

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

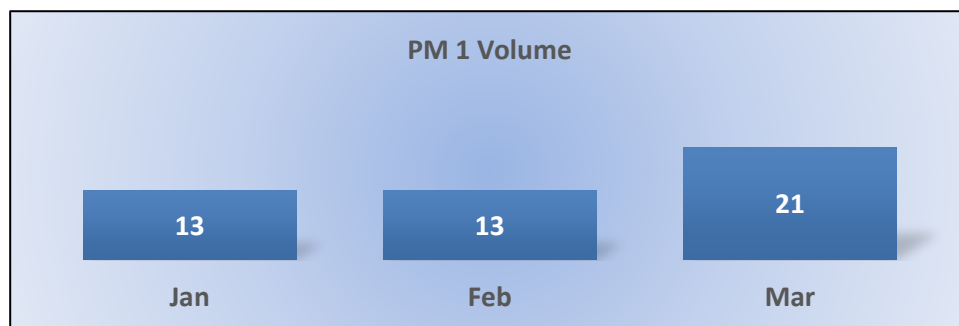
## Enforcement Performance Measures

### Q3 Report (January – March 2017)

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.

#### PM1 | Volume

Number of complaints and convictions received.

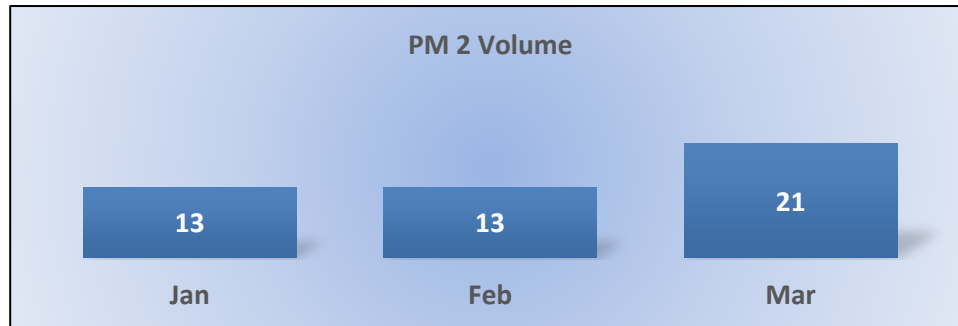


**Total Received: 47 | Monthly Average: 16**

**Complaints: 33 | Convictions: 14**

### PM2 | Intake – Volume

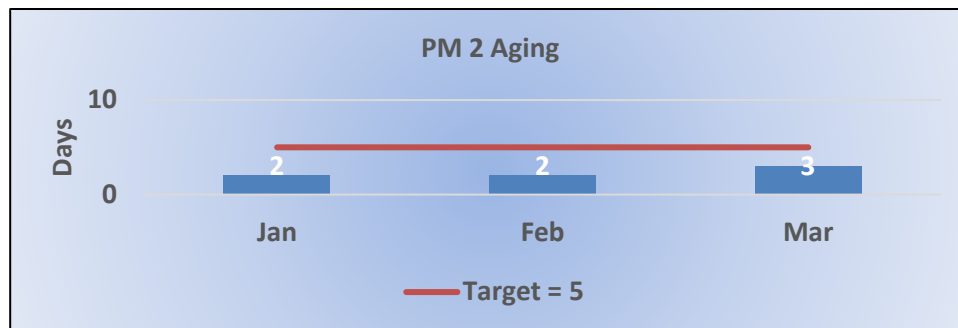
Number of complaints closed or assigned to an investigator.



**Total: 47 | Monthly Average: 16**

### PM2 | Intake – Cycle Time

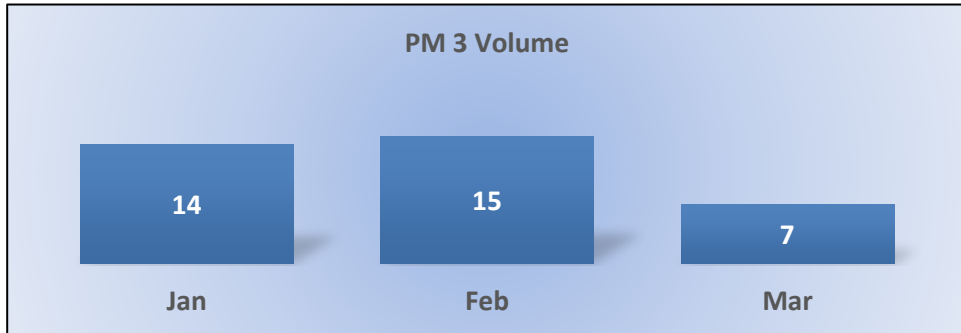
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 5 Days | Actual Average: 2 Days**

