*Department of Consumer Affairs*

# Board of Behavioral Sciences

# Performance Measures

## Q2 Report *(October - December 2011)*

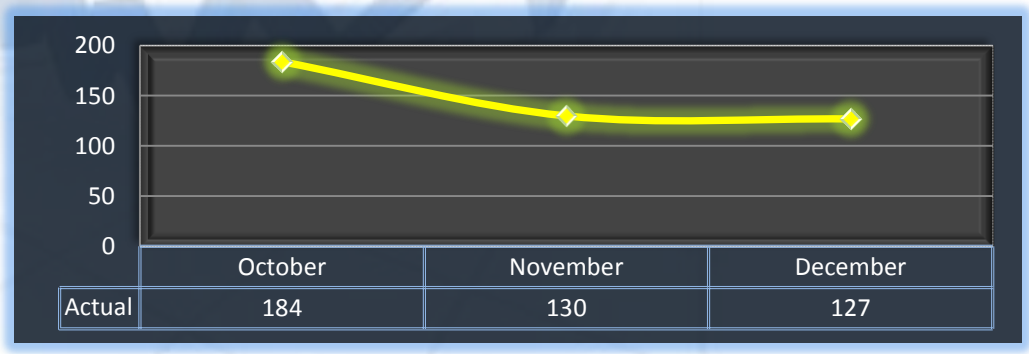
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

## Volume

**Number of complaints and convictions received.**

**Q2 Total: 441**

**Q2 Monthly Average: 147**



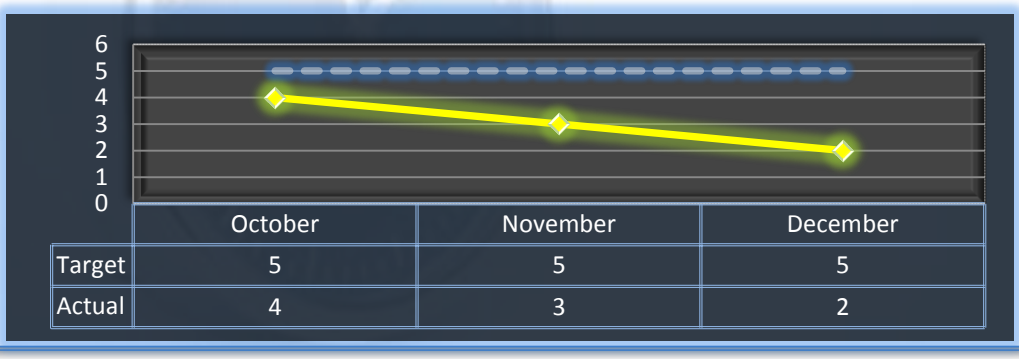

| | October | November | December |
|---|---|---|---|
| Actual | 184 | 130 | 127 |

## Intake

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

**Target: 5 Days**

**Q2 Average: 3 Days**



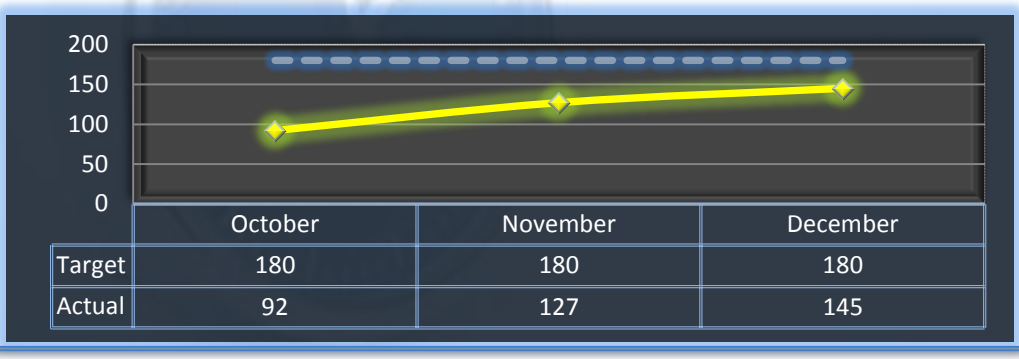

| | October | November | December |
|---|---|---|---|
| Target | 5 | 5 | 5 |
| Actual | 4 | 3 | 2 |

## 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**

**Q2 Average: 120 Days**



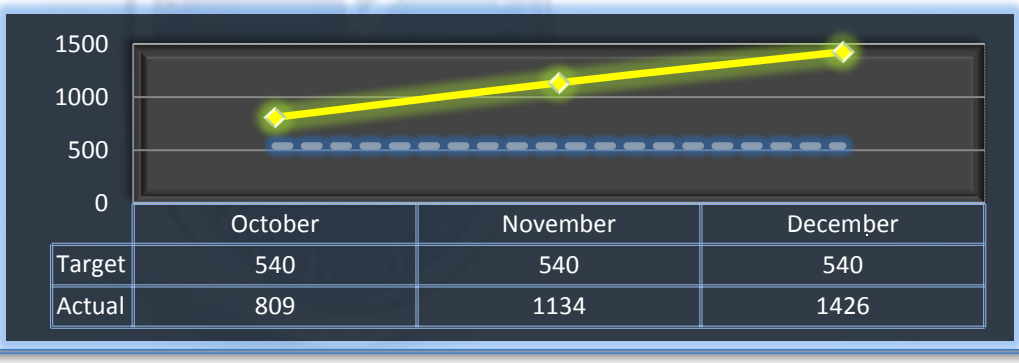

| | October | November | December |
|---|---|---|---|
| Target | 180 | 180 | 180 |
| Actual | 92 | 127 | 145 |

## 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**

**Q2 Average: 960 Days**



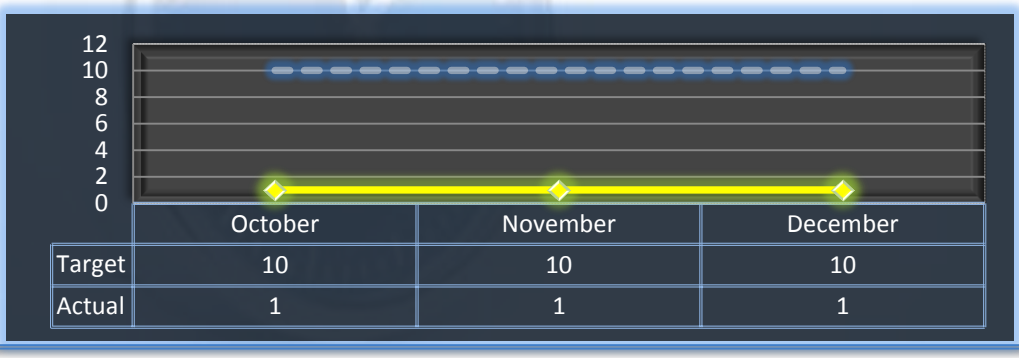

| | October | November | December |
|---|---|---|---|
| Target | 540 | 540 | 540 |
| Actual | 809 | 1134 | 1426 |

## Probation Intake

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

**Target: 10 Days**

**Q2 Average: 1 Day**




| | October | November | December |
|---|---|---|---|
| Target | 10 | 10 | 10 |
| Actual | 1 | 1 | 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**

**Q2 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.*