

# Board of Vocational Nursing & Psychiatric Technicians

## Performance Measures

### Q4 Report (April - June 2011)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

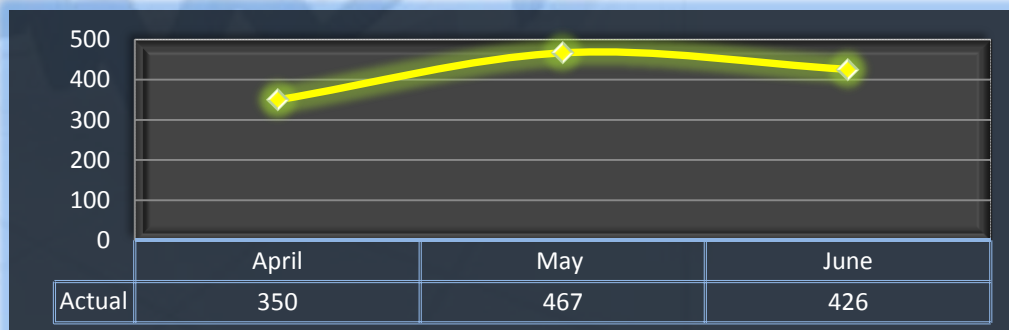
These measures will be posted publicly on a quarterly basis.

#### Volume

Number of complaints received.\*

**Q4 Total: 1,243** (61 complaints, 1,182 convictions)

**Q4 Average: 414**

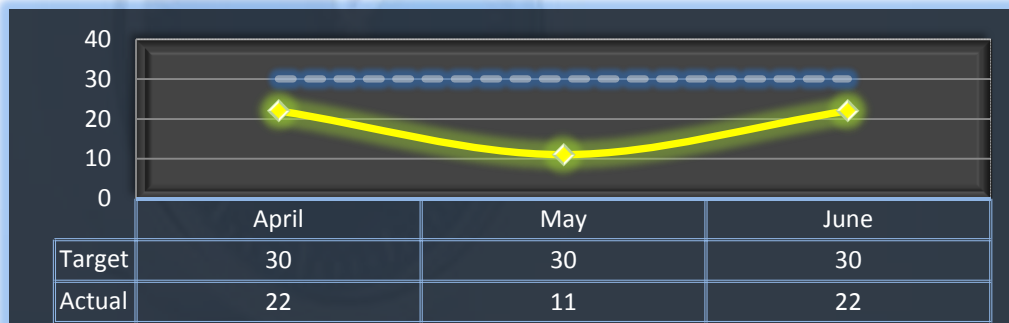


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 30 Days**

**Q4 Average: 19 Days**



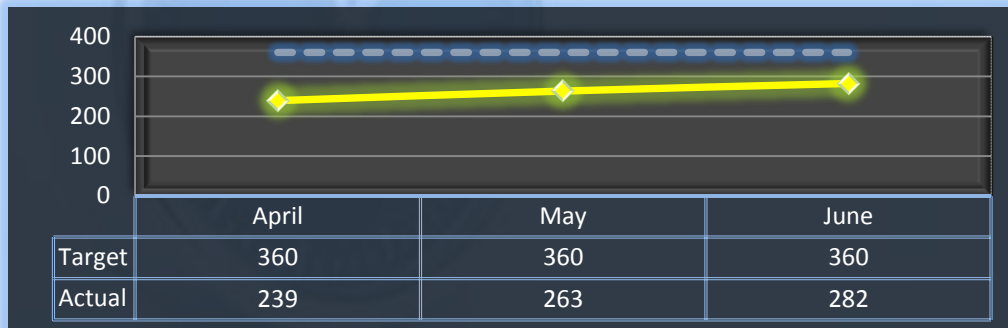
\*"Complaints" in these measures include complaints, convictions, and arrest reports.

## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 360 Days**

**Q4 Average: 260 Days**

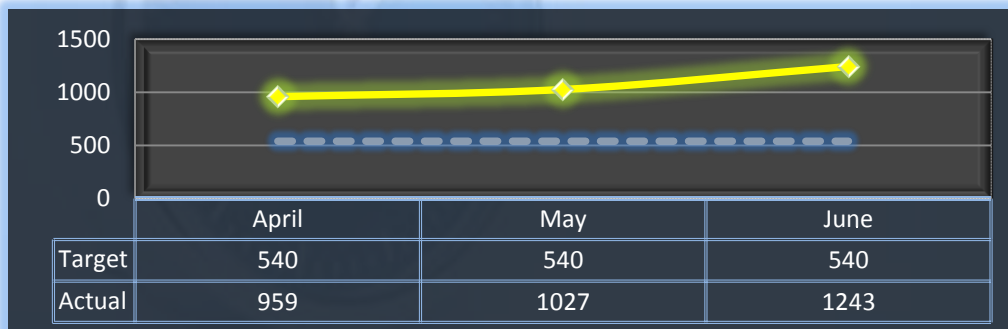


## Formal Discipline

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

**Target: 540 Days**

**Q4 Average: 1035 Days**

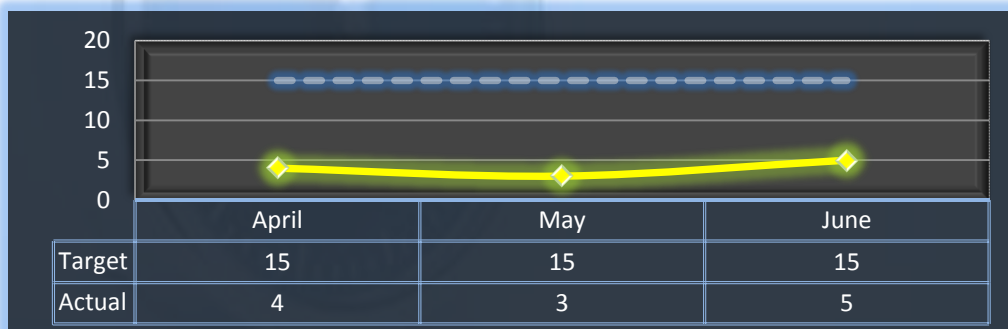


## Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target: 15 Days**

**Q4 Average: 4 Days**



## Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

**Target: 30 Days**

**Q4 Average: 14 Days**

