Department of Consumer Affairs

Speech-Language Pathology Audiology & Hearing Aid Dispensers Board

Performance Measures

Q4 Report *(April - June 2012)*

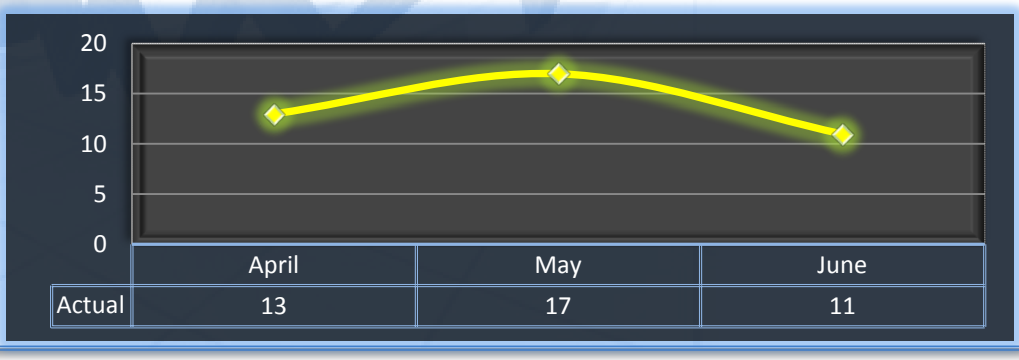
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints and convictions received.

Q4 Total: 41

Q4 Monthly Average: 14



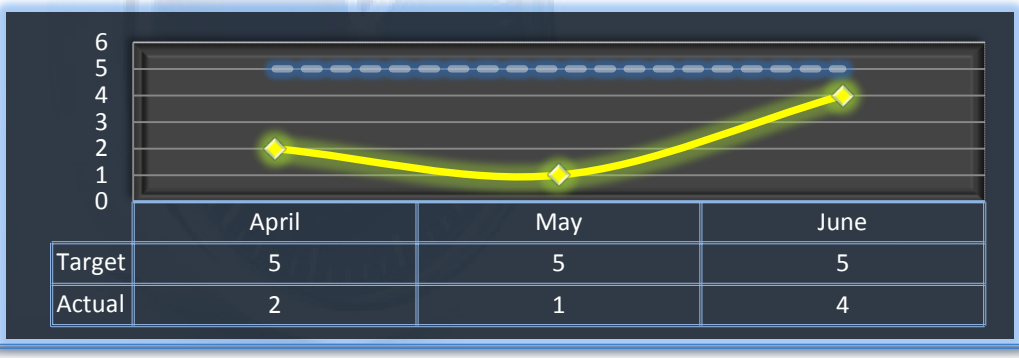
	April	May	June
Actual	13	17	11

Intake

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

Target: 5 Days

Q4 Average: 3 Days



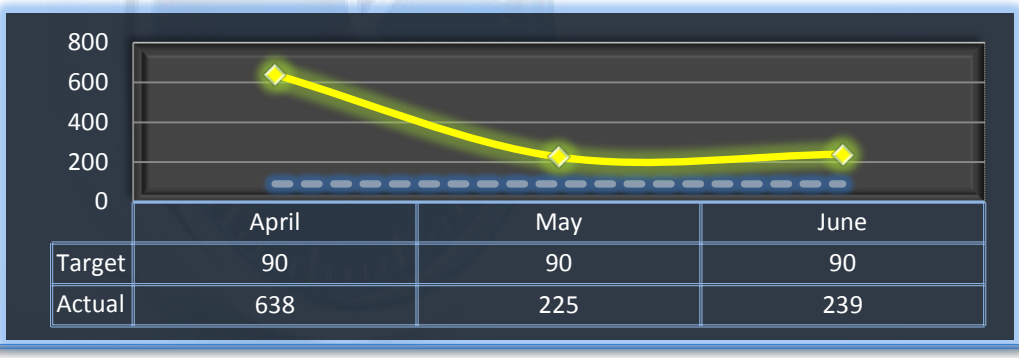
	April	May	June
Target	5	5	5
Actual	2	1	4

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: 90 Days

Q4 Average: 262 Days



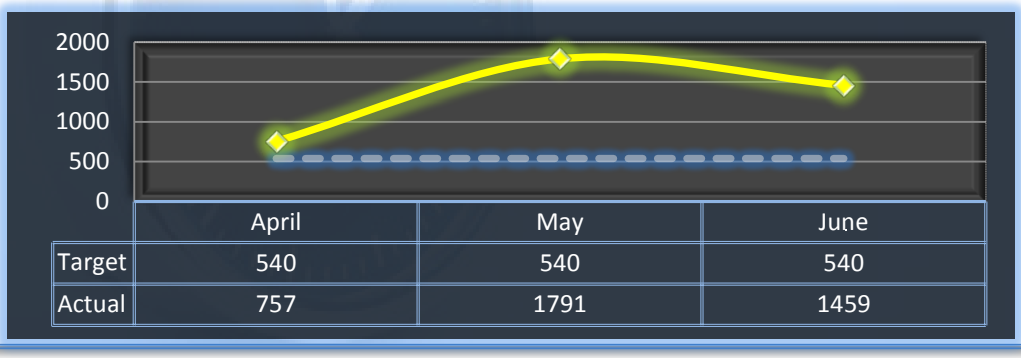
	April	May	June
Target	90	90	90
Actual	638	225	239

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: 1,367 Days



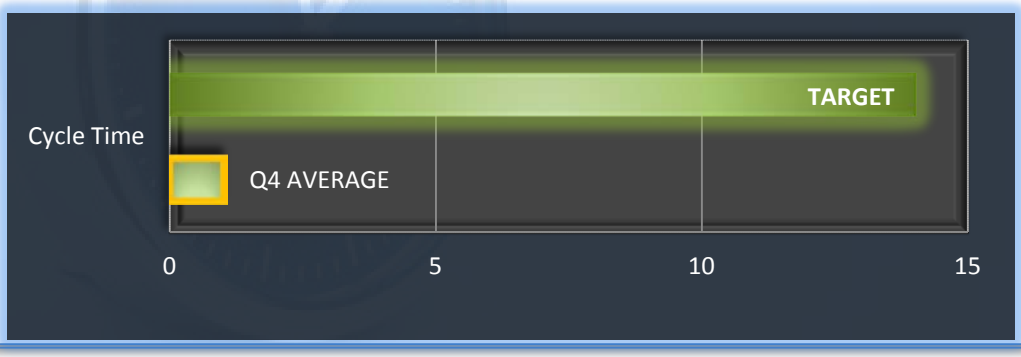
	April	May	June
Target	540	540	540
Actual	757	1791	1459

Probation Intake

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

Target: 14 Days

Q4 Average: 1 Day



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: 21 Days

Q4 Average: N/A

The Board did not handle any probation violations this quarter.