STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018067	A. BUILDING: _____ B. WING _____	R-C 10/15/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
NEW PERSPECTIVE FRANKLIN	**7220 SOUTH BALLPARK DRIVE FRANKLIN, WI 53132**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{U 000}	INITIAL COMMENTS On 10/15/2025, Surveyor conducted a verification visit and a complaint investigation at New Perspective Franklin. As a result, 1 deficiency was identified. The complaint was substantiated. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee will be assessed. Census: 32	{U 000}		
U 114	89.23(1) SERVICES GENERAL REQUIREMENT. A residential care apartment complex shall provide or contract for services that are sufficient and qualified to meet the care needs identified in the tenant service agreements, to meet unscheduled care needs of its tenants and to make emergency assistance available 24 hours a day. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure sufficient and qualified services were provided to meet the identified and unscheduled care needs of the tenants. The provider did not staff the Registered Care Apartment Complex (RCAC) on overnight shifts. This had the potential to affect 32 of 32 tenants	U 114		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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U 114	Continued From page 1 residing in the facility. Findings include: On 08/01/2025, the department received a complaint alleging staff were not available in the RCAC during the night. On 10/15/2025, Surveyors reviewed staffing schedules from 07/20/2025 to 08/08/2025. The schedules showed the staffing for the RCAC and the community based residential facility (CBRF) attached. The schedule also showed on third shift the facility aims to share 2 caregivers between the RCAC and the CBRF with no caregiver assigned to the RCAC to meet any unscheduled care needs of tenants. On 3 of the 19 days reviewed there was only 1 caregiver on the schedule between the RCAC and the CBRF on third shift. On 10/15/2025 at approximately 12:00 PM, Surveyors interviewed Executive Director (ED) A and Wellness Director (WD) B regarding the schedule. ED A and WD B confirmed they shared staff between 2 facilities and there was only 1 staff working the overnight shift for the days identified on the schedule. ED A and WD B reported when there was only 1 staff on the overnight shift, they stayed in the CBRF for the residents who required a higher level of care than those in the RCAC. ED A and WD B both stated they did not know staff could not be shared between buildings with a staff member not being assigned to a facility. ED A and WD B stated they would make changes and improvements going forward.	U 114		