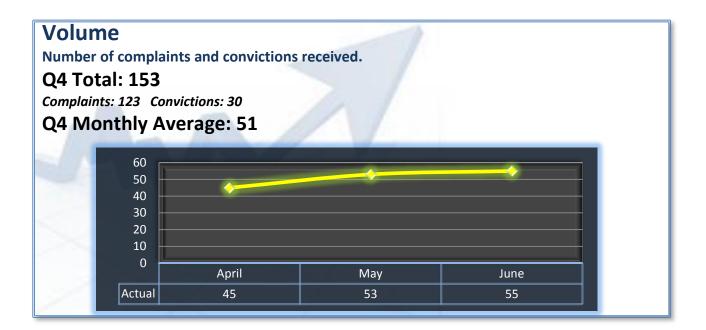
Department of Consumer Affairs Board of Occupational Therapy

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.

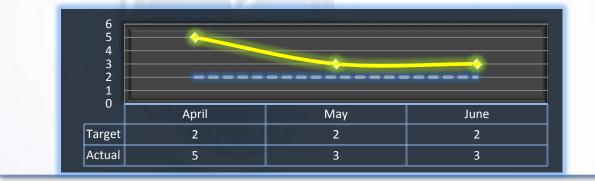


Intake

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.

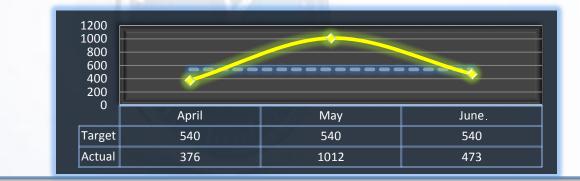
Target: 270 Days Q4 Average: 74 Days

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)

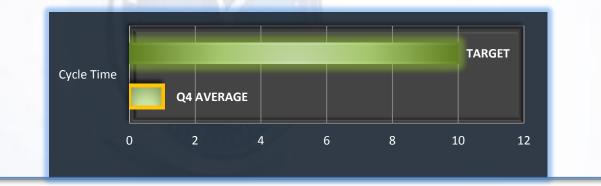
Target: 540 Days Q4 Average: 559 Days



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