

# Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

## Performance Measures

### Q1 Report (July - September 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.

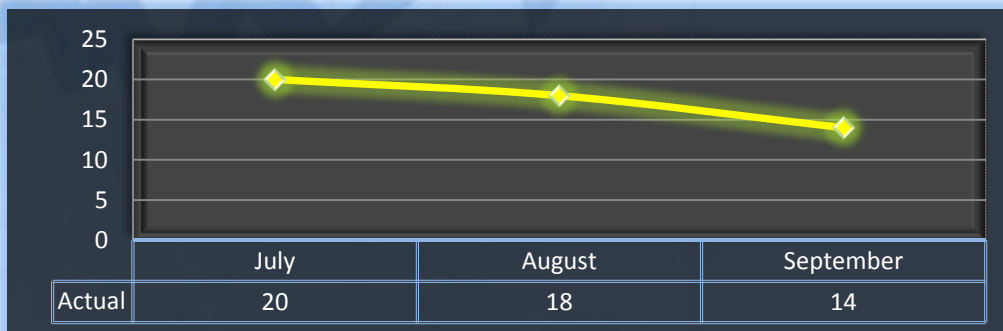
#### Volume

Number of complaints and convictions received.

**Q1 Total: 52**

*Complaints: 48 Convictions: 4*

**Q1 Monthly Average: 17**



#### Intake

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

**Target: 5 Days**

**Q1 Average: 5 Days**

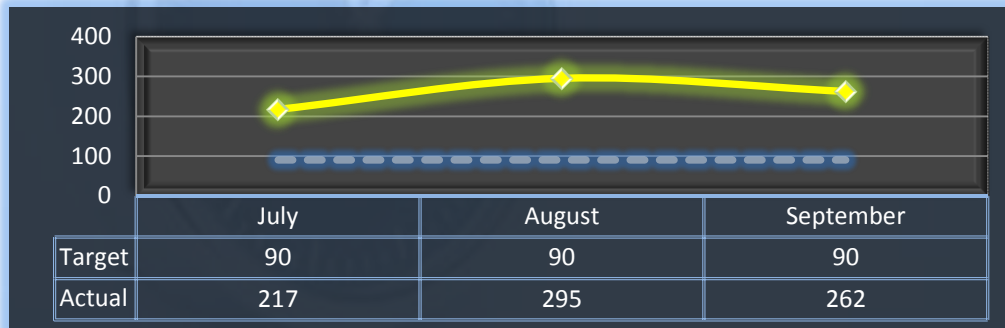


## Intake & Investigation

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: 90 Days**

**Q1 Average: 261 Days**



## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q1 Average: N/A**

*The Board did not complete any disciplinary cases this quarter.*

## Probation Intake

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

**Target: 14 Days**

**Q1 Average: N/A**

*The Board did not place any licensees on probation this quarter.*

## 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: 21 Days**

**Q1 Average: N/A**

*The Board did not handle any probation violations this quarter.*