Department of Consumer Affairs

Acupuncture Board

Performance Measures

Q3 Report *(January - March 2011)*

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 will be posted publicly on a quarterly basis.

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

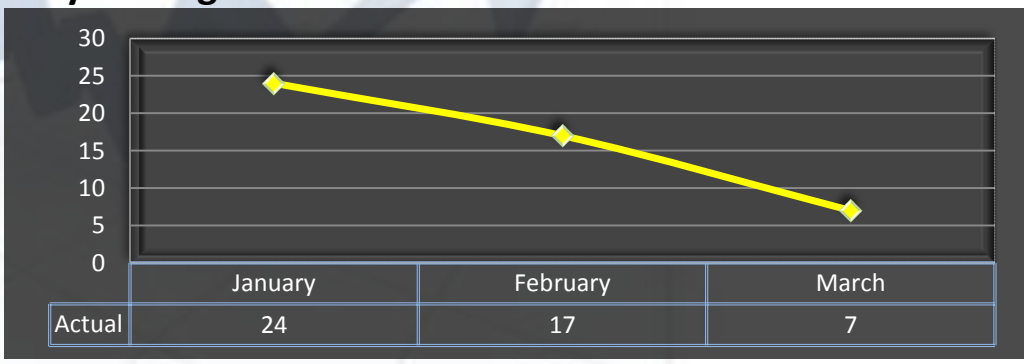
Volume

Number of complaints and convictions received.

Q3 Total: 48

Complaints: 27 Convictions: 21

Q3 Monthly Average: 16



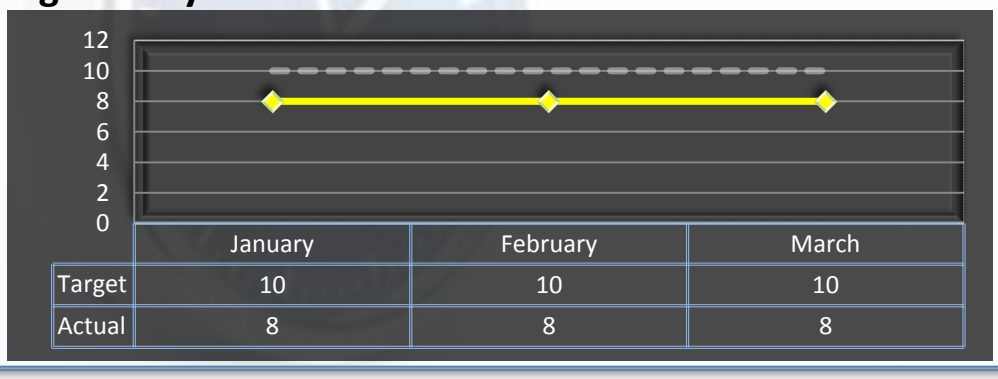
	January	February	March
Actual	24	17	7

Intake

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

Target: 10 Days

Q3 Average: 8 Days



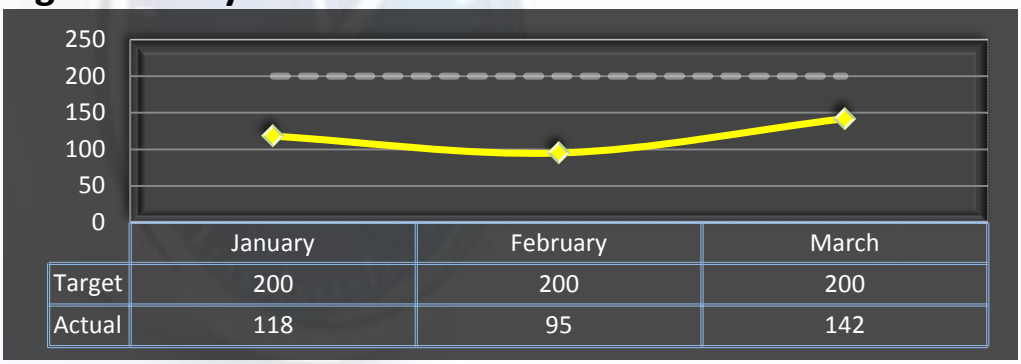
	January	February	March
Target	10	10	10
Actual	8	8	8

