*aDepartment of Consumer Affairs*

California Physical Therapy Board

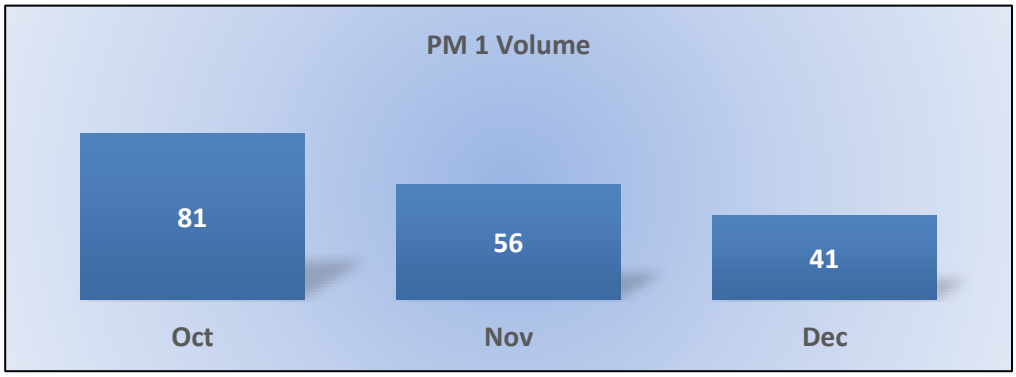
# Enforcement Performance Measures

## Q2 Report *(October - December 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.

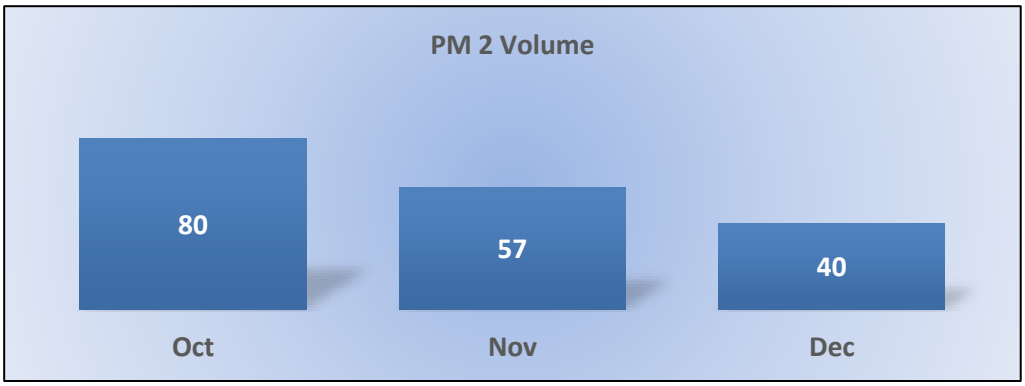



**Total Received**: 178 | **Monthly Average**: 59

**Complaints**: 104 | **Convictions**: 74

## PM2 | Intake – Volume

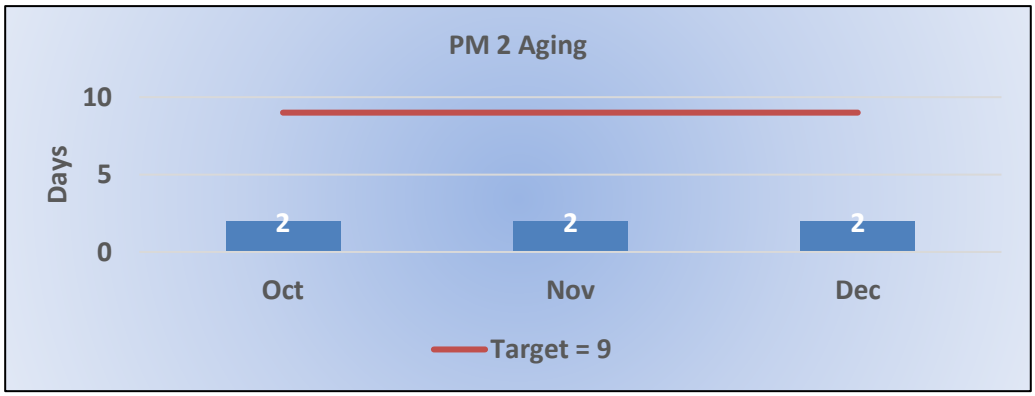
Number of complaints closed or assigned to an investigator.




