Department of Consumer Affairs

Board of Vocational Nursing & Psychiatric Technicians

Performance Measures

Q3 Report *(January - March 2012)*

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.

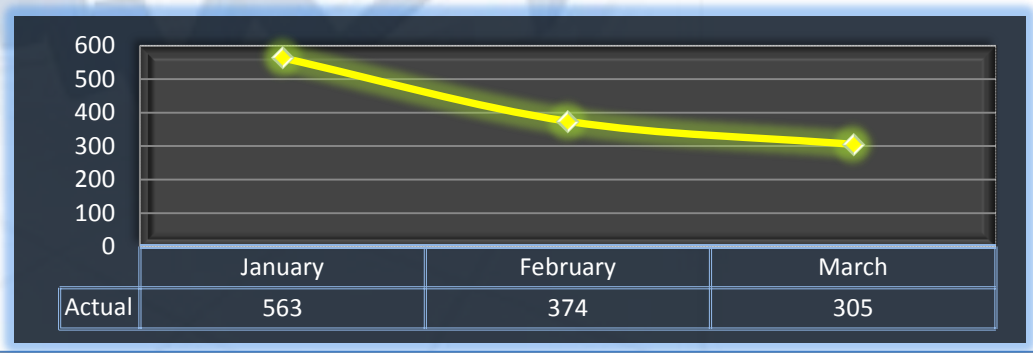
Volume

Number of complaints and convictions received.

Q3 Total: 1,242

Complaints: 178 Convictions: 1,064

Q3 Monthly Average: 414



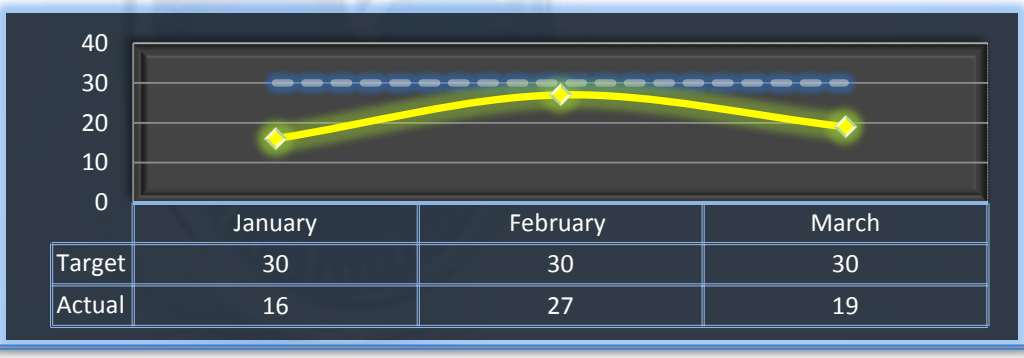
	January	February	March
Actual	563	374	305

Intake

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

Target: 30 Days

Q3 Average: 20 Days



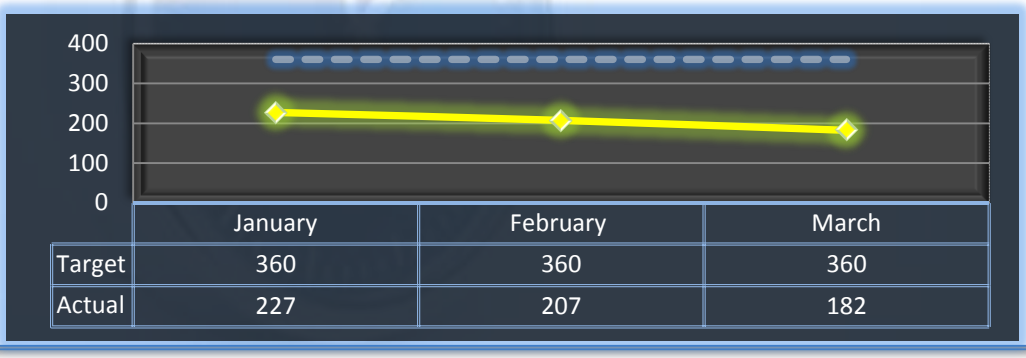
	January	February	March
Target	30	30	30
Actual	16	27	19

