



STATE OF WISCONSIN
Legislative Audit Bureau
NONPARTISAN • INDEPENDENT • ACCURATE

Hearing Date
February 6, 2024

Administration of Professional Credentials

(report 23-24)



Key Steps in the Initial Credentialing Process¹

- Applicant portion of the credentialing process
- DSPS portion of the credentialing process



¹ The credentialing process for some types of credentials varies.

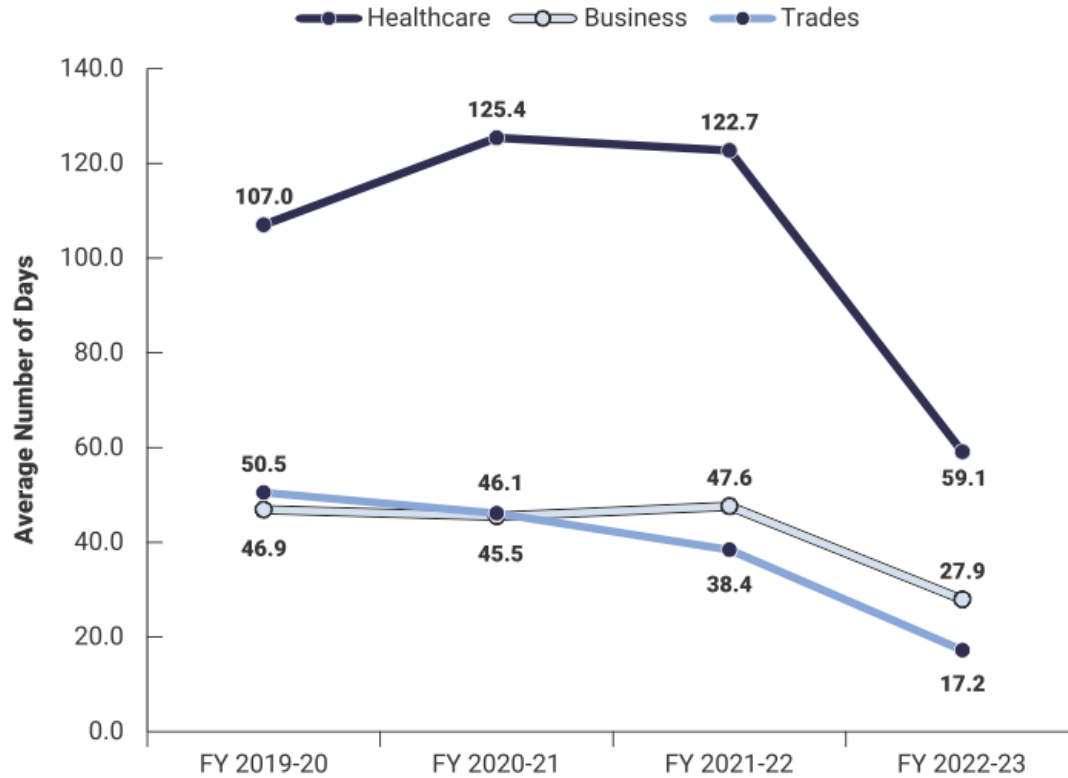
DSPS's Policies

We found that:

- DSPS did not develop comprehensive policies for administering credentials; and
- DSPS required some individuals to pay the credential application fee twice.

