

Department of
Safety and Professional Services



BIENNIAL REPORT

FY 2023-2025



Protecting the Public, Promoting Progress

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Phone: 608-266-1352

Web: <http://dsps.wi.gov>

Email: dsps@wisconsin.gov

The Honorable Tony Evers
Governor of Wisconsin
115 East, State Capitol Building
Madison, WI 53702

Tony Evers, Governor
Dan Hereth, Secretary

Members of the Wisconsin Legislature
State Capitol Building
Madison, WI 53702

Dear Governor Evers and Members of the Legislature:

Pursuant to Wisconsin Statute §15.04(1)(d), I am pleased to submit the 2023–2025 Biennial Report for the Department of Safety and Professional Services (DPS).

DPS's roughly 230 employees, working across five divisions, focus on ensuring public safety and fueling economic growth across Wisconsin. By statute, our agency regulates more than 250 different professions and industries, including several new professions added for regulatory oversight in this biennium: Dental Therapist, Genetic Counselor, Pharmacy Technician, Naturopathic Doctor, and others.

We are Wisconsin's safety agency. Through efficient and innovative regulation, DPS provides safety to families and communities while promoting economic stability. We are licensing more people more quickly than at any point in our agency's history, with application material review times regularly averaging 3-5 calendar days, despite increasing demand. DPS received more than 162,000 initial applications in the biennium, not accounting for six months of new trades applications received before trades applications moved to our online licensing system. Even without those being counted, we saw a 35% increase over the previous biennium. Our agency also saw a significant increase in renewal applications over the 2023-25 biennium and, as of this past June, supported the licenses of more than 500,000 individual professionals and organizations.

Plan reviews submitted to DPS were relatively flat this biennium when compared to the previous two years. However, our staff has significantly improved turnaround times for plan approvals, with the average review response time at 30 days or less. DPS work with our stakeholders in the building industry ensures swift and safe construction of new projects.

Annually, DPS investigates an increasing number of complaints against license holders, with more than 3,500 complaints received in FY 2024-25. We also serve Wisconsin through our role in safeguarding the quality of educational options available to students pursuing higher education through private trade, technical, career, distance learning and degree-granting schools through the Educational Approval Program. In addition, DPS oversees the Prescription Drug Monitoring Program as a part of Wisconsin's effort to stem prescription drug abuse practices.

This report highlights some of the department's notable work and successes over the last biennial reporting period, including:

- Migration of remaining license types to our online, self-service licensing platform
- Issuing more than 109,000 initial licenses
- Adding self-service automations that have saved weeks of staff processing time
- Achieving a 93% reduction in legal review processing times
- Updating multiple safety codes, including the Wisconsin Commercial Building Code
- Increasing fire dues distribution by nearly \$8 million
- Establishing a new Consumer Protection Investigation Unit
- Reducing our agency footprint to save more than \$150,000 annually
- Launching and continuing to add to our public Performance Data dashboards
- Launching the Workforce Ready Wisconsin initiative to highlight some of our collaborative projects, including the Dental Diploma Privilege, Accelerate Wisconsin, and the LicenseE Educator Access Portal (LEAP)

In addition, our staff and projects are gaining recognition:

- Dentistry Examining Board member, Dr. Matthew Bistan, was chosen to lead the national Dentist and Dental Hygienist (DDH) Compact
- Our new Digital License offering, which allows license holders to download a digital copy of their credential to their phone, won a 2025 Government Experience Award, as well as the Wisconsin Policy Forum's La Follette-Gladfelter Award for Innovation in State Government

I am proud to say, over the past two years, DSPS has achieved unprecedented success and earned a reputation as a leader in regulatory innovation, and we will continue our pursuit of innovations and collaborations that further our work to ensure public safety and drive economic growth and job creation throughout Wisconsin.

Sincerely

A handwritten signature in black ink, appearing to read 'Dan Hereth', with a stylized flourish at the end.

Dan Hereth
Secretary

Work and Remote Work Policy

In accordance with legislative objectives to promote workforce flexibility and improve efficiency, the Agency employs numerous field staff who perform essential duties outside state office facilities, such as inspections and audits. For office-based personnel, telework agreements are established at the discretion of supervisors and leadership, based on operational needs and individual performance.

This flexible work model has enhanced the Agency's operational effectiveness and broadened recruitment opportunities by enabling access to qualified candidates across the state.

All employees, whether remote or on-site, are held to rigorous standards of efficiency and quality. The credentialing division administers an incentive program that rewards employees who process assigned work within three calendar days while maintaining a quality assurance score of at least 95 percent.

Supervisors provide monthly performance feedback, and telework privileges are adjusted accordingly if employees do not meet established standards.

Weekly quality assurance reviews are conducted to identify and address any deficiencies promptly. Employees receive feedback and retraining as necessary and are expected to correct errors within 24 hours to maintain consistent compliance and continuous improvement.

Program Goals, Objectives, and Policy Directions (2025-27 Executive Budget)

The Department's efforts over the 2025-27 biennium, as outlined in the Executive Budget and 2025 Wisconsin Act 15, focus on strengthening professional regulation, enhancing industry safety, and ensuring effective administration of services. These priorities are structured under two major program areas: Professional Regulation and Administrative Services, and Regulation of Industry, Safety and Buildings.

Program 1: Professional Regulation and Administrative Services

The primary goal under this program is to ensure credentialing authorities establish clear and appropriate eligibility, education, examination, and experience requirements for professionals, and to make this information accessible to service users. To achieve this, the Department will provide ongoing assessment, consultation, and assistance to credentialing authorities. This is intended to uphold transparency, consistency, and effectiveness in both eligibility and continuing education processes where applicable. The Department will also promote its website and electronic business services to increase accessibility and engagement.

In addition, the Department actively engages with peer regulatory agencies nationwide through forums, conferences, and issue surveys to share best practices and remain responsive to emerging trends. Managing examination services, including those administered by outside vendors, remains a critical function to ensure professionals meet competency standards.

Another key goal is to maintain and update practice standards that safeguard consumers while accommodating changes driven by new legislation or technology. This includes providing targeted training to credentialing authorities, ensuring regulatory information is widely accessible through multiple channels, and supporting ongoing professional development by monitoring relevant legal and industry trends.

