Department of Consumer Affairs

Dental Board of California

Performance Measures

Q3 Report *(January - March 2011)*

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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

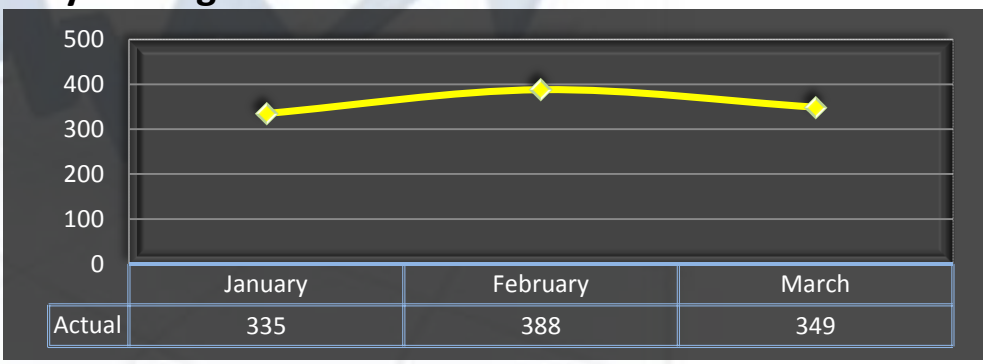
Volume

Number of complaints and convictions received.

Q3 Total: 1,072

Complaints: 850 Convictions: 222

Q3 Monthly Average: 357



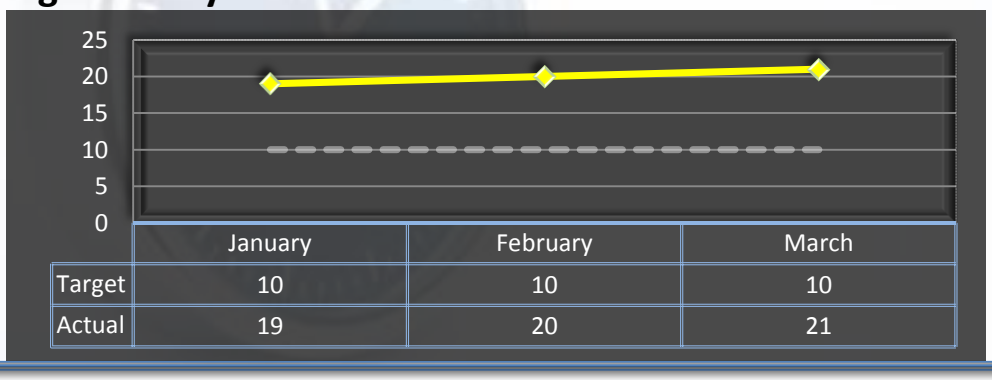
	January	February	March
Actual	335	388	349

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 10 Days

Q3 Average: 20 Days



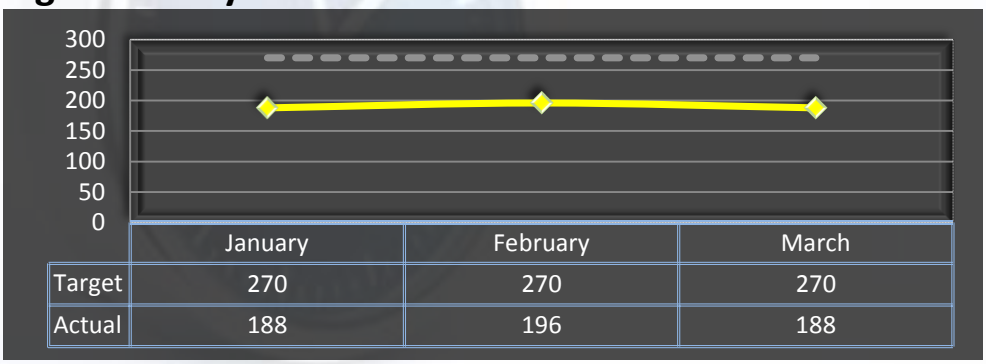
	January	February	March
Target	10	10	10
Actual	19	20	21

