



# STATE OF WISCONSIN DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES



*Protecting the Public, Promoting Progress*

2017–2019 BIENNIAL REPORT  
October 2019

# 2017–2019 Biennial Report

## Table of Contents

Secretary’s Letter .....	3
Agency Description and Mission .....	5
A Historical Perspective .....	6
Organizational Chart .....	8
Division Performance, Accomplishments and Initiatives	
Policy Development .....	9
Industry Services .....	12
Professional Credential Processing .....	15
Legal Services and Compliance .....	19
Management Services .....	22
Information Technology Modernization .....	24
Flexible-time work and alternative work patterns .....	25
Supporting Wisconsin’s Economy .....	26
2019–2021 Biennial Budget (2019 Wisconsin Act 9) .....	31
References .....	33
Appendix A .....	34
Appendix B .....	36

Wisconsin Department of Safety and Professional Services  
Office of the Secretary  
4822 Madison Yards Way  
PO Box 8363  
Madison WI 53708-8368



Phone: 608-266-1352  
Web: <http://dps.wi.gov>  
Email: [dps@wisconsin.gov](mailto:dps@wisconsin.gov)

**Tony Evers, Governor**  
**Dawn B. Crim, Secretary**

---

October 15, 2019

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

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

Dear Governor Evers and Members of the Legislature,

It is a pleasure to submit to you the 2017-2019 Biennial Report for the Department of Safety and Professional Services (DPS). DPS plays an integral role in ensuring public safety and fueling economic growth in the state. This manifests in our work across our five divisions. We have a workforce of 248 employees spread across five offices located in Hayward, Onalaska, Green Bay, Waukesha and Madison.

Our agency regulates over 244 different professions and industries, helping to ensure the safety of all Wisconsinites while providing economic stability. We issue over 400,000 credential across Wisconsin, from doctors, nurses, cosmetologists and social workers to electricians, plumbers, firework manufacturers and elevator professionals. On average, DPS processes more than 70,000 new credentials and renews over 400,000 credentials each biennium.

Additionally, DPS performs inspections and plan reviews of regulated objects. The agency also audits third party and municipal inspection agencies. Between July 1, 2017 and June 30, 2019, we conduct more than 30,000 plan reviews working with the construction industry and property owners to ensure buildings and projects are safe and sanitary. We conducted over 29,000 inspections for the same period. Annually, DPS investigates over 3,000 complaints.

We also play a part 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. It is also within our charge to oversee the Prescription Drug Monitoring Program as a part of Wisconsin's effort to stem prescription drug abuse practices.

Over the past two years, DPS has achieved several accomplishments, and we are continuing to take steps toward transformational infrastructure changes that will help us realize efficiencies and work smarter toward improved customer service outcomes. Our biennial report highlights the department's notable initiatives and success over the last biennial reporting period, which include:

- Consistent with the department’s mission to promote economic growth and stability while protecting the citizens of Wisconsin, the agency conducted a statutorily mandated fee study, which resulted in the agency reducing licensing fees for several professions;
- The department conducted an occupational license study and compiled a report, which recommended the elimination of certain licenses;
- The department launched an agency-wide IT infrastructure project to modernize technology systems and improve customer service experiences;
- The department participated in interstate compacts that make it easier for professionals to be licensed across state lines; and
- The department implemented a pre-determination process in the legal review of credential seekers requiring criminal background reviews.

Our report also previews some of the agency’s future goals and objectives. With input from our staff, our leadership team is working to meet three priorities: stabilizing the agency, modernizing our workforce and infrastructure and protecting the citizens of Wisconsin. Our agency looks forward to continuing the work with our customers and partners who drive economic growth and job creation throughout the state.

Sincerely,



Dawn B. Crim  
Secretary Designee  
Wisconsin Department of Safety and Professional Services  
Office of the Secretary  
4822 Madison Yards Way, North Tower, Second Floor  
P.O. Box 8861  
Madison, WI 53708-8861

## Department of Safety and Professional Services Description, Mission and Vision

### Agency Description

The Department of Safety and Professional Services (DSPS) is headed by a secretary who is appointed by the Governor with the advice and consent of the Senate. The department provides policy coordination and administrative services for boards, committees, councils and advisory committees. The department also oversees the regulation of credential holders, professional and industry standards, and safe construction of public and private buildings. The department is comprised of five divisions:

- **Management Services** provides budget and finance, technology, and facilities management services to the department, which includes four field offices.
- **Policy Development** is responsible for providing administrative support and policy guidance to professional regulatory boards as well as consultation about continuing education and examination requirements for regulated professions. The Prescription Drug Monitoring Program and the Educational Approval Program are housed in this division.
- **Industry Services** provides services related to the safe construction and operation of buildings.
- **Professional Credential Processing** is responsible for all credential application processing, including determination of credential eligibility and credential renewal.
- **Legal Services and Compliance** provides legal services to professional boards and the agency regarding disciplinary matters involving credential holders. DLSC also conducts business compliance inspections and audits.

Department and board operations are funded through application, renewal and examination fees, as well as fees associated with required reviews of building plans and other items that are regulated under the law. A fee schedule for the application and renewal of professional credentials is set by the department with legislative oversight. Examination and other department fees are set by statute and administrative rule.

### Agency Mission

The mission of the department is to promote economic growth and stability while protecting the citizens of Wisconsin as designated by statute.

### Agency Vision

To create a workplace which values staff and their expertise enabling the department to complete processes efficiently.

## A Historical Perspective

Occupational regulation in Wisconsin began in 1882 with the creation of the Pharmacy Examining Board. This board set the credential requirements for pharmacists, granted credentials, promulgated administrative rules applicable to pharmacists, and collected credential fees. Between 1882 and 1965, 16 additional independent examining boards or councils were created that had separate budgets and directly employed staff (Austin 2013). Several extensive reorganizations of Wisconsin state government in the mid-1960s sought to improve operational efficiency and responsiveness to the public. A substantial reorganization of the executive branch resulted from the Kellett Commission, named after its chair, William R. Kellett. Many of the Kellett Commission's proposals impacted occupational licensure in Wisconsin, including the creation of a single Department of Regulation and Licensing (DRL) to provide centralized administrative services to the existing independent examining boards and councils. Under the consolidated administrative structure, each board maintained the independent regulation of its own profession, and the department took on the direct regulation of specific professions where no examining board existed. These recommendations became law in 1967 (Chapter 75, Laws of 1967; Austin 2013).

The Department of Safety and Professional Services (DSPS) was created under 2011 Wisconsin Act 32, which forged a merger between the former Department of Regulation and Licensing and the Division of Safety and Buildings and Division of Environmental and Regulatory Services from the former Department of Commerce. The merger required extensive planning and implementation to bridge the two departments together.

In 2011, the agency was led by the Office of the Secretary and had six divisions: Board Services, Enforcement, Environmental and Regulatory Services, Management Services, Safety and Buildings, and Professional Credential Processing, which included the Office of Education and Examinations. The agency reported providing policy coordination and administrative services to more than 70 boards, sections, councils, advisory committees and direct licensing professions.

By 2011, the agency regulated about 200 types of credentials and specialty permits in over 60 professional fields. The department noted licensures of 27,500 new credentials and renewed more than 430,000. The agency handled about 2,500 consumer complaints per year. The work of the agency was accomplished through a staff of 379.6 full-time employees.

DSPS continued to evolve after the merger. Under 2013 Wisconsin Act 20, DSPS functions under the petroleum

environmental cleanup fund award (PECFA) program and abandoned tank removal duties were transferred to the Department of Natural Resources, and tasks related to petroleum inspection and tank regulation were transferred to Department of Agriculture, Trade and Consumer

*As of 2019, DSPS has a staff of 248 employees. The agency currently regulates over 244 professions and industries. On average, DSPS processes over 70,000 new credentials and renews over 400,000 credentials each biennium. Combined, the agency credentials over 400,000 active in-state and out-of-state credential holders. DSPS conducted over 30,000 plan reviews and over 29,000 inspections during the past two years. Annually, over 3,000 complaints are investigated.*

Protection. In 2017, legislation moved the Educational Approval Board to DSPS, and the board was renamed the Educational Approval Program (EAP). The agency also implemented the Prescription Drug Monitoring Program (PDMP) in 2013. Services for EAP and PDMP are housed within the Division of Policy Development.