A vital component of the Department's mission involves resolving complaints and disciplining credential holders who violate professional standards. To support this, the Department manages the Professional Assistance Procedure, a confidential recovery program for credentialed professionals with substance abuse issues. The Department also conducts thorough reviews and investigations of complaints, undertakes inspections and audits of businesses, and prepares detailed reports on disciplinary actions, all of which are made publicly available to promote accountability.

Program 2: Regulation of Industry, Safety and Buildings

The Department aims to promote safe regulatory practices for public and private buildings, while embracing new industry standards and sustainability initiatives introduced through legislation or technological advancements. This is accomplished by developing and implementing comprehensive regulations, providing plan review and inspection services, and offering educational programs to ensure compliance with safety codes for structures such as pools, buildings, and amusement venues.

Continued assessment and assistance are provided to credentialing authorities regulating trade professions, with a focus on maintaining transparency, consistency, and effectiveness in licensing and continuing education processes. The Department also promotes its digital platforms to enhance service delivery and manages examinations to verify the competence of trades professionals.

Guidance and oversight are extended to municipal and contracted inspection agencies to promote uniform compliance and regulatory enforcement. The Department prioritizes safety improvement by auditing public sector entities based on injury and illness data, identifying areas with the greatest potential for risk reduction.

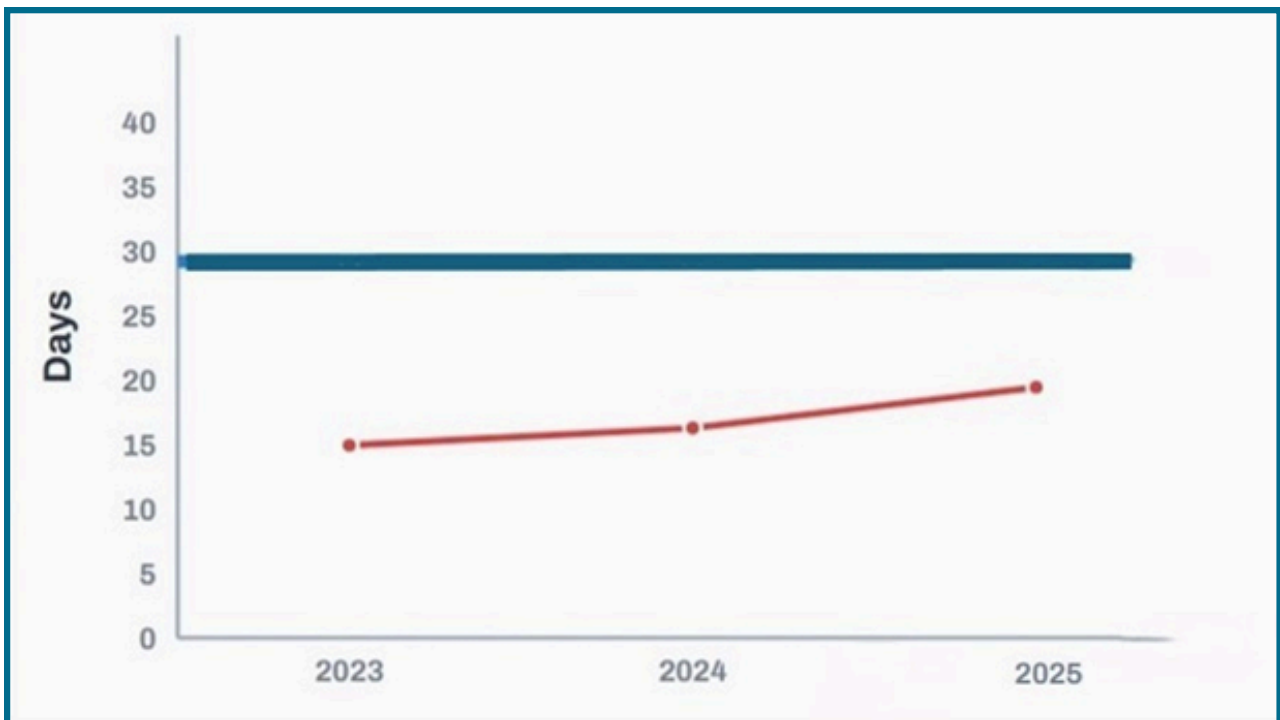
Finally, the use of innovative tools such as the Fire Safety Dashboard Risk Reduction Tool helps raise awareness of how geographic, demographic, and economic factors influence the risk of injury and death among citizens and firefighters, guiding targeted interventions to enhance public safety.

Division of Industry Services

Plan Reviews

Among commercial building, plumbing, POWTS, and elevator plan reviews, DIS reviewed a total of 29,202 plans this biennium. The average review turn-around time for all plan reviews is 30 business days or less, a significant improvement from the previous biennium. The review response time across all plan reviews was 15.75 days in 2023, 16.25 in 2024, and 17.75 in 2025 through September 2025.

Average Plan Review Response Times



-- 30 day or less review time target --

2% Dues Distribution

2% dues are paid by fire insurance companies to the state. These dues are then distributed by DIS to qualifying cities, towns, and villages that maintain a local fire department in compliance with SPS 314. Compliance is verified through a combination of self-certification and Departmental audit. The funds, collected from 2% of fire insurance premiums, support local fire protection equipment, fire inspection, public education, firefighter training, and pension funds, with specific distribution criteria including continuous fire protection and incident reporting. The distribution amounts for this biennium increased 14% in 2024 and 12% in 2025.

Year	Number of Municipalities	Funds Distributed
2023	1,827 municipalities (801 Fire Departments)	\$28,311,156
2024	1,822 municipalities (796 Fire Departments)	\$32,171,127
2025	1,841 municipalities (793 Fire Departments)	\$36,156,119

Audit Program

Increased municipal delegation, third-party inspection and plan review contractors have forced DIS to become increasingly vigilant in ensuring standards are being maintained. Our goal is to audit every delegated municipality or their contracted agent within a 5-year cycle. The program has run for just under a year and is on track to meet our 5-year goal.



Code Updates

Code updates for Commercial Building, Plumbing, Electrical, and Ski Lift have been completed. Commercial Building code was updated from the 2015 IBC to the 2021 IBC, with a Wisconsin deviation from national standard. Plumbing code completed an update that went into effect October 1, 2023, with a project underway to correct issues with that adoption. Electrical code transitioned from the 2017 NFPA 70 NEC to the 2023 NFPA 70 NEC. Ski Lifts code transitioned from the 2011 ANSI B77.1 to the ANSI B77.1-2022 edition, a new national standard. Fire Prevention, UDC, and Elevators/Conveyance code updates have not yet been completed.