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

Q3 Average: 204 Days



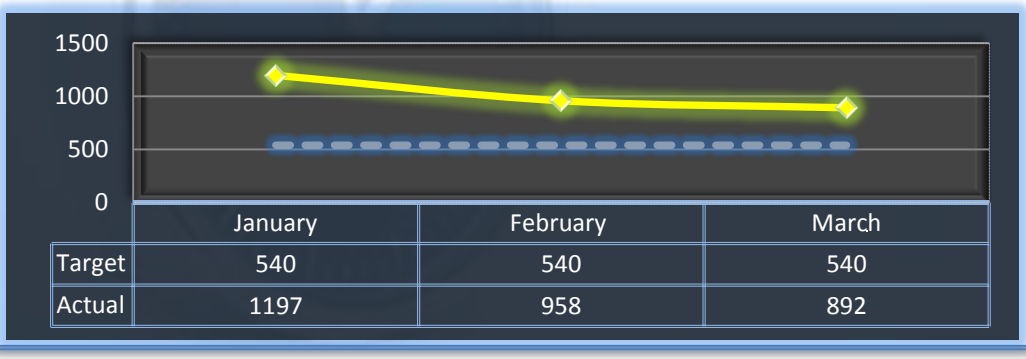
	January	February	March
Target	360	360	360
Actual	227	207	182

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

Q3 Average: 1,006 Days



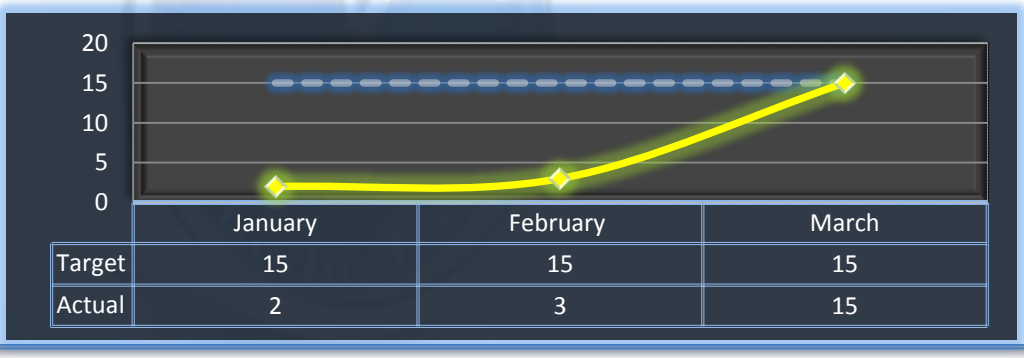
	January	February	March
Target	540	540	540
Actual	1197	958	892

Probation Intake

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

Target: 15 Days

Q3 Average: 5 Days



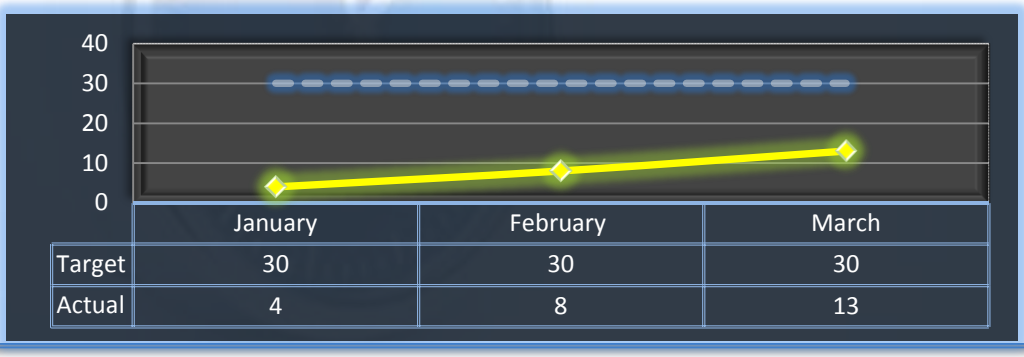
	January	February	March
Target	15	15	15
Actual	2	3	15

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

Q3 Average: 7 Days



	January	February	March
Target	30	30	30
Actual	4	8	13