*Department of Consumer Affairs*

# Board of Vocational Nursing & Psychiatric Technicians

# Performance Measures

## Q2 Report *(October - December 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.

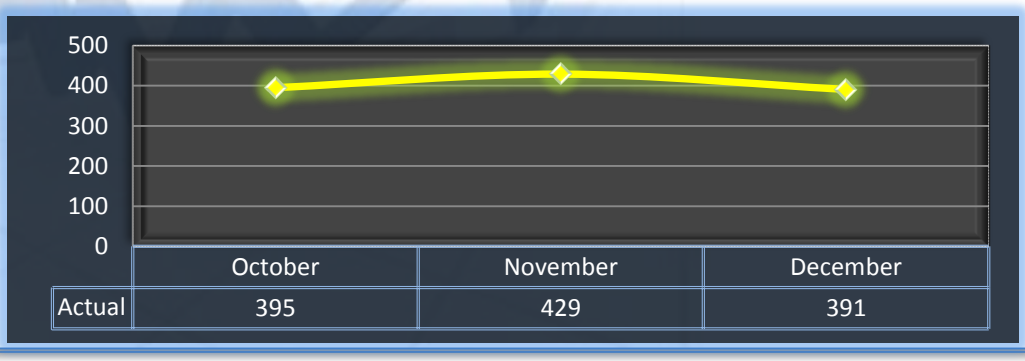
These measures will be posted publicly on a quarterly basis.

