



Quarterly Update

A review of recent Department work for Wisconsin

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TECHNOLOGY UPGRADES BEGIN

Wisconsin DSPS has been busy implementing multiple technology upgrades, using funds from the agency's 16-5 supplemental budget request approved in January.

The first is a modern phone system for the department's call center that allows for faster routing of calls, matching of caller with application records, informing callers of the current wait time, and requesting a call back. DSPS is also working to implement an AI-Agent pilot program that can answer licensee questions 24/7. The Agent will be able to answer frequent licensee questions, reducing the number of calls to the call center.

DSPS has also been recruiting and onboarding staff that will help support these technology projects. The tech upgrades are expected to help offset a significant number of staff losses in the DSPS call center last July, when temporary funding for those positions expired.

LICENSE LIST REQUESTS

For Wisconsin legislative offices: The Wisconsin Legislative Technology Services Bureau (LTSB) is asking that your requests for lists of license holders be referred to its office. DSPS recently provided LTSB a comprehensive list of individuals and businesses credentialed or permitted through DSPS. Legislative offices can reach out to LTSB and request a list of relevant credential holders within their district, and they can refer non-governmental parties requesting a license list to DSPS Legislative Aide Erin Kennon.



INNOVATION AWARD

In late November, DSPS received the LaFollette-Gladfelter Award for Innovation in State Government at the 2025 Wisconsin Policy Forum awards banquet.

The agency earned the award for the free digital license option it began offering state license holders last year, in collaboration with Tyler Technologies.

More than 35,000 license holders have downloaded a free digital license, so far

“We think of licensing not as a static but as an active public protection tool. Tools like the digital license give us a chance to put important safety information in the hands of the public.”

DSPS Secretary Dan Hereth

BUILDING CODE REFRESHER

UW-Madison hosted the Wisconsin Commercial Building Code Refresher in February, which featured DSPS staff sharing insights about multiple topics. This year, one major item of interest was the recent adoption of IBC 2021 with Wisconsin-specific modifications.

The refresher is an important event for many licensed professionals, including architects, engineers, and many trades workers who need to stay updated and compliant with state building codes.

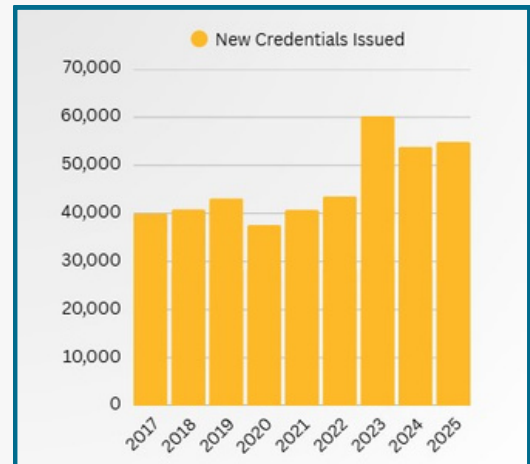


BY THE NUMBERS

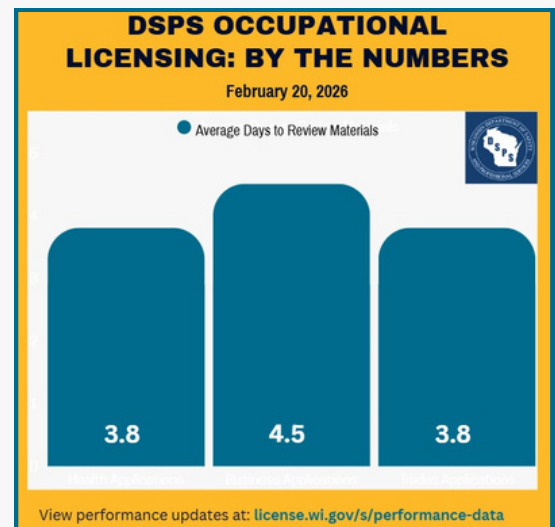
A look at DSPS performance metrics

DSPS just had the three most productive calendar years for issuing new credentials in agency history.

In 2023, 2024, and 2025 combined, DSPS issued 32% more new credentials than it did the previous three years.



DSPS tracks application material average review times on its performance dashboards, where the numbers update in real time. Recent review times have been consistently between 3-5 calendar days, depending on license type and volume.



