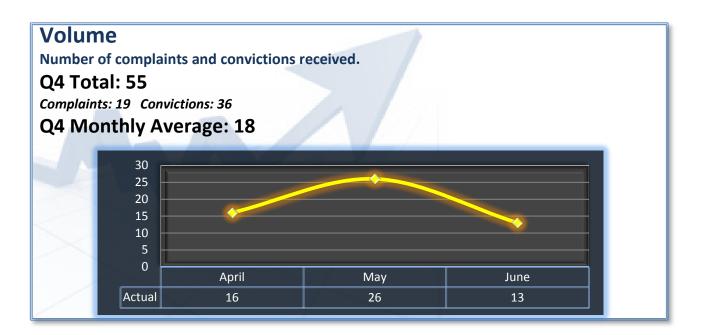
Department of Consumer Affairs State of California Acupuncture Board

Performance Measures

Q4 Report (April - June 2012)

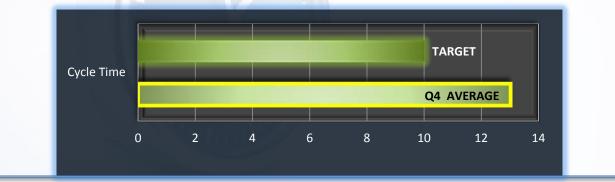
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

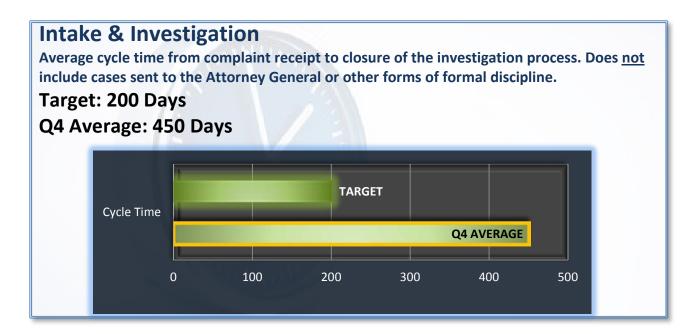


Intake

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

Target: 10 Days Q4 Average: 13 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 Q4 Average: 588 Days

1000 800 600 400 200	~	
0		June
Target		540
Actual		846

Probation Intake

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

Target: 10 Days Q3 Average: 23 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: 10 Days Q3 Average: N/A

The Board did not handle any probation violations this quarter.