### PM3 | Investigations – Volume

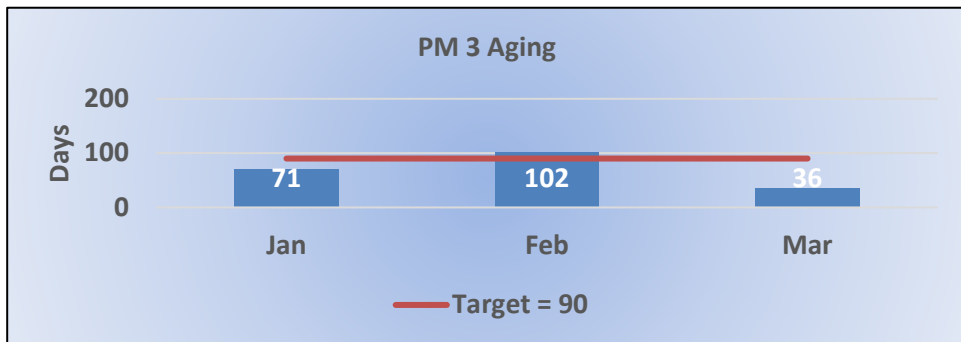
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 36 | Monthly Average: 12**

### PM3 | Investigations – Cycle Time

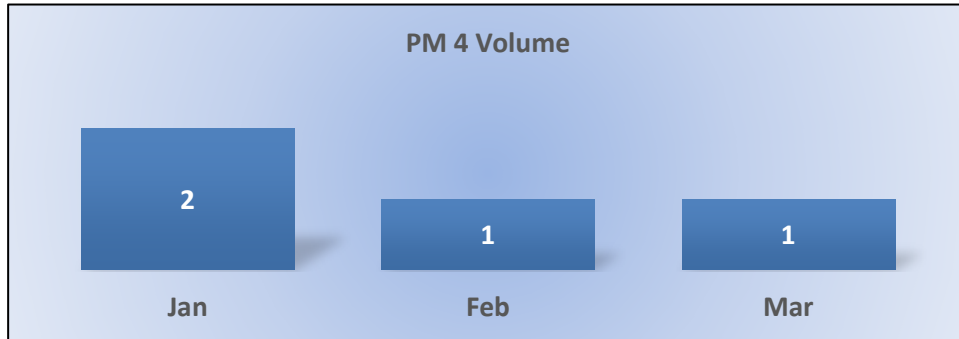
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.  
(Includes intake and investigation.)



**Target Average: 90 Days | Actual Average: 77 Days**

### PM4 | Formal Discipline – Volume

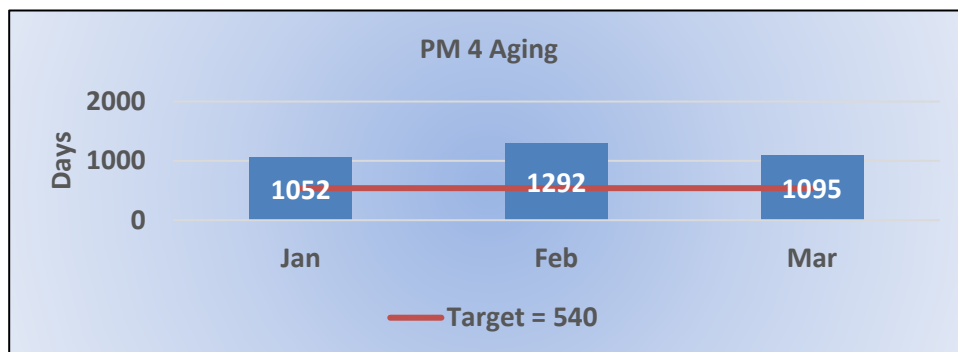
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



**Total: 4**

### PM4 | Formal Discipline – Cycle Time

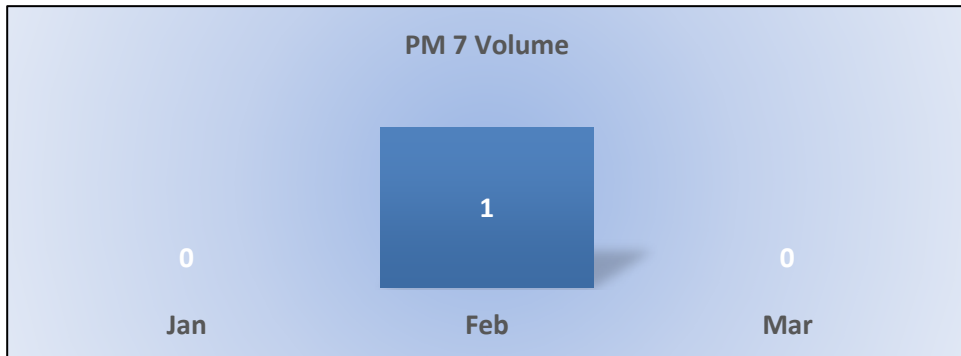
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)