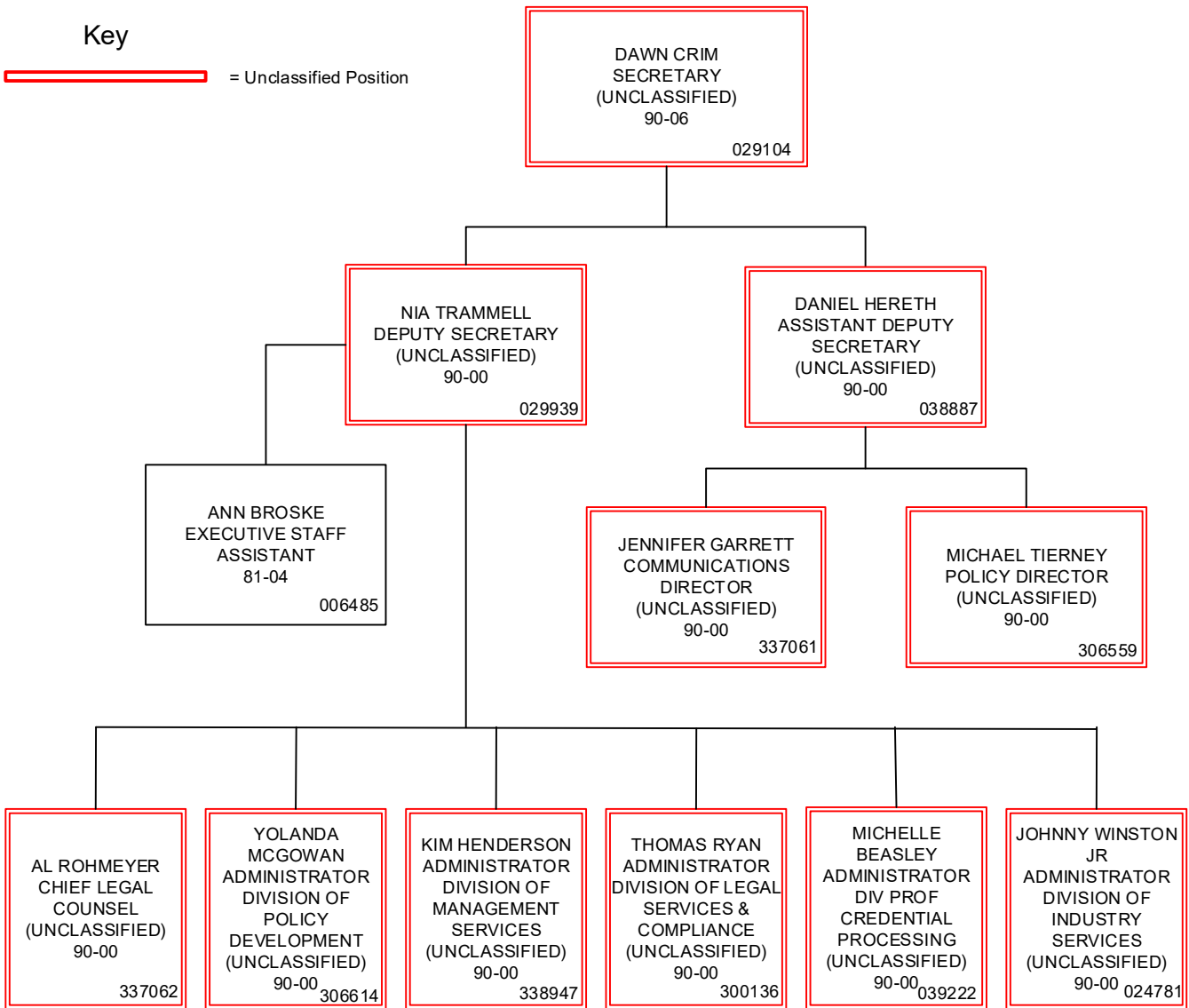
As of 2019, DSPS has a staff of 248 employees. The staff supports the work of the agency in offices located in Hayward, Onalaska, Green Bay, Waukesha and Madison.

The agency currently regulates over 244 professions and industries. On average, DSPS processes over 60,000 new credentials and renews over 300,000 credentials each year. Combined, the agency credentials over 400,000 active in-state and out-of-state credential holders. DSPS conducted over 30,000 plan reviews and over 29,000 inspections during the past two years. Annually, over 3,000 complaints are investigated.

# Department of Safety and Professional Services Organizational Chart

**Key**

= Unclassified Position





## Division of Policy Development Accomplishments and Initiatives

The Division of Policy Development (DPD) is responsible for providing administrative support and policy guidance to the professional boards in the state by facilitating board meetings, serving as a liaison between the boards and the department, and managing the administrative rule promulgation process for self-regulated professions. DPD also manages the administrative rule promulgation process for professions and technical programs that are directly regulated by the department. This division is also responsible for continuing education and examination requirements for regulated professions. It also administers the Prescription Drug Monitoring Program (PDMP) and Educational Approval Program (EAP).

### **Measures of Productivity**

DPD supports 324 boards, councils and committee members. The division oversaw 207 meetings in 2017 and 207 in 2018. In 2017 there were 105 administrative code projects that were in progress, 27 of which were completed. The division had 120 administrative code projects in progress in 2018 and 38 were completed.

### **Key Initiatives**

Three major initiatives evolved in DPD over the last two years. First, the Educational Approval Board was transferred to DSPS and subsequently renamed the Educational Approval Program. The division also enhanced the PDMP. The agency launched the PDMP in June 2013, and the program is administered by DSPS under regulations and policies established by the Controlled Substance Board (CSB). On January 17, 2017, DSPS launched an enhanced system, the "ePDMP" with relative success. Finally, DPD issued an occupational licensing study, in accordance with Wisconsin's 2017-2019 biennial state budget and 2017 Wisconsin Act 59, which required DSPS to conduct a study of occupational licenses and to compile a report of its findings for the Governor and Legislature by no later than December 31, 2018.

### **Educational Approval Board to DSPS**

Education is the pathway to a better future. Residents who enroll in educational programs to obtain an occupational license need to know the school they enroll in, and pay tuition to, will provide them with the education and training necessary to achieve their personal and professional goals.

The 2017-2019 budget transferred the functions of the Educational Approval Board to DSPS. Major responsibilities transferred to the department include:

- (a) investigating the adequacy of courses and courses of instruction offered by schools to Wisconsin residents and establishing minimum standards for those courses of instruction;
- (b) investigating and establishing minimum standards for schools' facilities, equipment, instructional materials and instructional programs;
- (c) establishing rules, standards and criteria to prevent fraud and misrepresentation in the sale and advertising of courses and courses of instruction;

- (d) establishing rules restricting the negotiability of promissory instruments received by schools in payment of tuition and other charges;
- (e) establishing minimum standards for refund of the unused portion of tuition, fees and other charges if a student does not enter a course or course of instruction, withdraws or is discontinued from the course;
- (f) requiring schools offering courses and courses of instruction to Wisconsin residents to furnish information concerning their facilities, curricula, instructors, enrollment policies, tuition and other charges and fees, refund policies, and policies concerning the negotiability of promissory instruments received in payment of tuition and other charges;
- (g) approving courses of instruction, schools, changes of ownership or control of schools, and teaching locations meeting the requirements, standards and rules established by the department and publishing a list of approved schools and courses of instruction and a list of schools authorized to use the terms "college," "university," "state," or "Wisconsin" in their names, including publishing the list on the department's internet site;
- (h) issuing permits to individuals soliciting the enrollment of individuals in a school; and
- (i) requiring schools to furnish a surety bond in an amount as provided by rule.

### **The Enhanced PDMP**

#### **Value added enhancements with user satisfaction**

The enhanced PDMP made way for the agency to accommodate operational changes pursuant to 2015 Wisconsin Act 266, which became effective on April 1, 2017. The important operational changes in Act 266 are related to the submission of dispensing data to the PDMP by midnight of the next business day after dispensing and the requirement for prescribers to access patient records in the PDMP prior to issuing a prescription order for a monitored drug. The act also created a new role in the PDMP for "Medical Coordinators," or those who oversee prescribers, to help identify prescribers who might benefit from education about safe controlled substance prescribing practices.

The enhanced PDMP system turned the program into a multi-faceted tool for clinical decision support, prescribing practice assessment, interdisciplinary communication, and public health initiatives related to addressing the opioid epidemic in our state. The enhanced system is a process improvement for clinical decision support because it was designed to bring the most relevant information in a patient prescription history report to the immediate attention of the healthcare professional who is accessing the report.

The response to the enhanced system from the Wisconsin healthcare community has been overwhelmingly positive. The CSB conducted a user satisfaction survey in April 2018. In its 2019 quarter two report, CSB indicated that about 30,000 registered healthcare professionals were included in the survey, with a 20 percent response rate. Seventy-seven percent of respondents were either satisfied or very satisfied with the enhanced program. Additional improvements to the program are being contemplated following a subsequent survey in January 2019.

Further, data shows that the PDMP is contributing to greater awareness about safe prescribing practices of opioids and other controlled substances. In addition to a decrease in the dispensing of opioids, the PDMP shows fewer occurrences of data-driven alerts that may indicate overdose risk and/or "doctor shopping."

## **Reduction of prescription drug abuse**

CSB's 2019 quarter two report also showed an overall decreased dispensing rate compared to quarter two of 2018. While there was a less than one percent decrease in the total number of all monitored prescription drugs dispensed in quarter two of 2019 from the previous quarter, there was a total decrease of about six percent when compared to the same quarter from the prior year. Overall dispensing rates of monitored prescription drugs were lower in quarter two 2019 than they were at their peak in 2015.

## **Occupational Licensing Study**

The work of DSPS has a direct impact on the Wisconsin workforce and economy. Wisconsin issues more than one million occupational licenses for 280 different credential types. Of those, 240, or 75 percent, are issued by DSPS. Affiliated boards also have additional responsibilities related to the examining, credentialing and regulating various occupations. As a result, the department interacts with nearly a third of the Wisconsin labor force.

As part of ongoing efforts to better serve Wisconsinites, DSPS completed an occupational license study and issued a report on the findings, as required by the 2017 Wisconsin Act 59.

The study involved two components. The first identified agencies that needed to participate. These agencies then gathered information relating to complaints and disciplinary data, educational requirements, fees and other related costs, and how the general public benefits from the regulation of that occupation. They also identified barriers or burdens associated with each of the regulated occupations, and they researched existing regulatory requirements in other states. Finally, the agencies were asked to provide a summary statement that attested that the current level of governance was appropriate for each license type.

A second survey gathered input from credential holders, members of the public, and other stakeholders. The survey aimed to determine the usefulness credential holders' primary occupational licenses serve for 1) getting a job; 2) keeping a job; 3) keeping employees marketable to employers or clients; 4) improving work skills; and 5) increasing wages or salary. Credential holders were asked to estimate the costs incurred, hours of instruction required, and hardships or barriers they faced to obtain and retain their primary occupational license. They were also asked to rate the importance of their licenses in protecting public citizens from harm or danger, and they were asked to indicate whether licensing requirements affected the cost of consumer goods or services. Credential holders with licenses in more than one state were asked to compare requirements, cost and burden with Wisconsin.

