Department of Consumer Affairs
Board of Chiropractic Examiners

Enforcement Performance Measures

Q1 Report (July - September 2016)

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.

PM1 | Volume
Number of complaints and convictions received.

<table>
<thead>
<tr>
<th>Month</th>
<th>Complaints</th>
<th>Convictions</th>
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</thead>
<tbody>
<tr>
<td>July</td>
<td>44</td>
<td></td>
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<tr>
<td>Aug</td>
<td>44</td>
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<tr>
<td>Sept</td>
<td>27</td>
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Total Received: 115 | Monthly Average: 38
Complaints: 99 | Convictions: 16
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 116 | Monthly Average: 39

PM2 | Intake – Cycle Time
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

Target Average: 7 Days | Actual Average: 14 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 124 | Monthly Average: 41

**PM3 | Investigations – Cycle Time**
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation)

Target Average: 180 Days | Actual Average: 108 Days
PM4 | Formal Discipline – Volume
Cases closed, of those transmitted to the Attorney General.

Total: 10

PM4 | Formal Discipline – Cycle Time
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)

Target Average: 540 Days | Actual Average: 1,356 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

PM 7 Volume

July  Aug  Sept

Target = 15

Total: 4

PM7 | Probation Intake – Cycle Time
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

PM 7 Aging

Days

July  Aug  Sept

Target Average: 15 Days | Actual Average: 3 Days
**PM8 | Probation Violation Response – Volume**
Number of probation violation cases.

Total: 2

**PM8 | Probation Violation Response – Cycle Time**
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target Average: 15 Days | Actual Average: 1 Day