Sustainability Considerations

The DSPS Wisconsin Advisory Council on Building Sustainability met throughout 2024 and 2025. Topics for consideration and discussion included the following:

- Energy Code Adoption Status and Impact Nationally and in Wisconsin
- Key Residential Energy Code Changes
- Pacific Northwest National Lab (PNNL) Wisconsin Code Analysis
- Current Resources on WI Code Adoption and Key Code Changes
- Wisconsin Energy Code Technical Advisor Program, which assists in the implementation of SPS 322 and SPS 363

Division of Legal Services and Compliance

The Division of Legal Services and Compliance (DLSC) is the prosecution and enforcement division of the DSPS, providing legal services to professional boards, regulated industries, and DSPS regarding the investigation and prosecution/discipline of licensed credential holders for violations of statutes or administrative rules. DLSC includes complaint intake staff, consumer protection investigators, regulatory specialists, paralegals, attorneys (prosecutors), and management staff.

DLSC is responsible for intake, investigation, prosecution, and discipline of complaints filed against license holders. The division monitors compliance with disciplinary orders, performs initial inspections of certain businesses, and provides management and supervision of the Professional Assistance Program (PAP), a diversion program for impaired professionals.

Measures of Productivity

During this biennium, DLSC maintained complaint intake processing times despite a 12% increase in complaints filed, as well as the addition of new professional boards. Intake includes processing cases from complaints received to the point of screening or initial triage. The DLSC Intake Unit consists of four FTE staff responsible for handling all complaints received. Despite an increase in complaints filed, the addition of new boards, and staffing shortages/challenges, the Intake Unit maintained processing time frames at 45-60 days.

Period (July-June)	Complaints Received
2023–2024	3,331
2024–2025	3,513
2023–2025	6,844

DLSC received 6,844 professional complaints which were processed by complaint intake staff for the period July 1, 2023-June 30, 2025. DLSC staff closed 6,256 cases during the two-year period. Note that some cases closed from July 1, 2023-June 30, 2025 may have been received in previous years. Cases may be closed in the following ways:

- Closed Formally: The board/department issues a formal disciplinary order.
- Closed Informally After Investigation: The case advisor/chief legal counsel, in conjunction with DLSC professionals, determines that the matter does not warrant professional discipline. After careful review and deliberation, the board/chief legal counsel may exercise its discretion not to prosecute based on other considerations relating to the case. For a case to close after investigation, action must be taken by the board/chief legal counsel.
- Closed at Screening: The prescreening attorney or screening panel determines that further investigation is not warranted.

During the two-year period, DLSC issued 966 Final Decisions and Orders and Notice of Violations and Orders, down from 1,199 from the prior biennium, and 378 Administrative Warnings, a 17% decrease from 421 in the prior biennium. DLSC provided monitoring services for compliance with disciplinary orders issued to an average of 785 licensees during the biennium. DLSC also monitored for compliance an additional average of 40 professionals in the Professional Assistance Program (PAP) for substance abuse issues.

In addition to legal action and monitoring of disciplinary orders, DLSC also transitioned back to in-person inspections (compared to Covid virtual inspections), completing 170 required initial inspections of business establishments including funeral homes, pharmacies, and wholesale drug manufacturers and distributors.

DLSC Key Initiatives

DLSC has implemented several new initiatives to increase protection of the public. We have increased our collaboration with the regulatory community to promote compliance and best practices. We have also continued to modernize and improve our workforce and infrastructure.

DLSC has seen an exponential increase in the impact of technology and social media on how various professionals are practicing and connecting with the public. Investigations and prosecutions have required new tools and strategies. DLSC's work has also changed in terms of new professional boards and licenses/certificates being added to its work. Additionally, DLSC's work has expanded as Wisconsin continues to join various multi-state licensing compact agreements as part of its commitment to increasing employment opportunities, addressing professional marketplace shortages, and protecting the public.

DLSC Prosecution Expansion and Increased Public Protection

The work of the DLSC prosecution team continued to focus on protection of the public and prosecuting violations involving professional and trade rules and regulatory standards. This team has also expanded in several areas; in addition to prosecution of opioids/Fentanyl, drug diversion, and impairment cases, we have been addressing new substance issues that impact the public, including compounding issues, specific semaglutide issues, and Ketamine clinics. DLSC continues investigating and prosecuting cases arising from Wisconsin's Prescription Drug Monitoring Program (PDMP).

On both a national and statewide level, professional regulation is expanding to keep pace with rapidly expanding practice areas. While the DLSC team continued investigating and prosecuting various negligence and standard of care issues, the team also handled unique marketplace issues such as medical spas, injectables and fillers, IV hydration issues, various private security guard cases, ongoing real estate market and appraisal issues, and various building code violations throughout the state. DLSC has also recently begun investigating and prosecuting cases for new boards and professions like the Genetic Counselors Affiliated Credentialing Board, Physician Assistant Affiliated Credentialing Board, and Naturopathic Medicine Examining Board.

As professional services have recently become more flexible, telehealth and interstate compacts have changed the types of cases DLSC investigates and prosecutes. Because of Wisconsin's commitment to improving licensure portability through professional compact agreements, DLSC is able to better protect the public. Compacts establish uniform standards to lower barriers to multi-state practice while preserving a state's practice act and initial licensure process. Such agreements also enhance public protection through a data system allowing member states to efficiently communicate data, including disciplinary actions against licenses.

Technology and social media are also impacting regulation. Unlicensed and unprofessional services offered via social media include unlicensed dental procedures, alleged charitable drug "donation" programs, unlicensed cosmetology services, etc.

DLSC investigated and prosecuted numerous sexual misconduct and professional boundary cases, and expanded its prosecution of massage therapy misconduct and rising human trafficking issues. DLSC partners with local, state, and federal law enforcement, as well as other government agencies to fight against such unethical activities. Notably, the DLSC Consumer Protection Investigation Supervisor is representing DSPS in the Department of Justice Human Trafficking Council.

To better accommodate, serve, and communicate with diverse populations, DLSC has translated Cosmetology inspection documents into Hmong and Vietnamese.

Strategic Staffing to Drive Results

In 2024 Q4, DLSC established a new Consumer Protection Investigation Unit and hired a new Consumer Protection Investigator Supervisor. All DLSC CPIs have completed CLEAR training and have completed or will have completed Advanced CLEAR training within the next year. DLSC also participated in providing board member training for the members of the numerous professional boards we serve.