Most agencies felt the licenses they currently administer were appropriate to protect consumers and that the public benefits from the regulation of the occupation. However, DSPS did recommend the elimination of 15 occupational licenses, and six other agencies recommended eliminating another 13 occupational licenses.

Beyond the study results, the report also recommended increased collaboration with neighboring states to make it easier for licensed workers to find employment in multiple states. It noted that Wisconsin has entered some multi-state compacts that make it easier for some occupations -nursing and medicine, for example- to relocate to Wisconsin and begin work without delay.

## Division of Industry Services Accomplishments and Initiatives

The Division of Industry Services (DIS) is divided into the Bureau of Field Services, Bureau of Technical Services, the Administrative Services Section and the Fire Prevention program. The Bureau of Field Services performs inspections of commercial buildings, amusement rides, boilers, elevators, pressurized gas systems and electrical systems. The bureau also performs plan reviews of elevators, boilers and private onsite wastewater treatment systems, and it is responsible for auditing third-party and municipal inspection agencies.

The Bureau of Technical Services performs commercial building, plumbing and fire-suppression plan review. The bureau is responsible for administering the Uniform Dwelling Code program and the federal HUD Manufactured Housing program. It also provides consultations and training to local building officials, as well as commercial and residential contractors.

The Administrative Services Section provides administrative support to internal and external stakeholders, and the Fire Prevention Program administers the Two Percent Fire Dues program and provides consultation, support and training to over 800 fire departments throughout the state.

### Measures of Productivity

#### Commercial building plan reviews

Year	Plans Reviewed	Revenue Generated
2017	8,845	\$6,657,774
2018	8,103	\$6,186,904
2019	5,618	\$4,339,975**

#### Plumbing plan reviews

Year	Plans Reviewed	Revenue Generated
2017	3,140	\$1,339,376
2018	3,547	\$1,361,473
2019	1,319	\$575,945*

#### POWTS plan reviews

Year	Plans Reviewed	Revenue Generated
2017	3,553	\$889,542
2018	2,984	\$573,341*
2019	<i>Data will be available for next biennial report.</i>	<i>Data will be available for next biennial report.</i>

\*Information converted to eSLA

\*\*year not completed

## Two percent fire dues distribution

Year	Number of Municipalities	Funds Distributed
2017	1,845 municipalities (815 Fire Departments)	\$20,133,993.89
2018	1,843 municipalities (807 Fire Departments)	\$19,919,554.94
2019	1,848 municipalities (813 Fire Departments)	\$22,037,952.49

### Key Initiatives

#### **SPS 330 updating codes so everyone goes home**

It is the mission of DSPS to partner with fire departments across Wisconsin to ensure the safety of fire fighters and the general public. Firefighters express it more simply. They just say, "Everyone goes home."

While there is inherent danger associated with fighting fires, training greatly reduces the risk. The training requirements embodied in administrative code are there to protect fire fighters, and DSPS works to ensure that fire fighters are adequately trained and are applying that training when needed.

For the first time in decades, after a thorough multi-year review by a diverse group of stakeholders, the state code that addresses fire fighter safety -SPS 330- was updated to comply with OSHA requirements. It requires that every fire fighter has the necessary education and training to perform their assigned tasks in an emergency.

Initial provisions of SPS 330 went into effect in October of 2018, and remaining provisions related to training requirements went into effect on October 1, 2019. The department has visited communities to provide information and answered questions by local fire departments. The agency has also offered a presentation in the Capitol for legislators and staff who may receive questions from community members.

#### **Electronic plan review entry system**

DIS staff implemented an updated automatic plan entry system in 2017. This feature has allowed customers to electronically schedule plan reviews and receive instant confirmation of their plan review date, name of their plan reviewer, and the assigned office responsible for the plan review. This improved process and communication tool now allows customers to have details of their plan review right at their fingertips shortly after electronic scheduling occurs.

## **Deployment of staff throughout the state**

DIS staff provide mobile resources throughout the state and the safety of staff is paramount as they perform their jobs. During fiscal year 2017, the Public Sector Safety group logged over 820 inspections, 252 audits, issued 173 violations and provided 317 consultations. Staff logged over 45,574 miles on the job with only one accident no injuries. For the 2018 fiscal year, the group logged over 1,394 inspections, 562 audits, issued 368 violations and provided 858 consultations. This group logged 71,416 miles with only one accident.

The Commercial Building Inspection section, from July 2017 to June 2018 logged 15,225 inspections, citing 6,961 violations, while conducting 353 plan reviews and 15,091 consultations. This group logged over 204,979 miles without an accident or injury. They have performed 120 customer complaint investigations and have performed 126 inspections on State owned projects. In fiscal year 2018 the group logged 13,006 inspections, citing 6,834 violations, while conducting 147 plan reviews and 11,884 consultations. This group logged over 197,000 miles without an accident or injury. They performed 169 complaint investigations and have performed 158 inspections on State owned projects.

With regard to regulated objects there were 5,437 projects closed in the last fiscal year and clean-up work continues as we approach our final data migration for eSLA.

## **Educating the public**

DIS staff members are often requested to train delegated municipalities and provide educational sessions on the codes DSPPS administers. These trainings are valuable because they improve the consistency of code application throughout the state.

In the spring of 2019, the department was the main participant in the annual training of inspectors for commercial buildings, plumbing, one and two-family dwellings, and electrical systems. The training provides the department an opportunity to inform inspectors of new code applications, designs and department policy. Also, the department, in collaboration with UW–Madison, presented the 48th Wisconsin Commercial Building Code Refresher in Madison in February 2019. This annual event has been a valuable forum for professionals from many disciplines since its inception. The event provides current information to understand and use the Wisconsin Commercial Building Code. It provides an opportunity to network with colleagues including architects, engineers, trade professionals, inspectors and many others who use the codes in their careers. Department representatives, as well as outside experts, provide presentations on the facets of the Code.

## **Foxconn**

DSPPS has played a key role in monitoring the Foxconn development in the southeast part of Wisconsin. DIS staff have reviewed building, electrical and plumbing plans and conducted inspections of the Foxconn fabrication building. The division will remain involved in all future building projects on the site.

## Division of Professional Credential Processing Accomplishments and Initiatives

The Division of Professional Credential Processing (DPCP) is responsible for all credential application processing, including determination of credential eligibility and renewal, for regulated professions. The division is responsible for licensure and verification of health, business, trades and manufactured homeowner/community credentials, operation of the department's Customer Service Center and regulation of the state's unarmed combat sports program which includes the mixed martial arts/boxing program.

### Measures of Productivity

Between July 2017 and June 2019, DPCP processed approximately 76,600 initial applications for licensure (health, business, and trades) and over 384,000 applications for licensure renewal. As of June 2019, there were over 433,400 active credential holders.

The department goals that relate to DPCP include: On-line renewals of credential holders via the web site. The goal is to have at least 97%. The actual percentage for the periods for 2017, 2018, and 2019 were as follows:

Year	Goal	Actual
2017	97%	95% reported in budget
2018	97%	93% reported in budget
2019	97%	95%

Credentialing processing applications goal is 7-10 business days. During the period ending June 30, 2018, the average number of days for all professions combined was 8. During the period ending June 30, 2019, the average number of days for all professions combined was 10 (please note that the average number of processing days increased due to the months long backlog of Medical and Med-Affiliate applications. Without this severe backlog with the Medical application processing, the average for all other professions was 8.6 days).

Credentialing established a goal to add at least five (5) new professions online each year to allow individuals the opportunity to apply for licensure via the Online License Application System (OLAS). The following professions were added to OLAS:

- OLAS Professions Adding in 2020: Due to the upcoming implementation of the Electronic Safety and Licensing System (eSLA), no new professions will be added to the current OLAS in 2019.
- OLAS Professions Added in 2019: Certified Social Worker and Advanced Practice Social Worker.
- OLAS Professions Added in 2018: Engineering Certificate of Authorization, Engineer in Training and Professional Engineer (only for applicants using NCEES Council Record).
- OLAS Professions Added in 2017: Substance Abuse Counselor – In Training, Substance Abuse Counselor, and Clinical Substance Abuse Counselor.
- OLAS Professions Added in 2016: There were no new professions added this year

- OLAS Professions Added in 2015: Physicians (MD and DO), Administrative Physician (MD and DO), Resident Education License, Special License, Special Permits (such as Locum Tenes, Camp Physician, and Visiting Professors), and Temporary Education Training Permit
- OLAS Professions Added in 2014: Real Estate Broker, Real Estate Salesperson, Timeshare Salesperson, Private Security Person, Private Detective Agency, Private Detective, Boxing and Mixed Martial Arts Licenses
- OLAS Professions Added in 2013: Registered Nurse and Licensed Practical Nurse

**Project position approved**

In October 2018, the legislature approved the department request to create four project positions and allocate them to the DPCP. These positions were assigned to process initial applications on the following teams: Nursing, Joint Board (Marriage and Family Therapists, Licensed Professional Counselors, and Social Workers), Private Security, and Trades. Since the positions were filled in November 2018, for each of these teams, the number of days required to enter applications into the Integrated Credential and Enforcement (ICE) system database decreased by an average of 65 percent. Adding the positions improved application processing times. This in turn, decreased the total processing time for the department and allowed the individuals to obtain a credential and enter the workforce sooner and begin contributing to the economy.

