Department of Consumer Affairs

California State Board of Pharmacy

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.

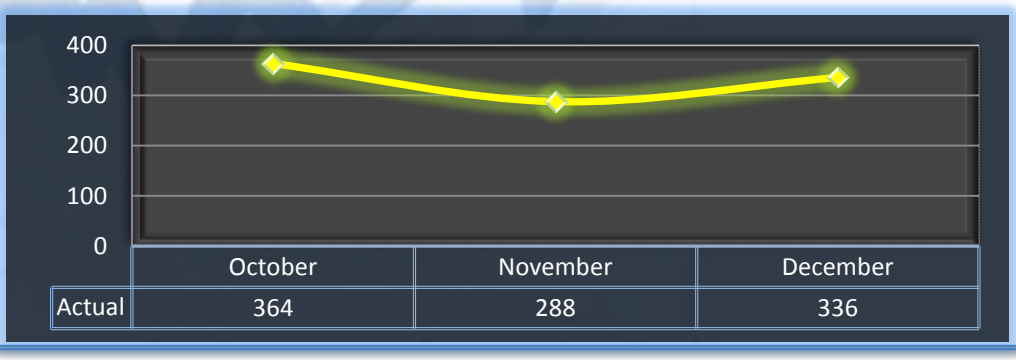
Volume

Number of complaints and convictions received.

Q2 Total: 988

Complaints: 393 Convictions: 595

Q2 Monthly Average: 329



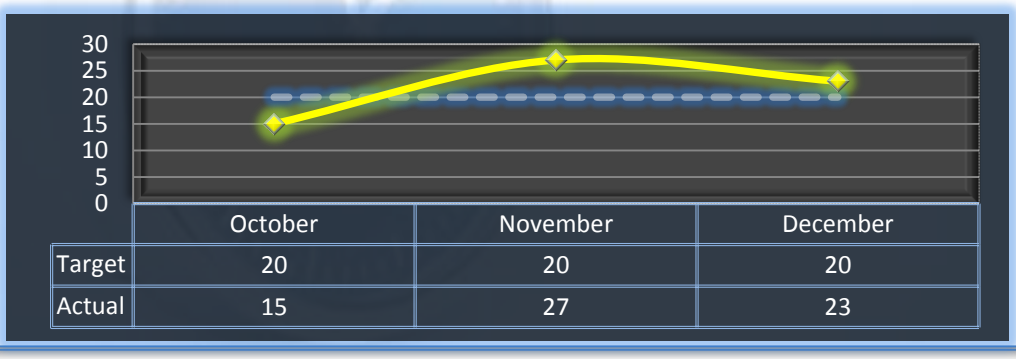
	October	November	December
Actual	364	288	336

Intake

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

Target: 20 Days

Q2 Average: 22 Days



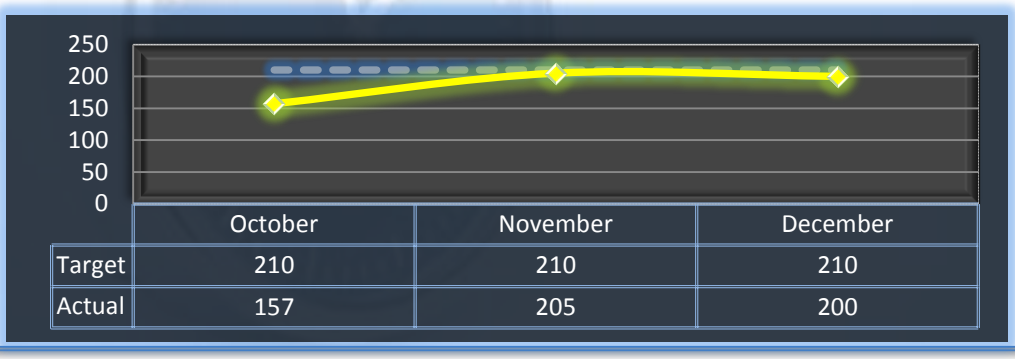
	October	November	December
Target	20	20	20
Actual	15	27	23

