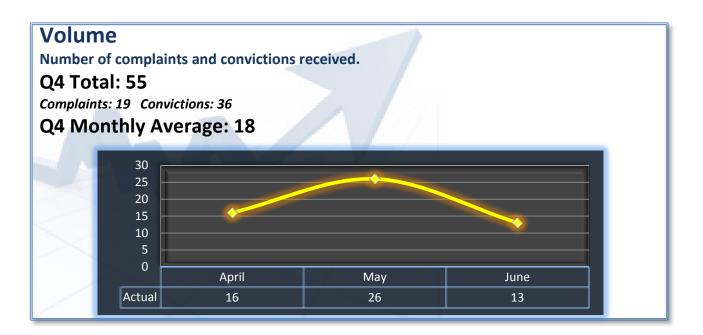
# Department of Consumer Affairs State of California Acupuncture Board

# **Performance Measures**

Q4 Report (April - June 2012)

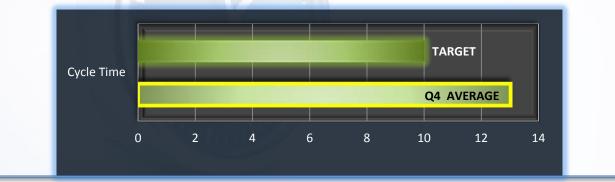
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

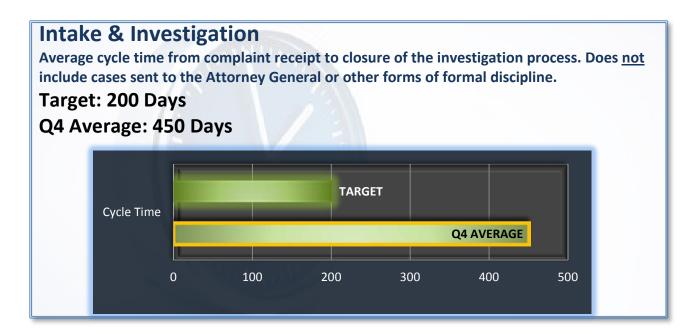


#### Intake

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)

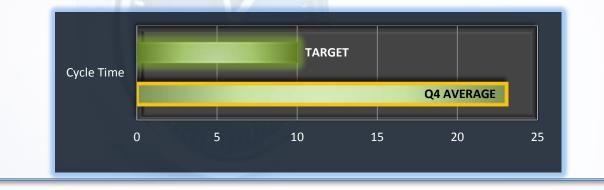
#### Target: 540 Days Q4 Average: 588 Days

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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.*