Department of Consumer Affairs

Board of Behavioral Sciences

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 at this time and will be released once sufficient data is available.

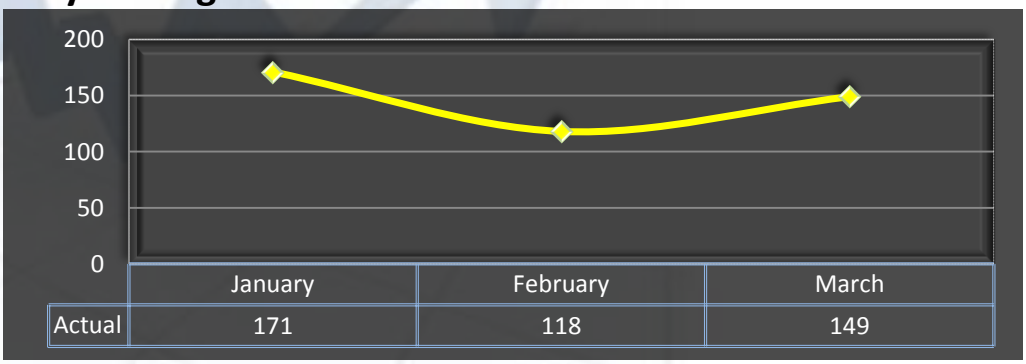
Volume

Number of complaints and convictions received.

Q3 Total: 438

Complaints: 210 Convictions: 228

Q3 Monthly Average: 146



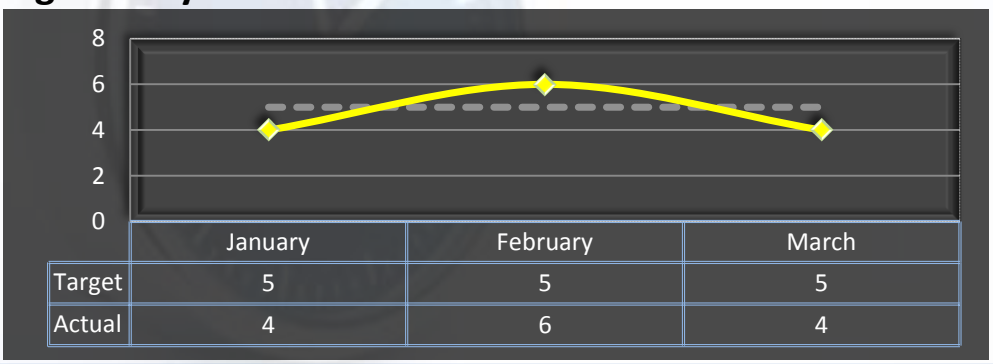
	January	February	March
Actual	171	118	149

Intake

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

Target: 5 Days

Q3 Average: 5 Days



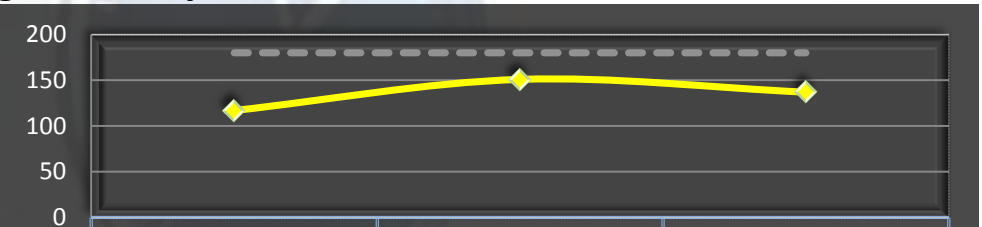
	January	February	March
Target	5	5	5
Actual	4	6	4

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: 180 Days

Q3 Average: 132 Days



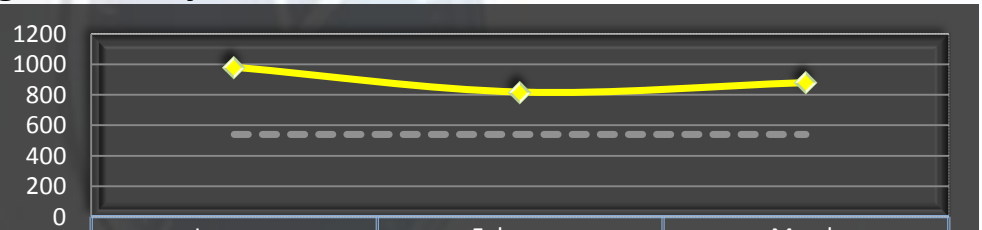
	January	February	March
Target	180	180	180
Actual	117	151	137

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

Target: 540 Days

Q3 Average: 896 Days



	January	February	March
Target	540	540	540
Actual	981	818	880

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: 1 Days

	January	February	March
Target	10	10	10
Actual	1	2	1

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: 7 Days

Q3 Average: N/A

The Board did not handle any probation violations this quarter.

Note: *Cycle times are affected by the current hiring freeze and are subject to outside agencies workload and staffing constraints.*