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**Before the
State Of Wisconsin
Board of Nursing**

In the Matter of the Disciplinary Proceedings
Against Tonya L. Crouch, R.N., Respondent.

FINAL DECISION AND ORDER

Order No. ORDER0008916

Division of Legal Services and Compliance Case No. 23 NUR 120

The State of Wisconsin, Board of Nursing, having considered the above-captioned matter and having reviewed the record and the Proposed Decision of the Administrative Law Judge, make the following:

ORDER

NOW, THEREFORE, it is hereby ordered that the Proposed Decision annexed hereto, filed by the Administrative Law Judge, shall be and hereby is made and ordered the Final Decision of the State of Wisconsin, Board of Nursing.

The rights of a party aggrieved by this Decision to petition the department for rehearing and the petition for judicial review are set forth on the attached "Notice of Appeal Information."

Dated at Madison, Wisconsin on the 14th day of December, 2023.

A handwritten signature in black ink, appearing to read "Robert W. [unclear]", written over a horizontal line.

Member
Board of Nursing



Before The
State Of Wisconsin
DIVISION OF HEARINGS AND APPEALS

In the Matter of Disciplinary Proceedings
Against Tonya L. Crouch, R.N., Respondent

DHA Case No. SPS-23-0036
DLSC Case No. 23 NUR 120

PROPOSED DECISION AND ORDER

The parties to this proceeding for purposes of Wis. Stat. §§ 227.47(1) and 227.53 are:

Tonya L. Crouch
W6864 Edgewater Dr.
Fond du Lac, WI 54937

Wisconsin Board of Nursing
P.O. Box 8366
Madison, WI 8366

Department of Safety and Professional Services, Division of Legal Services and
Compliance, by

Attorney Carley Peich Kiesling
Department of Safety and Professional Services
Division of Legal Services and Compliance
P.O. Box 7190
Madison, WI 53707-7190

PROCEDURAL HISTORY

*The Administrative Law Judge (ALJ) adopts the Procedural History set forth in the
Division's Recommended Proposed Decision:*

On June 12, 2023, the Department of Safety and Professional Services (Department), Division of Legal Services and Compliance (Division), filed a Complaint against Respondent Tonya L. Crouch, R.N., alleging the following grounds to take disciplinary action against her privilege to practice nursing in Wisconsin: (1) failure to cooperate in a timely manner with the Board's investigation, pursuant to Wis. Admin. Code § N 7.03(1)(c); and (2) violating any term, provision, or condition of any order of the Board, pursuant to Wis. Admin. Code § N 7.03(1)(g).

The Division served the Notice of Hearing and Complaint upon Respondent on July 12, 2023, by sending a copy to Respondent's last known address on file with the Department via

certified and regular first-class mail, pursuant to Wis. Admin. Code § SPS 2.08 and Wis. Stat. § 440.11(2m).

Respondent failed to file an Answer within twenty days from the date of service, as required by Wis. Admin. Code § SPS 2.09(4). The Administrative Law Judge (ALJ) scheduled a telephone prehearing conference for July 25, 2023, at 11:00 a.m. Notice of the prehearing conference was sent to both parties consistent with Wis. Admin. Code § HA 1.03, with instructions that Respondent contact the ALJ no later than July 24, 2023, to provide a telephone number at which she could be reached for the conference. Respondent failed to provide a telephone number.

At the prehearing conference held on July 25, 2023, Attorney Carley Peich Kiesling appeared on behalf of the Division. Respondent failed to appear. The ALJ attempted to contact Respondent at a telephone number provided by the Division but Respondent did not answer the telephone. The ALJ left a voice mail message instructing Respondent to call back for the prehearing conference. The ALJ also emailed Respondent at her email address on file with the Department. Respondent did not respond to the email or call the ALJ.

The Division moved for default based on Respondent's failure to file an Answer to the Complaint and failure to appear at the prehearing telephone conference, pursuant to Wis. Admin. Code §§ SPS 2.14 and HA 1.07(3)(c). On July 26, 2023, the ALJ granted the Division's motion, issued a Notice of Default against Respondent, and ordered the Division to file a recommended Proposed Decision and Order by September 22, 2023. The Division timely filed its recommended Proposed Decision and Order.

