Department of Consumer Affairs

Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

Performance Measures

Q1 Report *(July - September 2011)*

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.

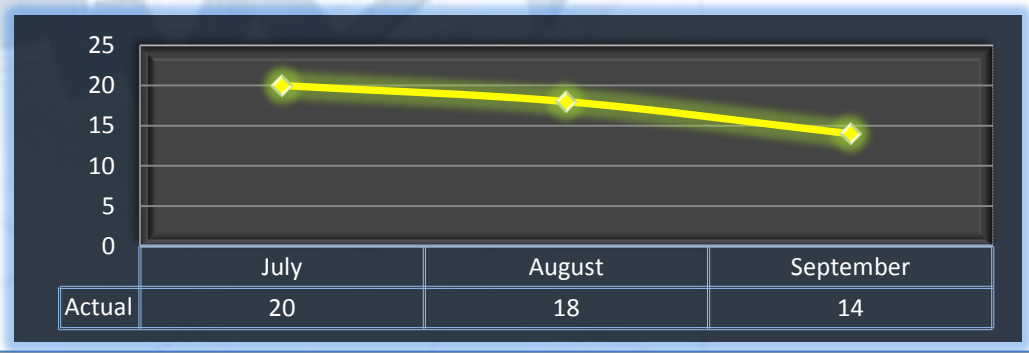
Volume

Number of complaints and convictions received.

Q1 Total: 52

Complaints: 48 Convictions: 4

Q1 Monthly Average: 17



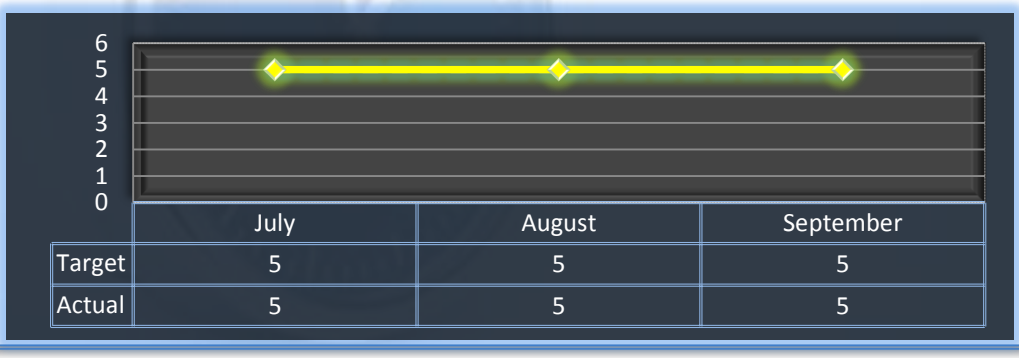
	July	August	September
Actual	20	18	14

Intake

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

Target: 5 Days

Q1 Average: 5 Days



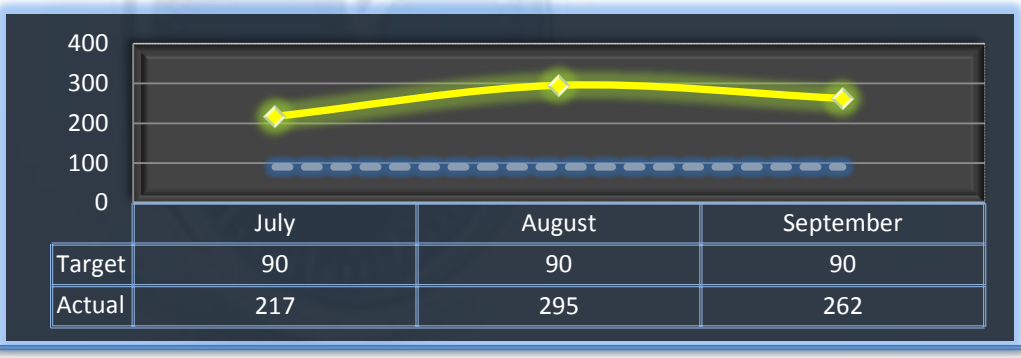
	July	August	September
Target	5	5	5
Actual	5	5	5

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 90 Days

Q1 Average: 261 Days



	July	August	September
Target	90	90	90
Actual	217	295	262

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

Q1 Average: 472 Days

The Board did not complete any disciplinary cases this quarter.

Probation Intake

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

Target: 14 Days

Q1 Average: N/A

The Board did not place any licensees on probation this quarter.

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: 21 Days

Q1 Average: N/A

The Board did not handle any probation violations this quarter.