Department of Consumer Affairs
Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board

Enforcement Performance Measures
Q3 Report (January – March 2017)

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.

<table>
<thead>
<tr>
<th>Month</th>
<th>PM1</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td>21</td>
<td></td>
</tr>
</tbody>
</table>

Total Received: 47 | Monthly Average: 16
Complaints: 33 | Convictions: 14
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 47 | Monthly Average: 16

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: 5 Days | Actual Average: 2 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

**PM 3 Volume**

<table>
<thead>
<tr>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>15</td>
<td>7</td>
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</table>

**Total:** 36  |  **Monthly Average:** 12

**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**

<table>
<thead>
<tr>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>102</td>
<td>36</td>
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</tbody>
</table>

**Target Average:** 90 Days  |  **Actual Average:** 77 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: 4**

![PM 4 Volume](chart)

**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: 1,123 Days**

![PM 4 Aging](chart)
**PM7 | Probation Intake – Volume**
Number of new probation cases.

**PM7 Volume**

<table>
<thead>
<tr>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>0</td>
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</table>

**Total: 1**

**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**

<table>
<thead>
<tr>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>20</td>
</tr>
</tbody>
</table>

**Jan | Feb | Mar**

**Target Average: 14 Days | Actual Average: 1 Day**
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: 21 Days | Actual Average: 15 Days