FINDINGS OF FACT

The ALJ adopts the Findings of Fact set forth in the Division's Recommended Proposed Decision:

Facts Related to the Alleged Violations

Findings of Fact 1-13 are taken from the Division's Complaint against Respondent filed in this matter.

1. Respondent Tonya L. Crouch, R.N., is licensed in the state of Wisconsin to practice as a registered nurse, having license number 126929-30, first issued on July 16, 1997. This license expired on March 1, 2022, and has not been renewed. Pursuant to Wis. Stat § 440.08(3), Respondent retains the right to apply to renew her license upon payment of a fee until February 28, 2027.

2. The most recent address on file with the Department for Respondent is W6864 Edgewater Drive, Fond du Lac, Wisconsin 54937.

3. On April 20, 2006, the Wisconsin Board of Nursing (Board) issued Order No. LS0604203NUR which required Respondent, *inter alia*, to attend AODA treatment and AA/NA meetings, submit to random drug screening, maintain absolute sobriety and be subject to nursing practice limitations for a period of five years. The Order was based on Respondent's conduct of diverting oxycodone. On May 5, 2011, the Board reinstated Respondent's license to full licensure status without any limitations or restrictions.

4. On June 9, 2022, the Board issued Order No. 0008002 requiring Respondent to complete six (6) hours of education on the topic of appropriate handling of controlled substances within six (6) months. The Order was based on allegations that Respondent diverted oxycodone.

5. Respondent was ordered to complete the education in Order No. 0008002, referenced in paragraph 4 above, by December 9, 2022.

6. As of December 23, 2022, Respondent had not completed any of the ordered education. On that date, a Department Monitor sent via email a First Delinquency Notice to Respondent's email address on file with the Department. Respondent failed to respond.

7. On January 10, 2023, a Department monitor sent via email a Second Delinquency Notice to Respondent's email address on file with the Department. Respondent failed to respond.

8. On January 26, 2023, a Department Monitor sent via U.S mail a Third Delinquency Notice to Respondent's mailing address on file with the Department. Respondent failed to respond.

9. On February 10, 2023, a Department Monitor attempted to reach Respondent via telephone utilizing the telephone number on file with the Department; however, there was no answer or response.

10. On February 10, 2023, the Division opened Division Case No. 23 NUR 120 for investigation based upon Respondent's failure to complete the education required by Board Order No. 0008002 and Respondent's failure to respond Department's Monitoring's attempts to contact her.

11. On March 30, 2023, the Department attempted to reach Respondent via telephone utilizing the number on file with the Department and left a voicemail message.

12. On March 30, 2023, the Department sent via U.S. Mail and Certified Mail a letter to Respondent's mailing address on file with the Department requesting evidence of completion of the education required by Board Order No. 0008002, and an explanation regarding her failure to respond to prior contact attempts. The certified letter was returned unclaimed after two attempts were made to deliver it on April 1 and April 6, 2023.

13. As of the date of the filing of the Complaint, no response had been received from Respondent.

Facts Related to Default

14. On June 12, 2023, the Division served the Notice of Hearing and Complaint on Respondent at her last known address on file with the Department by both certified and regular first-class mail, pursuant to Wis. Admin. Code § SPS 2.08 and Wis. Stat. § 440.11(2).

15. Respondent failed to file an Answer to the Complaint.

16. After the expiration of the 20-day time period to file an Answer, the ALJ scheduled a telephone prehearing conference for July 25, 2023, at 11:00 a.m. Notice of the conference was sent to both parties by regular mail, with instructions that Respondent contact the ALJ no later than July 24, 2023, with a telephone number at which she could be reached for the prehearing conference. Respondent failed to provide a telephone number. The Notice also stated that if the Respondent failed to appear at the scheduled conference, default judgment may be entered against her.

17. At the prehearing conference held on July 25, 2023, Attorney Carley Peich Kiesling appeared on behalf of the Division. Respondent failed to appear. The ALJ attempted to contact Respondent at a telephone number provided by the Division but Respondent did not answer the telephone. The ALJ left a voice mail message instructing Respondent to call back for the prehearing conference. The ALJ also emailed Respondent at her email address on file with the Department. Respondent did not respond to the email or call the ALJ.

18. The Division moved for default based on Respondent's failure to file an Answer to the Complaint and failure to appear at the prehearing telephone conference, pursuant to Wis. Admin. Code §§ SPS 2.14 and HA 1.07(3)(c).

