



Department of
Safety and Professional Services

Tony Evers, Governor
Dan Hereth, Secretary

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

July 27, 2026
DSPS Communications
608-220-1553

Wisconsin DSPS Honored for Commitment to Continuous Improvement

Madison, Wis. – The Wisconsin Department of Safety and Professional Services (DSPS) has earned a Continuous Improvement Leadership Award through the Division of Administration (DOA) Continuous Improvement Enterprise Award Program.

The award recognizes DSPS's project to modernize the Interstate Medical Licensure Compact (IMLC) renewal process. The project lead and project team members included in the nomination will receive the award at the August 5th Wisconsin Continuous Improvement Forum at the Hill Farms State Office Building in Madison.

"It's always great to see our staff recognized for their work, and this one is well deserved" said DSPS Secretary Dan Hereth. "The IMLC renewal project reduced administrative burden and improved customer service, but it also created a template that our Division of Professional Credential Processing (DPCP) can use to implement additional automation initiatives."

Division of Performance Management (DPM) Administrator Melinda Boyle-Prior led the project while a DPCP Supervisor before her promotion to DPM Admin, where she now helps lead department-wide continuous improvement efforts.

"Any successful project requires a great team and that was certainly the case for this one," Boyle-Prior said. "Many members of the DPCP team played a part. Porsche Schlapper, Jennifer Lamb, Kristin Kepke, Katie Hohenwalter, and Kelly Spatola were instrumental to implementing the IMLC initiative."

DPM Technology Project Manager John Pegelow led the push to apply for the award and provided project documentation, while DSPS Legislative Liaison Erin Kennon wrote much of the award submission.

The Continuous Improvement Enterprise Award recognizes Wisconsin state agency staff/teams that demonstrate excellence in project design, implementation, and measurable outcomes. Award evaluation is based on two equally weighted categories:

- Team Operation (50%) – Assesses collaboration, leadership, and project execution.
- Results (50%) – Evaluates measurable outcomes, impact to the agency and public, and contribution to continuous improvement best practices.

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.