Department of Consumer Affairs

California Board of Accountancy

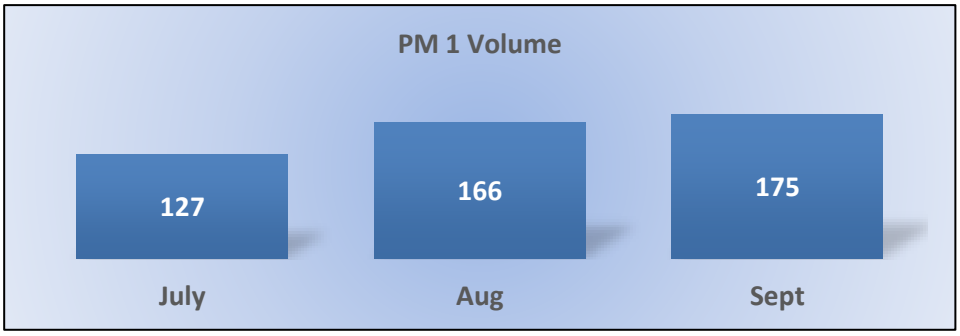
Enforcement Performance Measures

Q1 Report *(July - September 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.

PM1 | Volume

Number of complaints and convictions received.

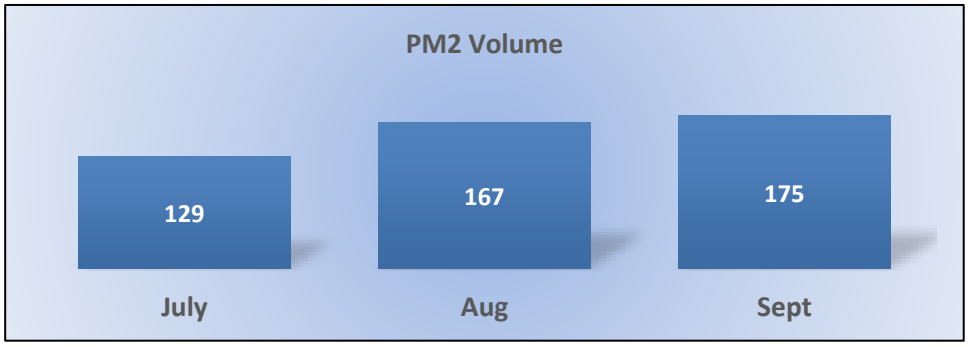


Total Received: 468 | **Monthly Average**: 156

Complaints: 54 | **Convictions**: 414

PM2 | Intake – Volume

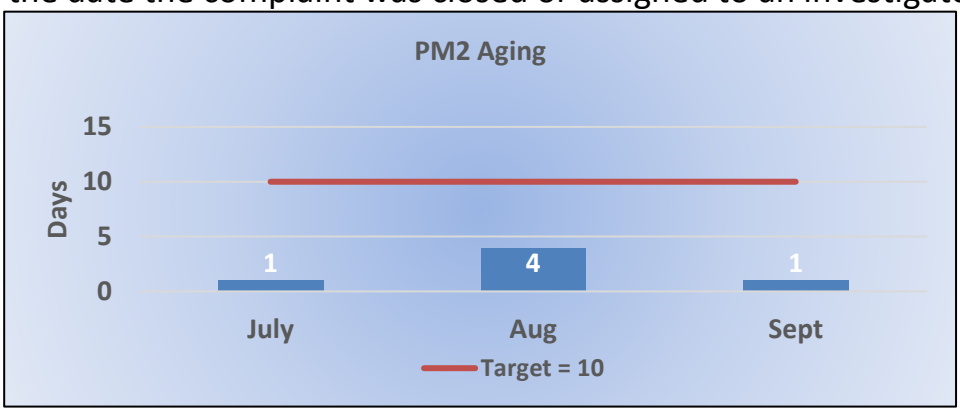
Number of complaints closed or assigned to an investigator.



Total: 471 | Monthly Average: 157

PM2 | Intake – Cycle Time

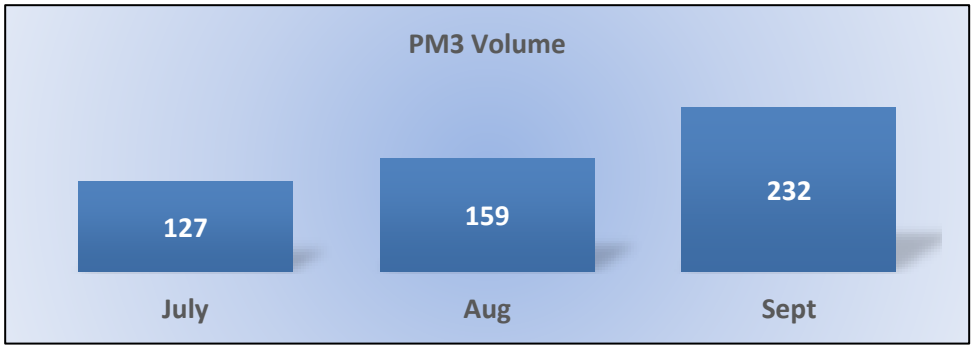
Average number of days from complaint receipt,
to the date the complaint was closed or assigned to an investigator.