19. On July 26, 2023, the ALJ granted the Division's motion, issued a Notice of Default against Respondent, and ordered the Division to file a recommended Proposed Decision and Order by September 22, 2023.

20. The Division timely filed its recommended Proposed Decision and Order.

DISCUSSION

The ALJ adopts the Jurisdictional Authority, Default, and Violations sections as set forth in the Division's Recommended Proposed Decision:

Jurisdictional Authority

The Board has jurisdiction over this matter pursuant to Wis. Stat. § 441.07(1c) and (1g). The Department "may promulgate rules defining uniform procedures to be used by the department . . . and all examining boards and affiliated credentialing boards attached to the department or an examining board, for . . . conducting [disciplinary] hearings." Wis. Stat. § 440.03(1). These rules are codified in Wis. Admin. Code ch. SPS 2. Pursuant to Wis. Admin. Code § SPS 2.10(2), the

ALJ has authority to preside over this disciplinary proceeding and issue the proposed decision and order pursuant to Wis. Stat. § 227.46.

Although Respondent's license expired on March 1, 2022, the Board retains authority and jurisdiction in this matter because Respondent has a right to apply to renew her license within five years of expiration, or until February 28, 2027. Wis. Stat. § 440.08(3).

Default

The Department properly served the Notice of Hearing and Complaint upon Respondent by mailing copies to her address on file with the Department. Wis. Stat. § 440.11(2). Service by mail is complete upon mailing. Wis. Admin. Code § SPS 2.08(1).

Under Wis. Admin. Code § SPS 2.14, if a respondent "fails to answer as required by s. SPS 2.09 or fails to appear at the hearing at the time fixed therefor, the respondent is in default and the disciplinary authority may make findings and enter an order on the basis of the complaint and other evidence." *See also* Wis. Admin. Code § HA 1.07(3)(c).

Here, Respondent violated Wis. Admin. Code § SPS 2.09(4) by failing to file an Answer to the Complaint within 20 days from the date of service. Respondent also failed to appear at the prehearing telephone conference on July 25, 2023. Therefore, Respondent is in default, and findings and an order may be entered on the basis of the Complaint.

The burden of proof in disciplinary proceedings before the Board is a preponderance of the evidence. *See* Wis. Stat. § 440.20(3). Given Respondent's failure to answer the allegations in the Complaint and default, the allegations in the Complaint are deemed admitted pursuant to Wis. Admin. Code § SPS 2.09(3).

Violations

The Board has the authority to impose discipline against Respondent pursuant to Wis. Stat. § 441.07. Following an investigation, if the Board determines that a nurse has committed "[o]ne or more violations of this subchapter," or has committed "[m]isconduct or unprofessional conduct," it may "revoke, limit, suspend or deny a renewal of a license of a registered nurse . . ." Wis. Stat. § 441.07(1g)(b) and (d).

Conduct that constitutes grounds for the Board to take disciplinary action includes:

- a. After a request of the Board, failing to cooperate in a timely manner, with the Board's investigation of a complaint filed against a license holder. Wis. Admin. Code § N 7.03(1)(c).
- b. Violating any term, provision, or condition of any order of the Board. Wis. Admin. Code § N 7.03(1)(g).

The undisputed facts establish that Respondent failed to cooperate with the Board's investigation and failed to comply with the terms of a Board Order. The Respondent's conduct violates the law and amounts to misconduct or unprofessional conduct. Therefore, grounds exist to take disciplinary action against her license. Based upon the above, including Respondent's failure to make any argument to the contrary, Respondent is subject to discipline pursuant to Wis. Stat. § 441.07(1g)(b) and (d), and Wis. Admin. Code § N 7.03.

Discipline

The ALJ partially adopts the analysis regarding discipline as set forth in the Division's Recommended Proposed Decision. Variances therefrom are discussed below.

The three purposes of discipline in a professional misconduct case are: (1) to promote the rehabilitation of the credential holder; (2) to protect the public from other instances of misconduct; and (3) to deter other credential holders from engaging in similar conduct. *State v. Aldrich*, 71 Wis. 2d 206, 209, 237 N.W.2d 689 (1976).

