Department of Consumer Affairs
Board of Occupational Therapy

Performance Measures
Q1 Report (July - September 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.

Q1 Total: 140
Complaints: 110  Convictions: 30
Q1 Monthly Average: 47

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>45</td>
<td>50</td>
<td>45</td>
</tr>
</tbody>
</table>

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

Target: 2 Days
Q1 Average: 2 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Actual</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
**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  
**Q1 Average:** 65 Days

---

**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  
**Q1 Average:** 460 Days

---

**Probation Intake**

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

**Target:** 10 Days  
**Q1 Average:** N/A

*The Board did not contact any probationers this quarter.*
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
Q1 Average: 2 Days