Here is the breakdown by team:

Team	Processing Days Before Project Position	Processing Days After Project Position	Percent Change
Nursing	16	7	56%
Joint Board	22	6	72%
Private Security	29	9	69%
Trades*	20	20	0

\*The processing number of days did not change due to turnover on the Trades team.



## **Key Initiatives**

DPCP has successfully taken measures to reduce the costs of licensing for some professions and conducted an occupational licensure study resulting in recommendations for eliminating certain licenses. The agency has also worked on improving licensure processing times and participates with various interstate compacts, including the medical, and nursing compacts. Additionally, Wisconsin was selected for participation in the National Occupational Licensing Learning Consortium and is working with other states for solutions to reduce barriers to employment attendant to licensure requirements.

### **Fee Study Lowers Cost for Majority of Licensees**

Credentialing fees are often cited as one of the biggest barriers for individuals interested in licensed professions. DSPS is committed to establishing reasonable fees for all occupational licenses, and a new fee structure reflects the department's efforts to keep the doors open to well-paying and family-sustaining occupations.

For the first time in a decade, license and credential fees for 170 occupations regulated by DSPS were either reduced or maintained at current levels. These changes to fees benefit licensees from broad range of occupations regulated by the department. From accountants, cosmetologists and nurses to barbers, tattoo artists and social workers, application and renewal fees went down or remained the same as a result of a state-mandated fee study, which is conducted every two years.

At least one of the fees (initial and/or renewal) was reduced for 127 licenses, or approximately 75 percent of all licenses issued. As a result, an estimated 361,000 individuals who apply for or renew a Wisconsin license during the biennium will pay a reduced fee. Initial application fees for nearly 50 percent of all applicants will see an average reduction of \$26.78. Over 70 percent of all renewals will see an average reduction of \$57.42. Most initial fees are set at \$43 with a maximum fee of \$75.

The new fees took effect July 1, 2019 and are set through the next fiscal biennium, or July 1, 2021. The 2009-2011 biennium was the last time major adjustments were made to the fees. Since then, there have been only minor adjustments to fee structures, while several licensed professions or businesses have been introduced or transferred to the department. Better aligning license fees with the cost of operations demonstrates the department's fiscal responsibility as well as a desire to minimize the financial burden experienced by licensees. It also demonstrates the agency's commitment to promote policies and adopt practices that advance the Wisconsin economy.

### **Improving Licensure Processing Times**

Wisconsin is a primary-source state. When an individual applies for a credential, as a primary-source state, we are obligated to obtain various documents directly from boards, educational institutions and former employers rather than receiving these documents directly from the applicant. It is a safeguard that is in place to ensure applicants are truly qualified and the public is not harmed by anyone who has falsified information in order to obtain a credential.

While some of these entities quickly respond, some can take longer to provide the department with the information needed to process an application. This causes delay. In order to overcome these delays that are not the fault of the applicant or the department, we have implemented a

policy change to allow our staff to gather and use information that is placed on the internet by the primary source to satisfy licensure requirements.

### **Interstate Compacts**

Wisconsin has been participating in the Interstate Medical Licensure Compact since April 2017 and was the first to process a compact license. In our enacting legislation, there was a five-year review period and possible sunset provision. Since 2017, over 400 physicians residing in other states have used the compact to become licensed and serve patients in Wisconsin.

An attempt to have Wisconsin join the physical therapy compact was initiated in the 2017 legislative session. It had great support but did not make it through the session before time ran out. It has been reintroduced and has bipartisan support and is expected to be enacted by 2020. DSPS stands ready for the transition period after it is enacted and before it is implemented.

In 2019, Wisconsin was ranked number one in the U.S. for efforts by DPCP's nursing team for processing and the least amount of duplicate multi-state licenses for Enhanced Nurse Licensure Compact (eNLC). The eNLC allows nurses to practice in other states that are members of the compact without the need to obtain additional licenses in each individual state.

### **Wisconsin Selected for Multi-State Licensing Consortium**

Wisconsin was among 11 original states chosen to participate in the National Occupational Licensing Learning Consortium. The consortium is a multi-year program designed to study licensing practices in order to identify ways to improve access to the labor market.

DSPS identified individuals to represent the state and department at consortium meetings. Which began in December 2017. Ultimately, 15 states joined the program and began working together to identify improvements to occupational licensing practices.

Through the consortium, participants interact with colleagues from other states to learn about varying best practice options, as well as challenges and opportunities. Participants are also expected engage with relevant partners and stakeholders -including associations, license holders, other state agencies, and citizens- throughout Wisconsin to share what they learn through the consortium and to seek feedback and input.

The consortium is supported by the National Conference of State Legislatures, the National Governors Association Center for Best Practices, the Council of State Governments, and the U.S. Department of Labor.

## Division of Legal Services and Compliance Accomplishments and Initiatives

The Division of Legal Services and Compliance (DLSC) provides legal services to professional boards and the Department regarding the investigation and discipline of licensed credential holders for violations of professional regulations. The division is also responsible for the complaint intake process, compliance monitoring and a confidential program for impaired professionals. In addition, the division conducts business compliance inspections, application and pre-determination conviction reviews, and financial audits.

### Measures of Productivity

Complaints processed within 18 months

Year	Goal	Actual
2017	95%	94% reported in budget
2018	95%	86% reported in budget
2019	95%	83%

DLSC received 6,135 complaints/cases during a two-year period in 2017-2019. During this two-year period, the Division resolved 5,502 complaints/cases (resolved at screening: 3,091, resolved with investigation: 1,620, resolved with formal action: 791). The staff also inspected 184 business establishments and performed 81 compliance audits of trust accounts and financial records. The Monitoring program averages 969 active cases and the Professional Assistance Procedure program (PAP) averages 57 active participants.

### Key Initiatives

DLSC has implemented initiatives to improve customer response time in key areas such as directing additional resources to respond to the influx of complaints related to a continuing education audit, as well as directing additional investigators and prosecutors to respond to the opioid epidemic in a timely and efficient manner.

#### **Pre-determination**

People may have convictions in their past. When a person with a past conviction seeks a professional credential in Wisconsin, DSPS is tasked with reviewing those convictions to determine what impact, if any, they should have on a person's ability to obtain a license.

In the past, people would obtain the training and education necessary to obtain a license and apply for a license upon graduation. While most people were able to obtain a license in a timely manner, a person who had certain kinds of convictions would have their licensure delayed due to required legal review.

The pre-determination process adds predictability for people with convictions considering a licensed profession.

Persons with convictions may now complete a pre-determination form and learn if any convictions they have will disqualify them from obtaining a credential in the future. Provided that they do not commit any additional offenses, applicants will know if they are eligible, and they will not have to have their legal record reviewed again while applying for the credential.

The department is working to increase awareness of pre-determination among students commencing studies for a licensed occupation. It is also partnering with the Department of Corrections to integrate pre-determination into the training and education programs offered to incarcerated persons. This will assist individuals entering the workforce upon their release from prison and it will help them support themselves and their families. It can also play a role in reducing recidivism.

### **Online complaint form**

Since July 2017, DLSC has utilized an online complaint form, which allows customers to submit their complaints (and accompanying documents) electronically, which has reduced the time the Intake Unit spends scanning complaint materials. The customer receives an automatic email acknowledging receipt, another email when the complaint has been given a case number, and a third email if/when the complaint is opened for investigation. These automatic emails have resulted in fewer calls from complainants requesting confirmation of receipt and status updates, allowing Intake staff to focus on processing complaints efficiently. It has also resulted in decreased costs for mailing postcards.

### **Response to the opioid epidemic**

DLSC has taken significant steps to better respond to the opioid epidemic. Additional project staff were added; one opioid attorney and two investigators. DLSC staff have increased their knowledge and skill of investigating and prosecuting opioid cases by attending opioid related training, working with outside agencies to coordinate investigations and prosecution, and independent research and study. Staff have increased efficiency and precision when requesting and analyzing medical records and have generated resource lists including opioid medical experts who help determine whether inappropriate or illegal prescribing occurred.

High priority status is assigned to opioid-related cases. The Controlled Substance Board (CSB) utilizes the Prescription Drug Monitoring Program (PDMP) to identify and refer prescriber outlier cases to the applicable board (Medical, Dentistry, Pharmacy, Nursing). Should the applicable board open a case referred by the CSB, the medical provider is investigated, and prosecuted should the facts determine that inappropriate or illegal prescribing occurred. DLSC's opioid investigators have developed specialized knowledge in the PDMP, the myriad of drug tests available, reliability of results, and what to look for in patient records to determine if inappropriate or illegal prescribing of opioids occurred. In addition, DLSC has taken an active approach in working with outside agencies to coordinate investigation and prosecution efforts. Finally, DLSC, on behalf of the department and professional boards, has achieved significant orders in response to prescribers who have prescribed/dispensed/utilized opioids in an inappropriate or illegal manner, or below minimum standards.

## **Monitoring Case Management System**

The Monitoring Unit launched a new case management system in the summer of 2017 to assist in monitoring compliance of disciplinary orders. There is still much work to be done with the system, but respondents are now able to submit payments and documents directly online, see their current requirements and due dates in real-time, and receive immediate confirmation of receipt upon submission. As a result, monitoring staff spend less time scanning documents, confirming due dates, and acknowledging receipt, and more time proactively addressing compliance issues and other high-priority items.

