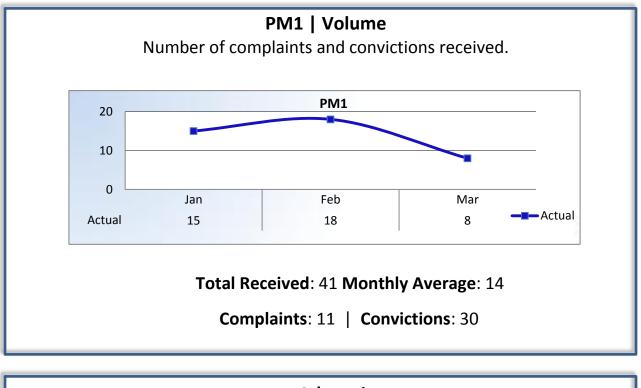
# Department of Consumer Affairs Dental Hygiene Committee of California

# **Performance Measures**

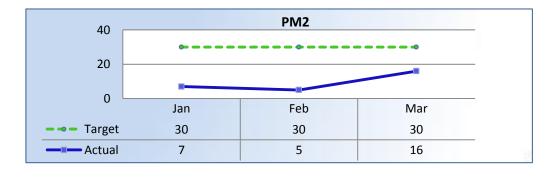
### Q3 Report (January – March 2016)

To ensure stakeholders can review the Committee'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.

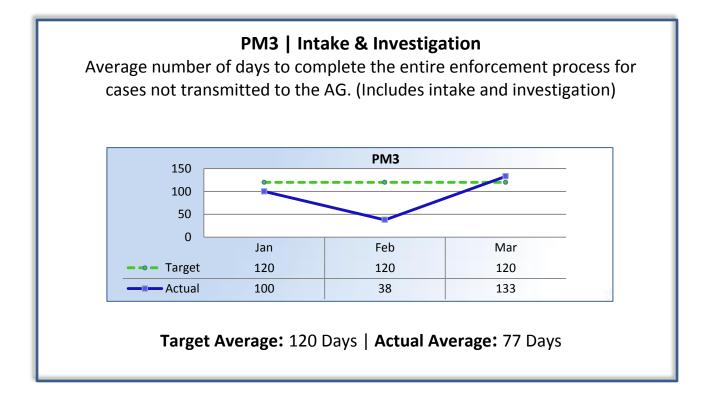


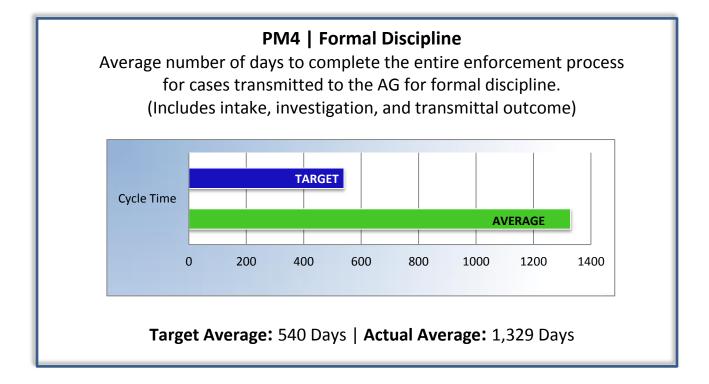


Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 30 Days | Actual Average: 9 Days





#### **PM7** | Probation Intake

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

## *The Committee did not contact any new probationers this quarter.*

Target Average: 10 Days | Actual Average: N/A

### PM8 |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.

*The Committee did not have any probation violations this quarter.* 

Target Average: 15 Days | Actual Average: N/A