*Department of Consumer Affairs*

# Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

## Performance Measures

### Q3 Report *(January - March 2011)*

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.

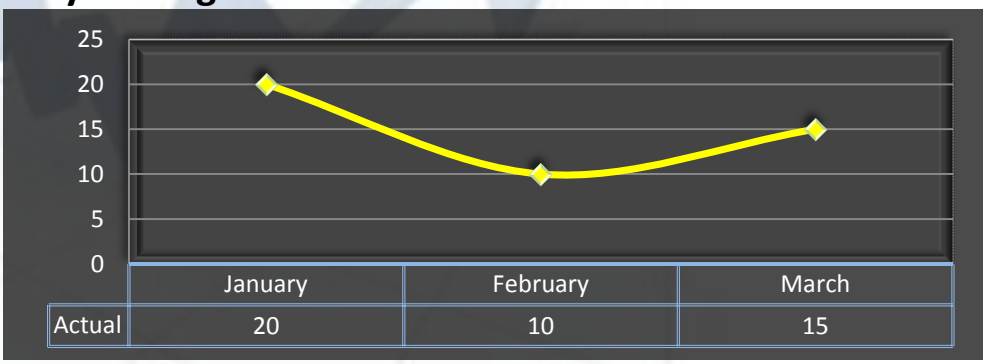
## Volume

**Number of complaints and convictions received.**

**Q3 Total: 45**

***Complaints: 37 Convictions: 8***

**Q3 Monthly Average: 15**

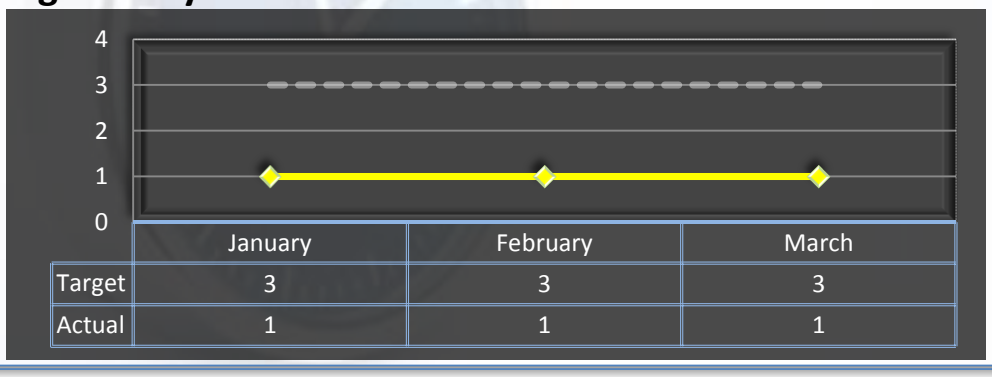



## Intake

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

**Target: 3 Days**

**Q3 Average: 1 Day**

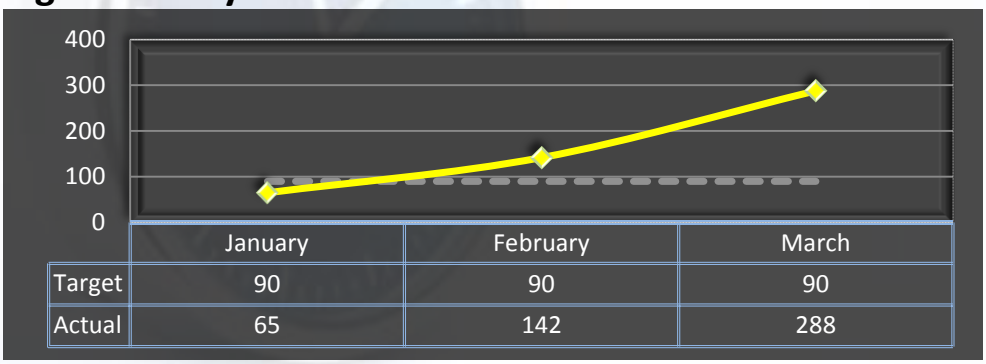


## Intake & Investigation

**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**

**Q3 Average: 260 Days**



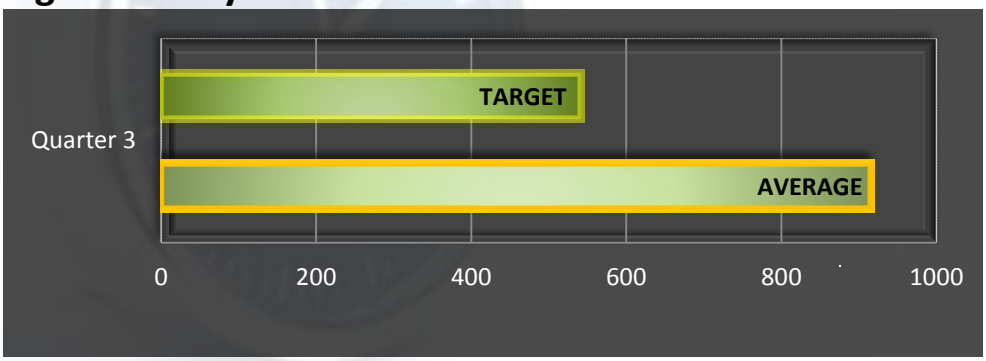

| | January | February | March |
|---|---|---|---|
| Target | 90 | 90 | 90 |
| Actual | 65 | 142 | 288 |

## 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: 915 Days**




## Probation Intake

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

**Target: 14 Days**

**Q3 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**

**Q3 Average: N/A**

*The Board did not handle any probation violations this quarter.*