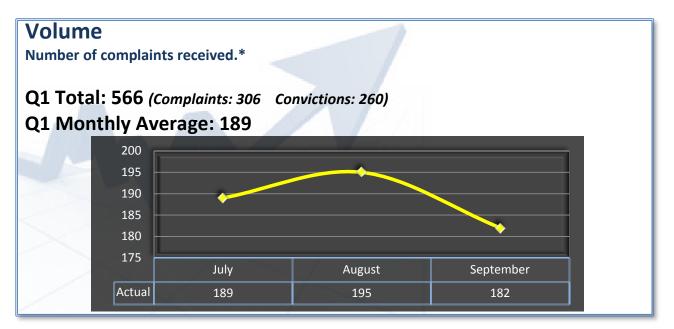
Department of Consumer Affairs California State Board of Pharmacy

Performance Measures

Q1 Report (July - Sept 2010)

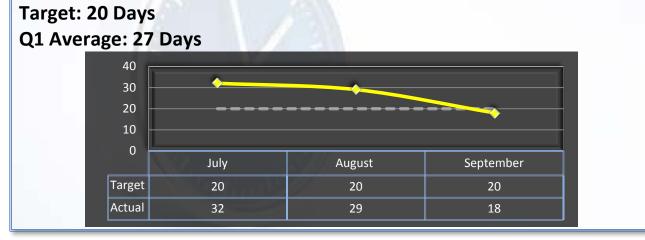
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.



Intake

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



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.

Target: 210 Days



Formal Discipline

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

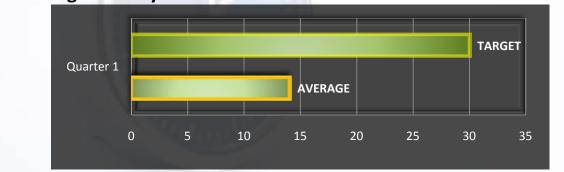
Target: 540 Days Q1 Average: 801 Days

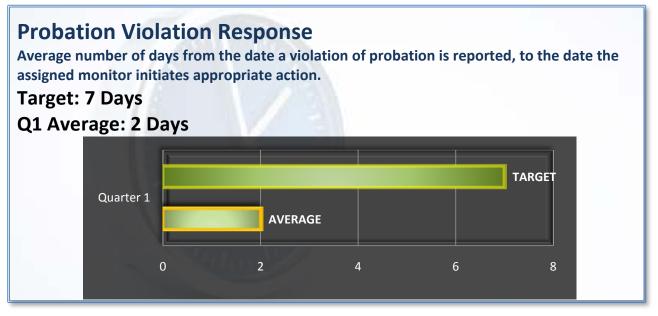
1000 800 600 400 200 0			
0	July	August	September
Target	540	540	540
Actual	860	771	907

Probation Intake

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

Target: 30 Days Q1 Average: 14 Days





Note: Due to the budget crisis, Board of Pharmacy currently has 24 enforcement unit vacancies which can not be filled. This has adversely affected enforcement cycle times.