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: 210 Days

Q2 Average: 192 Days



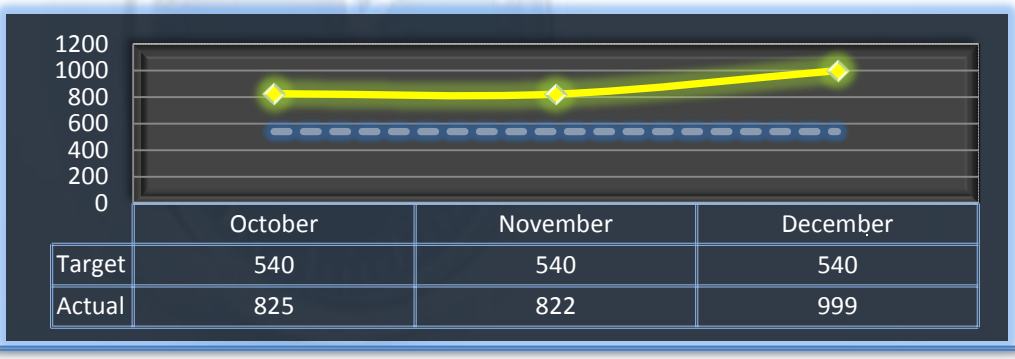
	October	November	December
Target	210	210	210
Actual	157	205	200

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: 862 Days



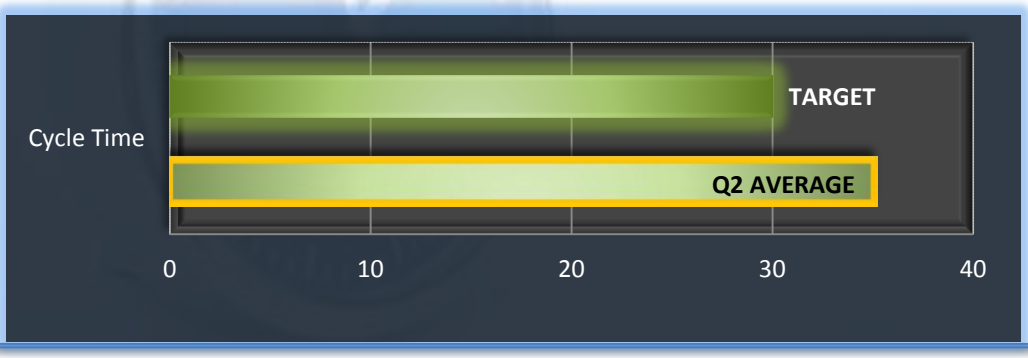
	October	November	December
Target	540	540	540
Actual	825	822	999

Probation Intake

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

Target: 30 Days

Q2 Average: 35 Days

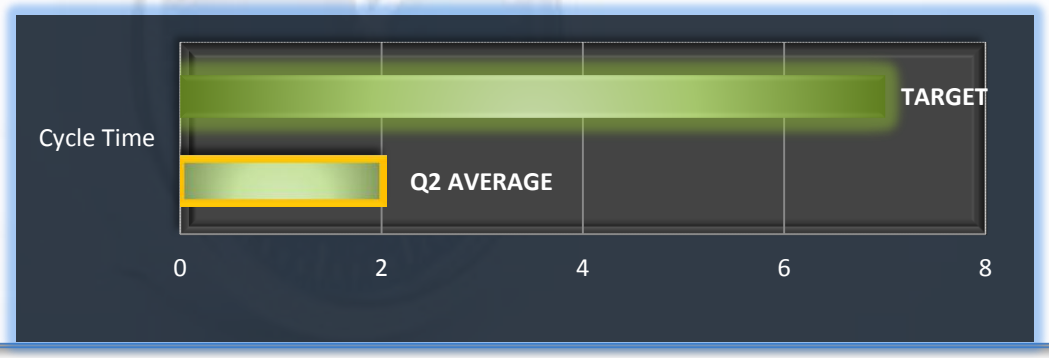


Probation Violation Response

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: 2 Days



Note: Due to the budget crisis, Board of Pharmacy currently has 24 enforcement unit vacancies which cannot be filled. This has adversely affected enforcement cycle times.