DSPS continues to add new efficiencies, as well as self-service options that allow license holders to change their personal info on file with the department themselves, instead of having to call the department for assistance.

The agency conservatively estimates that, since June 2025, these automations have saved 129,530 minutes of work. That equates to nearly 54 forty-hour work weeks.



YOUTH FIREFIGHTER TRAINING GRANTS

Secretary Dan Hereth announced in February the opening of applications for Youth Volunteer Firefighter Training Program grants. This marks the fifth round of funding distributed through this DSPS grant program, which helps introduce high school and middle school students to the fire service as a way of addressing the recruitment concerns of Wisconsin fire departments.

The grants fund collaborative programs between middle/high schools, tech colleges, and local fire departments. The total amount of grant funding available this cycle is \$75,000, with an individual award maximum of \$25,000. DSPS anticipates announcing the winners in this latest round of grants on March 23.

RISK REDUCTION RECOGNIZED

Governor Tony Evers proclaimed January 19-23 as Community Risk Reduction Week in Wisconsin.

DSPS Secretary Dan Hereth had the honor of presenting the official proclamation to the Professional Fire Fighters of Wisconsin Charitable Trust and the organization's Executive Director, Michael Vos.

The PFFWCF champions community risk reduction initiatives across Wisconsin, promotes fire safety and prevention and delivers meaningful support to Wisconsin burn survivors, fire fighters and communities.



DSPS Secretary Dan Hereth (left) presents this year's Community Risk Reduction proclamation to PFFWCF Executive Director Michael Vos (right)

SURVEY SAYS...

Wisconsin regulatory board members overwhelmingly find board service and their role in public protection a positive and meaningful experience that makes a difference for the people of Wisconsin, according to results of a recent survey of those board members.

Nearly eight out of 10 members of Wisconsin regulatory boards, committees, and councils are satisfied with their work, and 92% say they would recommend serving on a Department of Safety and Professional Services (DSPS)-affiliated board to a colleague or friend.

DSPS, which administers the regulatory boards that oversee the state's licensed professions, provided the voluntary survey to all board, committee, and council members in December.



PHARMACY EXAMINING BOARD HONORED



The Wisconsin Pharmacy Examining Board (PEB) earned the 2026 Fred T. Mahaffey Award, given by the National Association of Boards of Pharmacy (NABP) Executive Committee. The PEB will accept the physical award May 14, at the 122nd NAPB Annual Meeting.

The Mahaffey Award recognizes outstanding contribution to the protection of the public health and welfare through the enforcement of state and federal laws and regulations, as well as the advancement of the objectives and goals of the NABP.

OVERVIEW OF WISCONSIN DSPS

Mission: The mission of DSPS is to promote economic growth and stability while protecting the citizens of Wisconsin.

Description of Work: DSPS provides policy coordination and administrative services to boards, committees, and councils. DSPS also oversees the regulation of credential holders, professional and industry standards, and safe construction of public and private buildings. DSPS includes five divisions:

- **The Division Performance and Management** provides budget and finance, technology, fleet, and facilities management services to DSPS staff statewide.
- **The Division of Policy Development** provides 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.
- **The Division of Industry Services** performs inspections of commercial buildings, amusement rides, boilers, elevators, pressurized gas systems, and electrical systems. It also performs plan reviews of elevators, boilers, and private onsite wastewater treatment systems. In addition, this division is responsible for:
 - Auditing third-party and municipal inspection agencies.
 - Performing commercial building, plumbing, and fire suppression plan reviews
 - Administering the Uniform Dwelling Code program and the federal HUD Manufactured Housing program
 - Providing consultations and training to local building officials, as well as commercial and residential contractors.
 - Administering the 2% Fire Dues program, and providing consultation, support, and training to more than 800 fire departments across the state.
- **The Division of Professional Credential Processing** is responsible for all credential application processing, including determination of credential eligibility and credential renewal.
- **The Division of Legal Services and Compliance** is responsible for the complaint intake process, compliance monitoring, and a confidential program for impaired professionals. In addition, the Division conducts business compliance inspections and financial audits.

Funding: DSPS 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 regulated under the law. A fee schedule for the application and renewal of professional credentials is set by DSPS. Examination and other DSPS fees are set by statute and administrative rule. DSPS is self-sustaining through the fees it generates and also directs some of its fee revenue annually to the general fund. The department needs legislative approval to spend any surplus generated from fee collection.