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

PM3 | Investigations – Volume

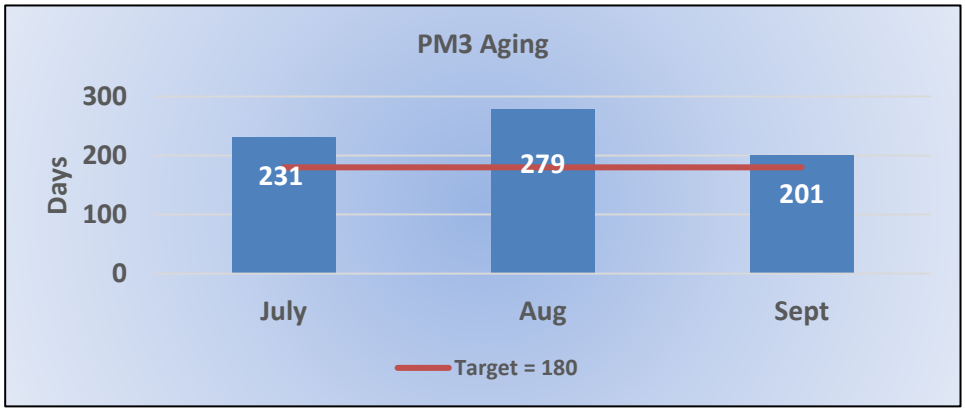
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 518| Monthly Average: 173

PM3 | Investigations – Cycle Time

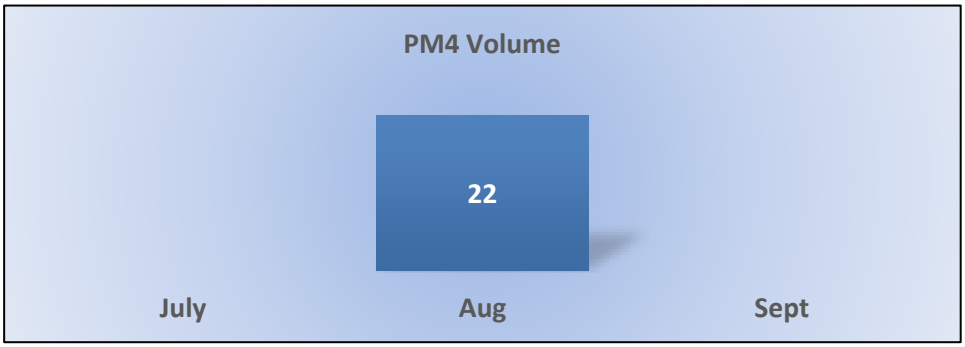
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation)



Target Average: 180 Days | **Actual Average:** 141 Days

PM4 | Formal Discipline -- Volume

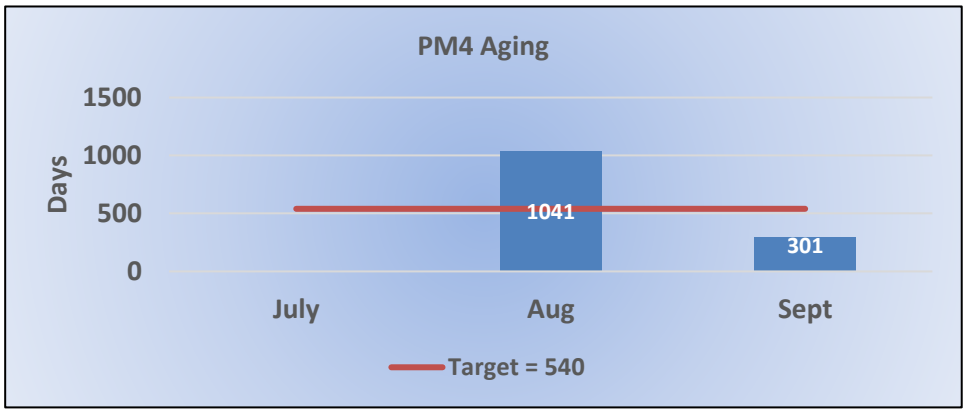
Cases closed, of those transmitted to the Attorney General.



