Department of Consumer Affairs

Board of Vocational Nursing & Psychiatric Technicians

Performance Measures

Q1 Report *(July - Sept 2010)*

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.

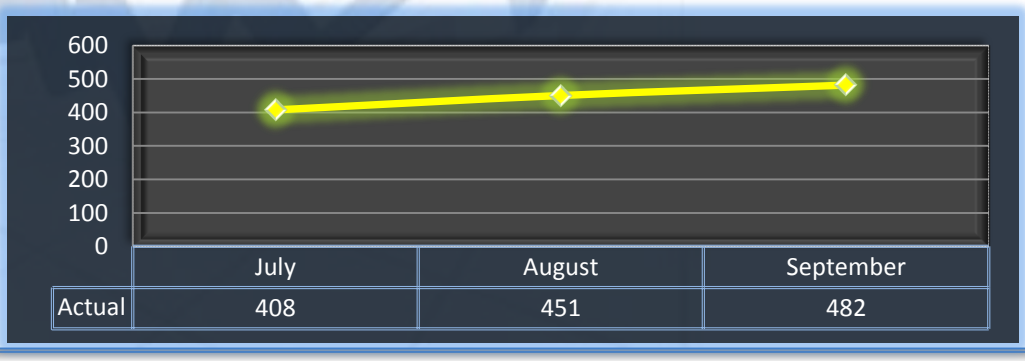
These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.*

Q1 Total: 1,341 *(179 complaints, 1,162 convictions)*

Q1 Average: 447



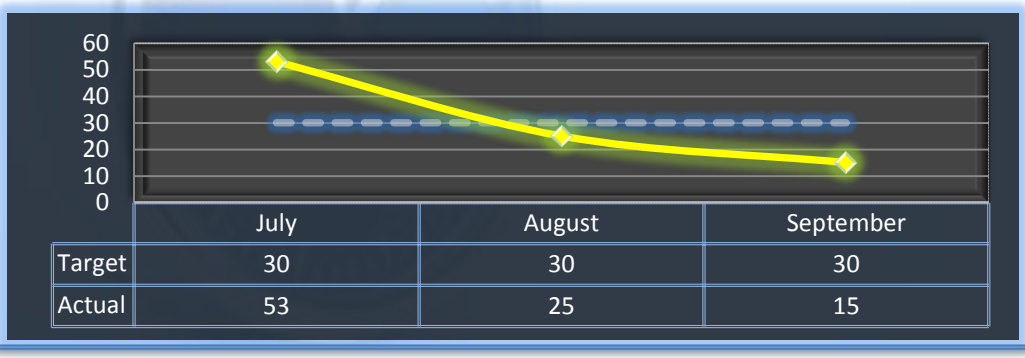
	July	August	September
Actual	408	451	482

Intake

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

Target: 30 Days

Q1 Average: 28 Days



	July	August	September
Target	30	30	30
Actual	53	25	15

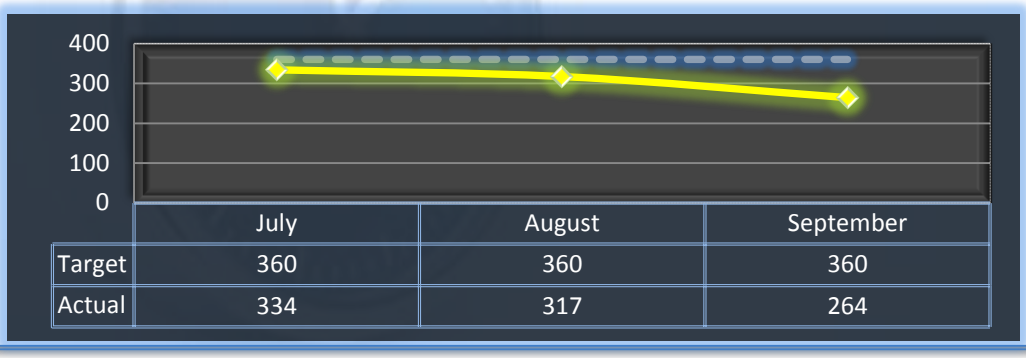
***"Complaints" in these measures include complaints, convictions, and arrest reports.**