The Division recommends that Respondent's right to renew her license to practice as a registered nurse in the state of Wisconsin be suspended indefinitely, with the ability of Respondent to remove the suspension if (a) she complies with the Board's Order No. 0008002 dated June 9, 2022, by completing six (6) hours of education on the topic of appropriate handling of controlled substances; and (b) she provides an explanation to the Board or its designee regarding why she did not complete the education by December 9, 2022, as originally ordered and why she failed to respond to all prior attempts to communicate with her. The recommended discipline is consistent with the purposes articulated in *Aldrich*.

The Division also recommends that the Board or its designee should have the ability to impose additional limitations or require additional education as warranted based upon information provided by the Respondent to the Board or its designee. This portion of the Division's recommendation exceeds the scope of the current proceeding as it anticipates unknown events in the future. Further, the Division has neither established how this recommendation is consistent with the purposes articulated in *Aldrich* nor set forth any legal authority for the ALJ to order same.

Although promoting rehabilitation is one of the purposes of discipline, feasibility of rehabilitation is unclear at this point. Respondent has refused to comply with a Board Order and refused to cooperate in these proceedings. Having obtained no information from Respondent during the pendency of this matter, the Board cannot ascertain whether any rehabilitative measures would be effective. Further, Respondent's refusal to cooperate in this disciplinary matter demonstrates a lack of respect for the Board's authority. Respondent's rehabilitation can only be determined if Respondent cooperates with the Board and provides an explanation regarding why she did not previously comply with the Order or otherwise cooperate. The Department's recommendation accounts for this by allowing Respondent to petition the Board to remove the suspension of her license when and if Respondent provides proof she has complied with the Board's prior Order, and provides an explanation regarding why she didn't previously comply

with the Order or cooperate with the investigation. The recommended discipline will remind Respondent of her duty to abide by the Board's rules of professional conduct, to timely respond to Board inquiries, and that her actions have serious consequences for her licensure.

The recommended discipline protects the public. "Protection of the public is the purpose of requiring a license." *State ex rel. Green v. Clark*, 235 Wis. 628, 631, 294 N.W. 25 (1940). When a license is granted to an individual, Wisconsin is assuring the public that the licensed individual is competent in his or her profession. *Stringez v. Dep't of Regulation & Licensing Dentistry Examining Bd.*, 103 Wis. 2d 281, 287, 307 N.W.2d 664 (1981). It follows that if the state cannot assure the public of the licensee's competence to practice the profession, then suspension is appropriate. *Gilbert v. State Medical Examining Bd.*, 119 Wis. 2d 168, 189-90, 349 N.W.2d 68 (1984). Suspending Respondent until she completes education previously ordered by the Board further protects the public by ensuring that Respondent understands the importance of properly handling controlled substances.

The recommended discipline will also serve to deter other credential holders from engaging in similar conduct. A licensed nurse in Wisconsin should know that complying with a Board order is necessary, and that failing to respond to requests for information made on behalf of the Board will not be tolerated. Disregarding the Board's authority and the laws in place to protect public health and welfare have consequences. Licensees should be on notice that they cannot avoid disciplinary action by simply refusing to cooperate with the Board. A suspension of Respondent's right to renew her license, with possible other repercussions for her license, will serve to deter others from committing similar violations by sending a message that such conduct is not tolerable.

Even though Respondent's license is currently expired, it is appropriate and necessary to impose discipline. Wisconsin Stat. § 440.08(3)(a) allows the holder of a credential to restore the credential even after expiration by simply paying the application renewal fee and a late renewal penalty of \$25. The Department is empowered with the ability to promulgate rules requiring credential holders who have failed to renew the credential for five years to complete additional requirements to restore their licenses. See Wis. Stat. § 440.08(3)(b). Read together, these provisions have been interpreted by the Department to mean that credential holders retain a right to automatically renew their credentials within five years of expiration by simply paying the required fees. Thus, Respondent has an automatic right to renew her license until February 28, 2027. Even though Respondent's license is expired, the fact that she retains a right to renew makes the reasoning for discipline against active licensees equally appropriate for expired licensees.

