Department of Consumer Affairs

Dental Hygiene
Committee of California

Performance Measures

Q1 Report *(July - September 2011)*

To ensure stakeholders can review the Committee'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.

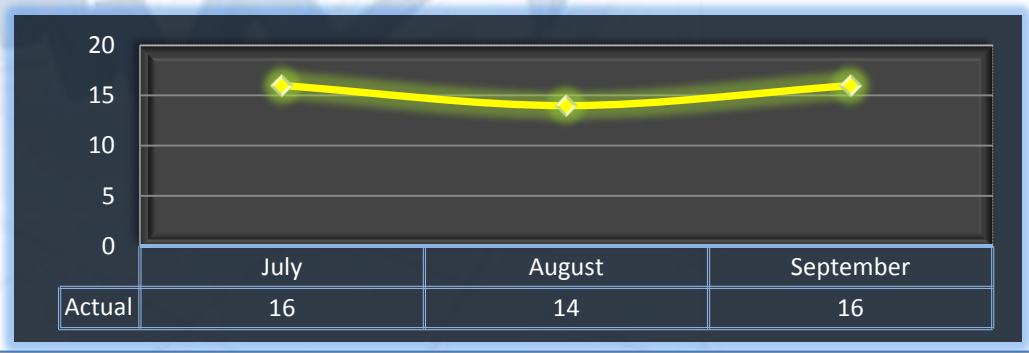
Volume

Number of complaints and convictions received.

Q1 Total: 46

Complaints: 2 Convictions: 44

Q1 Monthly Average: 15



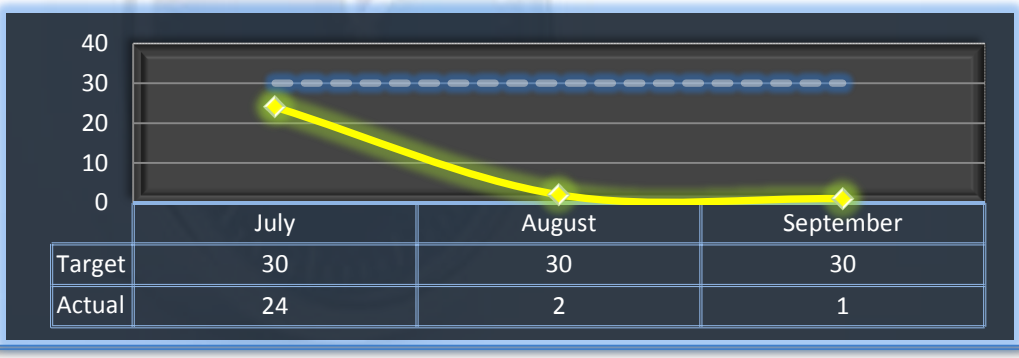
	July	August	September
Actual	16	14	16

Intake

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

Target: 30 Days

Q1 Average: 11 Days



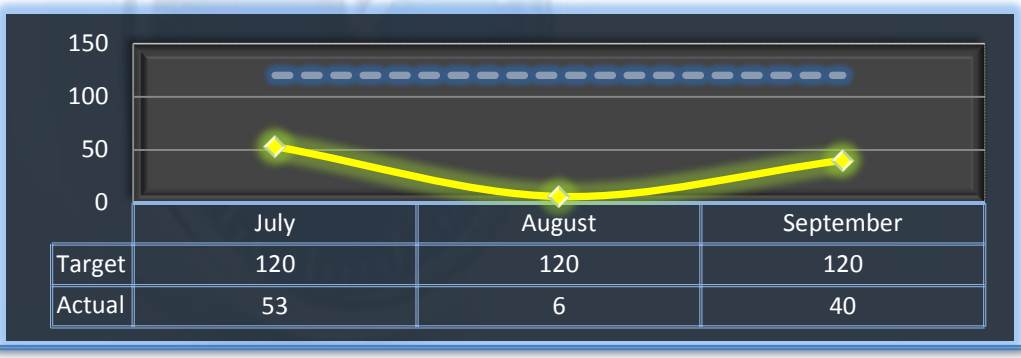
	July	August	September
Target	30	30	30
Actual	24	2	1

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: 120 Days

Q1 Average: 44 Days



	July	August	September
Target	120	120	120
Actual	53	6	40

Formal Discipline

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

Target: 540 Days

Q1 Average: N/A

The Committee did not close any disciplinary cases this quarter.

Probation Intake

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

Target: 10 Days

Q1 Average: N/A

The Committee did not contact any new probationers 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: 10 Days

Q1 Average: N/A

The Committee did not handle any probation violations this quarter.