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: 360 Days

Q1 Average: 306 Days



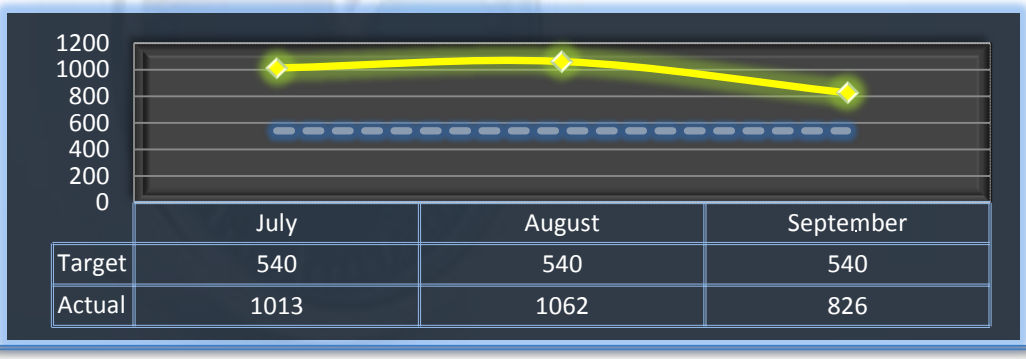
	July	August	September
Target	360	360	360
Actual	334	317	264

Formal Discipline

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

Target: 540 Days

Q1 Average: 988 Days



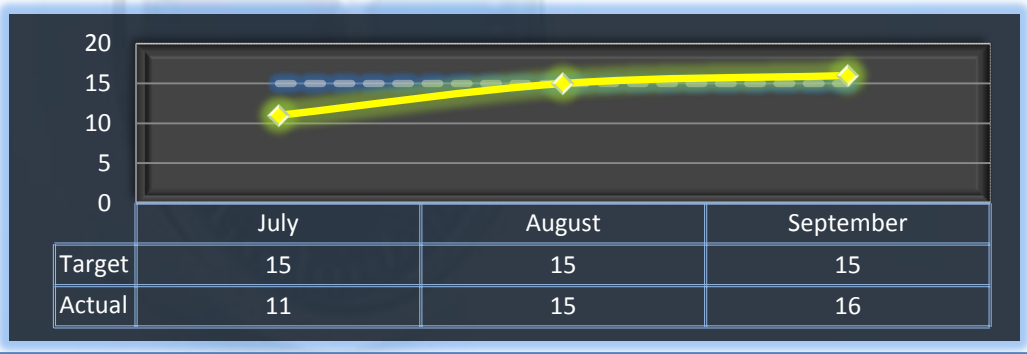
	July	August	September
Target	540	540	540
Actual	1013	1062	826

Probation Intake

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

Target: 15 Days

Q1 Average: 13 Days



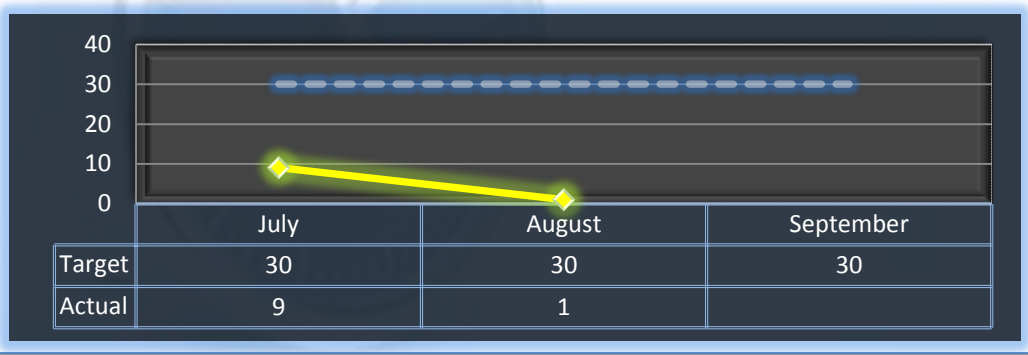
	July	August	September
Target	15	15	15
Actual	11	15	16

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: 30 Days

Q1 Average: 5 Days



	July	August	September
Target	30	30	30
Actual	9	1	