## Division of Management Services Accomplishments and Initiatives

The Division of Management Services (DMS) provides administrative services to the Office of the Secretary and all divisions within the department. These services include payroll, planning, budget, accounting, technology, safety, fleet management and facilities management. Fiscal staff members develop, monitor and administer the agency's biennial and operating budgets, and they oversee the development and operation of financial management systems. Technology staff members, in partnership with the Division of Enterprise Technology, assist with information technology programs, information systems development, and help desk operations for the department. DMS manages personnel services, training, safety and emergency management. It also provides oversight of affirmative action programs.

In 2019, DMS assisted with an assessment of the agency's technological and facility needs. Input was gathered from staff, and all agency offices were visited as part of this process. The assessment resulted in several recommendations that were implemented to improve customer service outcomes and increase efficiencies across divisions. Measures taken include IT equipment and software upgrades, field staff work environment improvements, and process improvements.

### **Field Offices Work Environment Improvements**

#### **Purchased audio systems for conference rooms in all four locations**

DSPS' four field offices had ill-equipped and inadequate conferencing systems. DMS purchased and installed new audio systems in remote office conference rooms to enable DSPS leadership and field offices to meet virtually and communicate more effectively. This upgrade reduces the need for some, although not all, leadership and management travel to field offices.

#### **Updated new office space, lobby areas, and conference room furniture**

One of the agency priorities is to modernize the workforce and infrastructure, so DMS conducted an office and equipment inventory. The inventory revealed that some offices had outdated and often unworkable furniture, which DMS replaced.

#### **Identified key resources needed by staff to effectively perform duties**

Similarly, DMS learned that some staff members used outdated or broken furniture and equipment. To improve staff performance, DMS replaced broken furniture, updated phone systems and printers (label and network), and ergonomically reconfigured work-station desks and chairs.

## **Process Improvements**

### **Inventory survey**

DMS also sought to improve accounting of agency equipment and resources for more optimal asset management. The division conducted an agency-wide inventory survey to provide agency leadership a clear and current depiction of the department's inventory. Survey results are informing all needs discussions moving forward.

### **New IT equipment request procedure**

The agency centralized the request for new IT equipment in order to bring consistency to the process. DMS also now has the ability to track equipment maintained by the agency.

## **IT Equipment/Software Upgrades**

### **Windows 10 deployment**

With Microsoft ending the lifecycle of Windows 7 in January 2020, all support and security updates for that product will soon be discontinued. Without the security updates, the agency's data and systems are vulnerable. Consequently, DMS has been working to ensure that all DSPS staff are upgraded to Windows 10 to mitigate the threat posed by computer viruses and other malware.

### **Upgrades to all computers/monitors older than 2006**

Many DSPS staff members performed their duties with older computers, which had slow response times. This impeded efficiency and made daily tasks burdensome to complete. To address this, a plan was adopted to upgrade all computers and monitors older than 2006.

### **Increase computer Random Access Memory (RAM) for plan review staff**

Plan review staff members used computers that lacked the necessary RAM and processing power to efficiently review plans submitted electronically to DSPS. DMS upgraded these computers with increased RAM, which increased the operational speed. With faster processing speeds, plan reviewers are able to load more data, swap files and minimize review time.

### **Improved internet access for inspectors**

A portion of DSPS staff works remotely and, at times, finds wireless access inadequate in some locations. DMS studied the issue and provided hotspots for wireless access points. This has allowed staff to adequately access the internet on mobile devices when remotely conducting agency business.

## Information Technology Modernization

In April 2018, the Joint Committee on Finance, approved \$4.4 million in one-time funding during the 2017-2019 biennium for DSPS to modernize its information technology system through legacy system replacement and upgrades. This included funding for the electronic Safety and Licensing Application, or eSLA, which is designed to allow customers to complete all applications, submissions, renewals, and payments related to credentials, permits, or plan reviews online. The first phase of implementing eSLA is occurring in three launches, beginning with an initial launch in October of 2018, a second launch that occurred in June of 2019, and a third launch which will occur in February of 2020.

The change was necessary because the software used by the Department was 20 years old and was no longer going to be supported. The move to the new software was an extremely ambitious undertaking and one of the most complex technology projects any state agency has ever undertaken. As a result of duties related to occupational licensure and plan review, the Department touches the lives of one of every three Wisconsin residents.

Given the magnitude of the project, there were bound to be growing pains and some inevitable bugs discovered. However, there are issues that arose during the first two launches that were not anticipated nor acceptable. Work is ongoing to resolve problems discovered in the first two launches and the lessons learned are being applied in preparing for the third launch in February of 2020.

**To better serve our customers. The Department of Safety and Professional Services is launching a new online system, the electronic Safety and Licensing Application, or eSLA.**

**Complete all transactions for your credential or plan review—  
plus make all your payments—quickly and easily, so you can get to work!**

Launched in 2018	Launched June 10, 2019	Launching in 2020
Delegated Agents Dwelling Contractor Certifications Manufactured Homes Licenses and Titling POWTS Plan Reviews Soil Certifications Uniform Dwelling Code (UDC) Certifications UDC Inspection Agency Registration	Amusement Rides Ski Lifts & Tows Public Safety Mechanical Refrigeration Pressure Vessels Gas Systems Public Swimming Pools Plumbing Plumbing Products	Commercial Building and Structures Commercial Building Products Electrical Elevators Explosives Mines Pits and Quarries Fire Dues



## Flex-time and Alternative Work Schedule

Section 230.215 Wis. Stats., allows for the development and creation of alternative work schedules (i.e., staggered hours, flextime, deviated workweeks) provided they meet the needs of state service. The Department of Safety and Professional Services (DSPS) has in place an Alternative Work Schedule policy that was issued on February 1, 2016. The policy applies to all non-shift permanent, project, and probationary employees. It is intended to establish uniform procedures and standards for reviewing and approving alternative work schedules.

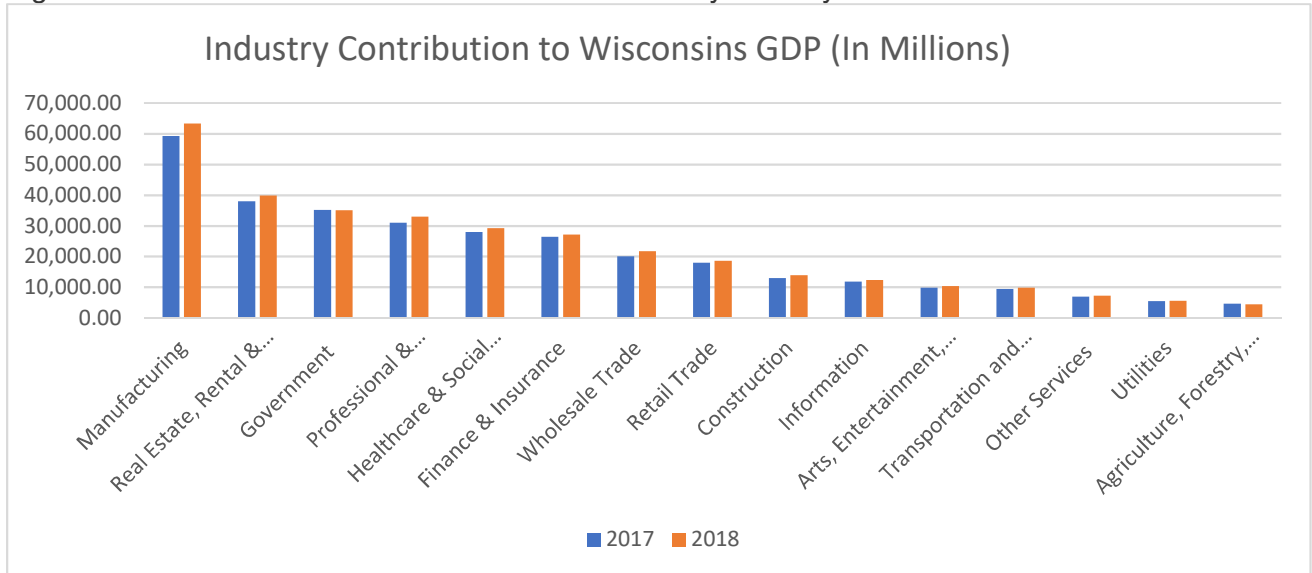
Alternative work schedules may not always be feasible as they may not meet the operational needs of certain work units. In considering the use of alternative work schedules, each work unit is tasked with analyzing its own programmatic needs and requirements before their development and approval. The agency considers the desired level of performance of employees and the work unit is maintained when implementing alternative work schedules.

DSPS has evaluated requests from staff for flex-time or alternative work schedules and has granted such requests consistent with its policy.