**Total:** 177| **Monthly Average:** 59

## PM2 | Intake – Cycle Time

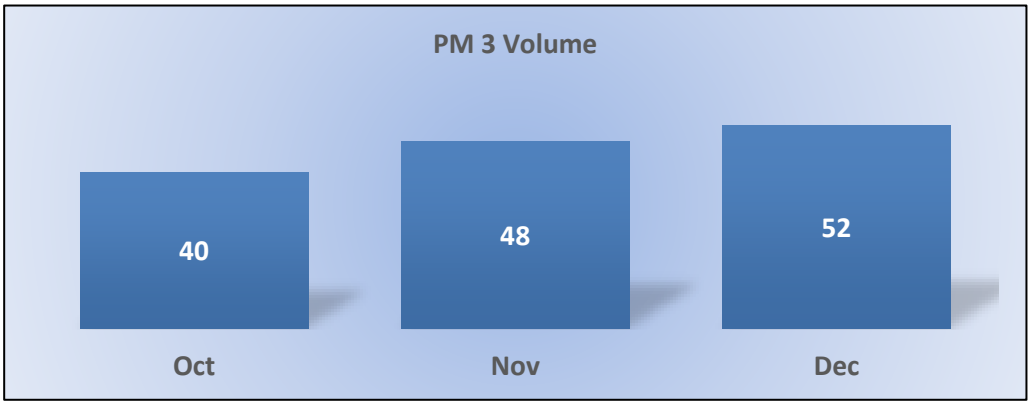
Average number of days from complaint receipt,
to the date the complaint was closed or assigned to an investigator.




**Target Average:** 9 Days | **Actual Average:** 2 Days

## PM3 | Investigations – Volume

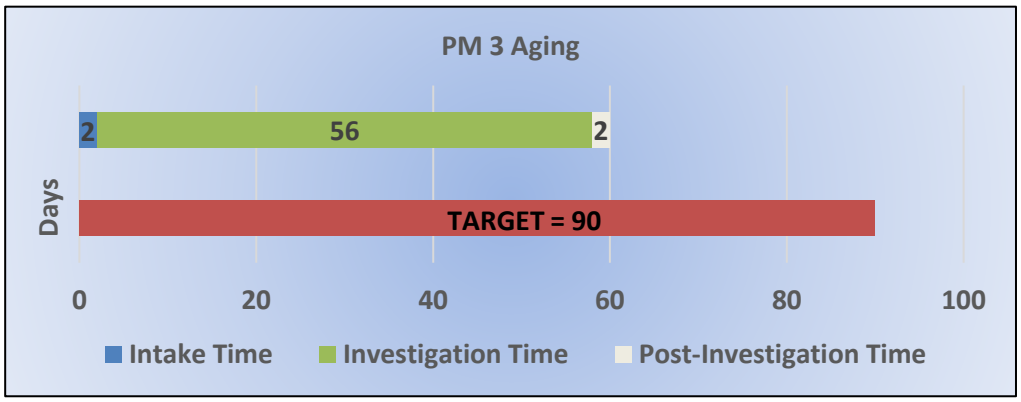
Number of investigations closed (not including cases transmitted to the Attorney General).




