Department of Consumer Affairs

Board of Behavioral Sciences

Performance Measures

Q1 Report *(July - September 2011)*

To ensure stakeholders can review the Board's progress in 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.

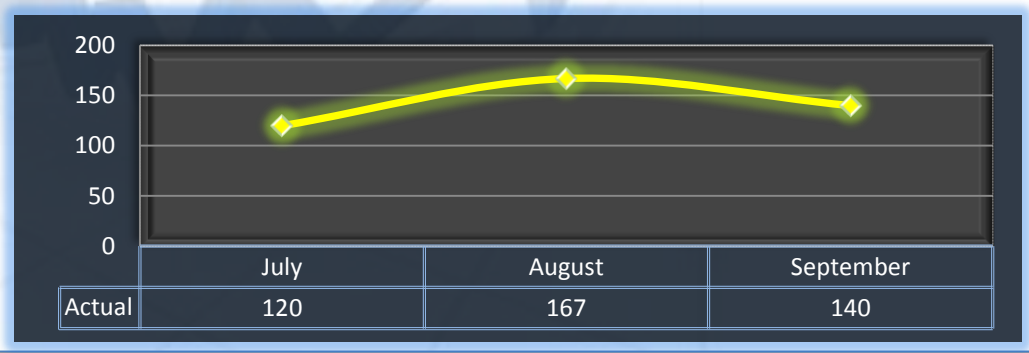
Volume

Number of complaints and convictions received.

Q1 Total: 427

Complaints: 190 Convictions: 237

Q1 Monthly Average: 142



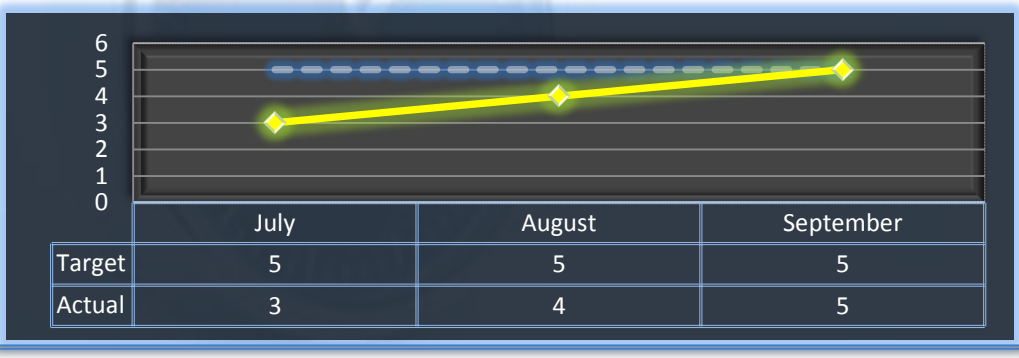
	July	August	September
Actual	120	167	140

Intake

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

Target: 5 Days

Q1 Average: 4 Days



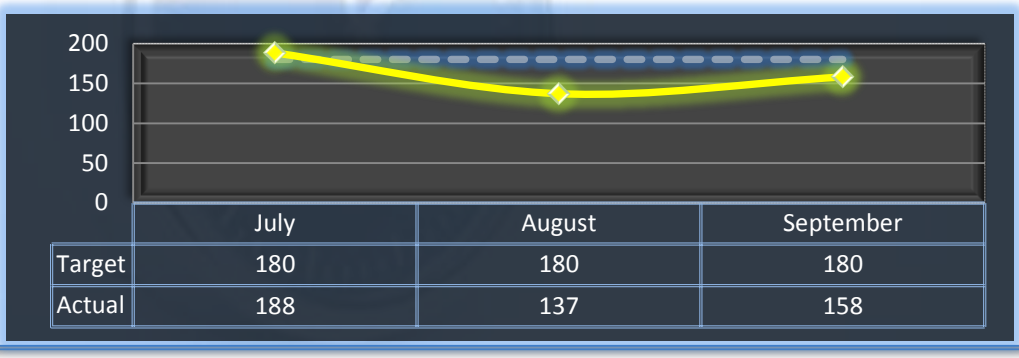
	July	August	September
Target	5	5	5
Actual	3	4	5

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: 180 Days

Q1 Average: 160 Days



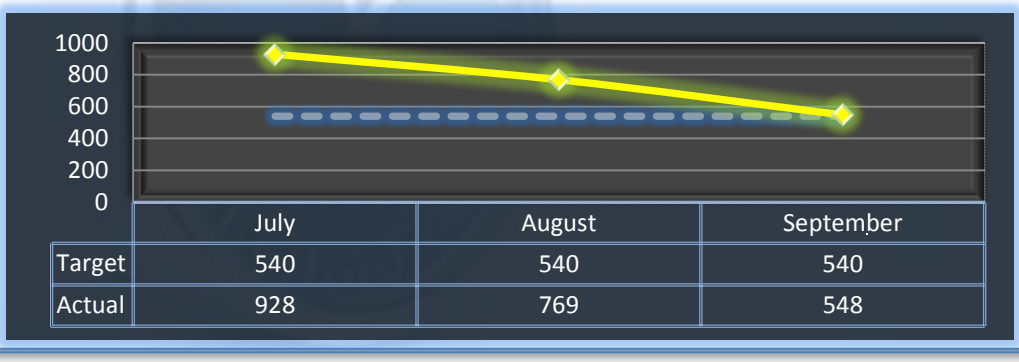
	July	August	September
Target	180	180	180
Actual	188	137	158

Formal Discipline

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

Target: 540 Days

Q1 Average: 855 Days



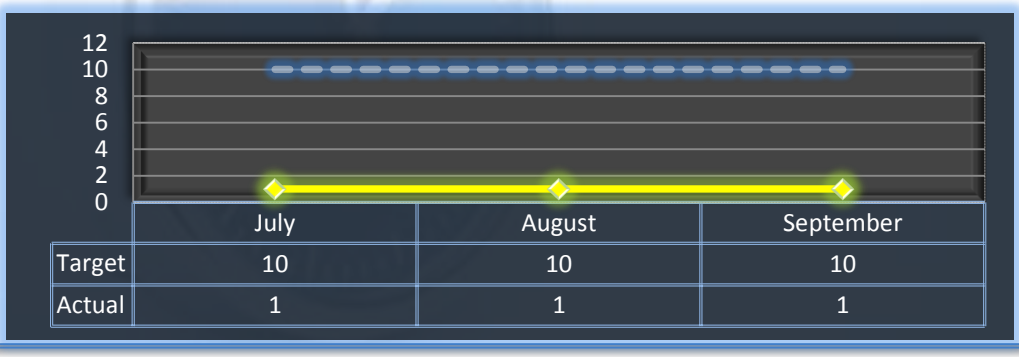
	July	August	September
Target	540	540	540
Actual	928	769	548

Probation Intake

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

Target: 10 Days

Q1 Average: 1 Day



	July	August	September
Target	10	10	10
Actual	1	1	1

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: 7 Days

Q1 Average: N/A

The Board did not handle any probation violations this quarter.

Note: *Cycle times are affected by the current hiring freeze and are subject to outside agencies workload and staffing constraints.*