Department of Consumer Affairs

Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

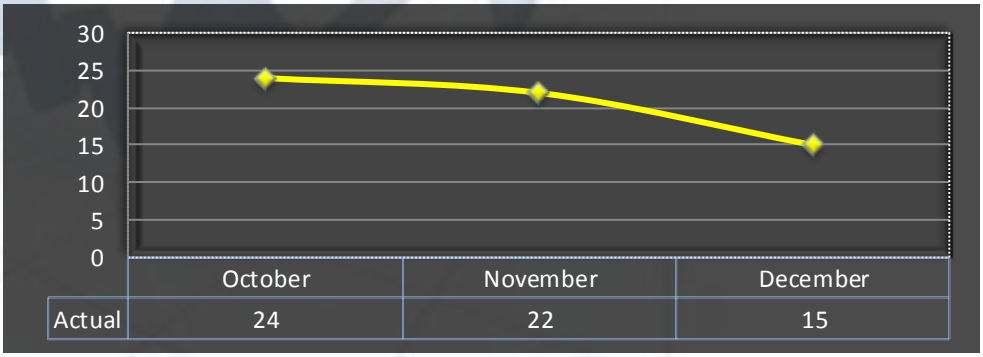
Volume

Number of complaints and convictions received.

Q2 Total: 61

Complaints: 49 Convictions: 12

Q2 Monthly Average: 20



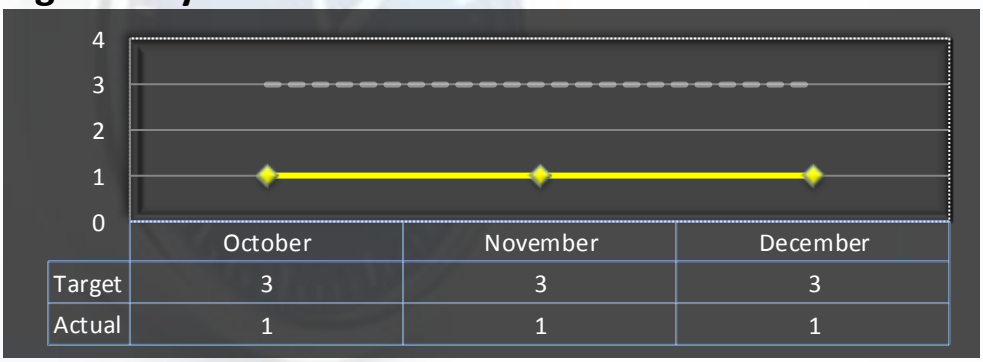
	October	November	December
Actual	24	22	15

Intake

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

Target: 3 Days

Q2 Average: 1 Day



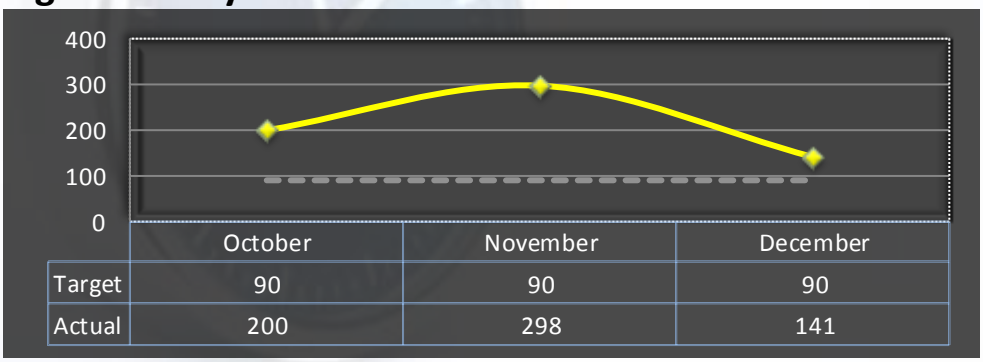
	October	November	December
Target	3	3	3
Actual	1	1	1

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

Q2 Average: 206 Days



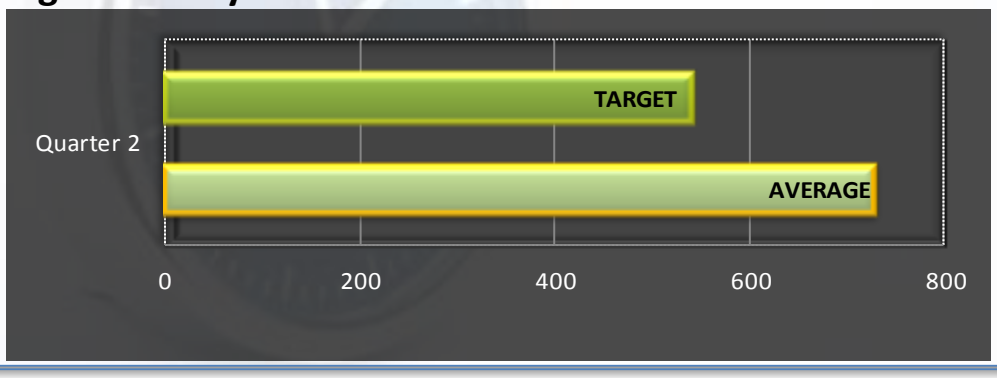
	October	November	December
Target	90	90	90
Actual	200	298	141

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

Q2 Average: 726 Days



Probation Intake

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

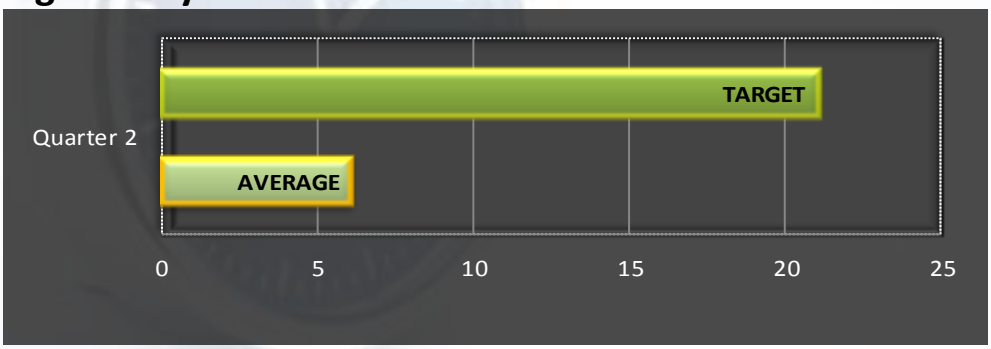
Target: 14 Days

Q2 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

Q2 Average: 6 Days