Finally, the recommended discipline is consistent with Board precedent. The Board has, in fact, revoked a respondents' right to renew in many cases where those respondents failed to cooperate with the Board's investigation into various allegations and conduct. See *In the Matter of the Disciplinary Proceedings Against Jessica A. Lunde, R.N.*, Board Order No. 0007216 (February 11, 2021) (Right to renew license was revoked after nurse's Minnesota license was suspended, nurse did not disclose suspension on application for licensure in Wisconsin, and nurse failed to respond to requests for information)¹; *In the Matter of Disciplinary Proceedings Against Rochelle*

¹ *In the Matter of the Disciplinary Proceedings Against Jessica A. Lunde, R.N.*, Order No. 0007216

A. Current, R.N., Board Order No. 06238 (June 13, 2019) (Board revoked nurse's right to renew her license pursuant to the Nurse Licensure Compact for misdemeanor convictions, failure to report convictions to the Board, and discipline in Arkansas)²; *In the Matter of Disciplinary Proceedings Against Stephanie Y. Gaines, L.P.N.*, Board Order No. 04686 (April 29, 2016) (Board revoked nurse's right to renew her license and privilege to practice nursing pursuant to the Nurse Licensure Compact for failure to cooperate with Board's investigation after complaint that nurse took financial advantage of a patient and was convicted of forgery-uttering, unauthorized use of personal identifying information to obtain money, possession of narcotics and bail jumping)³; *In the Matter of Disciplinary Proceedings Against Kelly L. Kowalkowski, R.N.*, Board Order 04613 (March 18, 2016) (Board revoked nurse's right to renew her license and privilege to practice nursing pursuant to the Nurse Licensure Compact for failure to cooperate with an investigation by the Board after being charged with several drug-related offenses)⁴.

While the Respondent's conduct in the present matter may not be as egregious as the underlying conduct in all of the above-referenced cases, it is most certainly appropriate to suspend Respondent's license until she complies with the Board's prior education Order, as well as provides an explanation for her failure to previously comply and her failure to cooperate with the Board's investigation. The Board has recognized that when a nurse fails to respond to the Department/Board and fails to participate in the hearing proceedings, a suspension pending a response from the nurse is appropriate. *See In the Matter of Disciplinary Proceedings Against Ernest W. Colburn, R.N., Order No. 0007712 (December 3, 2021)* (Nurse failed to respond to Department/Board and failed to participate in hearing proceedings; license to practice nursing reinstated on January 19, 2022, following nurse's contact with the Board)⁵.

Based on the facts of this case, and the factors set forth in *Aldrich*, it is appropriate to suspend Respondent's right to renew her license to practice as a registered nurse in Wisconsin until she complies with the prior Board Order and provides an explanation to the Board or its designee regarding why she did not complete the education by December 9, 2022, as originally ordered and why she failed to respond to all prior attempts to communicate with her. As stated above, at this time it is unknown whether it would be appropriate for the Board or its designee to impose additional limitations or require additional education based upon potential information provided by the Respondent to the Board or its designee in the future.

Costs

The ALJ adopts the Costs section as set forth in the Division's Recommended Proposed Decision:

The Board is vested with discretion concerning whether to assess all or part of the costs of this proceeding against Respondent. *See Wis. Stat. § 440.22(2)*. In exercising such discretion, the

² *In the Matter of Disciplinary Proceedings Against Rochelle A. Current, R.N.*, Board Order No. 06238.

³ *In the Matter of Disciplinary Proceedings Against Stephanie Y. Gaines, L.P.N.*, Board Order No. 04686.

⁴ *In the Matter of Disciplinary Proceedings Against Kelly L. Kowalkowski, R.N.*, Board Order 04613.

⁵ *In the Matter of Disciplinary Proceedings Against Ernest W. Colburn, R.N.*, Board Order 0007712.

Board must look at aggravating and mitigating facts of the case; it may not assess costs against a credential holder based solely on a "rigid rule or invocation of an omnipresent policy," such as preventing those costs from being passed on to others. *Noesen v. State Department of Regulation & Licensing, Pharmacy Examining Board*, 2008 WI App 52, ¶¶ 30-32, 311 Wis. 2d. 237, 751 N.W.2d 385. In previous orders, Boards have considered the following factors when determining if all or part of the costs should be assessed against the Respondent: (1) the number of counts charged, contested and proven; (2) the nature and seriousness of the misconduct; (3) the level of discipline sought by the prosecutor; (4) the Respondent's cooperation with the disciplinary process; (5) prior discipline, if any; (6) the fact that the Department is a program revenue agency, funded by other credential holders; and (7) any other relevant circumstances. *See In the Matter of Disciplinary Proceedings Against Elizabeth Buenzli-Fritz*, LS0802183CHI (Aug. 14, 2008). It is within the Board's discretion as to which of these factors to consider, whether other factors should be considered, and how much weight to give any factors considered.