DLSC pursued and received grant approval from the Appraisal Subcommittee of the Federal Financial Institutions Examination Council. Grant funding (\$360,000 over 3 years) is being used to address Real Estate Appraiser Board complaints and to retain an additional appraiser. DLSC worked with DIS on creating an “Enforcement Section” in the DIS newsletter, putting the public on notice of the Orders and Discipline the Department enters regarding DIS matters. Public feedback has indicated this information is very helpful.

Information Technology Modernization

In February 2024, DLSC launched its new case management platform, LicenseE. The LicenseE application works in conjunction with DSPS’s credentialing application for improved intra- and inter-divisional customer service.

In 2024, DLSC’s internal website has been made more accessible to staff to enhance training for new staff and to improve operations. In spring 2025, DLSC updated and developed new standard operating procedures (SOPs) to ensure consistency in processes and improve investigation and prosecution work.

In 2024, DLSC followed the DOA’s office space reduction plan to allow remote work for DLSC staff. Following COVID, while sustaining and improving productivity, it became clear that workplace flexibility is critical for staff. We found that work could be successfully performed from remote locations for all positions, except for specific in-office legal tasks.

Division of Performance Management

The Division of Performance Management (DPM) supports DSPS through technology tracking initiatives, onboarding and program access assistance, fleet vehicle management, and other tasks that support operations.

In 2025, DPM initiated a new process for tracking the progress of large IT initiatives. Several of these initiatives are long-term projects that are still in process. No projects have been completed yet as part of this process, but we have clear and trackable deadlines for each project. Tracking the volume and timelines of the current projects in a centralized location has allowed DSPS to prioritize IT initiatives in a way that supports the goals of the agency.

DPM oversees updates on the DSPS website, including updates to the home page, self-service page, and system outage notifications. Our webmaster completes website updates within one day of receiving requests. The estimated completion date of a website modernization project is June 2026.

DPM is working with the Department of Administration on Space Consolidation efforts to reduce DSPS office space. DPM oversaw the closing of multiple DSPS field offices this biennium—namely the Hayward office and the Onalaska office. This has helped DSPS reduce the cost of operating these offices.

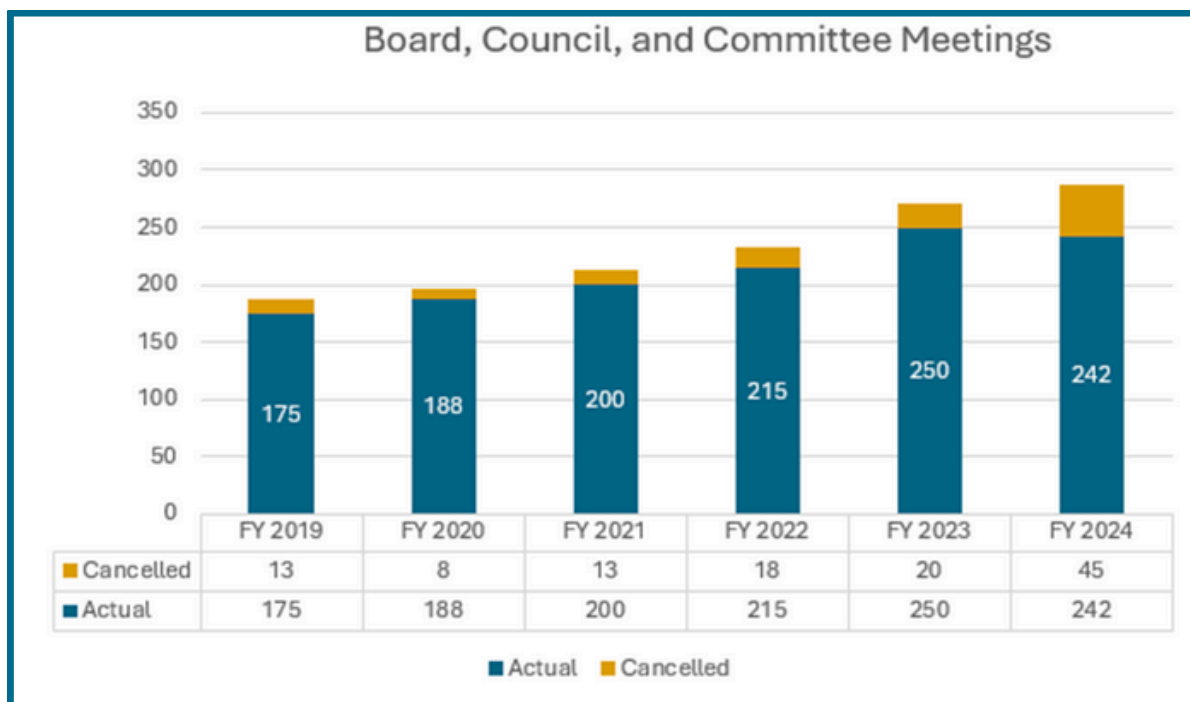
Office Location	Annual Lease Amount	Badgernet (Internet)	Ricoh (Copiers)	Pitney Bowes (Mail Devices)	# of Staff	# of Work Stations	Total sq. ft.
Onalaska, WI	\$73,979.88	\$9,000.00	\$1,850.00	\$1,734.00	10	14	3,797
Hayward, WI	\$50,261.77	\$10,200.00	\$1,449.00	\$1,734.48	8	10	2,647
Saved Expenses	\$124,241.65	\$19,200.00	\$3,299.00	\$3,468.48			
Total	\$150,309.13				18	24	6,444

DPM completes public records requests for DPM and the Division of Professional Credential Processing (DPCP). We work to respond to public records requests in a timely and thorough manner. We correspond with the public to clarify requests and provide available information as soon as possible. Over the last biennium, DPM has completed 329 records requests.

Division of Policy Development

Board Services

In the last biennium, DPD hosted 492 meetings for boards, committees, and councils, a 19% increase over the prior biennium and a 35% increase from the 2019-2020 biennium. The added meetings allowed for additional rule promulgation and code update projects, as well as timely regulatory enforcement and increased public safety.



Prescription Drug Monitoring Program (PDMP)

Utilization & Prescribing Trends

PDMP utilization for patient queries has increased, with 9,953,060 queries conducted by healthcare professionals and their delegates in 2024, an increase of 3% from 2023. This follows a 9% increase from 2022 to 2023.