## Supporting Wisconsin's Economy

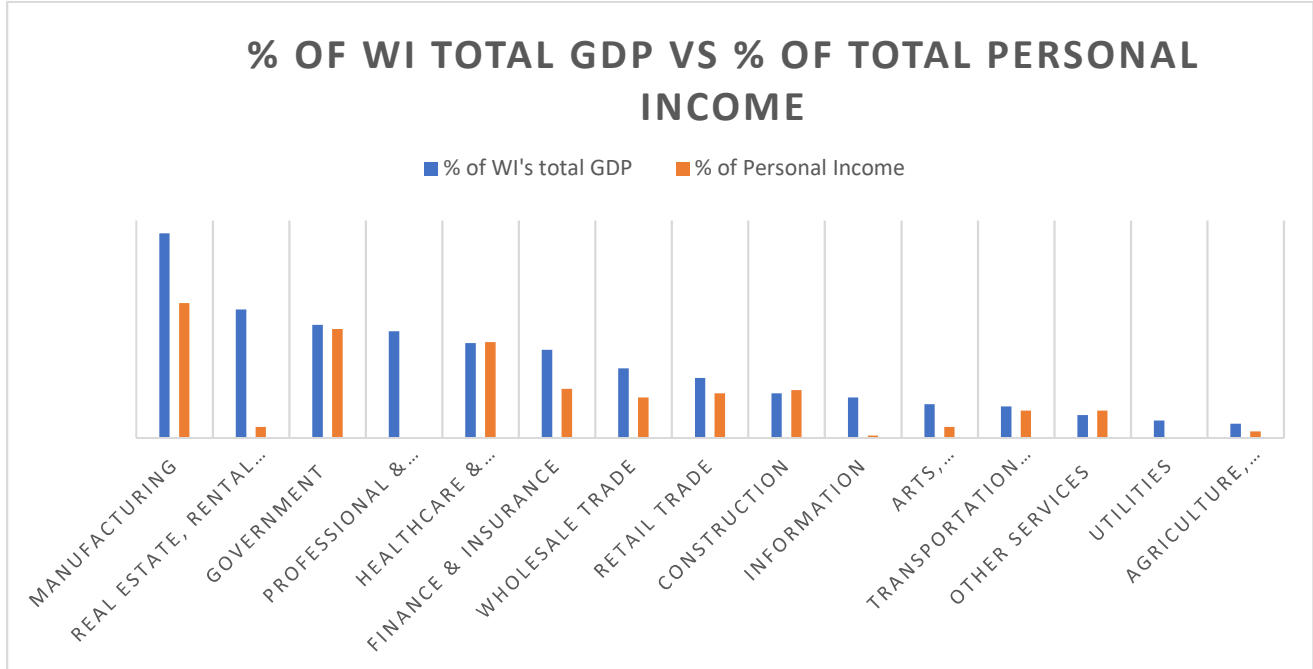
The Department of Safety and Professional Services plays a primary role in the regulation and oversight for three of the top ten industries in Wisconsin (by contribution to GDP). Those industries are real estate, rental & leasing, healthcare & social services and construction.

Figure 1 Selected Contributions to Wisconsin's GDP by Industry



Source: U.S. Bureau of Economic Analysis (2019)

Figure 2: Comparison of Selected Industry's Percentage of Wisconsin's Total GDP vs an Industry's % of Total Personal Income



Source: U.S. Bureau of Economic Analysis (2019)

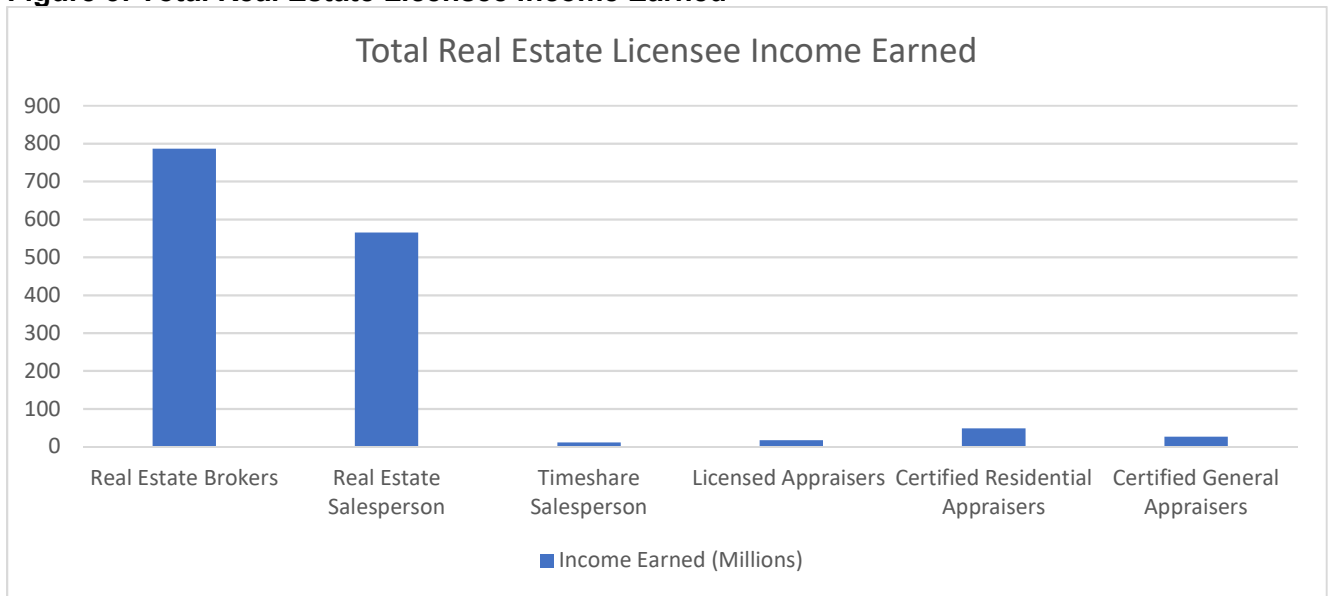
### Real Estate Industry

As of June 2019, over 24,000 real estate industry professionals credentialed by DSPS contributed to the Wisconsin economy. The Real Estate Examining Board and Real Estate Appraisers Board attached to DSPS regulate real estate brokers, real estate salespersons, timeshare salespersons, real estate business entities, licensed appraisers, certified residential appraisers, and certified general appraisers in Wisconsin. According to the United States Bureau of Economic Analysis estimates, the real estate industry accounted for *approximately 40 billion or 11.8% of Wisconsin's GDP in 2018* (as shown above in Figure2).

According to the National Association of Realtors (NAR), when a real estate professional sells a home in Wisconsin, it generates over \$18,819 in income from real estate related industries; \$4,242 additional expenditures on consumer items such as furniture, appliances, paint services and remodeling.

Median home sale prices in Wisconsin have continued to grow. Home sales in 2019 were 20.7 percent above 2007 levels, the year the Great Recession officially began, and 35 percent higher than sales in 2011, the year when housing sales bottomed out. At \$215,000 in June of 2019, median home prices have grown 9.3 percent compared to prices in June 2018 and 18.6 percent higher than June 2007 (Wisconsin REALTORS® Association). Through its regulation of the real estate industry, the Department of Safety and Professional Service is critical to ensuring consumer confidence in the real estate industry and consequently nearly 12% of Wisconsin's economy.

**Figure 3: Total Real Estate Licensee Income Earned <sup>1</sup>**



Source: Bureau of Labor Statistics, May 2018 Wisconsin Occupational Wage and Employment Estimates.

The Department of Safety and Professional Services' oversight of the real estate industry promotes and ensures competency and consumer confidence. The real estate industry generates approximately \$1.5 billion in wages for these licensees and their families. While the labor force is comparatively small, real estate generates an outsized impact on Wisconsin's Gross Domestic Product (nearly 12%) and spurs growth in ancillary economic sectors such as construction and retail.

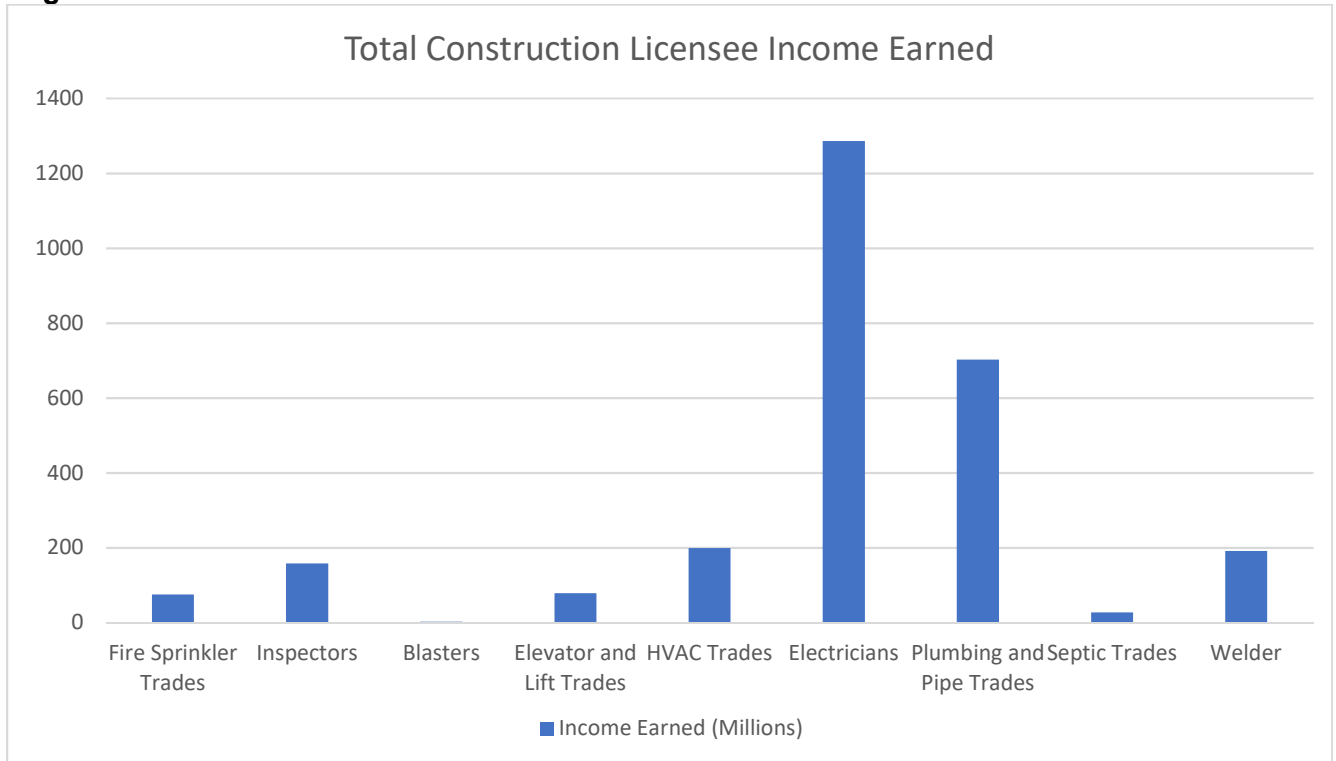
<sup>1</sup> Total Licensee earnings was calculated for professions with many subcategories by multiplying the total number of licensees in all related professions by the mean annual earnings for those professions contained in the 2018 BLS Occupational Wage and Employment Estimates. The total annual earnings for all credential holders in each profession were estimated by multiplying the number of active licenses in each profession by the most recent estimates of mean annual earnings for professions in Wisconsin, as provided in the Occupational and Employment Statistics (U.S. Bureau of Labor Statistics May 2018).

