

PRESS RELEASE—Contact DSPS Newsroom at dspnewsroom@wisconsin.gov

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WI DSPS Sharing Even More Performance Data

Department updates dashboard, rebrands division to reflect focus on performance

Madison -- The Wisconsin Department of Safety and Professional Services (DSPS) announced today updates to its licensing performance dashboard, [Performance Data \(wi.gov\)](https://www.wisconsin.gov/performance-data), providing even more useful information to professionals applying for or renewing their licenses in Wisconsin. At the same time, the department announced it is rebranding one of its divisions to reflect its work in performance-related data.

“We’ve made a commitment to share data related to our performance that is useful to our state’s licensed professionals,” said DSPS Secretary-designee Dan Hereth. “The upgraded dashboard is our latest effort to leverage data for the benefit of those stakeholders.”

DSPS launched the dashboard about licensing performance in late August of last year on the department’s website. The initial dashboard reported data on the current average number of calendar days for DSPS to review application materials, average review times by profession, and total number of licenses issued annually.

The dashboard data reflects improvements DSPS has seen in licensing, with application review times averaging 2-5 calendar days and a record number of licenses issued in 2023, besting the 2022 number by 38%. This licensing success was also outlined in a 2023 audit of DSPS, which found the number of licenses issued by the department increased 51% over a three-year span and that the average amount of time to get a health-related license in Wisconsin decreased 52% in fiscal year 2022-23.

The updated dashboard adds more data, including median times to receive a health, business, or trades license in Wisconsin. The tool also now offers the option to review DSPS licensing performance over a three-month, six month, or 12-month period.

“When it comes to sharing data on our website, we’re looking through the lens of, ‘How does this help our license holders, applicants, their associated professional groups, and the Boards we work with?’,” said Hereth. “We’re regularly looking, through that lens, for ways to leverage our data to the benefit of our stakeholders.”

The licensing dashboard, along with future performance metrics, will be managed by the department’s newly renamed Division of Performance and Management, previously the Division of Management Services. The division will continue to provide the same management services but will now house a centralized team responsible for curating DSPS performance-related data.

“Times change and organizations must adapt to those changes. Technology and data have become a bigger part of what we do. We’ve seen considerable improvements in licensing and building plan review times and received positive feedback on the data initially offered on our website. Renaming the division with a focus on performance is about building on that success and looking for continued improvement,” Hereth explained.

About DSPS:

DSPS issues more than 240 unique licenses, administers dozens of boards and councils that regulate professions, enforces state building codes, runs the state fire prevention program, and maintains the award-winning Wisconsin Enhanced Prescription Drug Monitoring Program, which is a key tool in the multi-faceted public health campaign to stem excessive opioid prescribing. A fee-based agency, DSPS is self-sustaining and receives no general fund tax dollars for its day-to-day operations. With five offices and 250 employees throughout Wisconsin, DSPS collaborates with constituents and stakeholders across a wide range of industries to promote safety and advance the economy.

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