Department of Consumer Affairs

Dental Board of California

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.

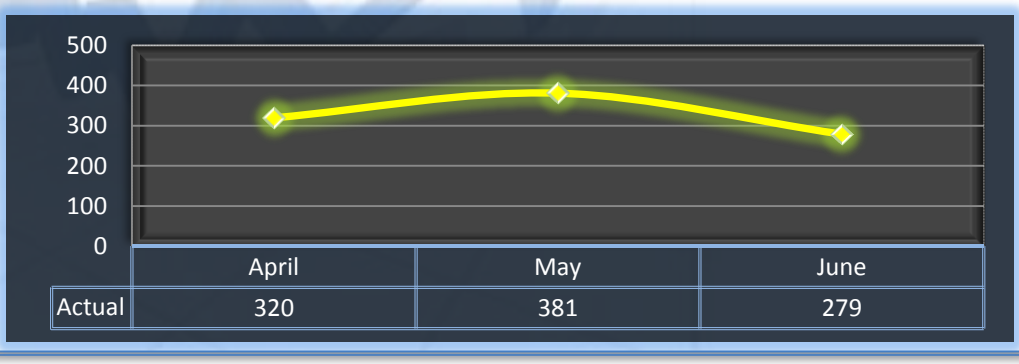
Volume

Number of complaints and convictions received.

Q4 Total: 980

Complaints: 660 Convictions: 320

Q4 Monthly Average: 327



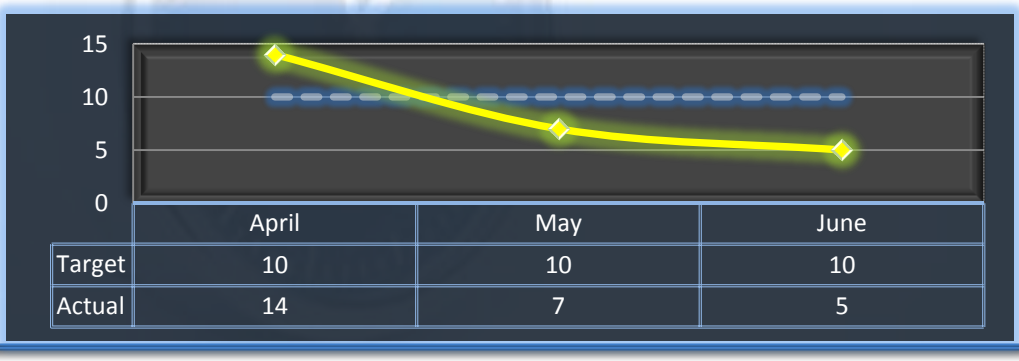
	April	May	June
Actual	320	381	279

Intake

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

Target: 10 Days

Q4 Average: 8 Days



	April	May	June
Target	10	10	10
Actual	14	7	5

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: 270 Days

Q4 Average: 152 Days

	April	May	June
Target	270	270	270
Actual	165	150	141

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: 758 Days

	April	May	June.
Target	540	540	540
Actual	928	521	880

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: 13 Days

	April	May	June
Target	10	10	10
Actual	7	12	21

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: 253 Days

	April	May	June
Target	10	10	10
Actual	121	141	496