*Department of Consumer Affairs*

# Board of Vocational Nursing & Psychiatric Technicians

# Performance Measures

## Q1 Report *(July – September 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.

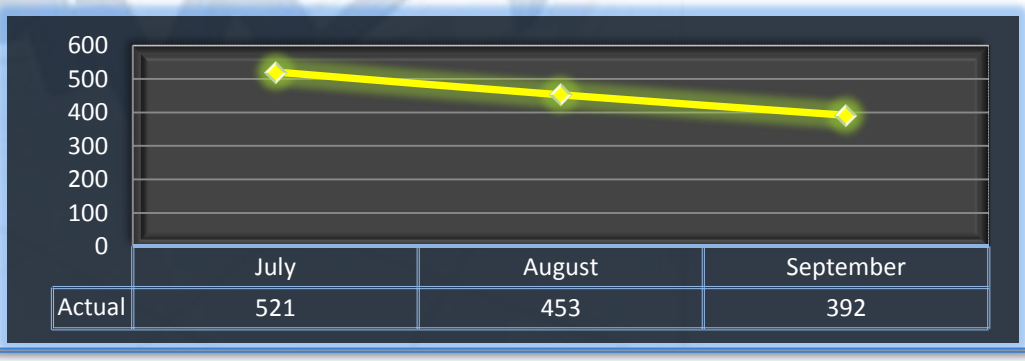
These measures will be posted publicly on a quarterly basis.

## Volume

**Number of complaints received.***

**Q1 Total: 1,366**

**Q1 Average: 455**



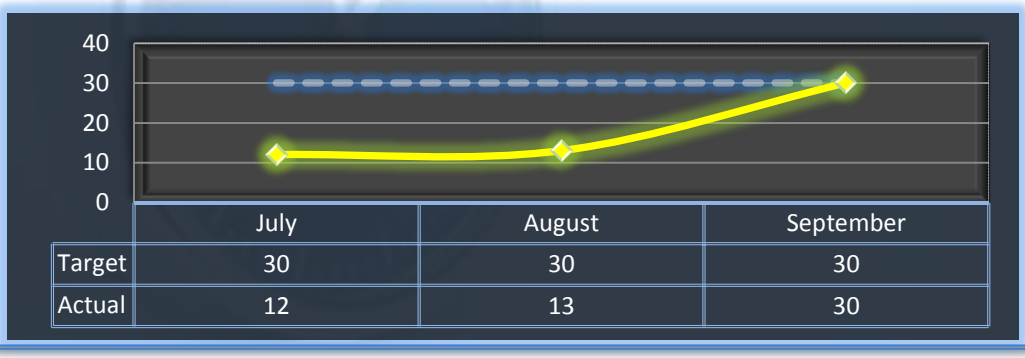

| | July | August | September |
|---|---|---|---|
| Actual | 521 | 453 | 392 |

## Intake

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

**Target: 30 Days**

**Q1 Average: 17 Days**




| | July | August | September |
|---|---|---|---|
| Target | 30 | 30 | 30 |
| Actual | 12 | 13 | 30 |

***"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**

**Q1 Average: 243 Days**

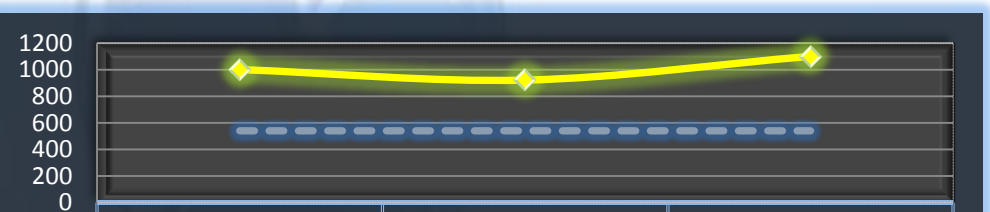
| | July | August | September |
|---|---|---|---|
| Target | 360 | 360 | 360 |
| Actual | 246 | 283 | 208 |

## 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**

**Q1 Average: 971 Days**



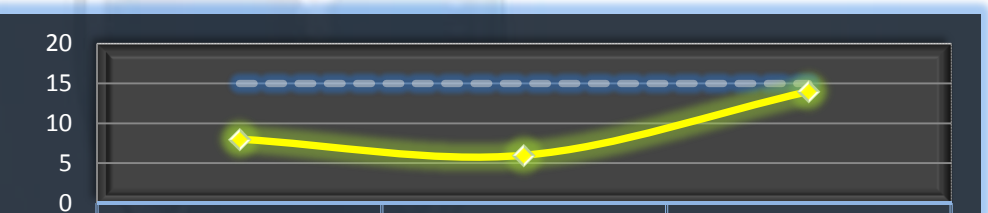

| | July | August | September |
|---|---|---|---|
| Target | 540 | 540 | 540 |
| Actual | 1002 | 922 | 1101 |

## Probation Intake

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

**Target: 15 Days**

**Q1 Average: 9 Days**




| | July | August | September |
|---|---|---|---|
| Target | 15 | 15 | 15 |
| Actual | 8 | 6 | 14 |