Department of Consumer Affairs

California Board of Accountancy

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.

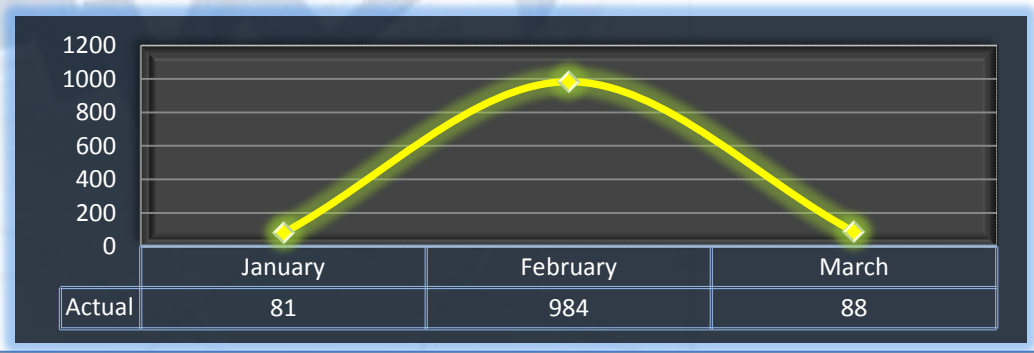
Volume*

Number of complaints and convictions received.

Q3 Total: 1,153

Complaints: 1,122 Convictions: 31

Q3 Monthly Average: 384

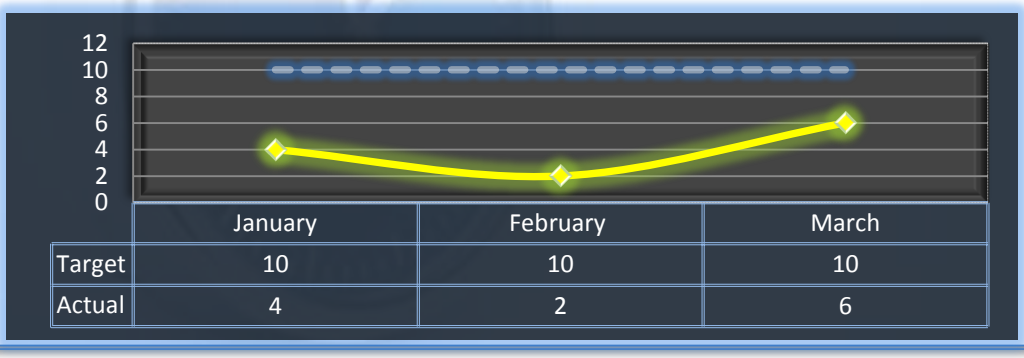


Intake

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

Target: 10 Days

Q3 Average: 4 Days



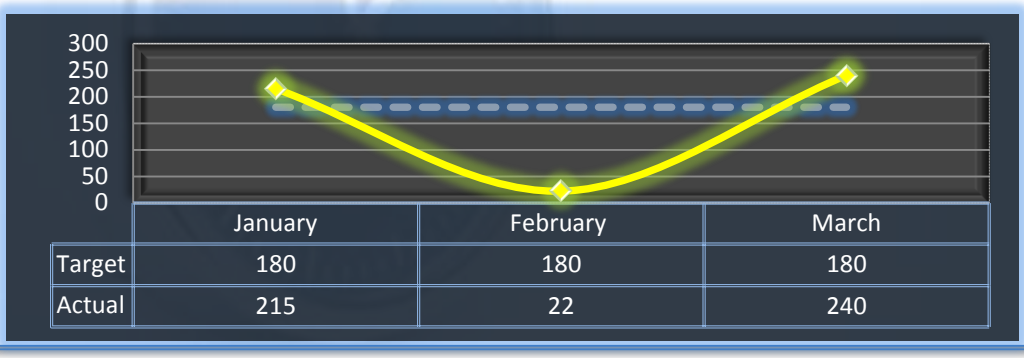
**The increased number in the CBA's volume of complaints and convictions received reflects an additional 872 internal complaints that were opened in February 2012 for licensees who failed to respond to CBA peer review notification letters.*

