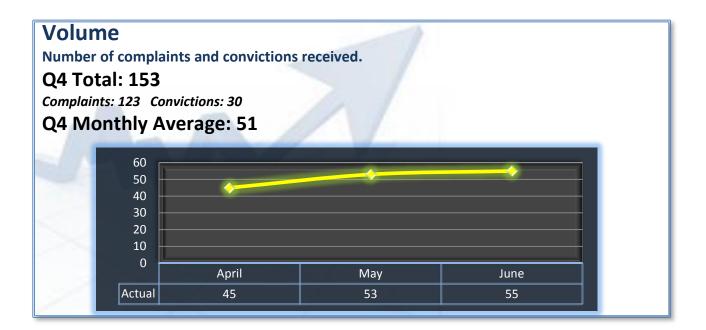
# Department of Consumer Affairs Board of Occupational Therapy

## **Performance Measures**

#### Q4 Report (April - June 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.

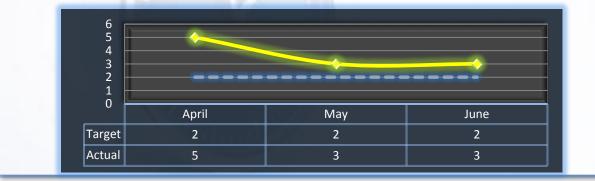


#### Intake

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

Target: 2 Days

Q4 Ave	rage: 4	Days
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#### Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does <u>not</u> include cases sent to the Attorney General or other forms of formal discipline.

#### Target: 270 Days Q4 Average: 74 Days

30 25 20 15 10 5					
	0 April	May	June		
Tar	get 270	270	270		
Act	ual 72	67	83		

#### **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 Q4 Average: 559 Days



### **Probation Intake**

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

#### Target: 10 Days Q4 Average: 1 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: 10 Days**

Q4 Average: 4 Days

12 10 8 6 4 2 0			
	April	May	June
Target	10	10	10
Actual	3	6	2