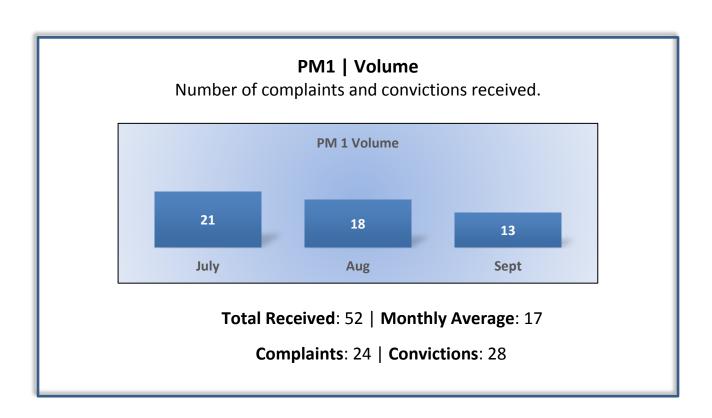
Department of Consumer Affairs

Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board

Enforcement Performance Measures

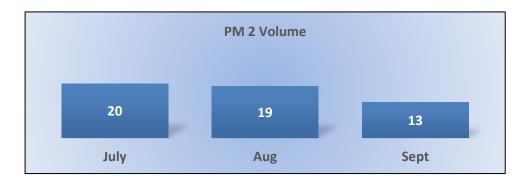
Q1 Report (July - September 2016)

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.



PM2 | Intake – Volume

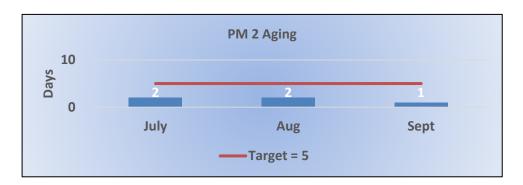
Number of complaints closed or assigned to an investigator.



Total: 52 | **Monthly Average:** 17

PM2 | Intake - Cycle Time

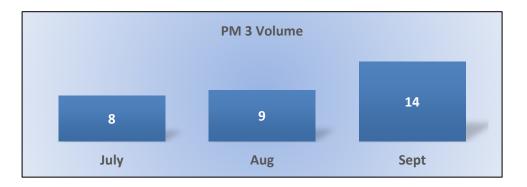
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 5 Days | Actual Average: 2 Days

PM3 | Investigations – Volume

Number of investigations closed (not including cases transmitted to the Attorney General).

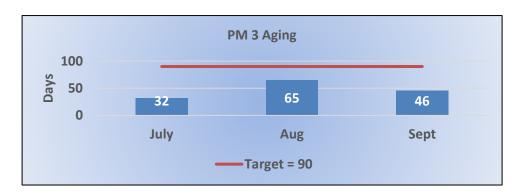


Total: 31 | Monthly Average: 10

PM3 | Investigations - Cycle Time

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.

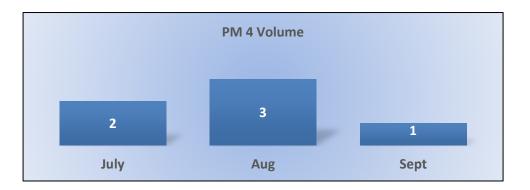
(Includes intake and investigation)



Target Average: 90 Days | **Actual Average:** 48 Days

PM4 | Formal Discipline - Volume

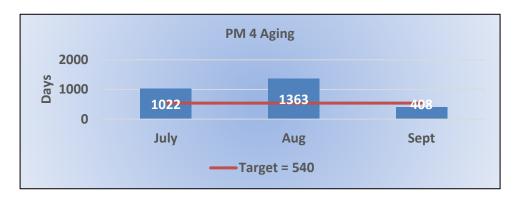
Cases closed, of those transmitted to the Attorney General.



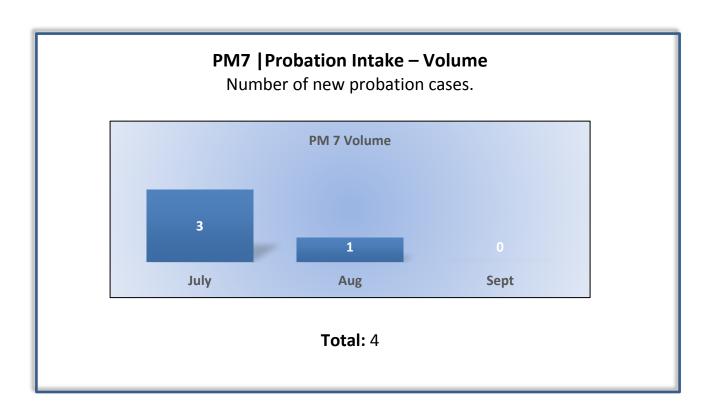
Total: 6 | **Monthly Average:** 2

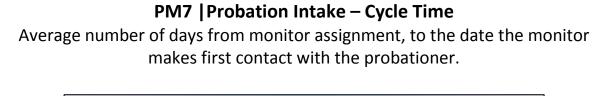
PM4 | Formal Discipline – Cycle Time

Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)



Target Average: 540 Days | **Actual Average:** 1,090 Days



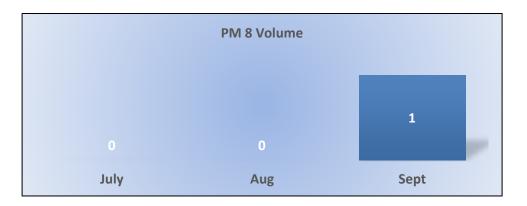




Target Average: 14 Days | Actual Average: 1 Day

PM8 | Probation Violation Response - Volume

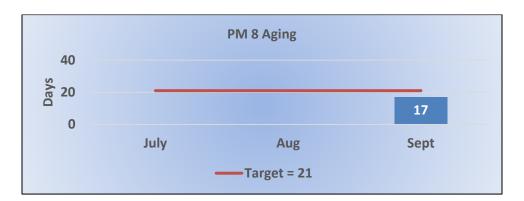
Number of probation violation cases.



Total: 1

PM8 | Probation Violation Response - Cycle Time

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



Target Average: 21 Days | Actual Average: 17 Days