Alongside this timeframe, the dispensing of overall monitored prescription drugs has decreased. Annual dispensations under opioid classification decreased 6.6% from 2023 to 2024 and decreased 5.2% from 2022 to 2023. The WI ePDMP continues to be a valuable tool to support safe prescribing, treatment, and dispensing decisions.

EHR Integration

Since 2022, DSPS authorized healthcare organizations access to ePDMP data via electronic health record (EHR) without monthly subscription fees. This benefits both rural healthcare facilities and large health systems. In 2023 and 2024, 61% and 62% of patient queries, respectively, were accessed through direct EHR integration, up from 58% in 2022 and 56% in 2021.

User Satisfaction

DSPS conducted a survey of active WI ePDMP users on a quarterly basis beginning Q2 of 2021 to measure user satisfaction and inform current and future system enhancements. Across the eight quarters from 2023-2024, an average of 86% respondents reported they are “satisfied” or “very satisfied” with the program, a 9% increase from the 2021-2022 average of 77%. An average of 89% of respondents who had the option to access the ePDMP via an Electronic Health Record (EHR) interface reported overall satisfaction with the program.

Education Approval Program (EAP)

Transcript Requests Fulfilled

During the 2023-2025 biennium, the Education Approval Program (EAP) fulfilled 454 requests for transcripts from students that attended an EAP-approved school in Wisconsin, a 115% increase from 199 fulfilled requests during the 2021-2023 biennium. This demonstrates EAP’s strength in serving and protecting students and others in Wisconsin in the case of a school closure.

Division of Professional Credential Processing

Applications Received and Active License Holders

During the 2023-2025 biennium, the Division of Professional Credential Processing (DPCP) received 135,239 initial license applications, not including trades applications submitted prior to LicenseE access (July 2023-January 2024). This is a 35.1% increase in applications from the 119,997 applications received during the 2021-2023 biennium. As of June 30, 2025, DPCP supports 507,123 active license holders, compared to 415,861 active license holders on June 30, 2023, an increase of 21.9%.

Applications Received	
Biennium	Applications Received
2021-2023	119,997
2023-2025	135,239
Active Licenses	
Date	Active License Holders
June 2023	415,861
June 2025	507,123

Initial Credentials Issued

DPCP issued 109,004 initial credentials during this biennium, not including trades applications submitted prior to LicenseE access (July 2023-January 2024). Of those, 53,395 were issued from July 2023-June 2024, and 55,609 were issued from July 2024-June 2025, an increase of 4.2% from 2023-2024.

Initial Credentials Granted	
Biennial Year (July-June)	Licenses Granted
2023-2024	53,395
2024-2025	55,609

Renewals Issued

In the 2023-2025 biennium, DPCP renewed 420,283 individual and organization licenses, not including trades renewals issued in the period before trades licenses were added to LicenseE (July 1, 2023-January 2024). The chart below compares renewal numbers in the 2021-2023 Biennial Report. Note that 2021-2023 numbers do not include trades renewals.

Renewals Issued 2021-2025	
Biennial Year (July-June)	Licenses Renewed
2021-2022	193,231
2022-2023	162,081
2023-2024	219,754
2024-2025	200,529

Unarmed Combat Sports Events

UCS regulated 51 events during this biennium and established relationships and agreements with 5 Tribal Casinos (Ho Chunk Nation, Lac Courte Oreilles of Lake Superior Ojibwe, Potawatomi, Red Cliff Band of Lake Superior Chippewa, Oneida Nation), regulating 12 of their events. UCS has continued to hire and train contractors from the northern and western regions of Wisconsin to better serve local promoters.

Credentialing Customer Service and Responses Fulfilled

DPCP received 504,941 calls and voicemails during the 23-25 biennium. Customer service center agents answered and returned voicemails for 426,755 calls, an average answer rate of 84.5%. During the 2023-2025 biennium, DPCP staff closed 296,493 support tickets. In late spring of 2023, DPCP began using support tickets to document questions received. Staff have been trained to create and respond to support tickets in the LicenseE portal. This system tracks the type and frequency of questions provided to the department, and the response provided. We have also instituted quality assurance that reviews support ticket responses, a process which has undergone continuous improvement since its implementation in January 2024.

Chat functionality was added in April 2024. Since then, 25,382 chats have been completed by customer service center staff to assist customers.

Biennial Time Frame	Total Calls Received (Including VM Received)	Call Answered (Including Voicemails Returned)	% Answered
June 2023-December 2023	130,302	118,399	90.8%
January 2024-December 2024	245,839	212,151	86.3%
January 2025-June 2025	128,800	96,205	74.7%
Total	504,941	426,755	84.5%

During 2023-2025 biennium, DPCP received an average of 4,809 calls and voicemails per week and answered an average of 4,064 calls and voicemails per week.

Biennial Time Frame	Average Calls Received Per Week	Average Calls Answered /Returned Per Week
June 2023-December 2023	4,826	4,385
January 2024-December 2024	4,728	4,080
January 2025- June 2025	4,954	3,700
Average	4,809	4,064

Automation of License Applications

DPCP partnered with Salesforce during the 2023-2025 biennium to improve LicenseE automation.

In collaboration with Salesforce, license applications began automated processing and then transferred to the check stage in LicenseE for a License Permit Program Associate to manually issue the credential. Since implementation in June 2025, 1,399 credentials were automatically processed. This saved time is utilized to prioritize tasks that cannot be automated.

Automation – Final Issuance (Staff Time Saved)				
Items Automated	Average time to process	Minutes Saved	Hours Saved	Weeks Saved
1,399	5 minutes	6,995	116.6	2.9
1,399	8 minutes	11,192	186.5	4.7

Customers are now able to update their email addresses and phone numbers within the automated LicenseE system. Previously, customers had to call, chat, or email our customer support center, or submit a support ticket to request an update to their account's personal information. These requests required dedicated time to answer questions related to credentialing and reviewing applications. Since its implementation in June 2025, 623 customers have been able to update their own emails, and 1,004 customers have been able to update their phone numbers.

Automation – Customer Email and Phone (Staff Time Saved)				
Items Automated	Average time to process	Minutes Saved	Hours Saved	Weeks Saved
623 emails updated	5 minutes	3,115	52	1.3
1004 phone numbers updated	8 minutes	5,020	84	2.1

Workforce Ready Initiatives

On June 12, 2024, The Department of Safety and Professional Services announced the launch of the Workforce Ready Wisconsin website. This site showcases six key initiatives that represent the Department's commitment to collaboration and modernizing processes. These initiatives include: the DSPS Digital License, Accelerate Wisconsin, Dental Diploma Privilege, the LEAP Portal, expanding access to trades exams, and an updated Performance Dashboard, which streamlines the application process, expands access, and improves customer experience.