Considering the above factors, it is appropriate for Respondent to pay the full costs of the investigation and prosecution of this proceeding. Because Respondent defaulted and did not file an Answer, the factual allegations identified in the Division's Complaint were deemed admitted. Respondent's conduct of ignoring a Board order and failing to cooperate with the Board's investigation must be taken seriously as it could constitute a danger to the health and welfare of the public. The level of discipline sought (suspension) is responsive to the Respondent's conduct. Respondent did not cooperate with the disciplinary process, failed to provide current contact information to the ALJ, failed to appear at the prehearing conference, and failed to file an Answer to the Complaint or otherwise provide any argument regarding the allegations. Such conduct demonstrates disregard for the authority of the Board. Finally, the Department is a program revenue agency whose operating costs are funded by the revenue received from credential holders. It would be unfair to impose the costs of pursuing discipline in this matter on those credential holders who have not engaged in misconduct.

For the above reasons, it is appropriate for Respondent to pay the full costs of the investigation and prosecution of this matter, as determined pursuant to Wis. Admin. Code § SPS 2.18.

CONCLUSIONS OF LAW

The ALJ partially adopts the Conclusions of Law and Order sections set forth in the Division's Recommended Proposed Decision:

1. The Wisconsin Board of Nursing (Board) has jurisdiction over this matter pursuant to Wis. Stat. § 441.07.
2. Although Respondent's license expired on March 1, 2022, the Board retains authority and jurisdiction in this matter because Respondent has a right to apply to renew her license within five years of expiration, or until February 28, 2027, pursuant to Wis. Stat. § 440.08(3).

3. Respondent is in default by failing to answer the Complaint and not appearing for the prehearing conference pursuant to Wis. Admin. Code § HA 1.07(3)(c) and Wis. Admin. Code § SPS 2.14.

4. Respondent engaged in conduct that constitutes grounds for disciplinary action under Wis. Admin. Code § N 7.03(1)(c), by failing to cooperate in a timely manner with the Board's investigation.

5. Respondent engaged in conduct that constitutes grounds for disciplinary action under Wis. Admin. Code § N 7.03(1)(g), by violating any term, provision, or condition of any order of the Board.

6. As a result of the above conduct, Respondent is subject to discipline pursuant to Wis. Stat. § 441.07(1g)(b) and (d) and Wis. Admin. Code § N 7.03.

7. Suspension of Respondent's right to renew her nursing license until she complies with the Board's Order No. 0008002 dated June 9, 2022, and provides an explanation to the Board or its designee regarding why she did not comply with the Board's Order No. 0008002 and why she failed to respond to all prior attempts to communicate with her, is reasonable and appropriate.

8. It is appropriate for Respondent to pay the full costs of the investigation and prosecution in this matter pursuant to Wis. Admin. Code § SPS 2.18.

9. The Division of Hearings and Appeals has authority to issue this proposed decision pursuant to Wis. Stat. § 227.46 and Wis. Admin. Code § SPS 2.10.

ORDER

1. For the reasons set forth above, IT IS ORDERED that Respondent's right to renew her license to practice as a registered nurse in the state of Wisconsin, as well as any privilege she may have to practice in Wisconsin pursuant to a multistate license, is SUSPENDED indefinitely.

2. Respondent may petition the Board to remove the suspension by providing the following to the Board or the Board's designee:

- a. Proof that she has complied with the Board's Order No. 0008002 dated June 9, 2022, by completing six (6) hours of education on the topic of appropriate handling of controlled substances; and
- b. An explanation regarding why she did not complete the education by December 9, 2022, as originally ordered and why she failed to respond to all prior attempts to communicate with her.

3. The decision of whether to remove the suspension shall be within the discretion of the Board or its designee and is not reviewable.

4. Respondent shall pay all recoverable costs in this matter in an amount established, pursuant to Wis. Admin. Code § SPS 2.18.

5. The terms of the Order are effective the date of the Final Decision and Order in this matter is signed by the Board.

Dated at Madison, Wisconsin on October 20, 2023.

STATE OF WISCONSIN
DIVISION OF HEARINGS AND APPEALS
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By: 

Kristin P. Fredrick
Administrative Law Judge