

Monitoring Frequently Asked Questions

(Revised 3/25/2021)

The Monitoring Unit tracks licensee compliance with Orders issued by regulatory authorities within the Department and facilitates completion of Order requirements.

The answers below are general in nature and are not intended to address specific questions or situations. The Order issued to you dictates the course of action specific to your situation, so please read it carefully. Many answers can be found in the Order itself.

General

Q: I signed the stipulation and want to get started right away. What do I do next?

A: Your Order does not become official until it is signed by the Board/Section/Department and issued by the Clerk of Courts. A copy of the Order will be mailed to you and will be posted under your credential on the Department website at <https://licensesearch.wi.gov/>. You may want to check the website regularly, as it is likely you will see the Order there prior to receiving it in the mail. After the Order is issued by the Clerk of Courts, the Department Monitor will be able to assist.

Q: Where do I send payments, course approval requests, reports, petitions, and other information required in my Order?

A: After your Order is issued, all information shall be mailed, faxed, emailed, or delivered to:

Department Monitor
Division of Legal Services and Compliance
Department of Safety and Professional Services
PO Box 7190, Madison, WI 53707-7190
Telephone (608) 266-2112; Fax (608) 266-2264
DSPSMonitoring@wisconsin.gov

You may also upload your documents and make payments online via the DSPS Case Management System at <https://dpsmonitoring.wi.gov/>.

Q: I was ordered to pay the costs of the proceeding. To whom do I write the check?

A: Please make checks payable to the Department of Safety and Professional Services and include your license number on the check.

Q: How long will I be monitored for?

A: You will be monitored until you successfully complete all terms and conditions in the Order to the satisfaction of the Board/Section/Department and/or its designee. Some Orders contain a minimum period of time during which you must demonstrate continuous, successful compliance before you become eligible to request modification or termination of the Order.

Q: How do I petition the Board or designee for Order modifications, termination, stays of suspension, etc.?

A: Submit a written request with all documentation listed in your Order (e.g., a recommendation from your treater, work supervisor, etc.). If your petition requires full Board/Section/Department review, it will be prepared for the next available meeting following receipt of all required information. Requests that are incomplete or missing information will not be processed until all required materials have been received. Processing times may vary. Please contact your assigned Department Monitor to review requirements and time frames.

Q: My license was limited as a result of the Order, but I completed all the requirements. Why does the Department website still report that my license is limited?

A: Orders do not terminate automatically. Please review your order and submit a petition for termination/full licensure to the address/email/fax above.

Board-Ordered Education

Q: How do I seek pre-approval for continuing education or remedial education?

A: Prior to taking the course, submit the proposed course name, course provider, number of hours, date of course, and course description to the Department Monitor. It may be easiest to submit a direct weblink to the specific course(s). The Department Monitor will submit this information to the Monitoring Liaison and let you know if the course is approved.

Q: How long does it take to get a course pre-approved?

A: Approval times can vary from a day or two to up to a few weeks. Monitoring Liaison positions are volunteer positions and response times can vary based upon work and personal responsibilities. Every attempt is made to review requests in a timely manner.

Q: Where can I find required education courses?

A: Some Orders will list the specific names of courses. Most will list only the topics, which gives you more flexibility. Courses can be found by checking with your profession's association, technical schools, colleges, universities, and other continuing education providers. A general online search can be helpful as well. It is not the role of the Department Monitor or the Monitoring Liaison to find these courses for you.

Q: I have completed the education, now what do I do?

A: Submit the documentation required in your Order (typically a certificate of completion and/or affidavit) to the Department Monitor.

Q: How do I know if I am in Monitoring or the Professional Assistance Program (PAP)?

A: If you have a Board/Section/Department Order, you are in the Monitoring Program.

Q: What are the "Approved Programs" for drug and alcohol testing?

A: Please contact the Department Monitor at 608-266-2112 or DSPSMonitoring@wisconsin.gov to discuss questions regarding Approved Programs.

Q: May I be excused from drug and alcohol testing if I am going out of town?

A: Testing is not excused during travel. If you are traveling and will not be able to test at your regular collection site, contact your Approved Program two weeks in advance to set up an alternate site in the event you are selected to test while you are gone.

Q: Do I have to check-in with the Approved Program every day?

A: Yes, daily check-ins are required. This includes weekends and holidays.

Q: Do I have to test within a certain period?

A: You must provide the specimen within five (5) hours of your check-in time, so please plan your day accordingly. Tests are not excused due to work or other commitments.

Q: How do I seek pre-approval of a drug and alcohol treater?

A: The proposed treater must submit directly to the Department Monitor, his/her name, license number(s), and a written statement verifying that he/she has received a copy of the Order. The Department Monitor will submit this information to the Monitoring Liaison and let you know if the treater is approved.

Q: Are there resources available from the Department of Safety and Professional Services to help pay for drug screens and therapy sessions?

A: No, you are responsible for all costs and expenses.

Q: Do I have to submit quarterly reports?

A: Please see your Order for reporting requirements.

Q: When are quarterly reports due?

A: Quarterly reports are due every three (3) months. The first quarterly report is due three months after the date the Order was signed unless the Department Monitor agrees to a different reporting schedule.

Q: Do I have to submit work reports if I am not working in my profession?

A: No, but you are required to keep the Department Monitor apprised of your employment status on a quarterly basis.

Q: Do you have report forms that I can use?

A: Yes. Though not required, it is highly recommended that you use the report forms available on the DSPS website: <https://dsps.wi.gov/Pages/SelfService/Monitoring.aspx>.

If your question was not answered above, please contact the Department Monitor at 608-266-2112 or DSPSMonitoring@wisconsin.gov. We generally respond to emails/voicemails in the order in which they are received.