## Volume

**Number of complaints received.***

**Q2 Total: 1,215** *(174 complaints, 1,044 convictions)*

**Q2 Average: 405**

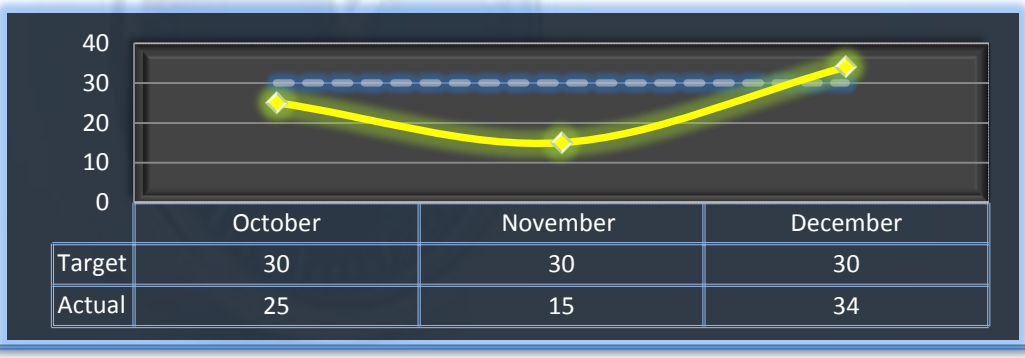



## Intake

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

**Target: 30 Days**

**Q2 Average: 25 Days**



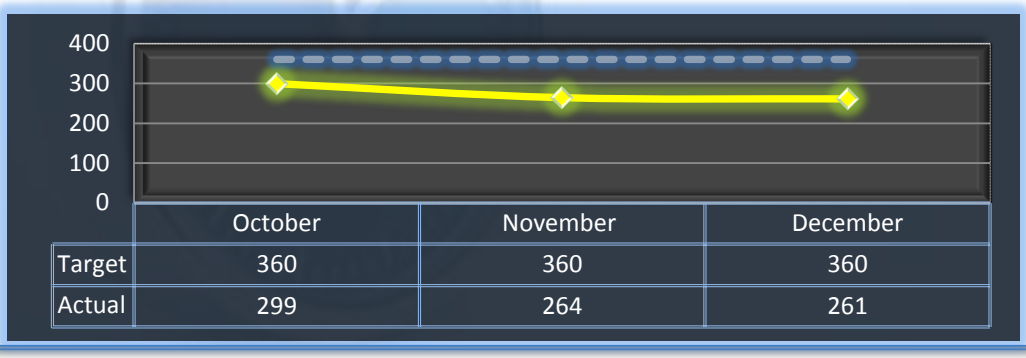

***"Complaints" in these measures include complaints, convictions, and arrest reports.**

## 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**

**Q2 Average: 276 Days**



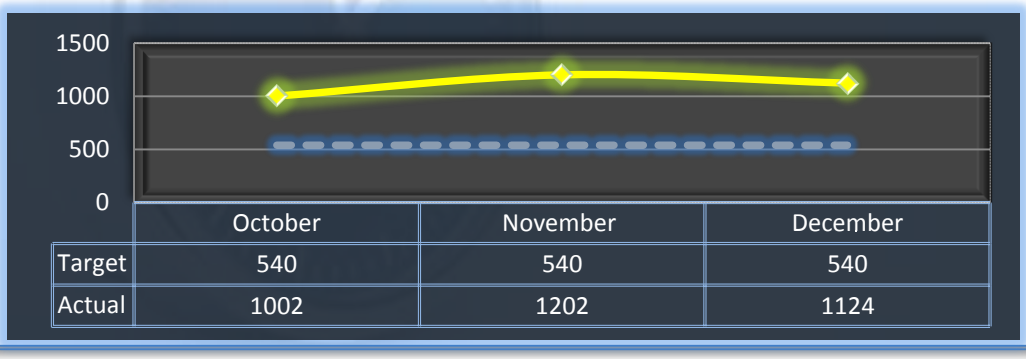

| | October | November | December |
|---|---|---|---|
| Target | 360 | 360 | 360 |
| Actual | 299 | 264 | 261 |

## 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**

**Q2 Average: 1118 Days**



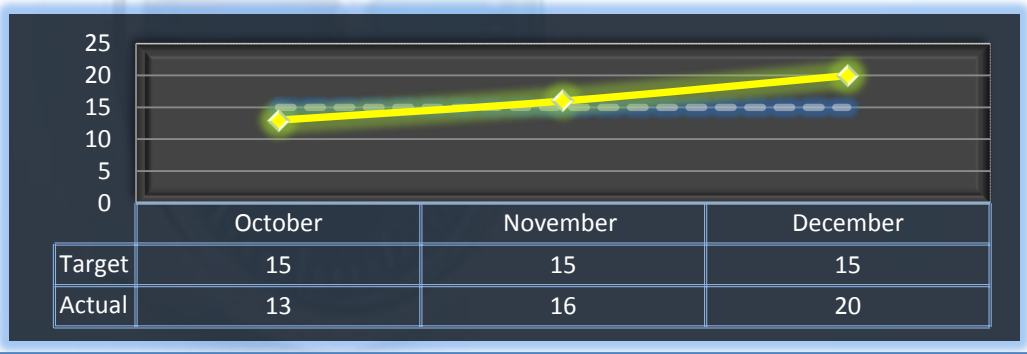

| | October | November | December |
|---|---|---|---|
| Target | 540 | 540 | 540 |
| Actual | 1002 | 1202 | 1124 |

## Probation Intake

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

**Target: 15 Days**

**Q2 Average: 17 Days**



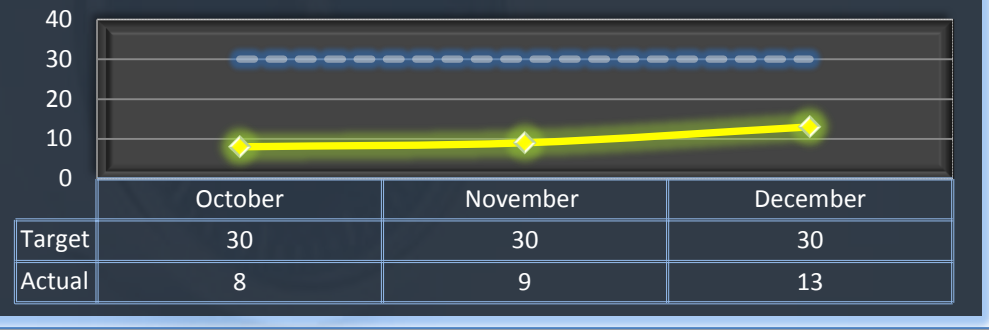

| | October | November | December |
|---|---|---|---|
| Target | 15 | 15 | 15 |
| Actual | 13 | 16 | 20 |

## 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**

**Q2 Average: 10 Days**




| | October | November | December |
|---|---|---|---|
| Target | 30 | 30 | 30 |
| Actual | 8 | 9 | 13 |