

From: DHS BMC <DHSBMC@dhs.wisconsin.gov>

Subject: DQA Memo 20-006 / Use of Remote Support Providers in Regulated Adult Family Homes

Forwarded on behalf of Kiva Graves:

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Division of Quality Assurance: Notifications & Updates

Attn: Adult Family Home Providers

DQA Memo 20-006 / Use of Remote Support Providers in Regulated Adult Family Homes

Please visit the following link to view DQA Memo 20-006 / Use of Remote Support Providers in Regulated Adult Family Homes: <https://www.dhs.wisconsin.gov/dqa/memos/20-006.pdf>.

The purpose of this memo is to provide guidance on how Adult Family Homes can apply for a temporary variance of Wis. Admin. Code § DHS 88.07(1)(e): Resident Care General Requirements to use remote support providers while the public health emergency declared by Governor Evers in Executive Order #72 remains in effect and for up to 30 days from the end of the emergency.

The Division of Quality Assurance (DQA), Bureau of Assisted Living (BAL) has prioritized and will continue to respond to the concerns regarding caregiver availability. Every Adult Family Home (AFH) provider must engage in crisis management planning during these unprecedented times. To support current providers in the development of a crisis management plan related to caregiver availability, BAL may issue a temporary variance of Wis. Admin. Code § DHS 88.07(1)(e): Resident Care General Requirements. This memo offers guidance on the use of remote support providers in DQA regulated AFHs under a temporary variance and the minimal operational requirements for a remote support provider.

Contact the appropriate [regional office](#) if you have questions about this memo.

Please see the DQA Memo webpage at <https://www.dhs.wisconsin.gov/dqa/memos/index.htm> for more information.

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