## Construction Sector

Between July 2017 and June of 2019, the Department processed 12,926 initial credentials and 43,051 renewals for construction sector professionals. As of October 2019, there were over 52,000 active DSPS credential holders in construction sector professions. In the past biennium, Divisions of Industry Services staff completed over 30,730 plan reviews and 29,462 inspections.

DSPS regulatory oversight ensures the safety and competency of the construction sector. The construction sector contributed approximately \$13.9 billion to Wisconsin's Gross Domestic Product (GDP) in 2018 (U.S. Bureau of Economic Analysis 2019). This equates to approximately 4% of Wisconsin's GDP.

**Figure 4: Total Construction Licensee Income Earned <sup>1</sup>**



Source: Bureau of Labor Statistics, May 2018 Wisconsin Occupational Wage and Employment Estimates.

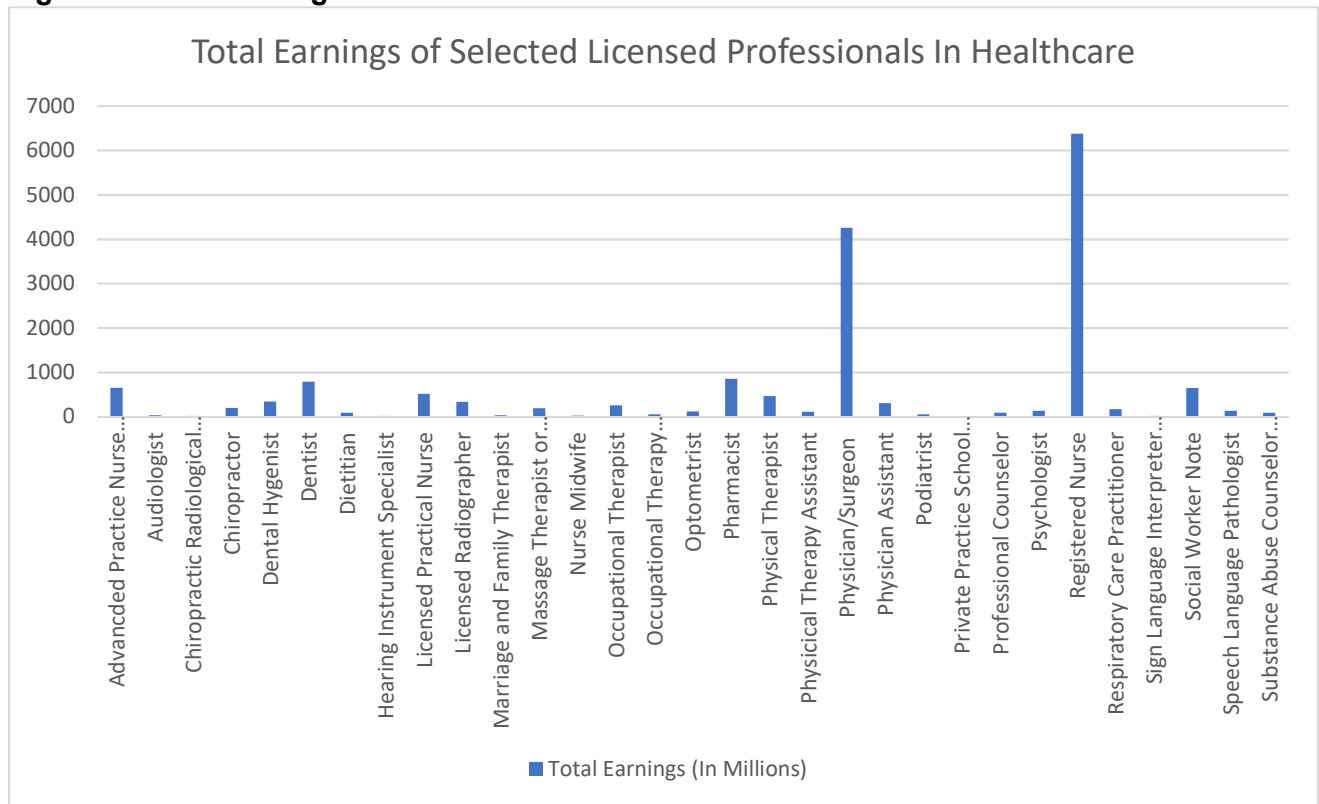
The Department of Safety and Professional Services' oversight of the licensed construction trades promotes and ensures safety and competency. The safe and competent practice of licensed trades generates approximately \$2.8 billion in wages for these licensees and their families. According to the Bureau of Economic Analysis, in 2018 the average annual wage in Wisconsin was \$51,592. According to the Wisconsin Job Center, jobs in the Wisconsin construction industry paid average annual wages of \$62,000, more than \$10,000 above the average Wisconsin wage.

## Health Care Industry

The Bureau of Economic Analysis estimates that *roughly \$47 billion were spent on health care services in Wisconsin in 2018*. The Department of Safety and Professional Services licenses 62 different healthcare professions. These professionals account for the majority of direct care providers in Wisconsin. Appendix A provides a complete list of health-related professions and boards under the purview of DSPS.

Between July 2017 and June 2019, the Department processed 37,521 initial credentials and 339,914 renewals for health care professionals. As of October 2019, there were approximately 200,000 active Wisconsin credential holders in health care professions. DSPS provides administrative services to 27 health-related boards and councils.

**Figure 5: Total Earnings of Selected Licensed Professional in Healthcare <sup>1</sup>**



Source: Bureau of Labor Statistics, May 2018 Wisconsin Occupational Wage and Employment Estimates.

According to BEA, healthcare occupations accounted for \$26 billion in wages. Figure 5 captures the earnings of just half of the licensed healthcare professions regulated by the Department of Safety and Professional Service. These selected healthcare professions earned roughly \$17.3 billion in wages, or approximately 67% of healthcare wages. Licensed professionals make up greater than two thirds of all individual wages earned in healthcare. The Department of Safety and Professional Services oversight of this important industry ensures the safe and competent delivery of care.

## 2019-2021 Biennial Budget (2019 Wisconsin Act 9)

The Department of Safety and Professional Services and board operations are funded through application, renewal and examination fees, and fees associated with required reviews of building plans and other items that are regulated under the law. A fee schedule for the application and renewal of professional credentials is set by the department with legislative oversight. Examination and other department fees are set by statute and administrative rule.

The 2019-2021 Biennial Budget as enacted (Act 9) is summarized in the below linked Legislative Fiscal Bureau document.

[http://docs.legis.wisconsin.gov/misc/lfb/budget/2019\\_21\\_biennial\\_budget/200\\_comparative\\_summary\\_of\\_provisions\\_2019\\_act\\_9\\_august\\_2019\\_by\\_agency/safety\\_and\\_professional\\_services.pdf](http://docs.legis.wisconsin.gov/misc/lfb/budget/2019_21_biennial_budget/200_comparative_summary_of_provisions_2019_act_9_august_2019_by_agency/safety_and_professional_services.pdf).

### Highlights:

**e-SLA:** Continued support by both the Governor and the Legislature for the Department of Safety and Professional Services' electronic Safety and Licensing Application (e-SLA). e-SLA will modernize the department's information technology system through legacy system replacement and upgrades

**Wisconsin Fund:** The Governor and the Legislature supported additional spending authority for the sunseting Wisconsin Fund (POWTS Grant). This spending authority is expected to fully fund all applications received for the grant during 2019/2020.

**PDMP – Opioid Naïve Alerts:** The Governor and the Legislature supported \$17,500 in 2019-20 and \$4,400 in 2020-21 to create opioid naïve alerts for first-time opioid prescriptions as part of the prescription drug monitoring program (PDMP)

### Program Goals and Objectives

#### Program 1: Professional Regulation and Administrative Services

Goal: The credentialing authorities will set appropriate eligibility, education, examination and experience requirements, and make this information readily available to users of services.

Objective/Activity: Provide ongoing assessment, consultation, and assistance to the credentialing authorities to ensure there is transparency, consistency, and effectiveness in the eligibility process and continuing education process where applicable.

Objective/Activity: Promote the department's Web site and electronic business services to focus the department's resources on priority needs and more direct consumer protection.

Objective/Activity: Represent Wisconsin's interests to national regulatory service agencies by participating in forums and conferences and responding to issue surveys.

Objective/Activity: Create valid and reliable jurisprudence examinations for new professions.

Objective/Activity: Evaluate, administer, and manage examination services from outside vendors and conduct on-site performance audits.

Goal: The credentialing authorities will set and maintain practice standards essential to provide safe and effective services for consumers while weighing the effectiveness and need for changes in the profession brought about by new technology.

Objective/Activity: Provide training to credentialing authorities relative to their role.

Objective/Activity: Ensure that regulatory information is accessible through the department's Web site, press releases and other department communications.