Streamlining the application process and helping Wisconsin's healthcare workforce get licensed faster to meet growing demands is a key priority. Collaboration through the Accelerate Wisconsin program (established May 2024) allows nursing students at participating schools in Wisconsin to be able to take the NCLEX exam prior to graduation.

The LEAP Portal (launched in February 2024) provides participating schools in Wisconsin with fixed access to LicenseE, allowing them to guide and support their students through the application process more effectively. Schools can also notify the department when entire classes have graduated, instead of the time-consuming process of manually uploading a statement of graduation for each individual license application.

Starting in August of 2023, the Dental Diploma Privilege enables graduates of Marquette University's School of Dentistry to satisfy their practical examination requirements through their coursework. Those graduates can now receive licenses within days of graduation. These initiatives work to remove unnecessary barriers and help applicants get their license and get to work sooner.

The Department is committed to efforts to safely expand access to those seeking professional credentials in Wisconsin. In October of 2023, The Department partnered with Pearson Vue to expand testing sites for Trades credentials from four to sixty statewide. The Department also made a change to offer trades examinations in Spanish upon request.

Using technology to modernize processes also plays a central role in making services more efficient and accessible. In February 2025 the DSPS Digital Wallet Card was launched, which allows professionals to securely download and store proof of licensure on their mobile devices. This provides an instant, verifiable credential wherever and whenever it is needed.

The LicenseE Performance Dashboard launched in August 2023 continues the agency's commitment to modernization and transparency, by offering real time insights into key performance metrics for the Division of Professional Credential Processing. Anyone can view the dashboard to see visuals denoting the average days to review new application materials, application review times by profession, the volume of credentials granted annually, and licenses granted by time frame (in days).

Collectively, these initiatives demonstrate the Department's commitment to collaboration, expanding access, and using technology to modernize our systems. The Department strives to broaden access to help qualified professionals move more quickly from education to employment to address our state's workforce challenges and build a stronger, more resilient workforce for Wisconsin.

Office of Budget and Finance

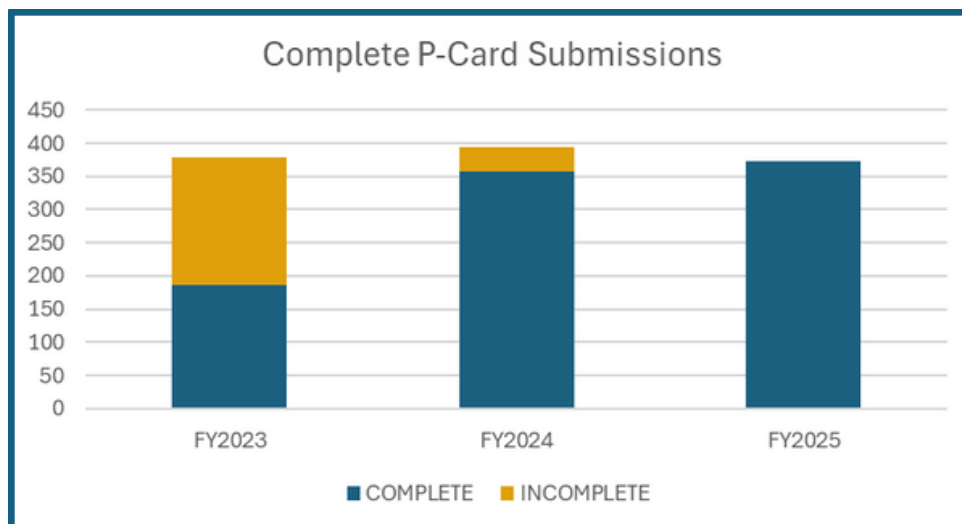
The DSPS Office of Budget and Finance manages all agency budgeting, purchasing, and financial management. These activities include:

- Financial reporting
- Accounts payable
- Accounts receivable
- Allocations
- Fire dues distribution
- Budget and revenue forecasting
- Other data analysis and reporting
- Biennial budget development and technical submission
- Fiscal estimates for administrative rules and legislation
- Purchasing and procurement services
- STAR financial module security
- Position management
- P-card administration

The office also works with agency leadership to prepare, monitor, and support the biennial agency budget request.

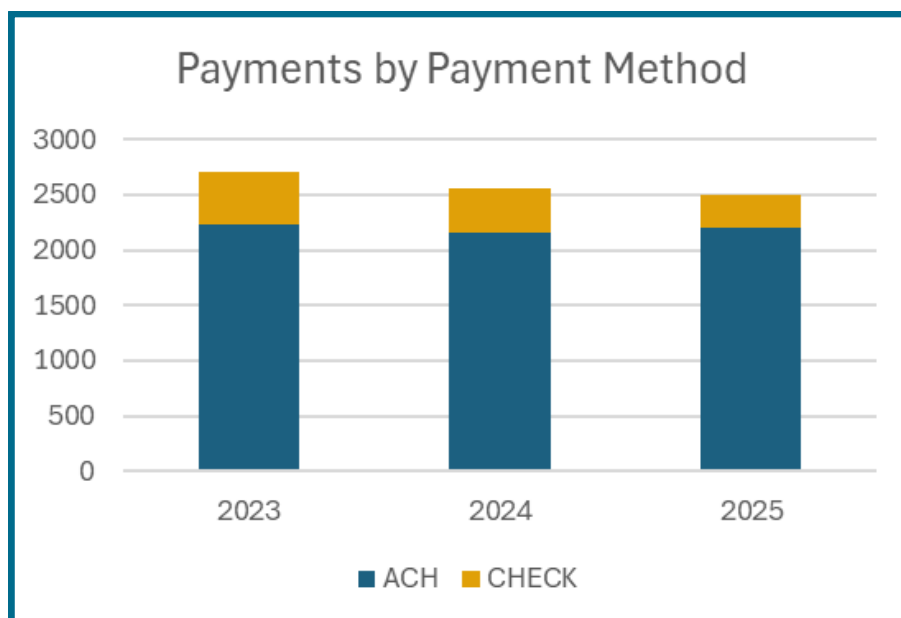
P-Card Documentation Compliance

DSPS recognizes the need to have 100% compliance with the collection of required documentation to support P-Card purchases, which was achieved in the 2025 fiscal year. In the 2023 fiscal year, only 49% of the required documentation was complete. To support this effort, a dedicated P-Card mailbox was established for all P-Card related correspondence. In addition, easy access to information, including an FAQ tailored to the typical DSPS P-Card user, was placed in a dedicated location on the agency SharePoint site. Achieving this goal shows that DSPS meets the requirements for sound P-Card management as required by the State Controller's Office (SCO).



