Department of Consumer Affairs

Board of Vocational Nursing & Psychiatric Technicians

Performance Measures

Q2 Report *(October - December 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.

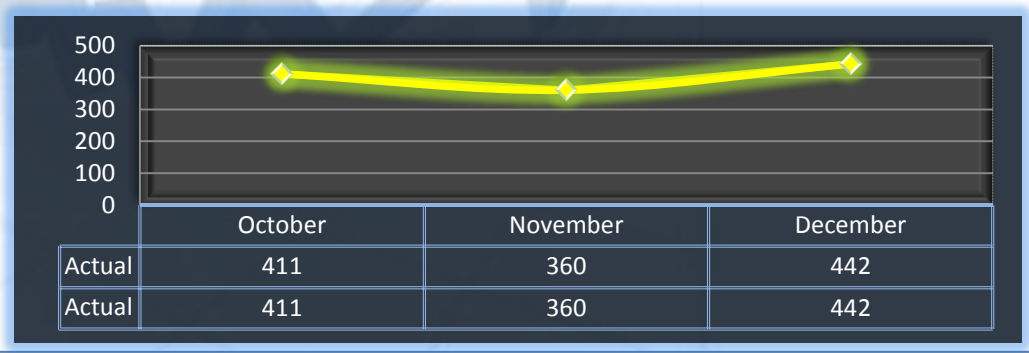
Volume

Number of complaints and convictions received.

Q2 Total: 1,213

Complaints: 124 Convictions: 1,089

Q2 Monthly Average: 404



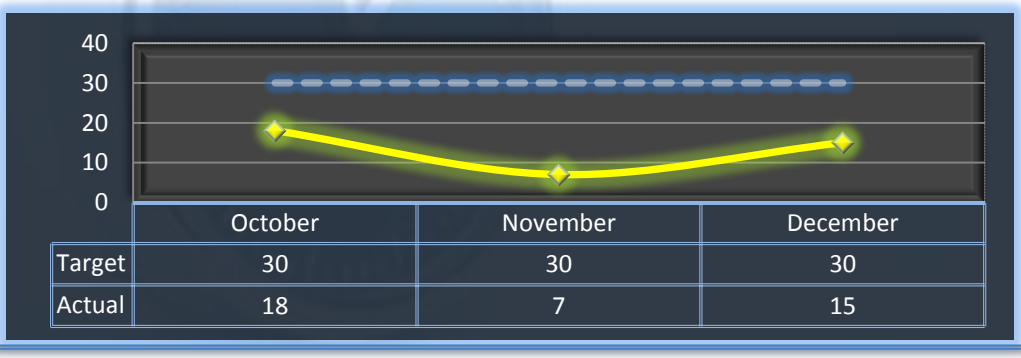
	October	November	December
Actual	411	360	442
Actual	411	360	442

Intake

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

Target: 30 Days

Q2 Average: 14 Days



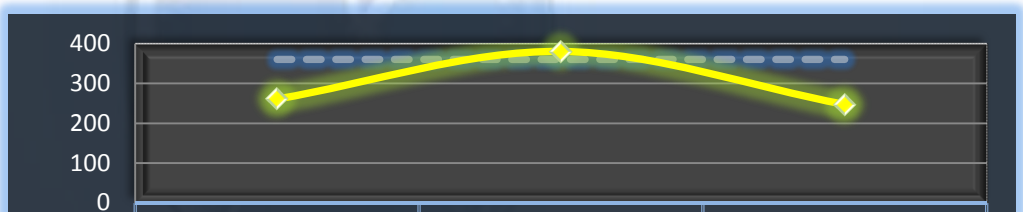
	October	November	December
Target	30	30	30
Actual	18	7	15

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

Q2 Average: 296 Days



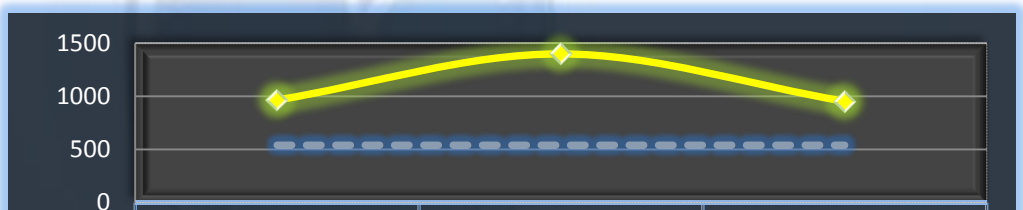
	October	November	December
Target	360	360	360
Actual	261	380	247

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

Q2 Average: 1095 Days



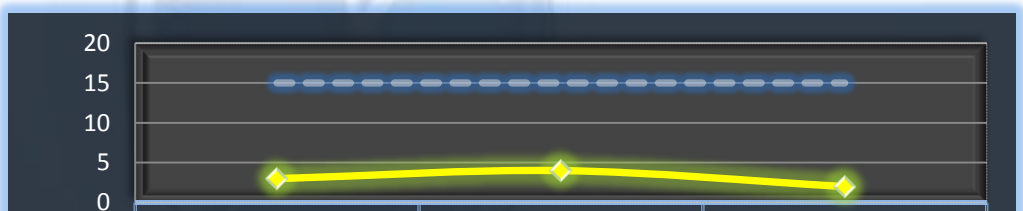
	October	November	December
Target	540	540	540
Actual	964	1399	953

Probation Intake

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

Target: 15 Days

Q2 Average: 3 Days



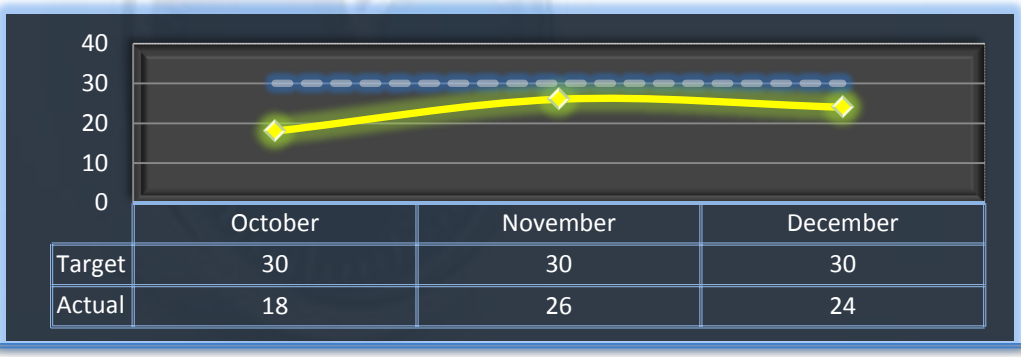
	October	November	December
Target	15	15	15
Actual	3	4	2

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: 30 Days

Q2 Average: 23 Days



	October	November	December
Target	30	30	30
Actual	18	26	24