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q3 Average: 190 Days



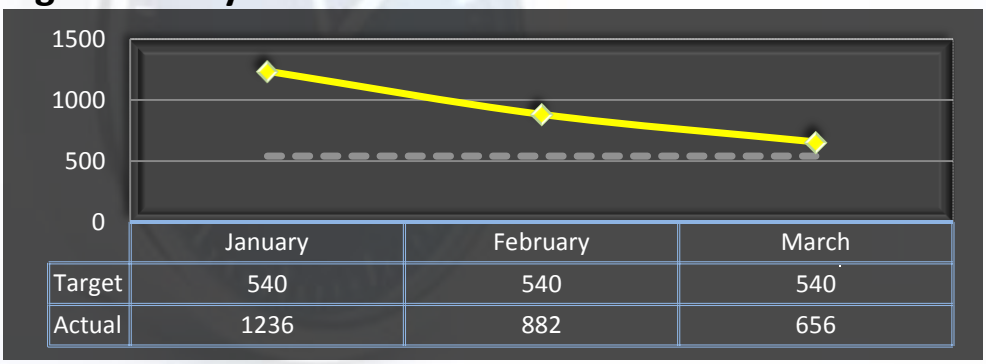
	January	February	March
Target	270	270	270
Actual	188	196	188

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q3 Average: 925 Days



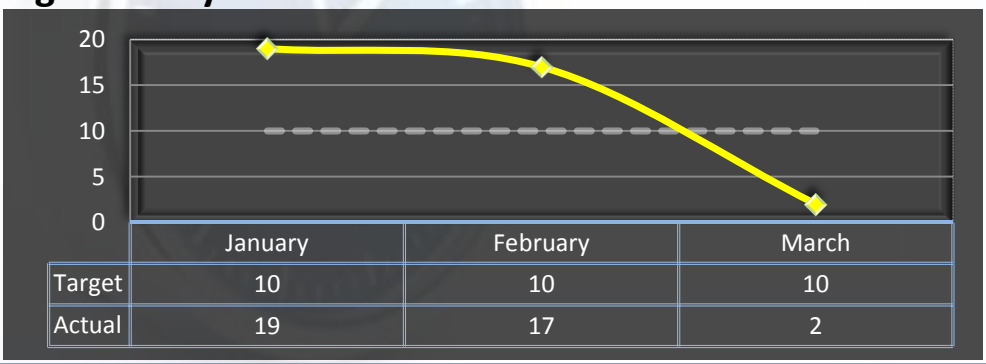
	January	February	March
Target	540	540	540
Actual	1236	882	656

Probation Intake

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

Target: 10 Days

Q3 Average: 12 Days



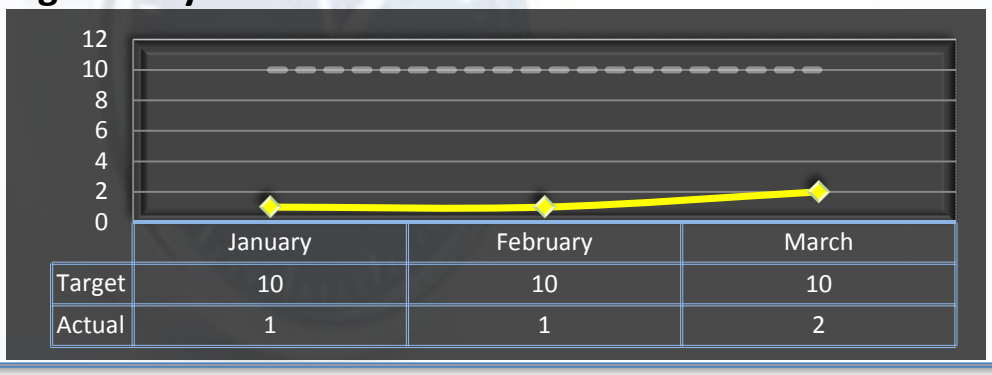
	January	February	March
Target	10	10	10
Actual	19	17	2

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q3 Average: 1 Day



	January	February	March
Target	10	10	10
Actual	1	1	2