**Total:** 140| **Monthly Average:** 47

## PM3 | Investigations – Cycle Time[1]

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

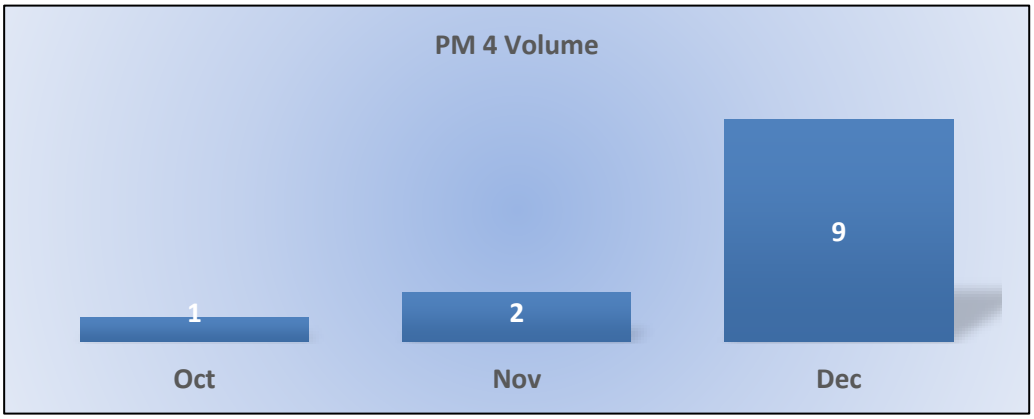



**Target Average:** 90 Days | **Actual Average:** 58 Days

[1] *Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).*

## PM4 | Formal Discipline – Volume

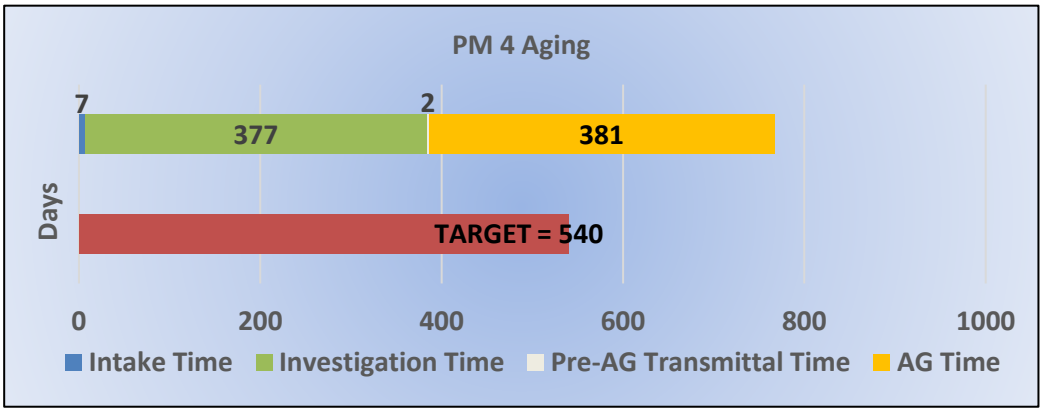
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).




**Total:** 12| **Monthly Average:** 4

## PM4 | Formal Discipline – Cycle Time[2]

Average number of days to close cases transmitted to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