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

Q3 Average: 159 Days



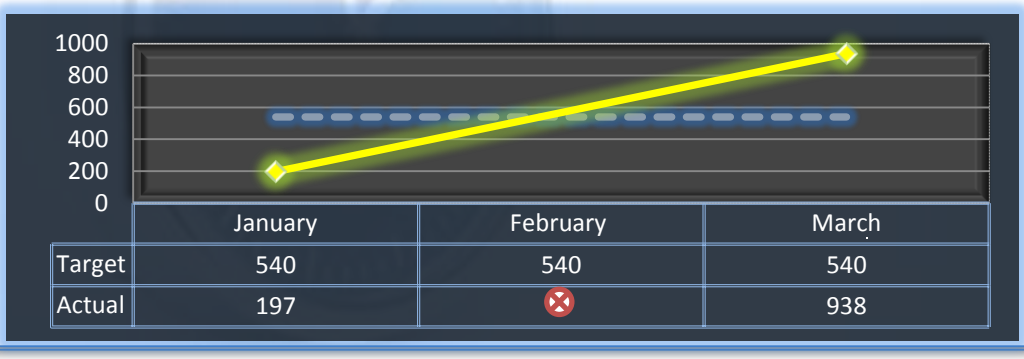
	January	February	March
Target	180	180	180
Actual	215	22	240

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: 753 Days



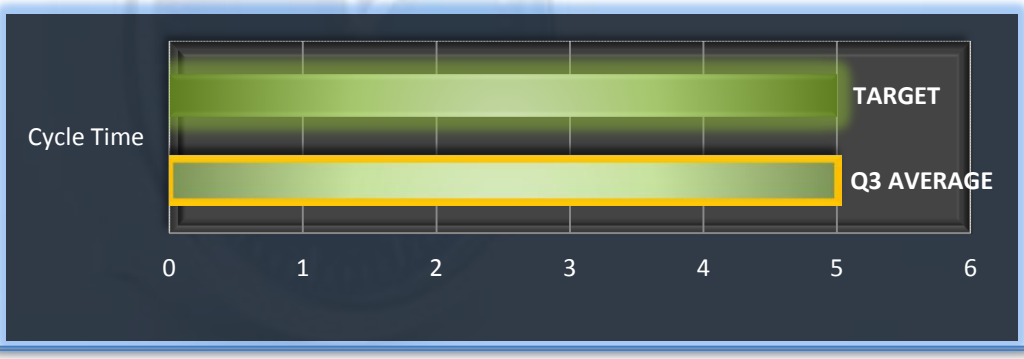
	January	February	March
Target	540	540	540
Actual	197		938

Probation Intake

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

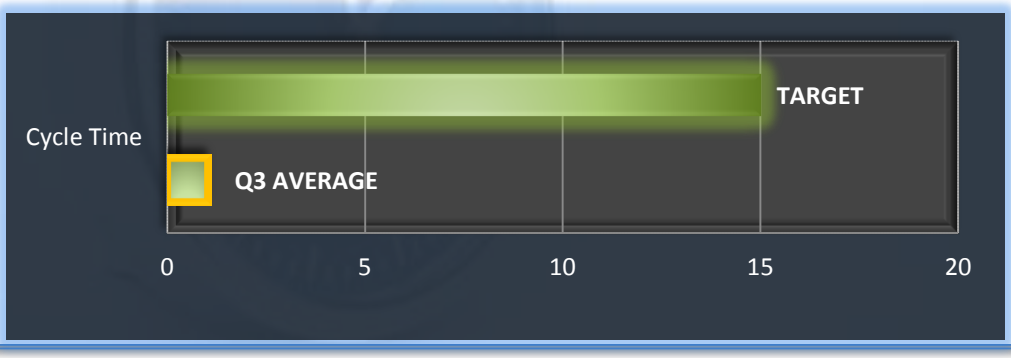
Target: 5 Days

Q3 Average: 5 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: 15 Days

Q3 Average: 1 Day