Conversion of Payment from Checks to ACH

DSPS processes over 2,000 payments to companies and municipalities annually and has reduced the percentage of high touch check payments issued from 21% of payments in 2023 to 14% of payments in 2025. This improvement reduced the time for vendors to receive payment and reduced the number of payment process steps. In addition, total payments have dropped as efforts have been made to combine payments, reduce payment frequency, and use P-Cards for direct payment of certain allowable expenses, reducing time and handling.

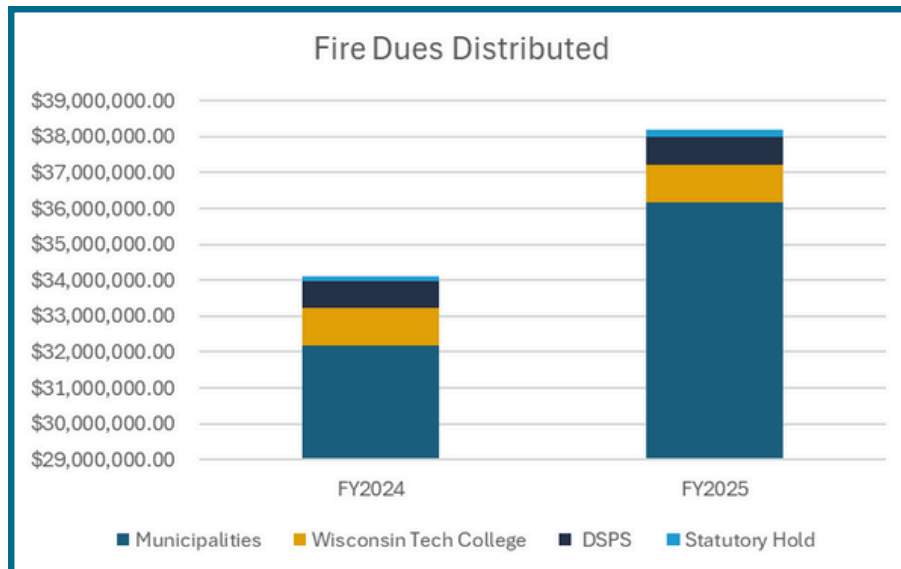


Annual Renewals/Licenses Software and Systems

Recurring IT renewals at the beginning of the state fiscal year allows all stakeholders on evaluating the IT needs of the agency and making deliberate adjustments to license counts, storage space and other key parameters. Starting with almost all renewals scattered throughout the year, for the 2024 fiscal year, 38 out of 42 renewals were able to be aligned with the fiscal year, which is 98% by monetary value and 88% by count. To achieve this, the DSPS team worked with our IT vendors to find ways to prorate contracts to achieve alignment. Currently, all vendors/contracts where alignment is possible have been aligned.

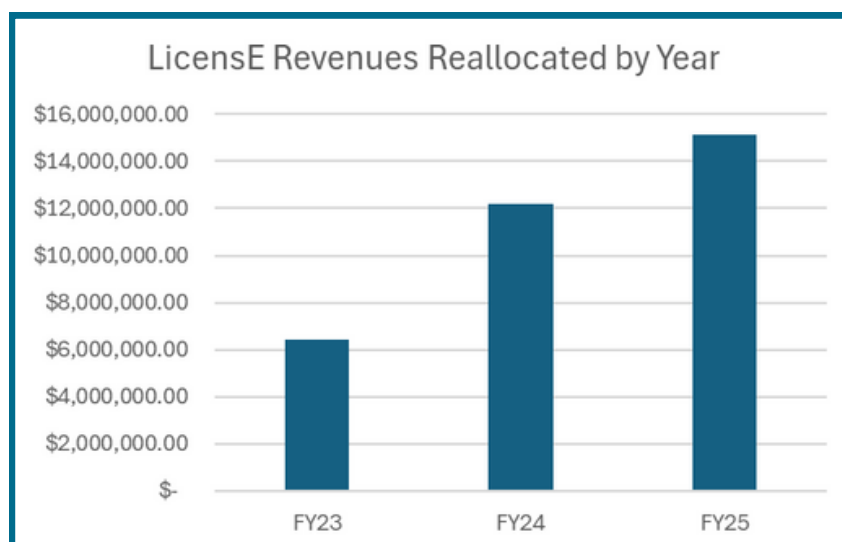
Fire Dues Distribution

This biennium, the amount collected for fire dues distribution increased to over 1,800 qualifying municipalities. In the 2025 fiscal year, through efforts such as auditing banking and contact information for all recipients, involving key stakeholders (DIS and DET), and overcoming technical challenges, the full distribution was made before the end of the state fiscal year.



Reallocation of LicenseE

The number of LicenseE payments reallocated by the Office of Budget and Finance increased from \$6,420,574 in the FY 23 to \$12,193,634 in FY 24 and \$15,134,934 in FY 25. This represents a 138% increase over the biennium. The record count for the beginning of the biennium (July 2024) was 13,523, and 34,758 at the end of the biennium (June 2025), showing an increase in complexity over time.