**Target Average: 540 Days | Actual Average: 1,123 Days**

## PM7 | Probation Intake – Volume

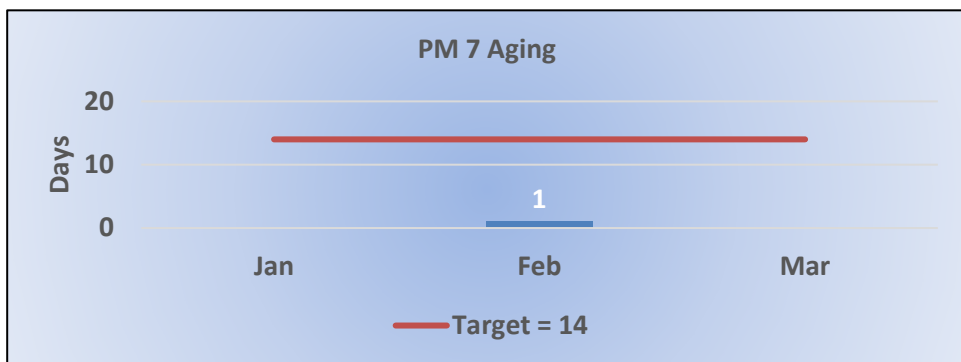
Number of new probation cases.



**Total: 1**

## PM7 | Probation Intake – Cycle Time

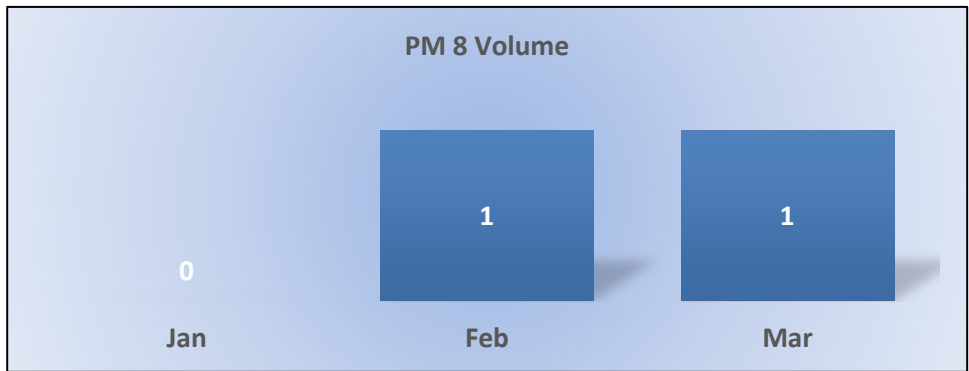
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



**Target Average: 14 Days | Actual Average: 1 Day**

### PM8 | Probation Violation Response – Volume

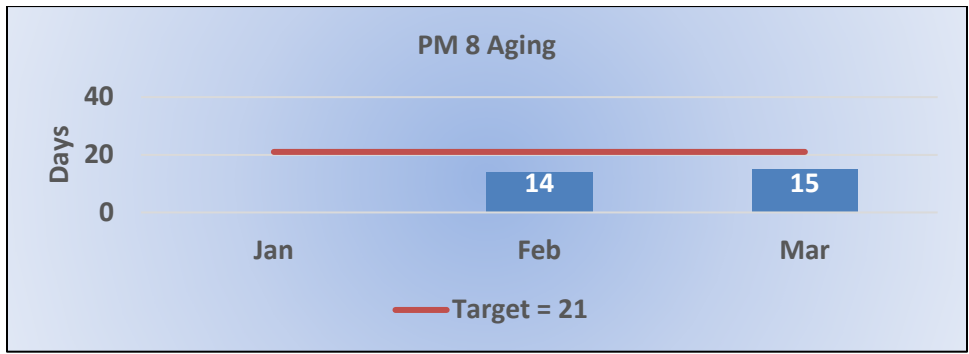
Number of probation violation cases.



**Total: 2**

### 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: 15 Days**