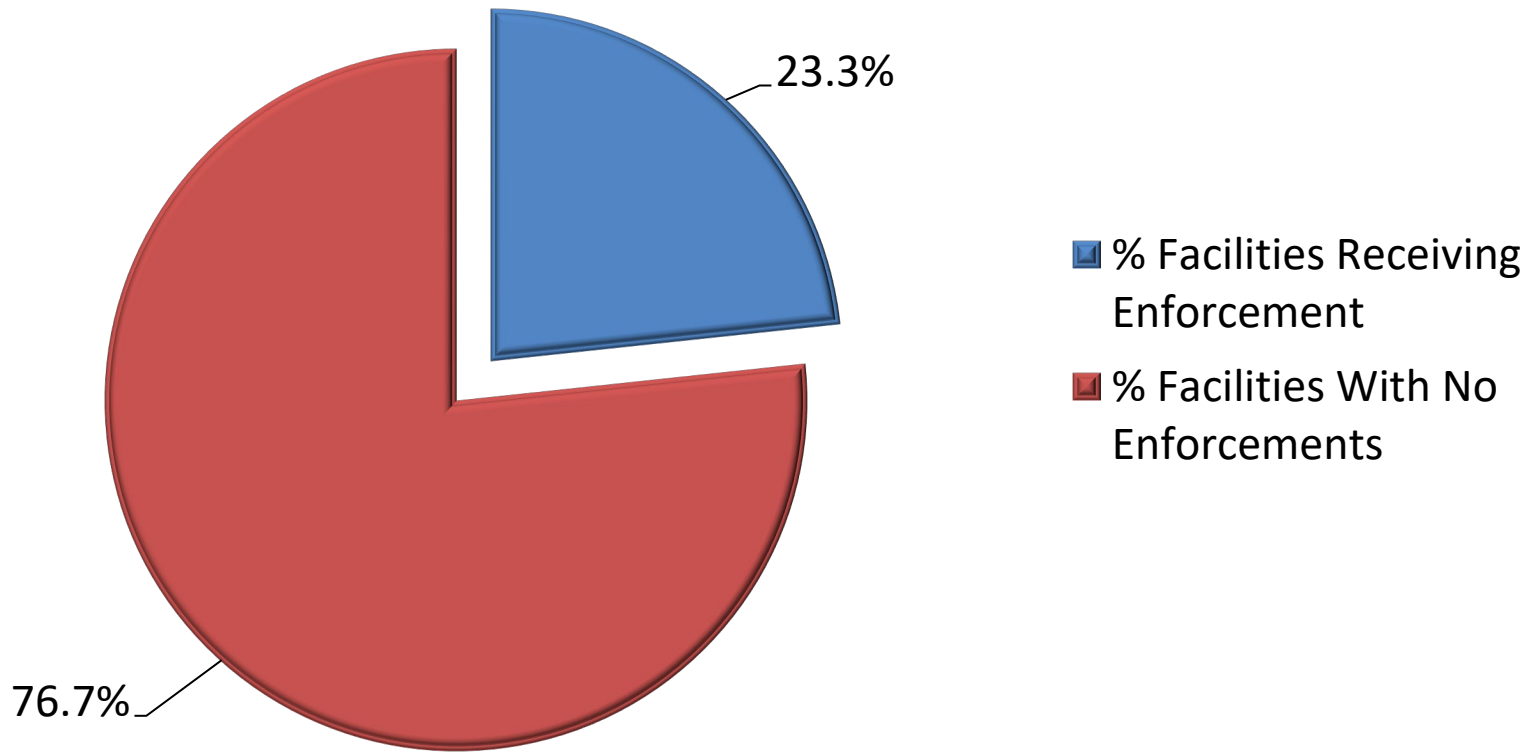


Number of Facilities with Enforcement Sanctions by Type



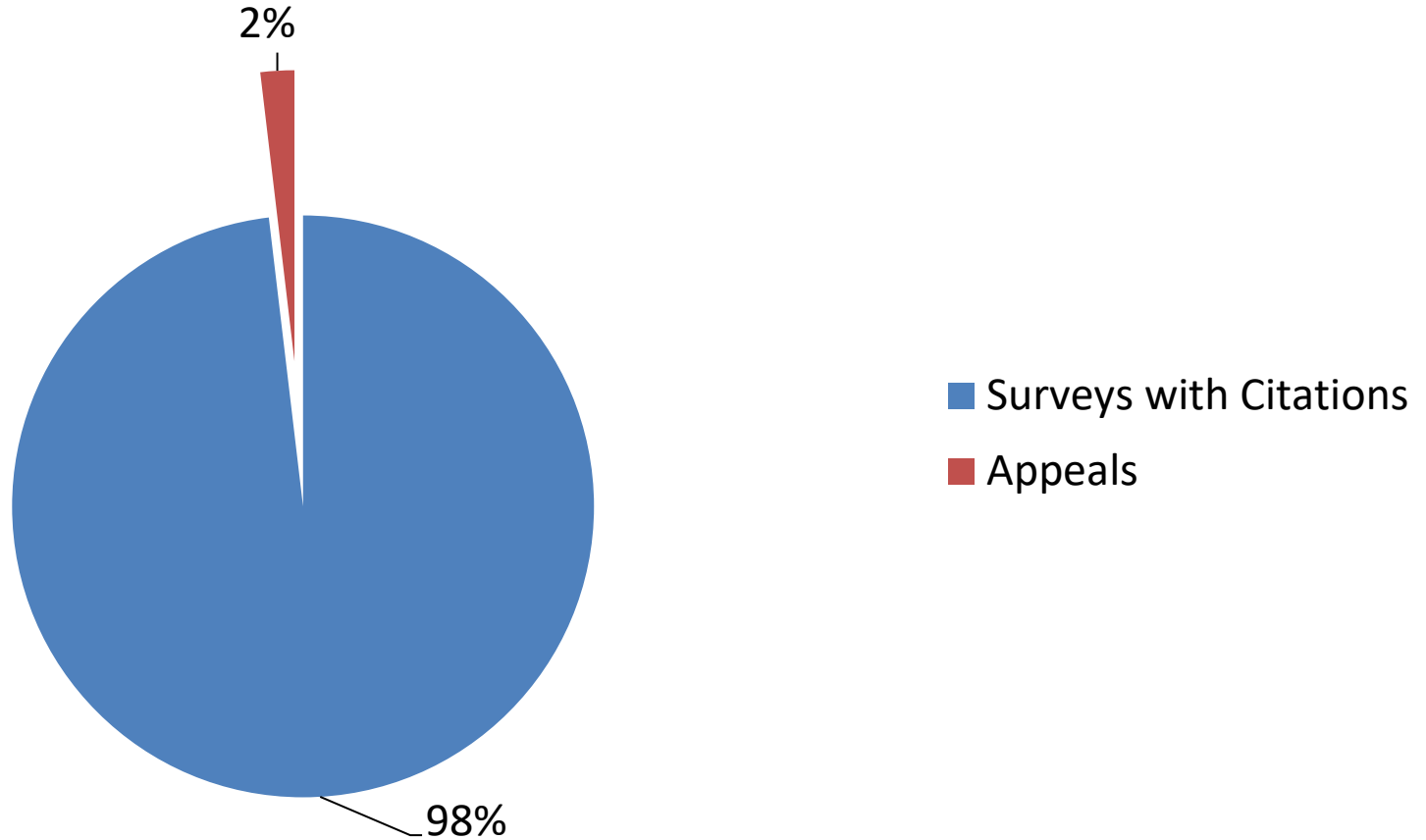


Percentage of Facilities Receiving Enforcements CY 2025





Assisted Living Surveys with Citations and Percentage of Appeals CY 2025





Bureau of Assisted Living (BAL) Initiatives



Current/Future Regulatory Initiatives I

- DHS DQA Provider Portal
 - December 2025: DQA launched an online system for licensure/certification, license renewals, background checks, plan reviews, and other provider applications.
 - <https://www.dhs.wisconsin.gov/provider-portal/index.htm>



Current/Future Regulatory Initiatives II

- Assisted living forums
 - Regulatory trends/solutions
- Licensing forums
- Resource: AL Survey guide
 - <https://www.dhs.wisconsin.gov/regulations/assisted-living/survey.htm>



Current/Future Regulatory Initiatives III

- Promote quality improvement strategies within assisted living facilities
 - Assisted Living Survey Process Workgroup Collaborative
 - Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)
 - <https://qid.wisc.edu/wcceal/index.php>



Current/Future Regulatory Initiatives IV

- Assisted Living Guidance
 - Guidance for the use of Electronic Recording, Video Monitoring, or Filming Equipment
 - <https://www.dhs.wisconsin.gov/regulations/assisted-living/technology-guidance.htm>
- Home and Community-based Services (HCBS) – Updated Requirements
 - <https://www.dhs.wisconsin.gov/hcbs/residential.htm>



Current/Future Regulatory Initiatives V

- Regulatory reform
 - DHS 88 (AFH)
- Promote internal quality improvement strategies within the Bureau of Assisted Living
 - Post-survey/licensure questionnaire
 - Procedural standardization
 - Form and Publication updates
 - Webpage updates and accessibility



Key Code (Core Areas)

- Consumer Rights
- Provision of Services / Quality of Care
- Nutrition and Food Service
- Physical Environment & Safety
- Staff Training
- Medication Management



Thank You

Wisconsin Division of Quality Assurance

The Division of Quality Assurance (DQA) is responsible for assuring the safety, welfare and health of persons using health and community care provider services in Wisconsin

DQA - Working to Protect - Promote - Provide Quality in Wisconsin's Health Care Facilities

Ken Brotheridge, Director
Bureau of Assisted Living
Phone: 608-266-8598

Email:

Kenneth.Brotheridge@dhs.wisconsin.gov