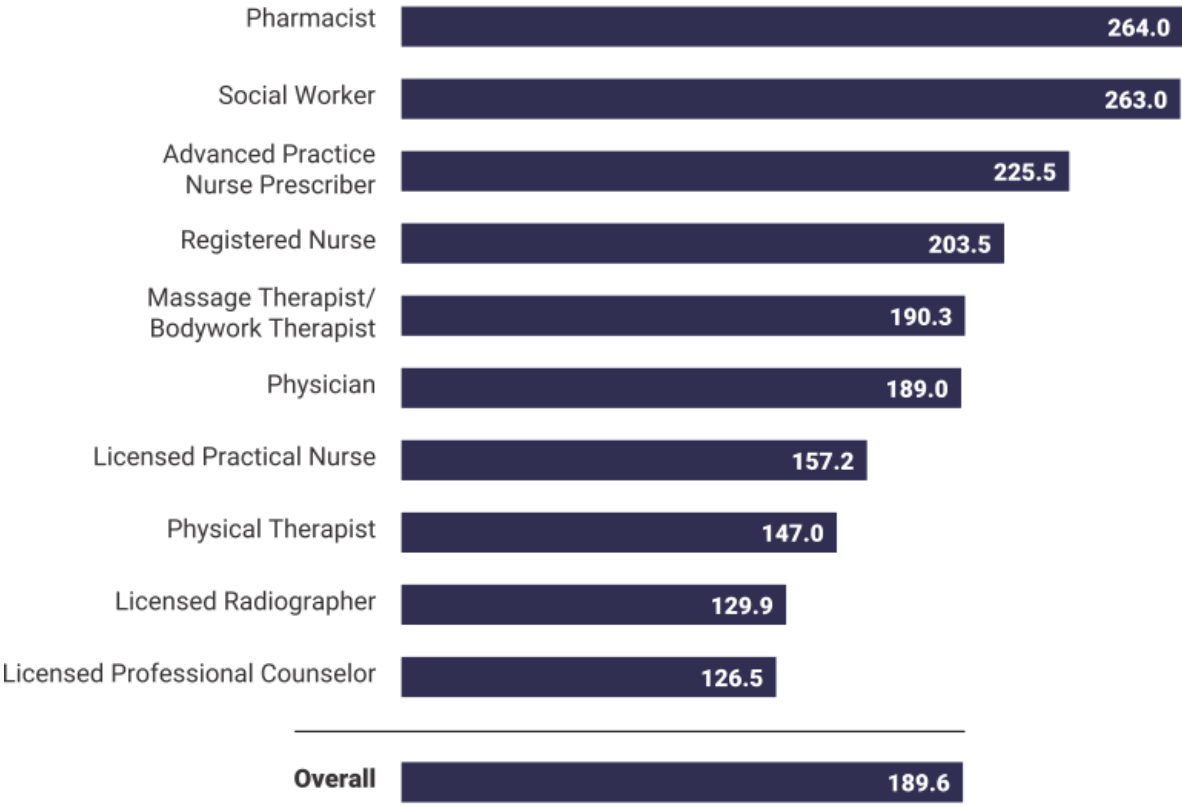


Average Number of Days from Initial Credential Application to Issuance¹ Applications Submitted in a Given Fiscal Year



¹ Based on DSPS-provided data that were incomplete. Includes applications submitted from July 2019 through June 2023 and issued through June 2023.

**File Review:
Average Amount of Days It Took to
Issue Credentials, by Credential Type¹**



¹ Based on our review of 100 applications accepted in LicensE from May 2022 or later and that resulted in credentials issued through May 2023. For each credential type, we randomly selected the applications from the one-fourth of credentials that took the longest amount of time to issue.

File Review of 100 Credential Applications

We found that on average:

- 25.5 percent of the time to issue credentials was attributable to DSPS reviewing information applicants had submitted;
- 35.0 percent of the time was attributable to applicants needing to submit additional required information; and
- 39.5 percent of the time was attributable to DSPS and applicants simultaneously waiting for each other.



Call Center

After DSPS contracted in June 2022 with a private firm to increase the call center's capacity:

- the proportion of telephone calls answered by the call center increased considerably; and
- the average amount of time it took the call center to answer telephone calls decreased considerably.



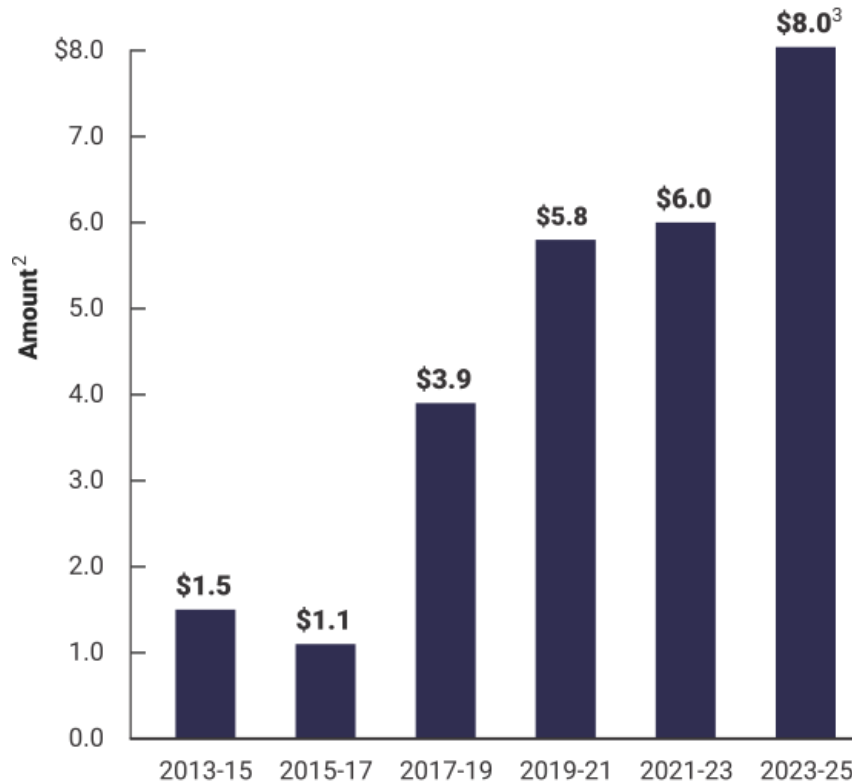
Program Revenue and Staffing

At the end of FY 2022-23, DSPS had \$50.2 million in surplus program revenue it was not authorized to spend.

The number of authorized FTE positions for permanent credentialing staff decreased from 43.0 in January 2020 to 42.1 in January 2023.



**Changes to the Amounts Appropriated
to DSPS for Credentialing, by Biennium¹**
(in millions)



¹ Amounts shown reflect changes to the prior biennium.
Includes amounts that were substantially or entirely related
to credentialing.

² Includes additional amounts, if any, approved by the
Joint Committee on Finance.

³ Through August 2023.

Improving Credentialing Administration

DSPS should regularly report on its website up-to-date information about its administration of credentials.

DSPS should regularly collect and assess information about the productivity of its credentialing staff.

DSPS should use the productivity information as the basis for any future requests for additional staffing, IT, or other resources.





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