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: 200 Days

Q3 Average: 128 Days



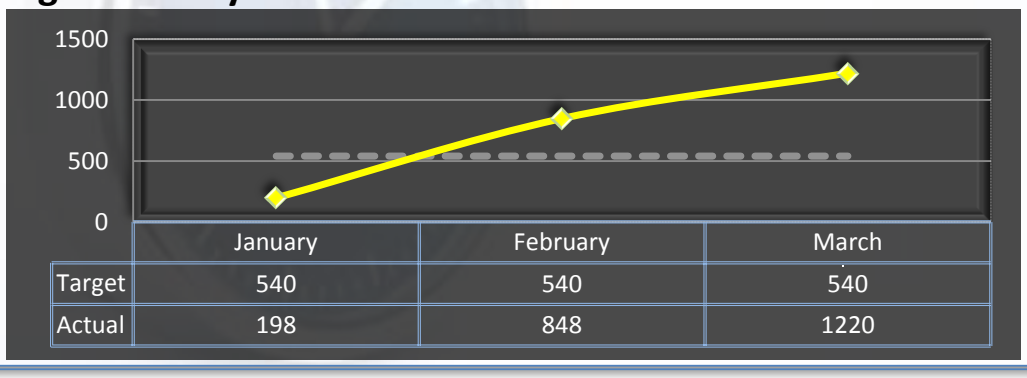
	January	February	March
Target	200	200	200
Actual	118	95	142

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

Q3 Average: 872 Days



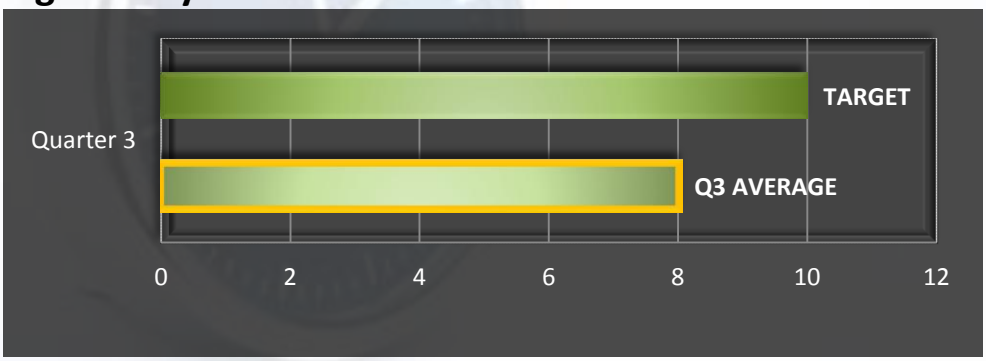
	January	February	March
Target	540	540	540
Actual	198	848	1220

Probation Intake

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

Target: 10 Days

Q3 Average: 8 Days

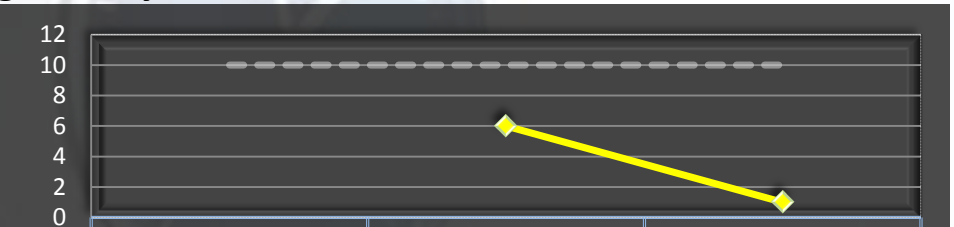


Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q3 Average: 4 Days



	January	February	March
Target	10	10	10
Actual		6	1