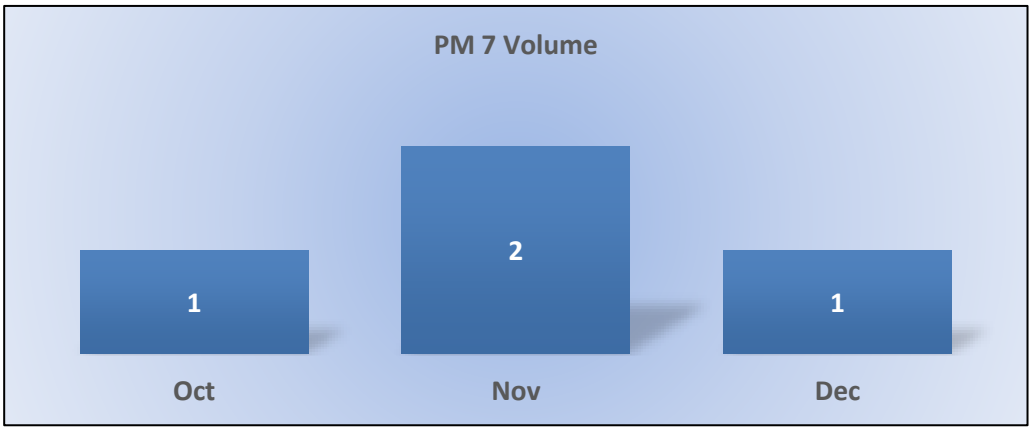



**Target Average:** 540 Days | **Actual Average:** 767 Days

[2] *Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).*

## PM7 |Probation Intake – Volume

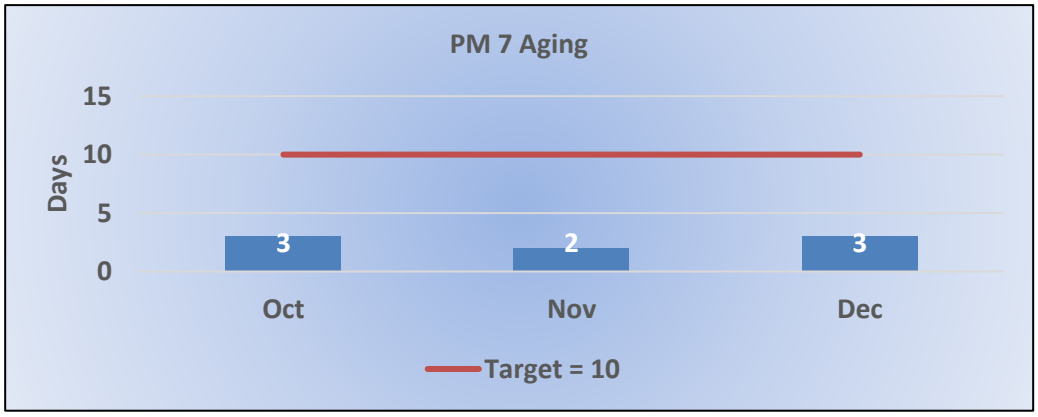
Number of new probation cases.




**Total:** 4

## PM7 |Probation Intake – Cycle Time

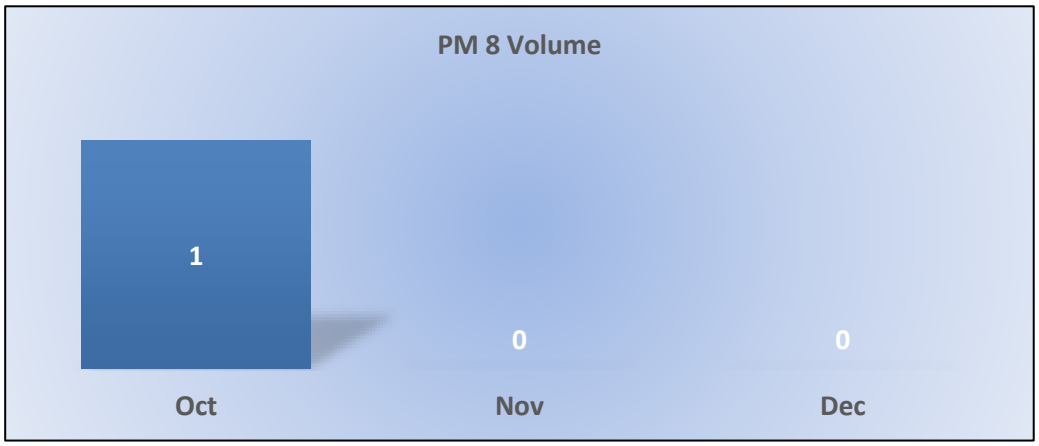
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.




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

## PM8 |Probation Violation Response – Volume

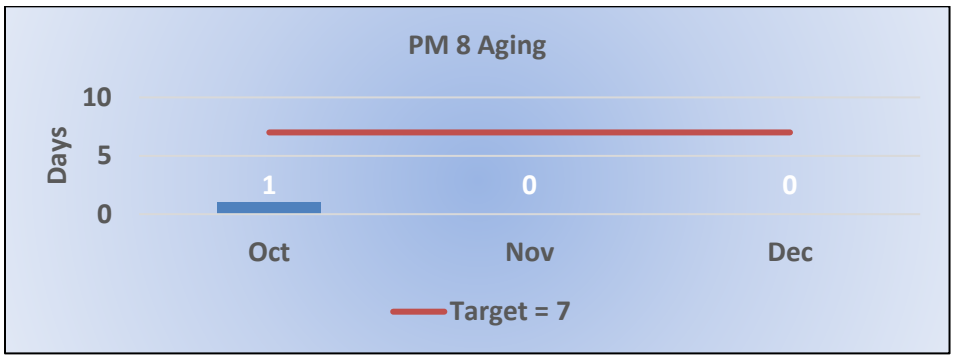
Number of probation violation cases.




**Total:** 1

## 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:** 7 Days | **Actual Average:** 1 Days