Department of Consumer Affairs Board of Vocational Nursing & Psychiatric Technicians

# **Performance Measures**

Annual Report (2010 – 2011 Fiscal Year)

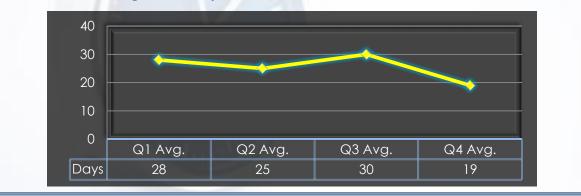
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the first four quarters worth of data.



#### Intake

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

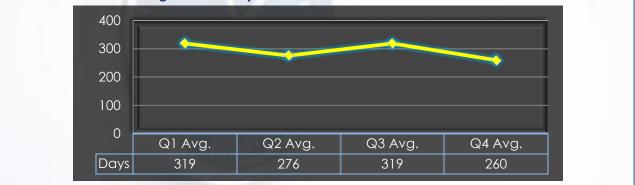


The Board has set a target of 30 days for this measure.

### Intake & Investigation

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

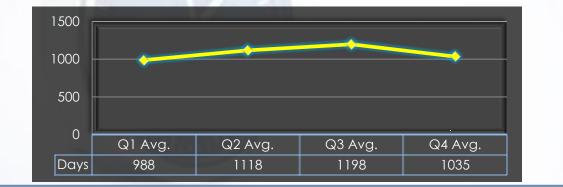




#### **Formal Discipline**

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)





### **Probation Intake**

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

The Board has set a target of 15 days for this measure.



## **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 Board has set a target of 30 days for this measure.