Objective/Activity: Keep credentialing authorities informed of current developments, data, trends, legal opinions, and issues related to their responsibilities.

Goal: The credentialing authorities will appropriately resolve complaints and discipline credential holders who violate professional standards.

Objective/Activity: Provide and manage a confidential program for impaired professionals – Professional Assistance Procedure.

Objective/Activity: Conduct reviews to screen, investigate, and take legal action with respect to complaints to ensure compliance with policies of the credentialing authority.

Objective/Activity: Perform inspections and audits of business establishments and entities to ensure compliance with applicable laws and rules.

## **Program 2: Regulation of Industry, Safety and Buildings**

Goal: The department will promote safety in amusement venues and swimming pools as well as constructed public and private buildings in Wisconsin.

Objective/Activity: Develop and implement regulations, and provide services (e.g., plan review and inspection) and education which promote the construction of pools, public and private buildings and operation of amusement venues according to code.



## References

- Austin, Sam. 2013. *Regulation of Professional Occupations by the Department of Safety and Professional Services*. Madison, WI: Wisconsin Legislative Fiscal Bureau.  
[http://legis.wisconsin.gov/lfb/publications/Informational-Papers/Documents/2013/98\\_Regulation%20of%20Professional%20Occupations%20by%20DS%20PS.pdf](http://legis.wisconsin.gov/lfb/publications/Informational-Papers/Documents/2013/98_Regulation%20of%20Professional%20Occupations%20by%20DS%20PS.pdf)
- U.S. Bureau of Labor Statistics. 2019. "May 2018 State Occupational Employment and Wage Estimates Wisconsin." (Accessed October 12, 2019)  
[https://www.bls.gov/oes/current/oes\\_wi.htm#31-0000](https://www.bls.gov/oes/current/oes_wi.htm#31-0000)
- NAR Research. 2018. *The Economic Impact of a Typical Home Sale in Wisconsin* Chicago, IL: National Association of Realtors.  
<https://www.nar.realtor/sites/default/files/documents/2018-state-economic-impact-of-real-estate-activity-wi-06-06-2019.pdf>
- U.S. Bureau of Economic Analysis. 2019. "GDP by state (millions of 2018 dollars)." (Accessed October 12, 2019).  
<https://www.bea.gov/iTable>
- U.S. Bureau of Economic Analysis. 2019. "SAINC5N Personal Income by Major Component and Earnings by NAICS Industry 1 (Accessed October 12, 2019).  
<https://www.bea.gov/iTable>
- Wisconsin Department of Safety and Professional Services. 2016. *Agency Budget Request 2017-2019 Biennium*. Madison, WI: Wisconsin Department of Safety and Professional Services.  
<https://doa.wi.gov/budget/SBO/2017-19%20165%20DSPS%20Budget%20Request.pdf>
- Wisconsin Department of Safety and Professional Services. 2018. *Agency Budget Request 2019-2021 Biennium*. Madison, WI: Wisconsin Department of Safety and Professional Services.  
<https://doa.wi.gov/budget/SBO/2019-21%20165%20DSPS%20Budget%20Request.pdf>
- Wisconsin Department of Workforce Development. 2019. Wisconsin LMI Data Access. (Accessed October 12, 2019)  
<https://www.jobcenterofwisconsin.com/wisconomy/query>
- Wisconsin REALTORS® Association. 2019. Housing Statistics. Madison, WI. (Accessed October 12, 2019)  
[https://www.wra.org/Resources/Property/Wisconsin\\_Housing\\_Statistics/](https://www.wra.org/Resources/Property/Wisconsin_Housing_Statistics/)

Appendix A:  
Health Care Professions and Boards under purview of DSPS

**Health Care Professions**

Acupuncturist	Occupational Therapy Assistant
Advanced Practice Nurse Prescriber	Optometrist
Anesthesiologist Assistant	Perfusionist
Art Therapist	Pharmacist
Athletic Trainer	Pharmacy (In State)
Audiologist	Pharmacy (Out of State)
Behavior Analyst	Physical Therapist
Chiropractic Radiological Technician	Physical Therapist Assistant
Chiropractic Technician	Physician
Chiropractor	Physician Assistant
Clinical Substance Abuse Counselor	Podiatrist
Clinical Supervisor In Training	Prevention Specialist
Controlled Substances Special Use Authorization	Prevention Specialist in Training
Dance Therapist	Private Practice School Psychologist
Dental Hygienist	Professional Counselor
Dentist	Psychologist
Dietitian	Registered Nurse
Drug or Device Manufacturer	Registered Sanitarian
Hearing Instrument Specialist	Respiratory Care Practitioner
Home Medical Oxygen Provider	Sign Language Interpreter
Independent Clinical Supervisor	Sign Language Interpreter (Restricted)
Intermediate Clinical Supervisor	Social Worker
Licensed Midwife	Social Worker- Advanced Practice
Licensed Practical Nurse	Social Worker- Independent
Licensed Radiographer	Social Worker- Licensed Clinical
Limited X-Ray Machine Operator Permit	Social Worker- Training Certificate
Marriage and Family Therapist	Speech-Language Pathologist
Massage Therapist or Bodywork Therapist	Substance Abuse Counselor
Mobile Dentistry Program	Substance Abuse Counselor in Training
Music Therapist	Tanning Facilities
Nurse-Midwife	Tattooing/Body Art Establishment
Occupational Therapist	Tattooist/Body Artist
	Wholesale Distributor of Prescription Drugs

## **Health Care Boards**

### ***Examining Boards***

Chiropractic Examining Board  
Dentistry Examining Board  
Hearing and Speech Examining Board  
Marriage and Family Therapy, Professional  
Counseling and Social Work Examining  
Board  
Medical Examining Board  
Board of Nursing  
Nursing Home Administrator Examining  
Board  
Optometry Examining Board  
Pharmacy Examining Board  
Physical Therapy Examining Board  
Psychology Examining Board  
Radiography Examining Board  
Controlled Substances Board

### ***Credentialing Boards Attached to the Medical Examining Board***

Athletic Trainers Affiliated Credentialing  
Board  
Dietitians Affiliated Credentialing Board  
Massage Therapy and Bodywork Therapy  
Affiliated Credentialing Board  
Occupational Therapists Affiliated  
Credentialing Board  
Podiatry Affiliated Credentialing Board  
*Councils*  
Council on Anesthesiologist  
Council on Physician Assistants  
Assistants  
Perfusionist Examining Council  
Council on Physician Assistants  
Respiratory Care Practitioners Examining  
Council  
Sign Language Interpreter Council

Appendix B:  
All Boards and Councils under purview of DSPS

**Examining Boards**

Accounting Examining Board  
Examining Board of Architects, Landscape  
Architects, Professional Engineers,  
Designers, and Land Surveyors  
Chiropractic Examining Board  
Cosmetology Examining Board  
Dentistry Examining Board  
Funeral Directors Examining Board  
Examining Board of Professional Geologists,  
Hydrologists, and Soil Scientists  
Hearing and Speech Examining Board  
Marriage and Family Therapy, Professional  
Counseling, and Social Work Examining  
Board  
Medical Examining Board  
Board of Nursing  
Nursing Home Administrators Examining  
Board  
Optometry Examining Board  
Pharmacy Examining Board  
Physical Therapy Examining Board  
Psychology Examining Board  
Radiography Examining Board  
Real Estate Examining Board

**Boards**

Auctioneer Board  
Building Inspector Review Board  
Cemetery Board  
Controlled Substances Board  
Real Estate Appraisers Board  
2% Fire Dues Appeals Board

**Affiliated Credentialing Boards**

Athletic Trainers Affiliated Credentialing  
Board  
Dietitians Affiliated Credentialing Board  
Massage Therapy and Bodywork Therapy  
Affiliated Credentialing Board  
Occupational Therapists Affiliated  
Credentialing Board  
Podiatry Affiliated Credentialing Board

**Councils**

Council on Anesthesiologist Assistants  
Automatic Fire Sprinkler System Contractors  
and Journeymen Council  
Contractor Certification Council  
Conveyance Safety Code Council  
Uniform Dwelling Code Council  
Manufactured Housing Code Council  
Perfusionist Examining Council  
Plumbers Council  
Council on Physician Assistants Real Estate  
Curriculum and Examinations Council  
Respiratory Care Practitioners Examining  
Council  
Sign Language Interpreters Council Real  
Estate Contractual Forms Advisory Council

**Advisory Committees\***

Alteration and Change of Occupancy Council  
Amusement Ride Code Council  
Boiler and Pressure Vessel Code Council  
Commercial Buildings Code Council  
Conveyance Safety Code Council  
SPS 316 - Electrical Code Advisory  
Committee  
Energy Conservation Council  
Erosion and Stormwater Council  
SPS 330 – Fire Department Safety and  
Health Code Advisory Committee  
SPS 314 – Fire Prevention Code Advisory  
Committee  
Plumbing Code Advisory Committee  
SPS 390 – Pools Code Advisory Committee  
Private Onsite Wastewater Treatment  
Systems (POWTS) Code Advisory Council  
POWTS Technical Advisory Committee  
Substance Abuse Counselors Certification  
Review Committee  
Wisconsin Fund Code Council  
Barbering Advisory Committee  
Behavioral Health Review Committee  
Real Estate Appraisers Application Advisory  
Committee

## **Advisory Committees**

**Continued**

SPS 307-308 – Explosives, Fireworks,  
Mines, Pits and Quarries Code Advisory  
Committee  
Unarmed Combat Sports Code Advisory  
Committee

\*Under Wisconsin Statute 440.042, the Secretary of DSPS may convene an advisory committee to advise on any matter related to the regulation of credential holder.