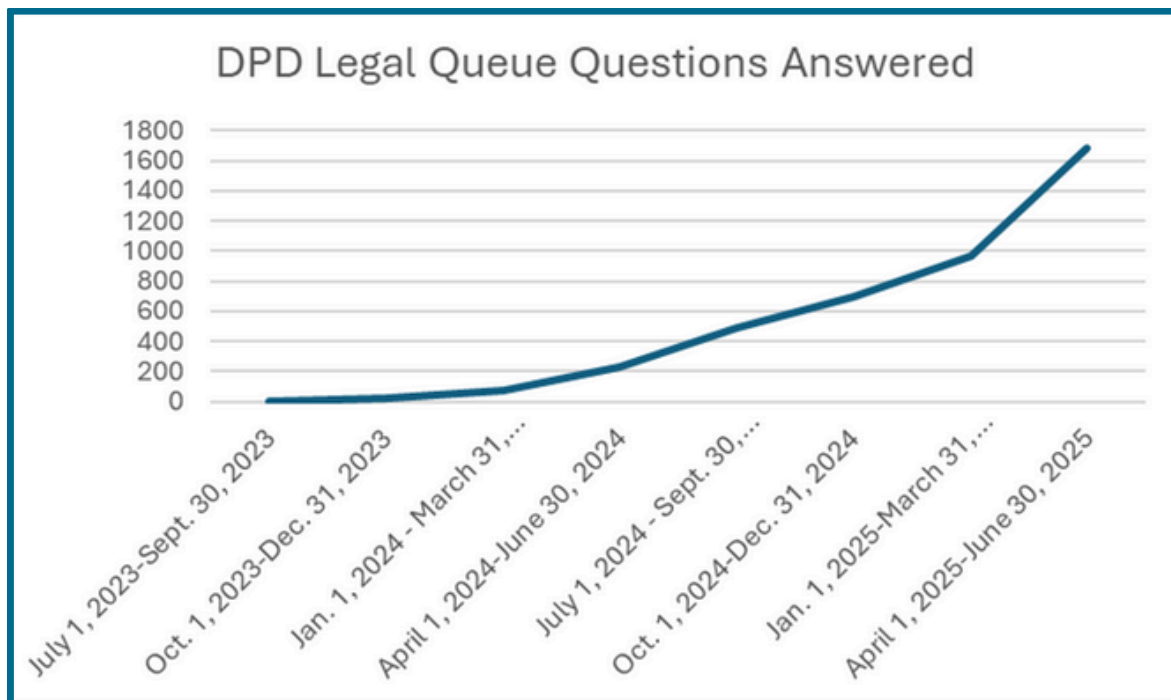


Priorities for LicenseE are focused on credentialing and fee collection with implementation of “back office” functions deferred. Currently all fees are collected in a holding account and are later manually moved via journals to accounts in STAR to reflect the correct allocation of the revenue.

Office of Chief Legal Counsel

Policy Development Legal Team

The Policy Development Legal Team responded to 1678 scope of practice questions for board-related credentials. This functionality provides a deliverable to stakeholders to receive answers to questions when possible. It also has allowed DSPS a better understanding of point of confusion for better engagement with stakeholders.



The Policy Development Legal Team presented at 492 Board Meetings during this period, an increase from 419 meetings from the prior biennium. The team also worked on many rule projects, completing 89 during this period and submitting 65 scope statements.

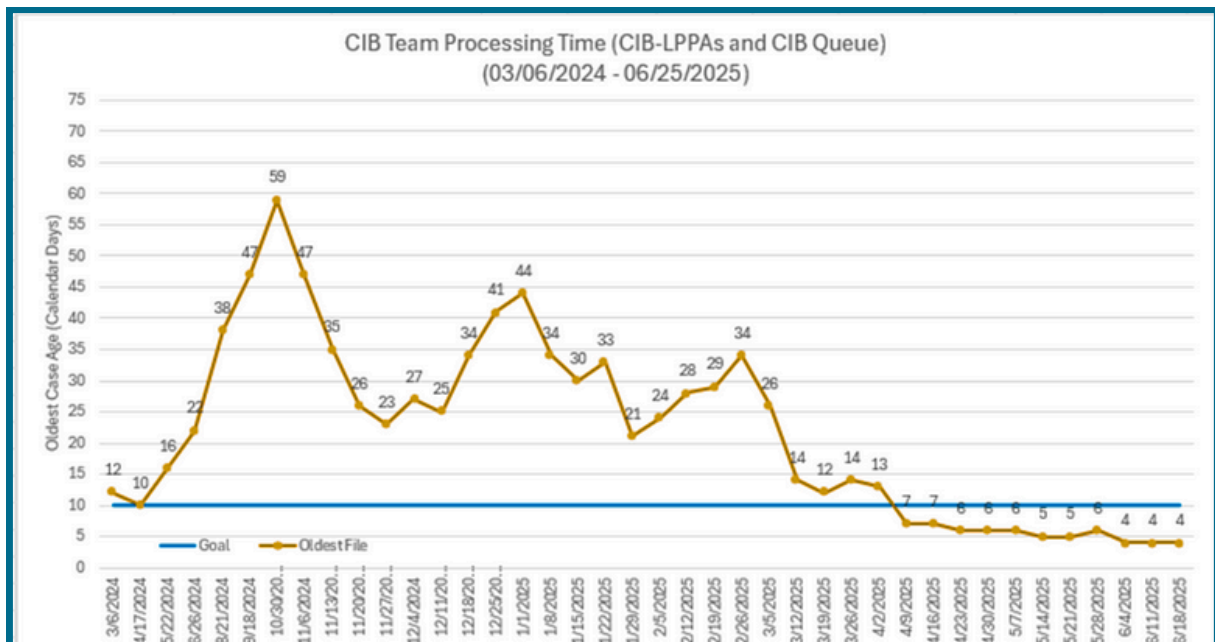
On behalf of DSPS, the Legal Team organized three formal board member training events for this period. The prior biennium had one formal board member training event. The biennium prior had no formal trainings. The board training event in 2024 had 124 attendees. The 2025 training event had 82 attendees.

Professional Credential Processing Legal Team

The DPCP Legal Team began to process our metrics in our current format in late March 2024. Accordingly, we do not have consistent data across all categories for the entire biennial period. The following describes the DPCP Legal Team's accomplishments:

Conviction Record Processing Time

In April 2024, conviction record processing time began to increase. In October 2024, the oldest CIB file was approximately 8.5 weeks old. DPCP Legal leadership transferred CIB renewal files to members of the Credentialing Paralegal Team. Additionally, in November 2024, the Paralegal Advanced responded to Legal Support Tickets to improve customer service and members of the Credentialing Paralegal Team began processing 30-Day inactivity reviews. This allowed the CIB Team to focus on the processing of applications. As of June 25, 2025, CIB processing averaged 4 days, representing a 93.2% reduction in processing time from its peak of 59 days in October 2024.



Files Pending/Files Received

When DPCP Legal began tracking Files Pending and Files Received at the beginning of the biennial period, these numbers did not account for CIB files pending and received. Accordingly, in April 2025, in order to accurately reflect the workload, DPCP Legal leadership incorporated CIB files in our weekly metrics. This accurately reflects the number of pending files in Legal Review, which have increased 58% from July 2023 to June 2025.