Total: 22| Monthly Average: 7

PM4 | Formal Discipline – Cycle Time

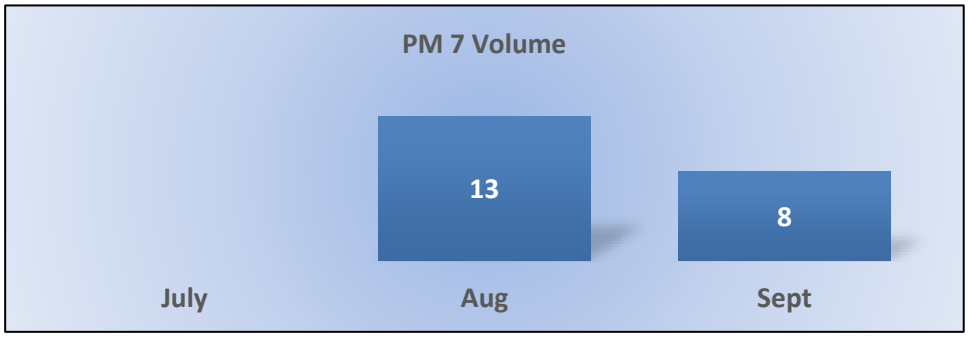
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General.
(Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | **Actual Average:** 979 Days

PM7 |Probation Intake – Volume

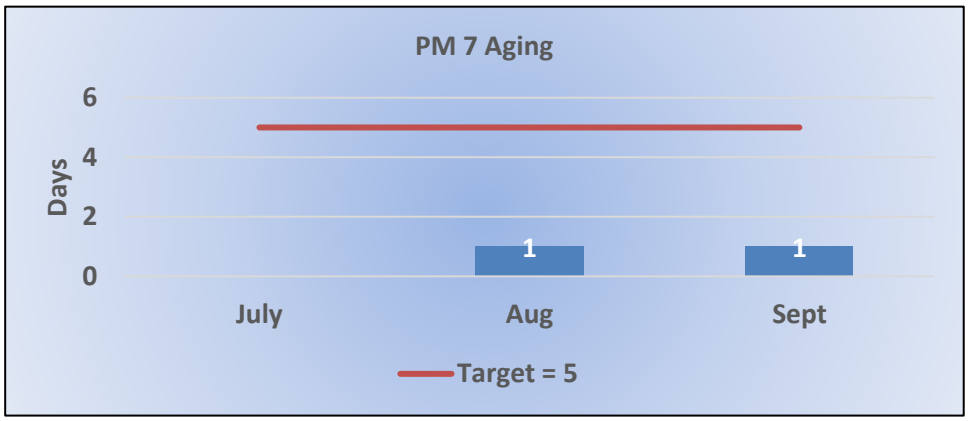
Number of new probation cases.



Total: 21

PM7 |Probation Intake – Cycle Time

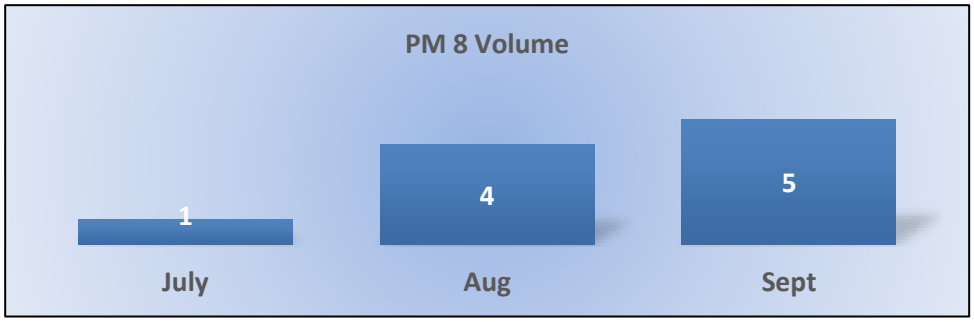
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 5 Days | **Actual Average:** 1 Days

PM8 |Probation Violation Response – Volume

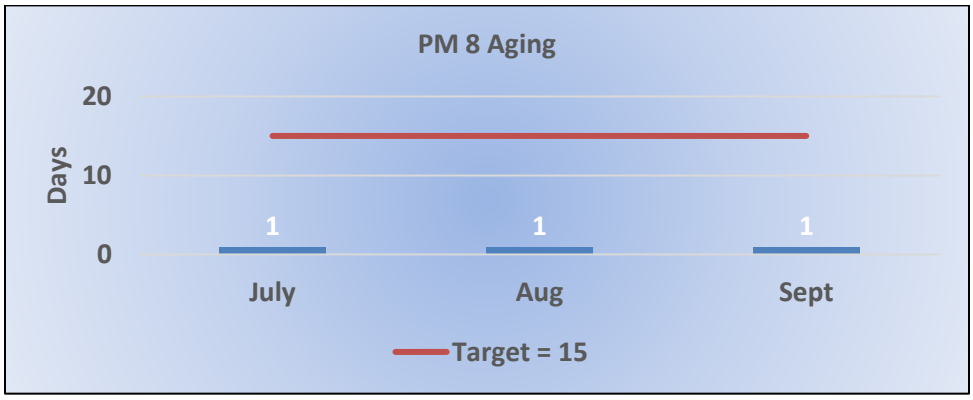
Number of probation violation cases.



Total: 10

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: 10 Days | **Actual Average:** 1 Days