Department of Consumer Affairs
California Acupuncture Board

Enforcement Performance Measures

Q2 Report (October - December 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.

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<th>PM1 Volume</th>
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<tr>
<td>Oct</td>
<td>18</td>
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<tr>
<td>Nov</td>
<td>30</td>
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<tr>
<td>Dec</td>
<td>37</td>
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Total Received: 85  Monthly Average: 28
Complaints: 47  | Convictions: 38
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 73 | Monthly Average: 24

**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: 10 Days | Actual Average: 3 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

PM 3 Volume

- Oct: 21
- Nov: 19
- Dec: 29

Total: 69 | Monthly Average: 23

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.)

PM 3 Aging

- Oct: 233
- Nov: 120
- Dec: 96

Target Average: 200 Days | Actual Average: 144 Days
**PM4 | Formal Discipline -- Volume**

Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

Total: 7 | Monthly Average: 2

**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: 695 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

PM 7 Volume

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<th>Oct</th>
<th>Nov</th>
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<tr>
<td>2</td>
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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

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<tr>
<td>1</td>
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<td>3</td>
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Target Average: 10 Days | Actual Average: 2 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

- **PM 8 Volume**
  - Oct: 3
  - Nov: 1
  - Dec: 0

**Total:** 4

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.

- **PM 8 Aging**
  - Oct: 1
  - Nov: 5

**Target Average:** 10 Days | **Actual Average:** 2 Days