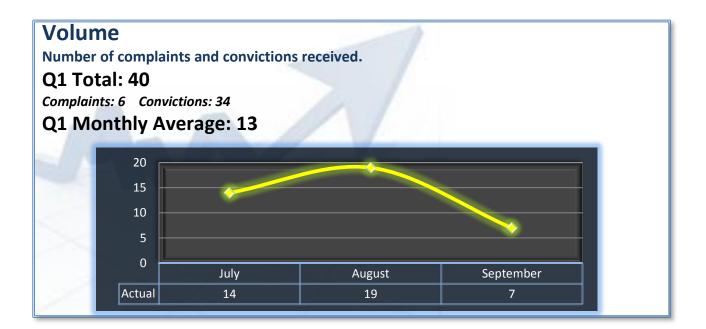
Department of Consumer Affairs Dental Hygiene Committee of California

Performance Measures

Q1 Report (July - September 2012)

To ensure stakeholders can review the Committee'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: 30 Days Q1 Average: 2 Days

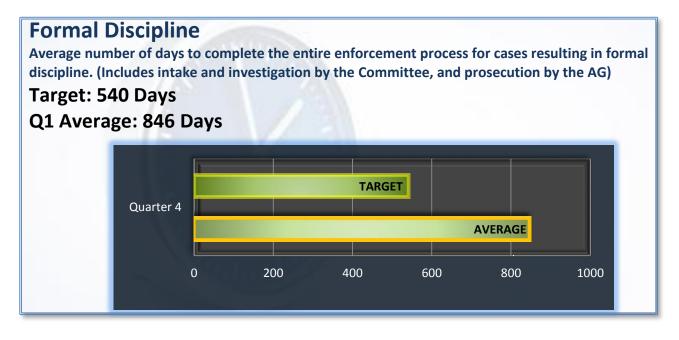
40			
30			
20			
10			
0			
0	July	August	September
0 Target	July 30	August 30	September 30

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: 120 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 Committee did not contact any new 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: N/A

The Committee did not handle any probation violations this quarter.