Department of Consumer Affairs

Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

Performance Measures

Q3 Report *(January - March 2012)*

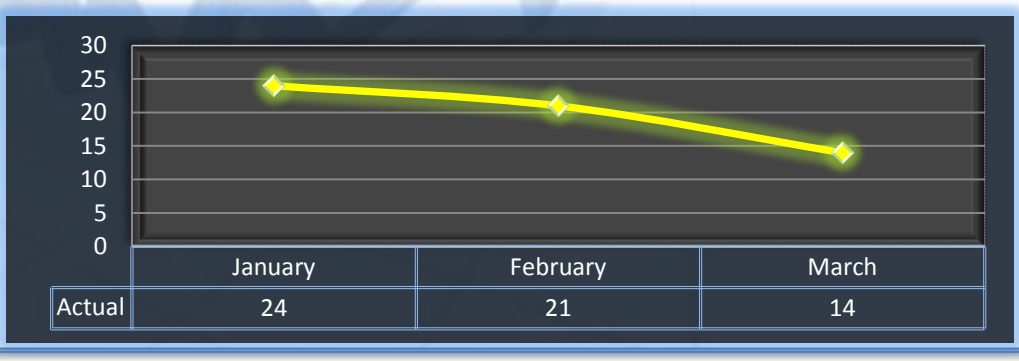
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints and convictions received.

Q3 Total: 59

Q3 Monthly Average: 20



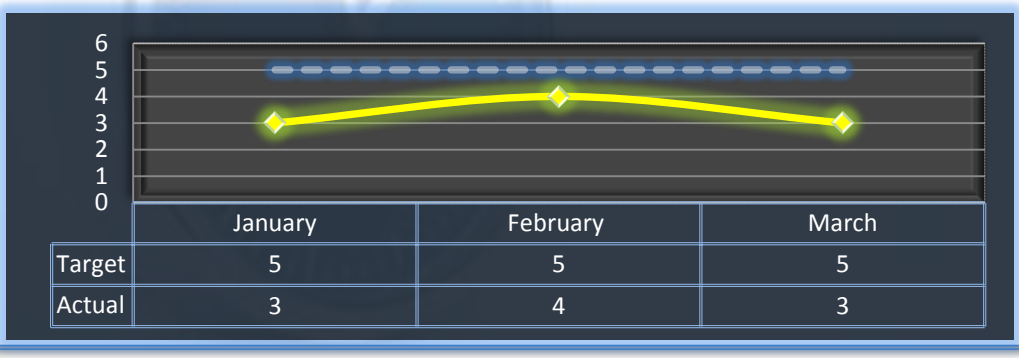
	January	February	March
Actual	24	21	14

Intake

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

Target: 5 Days

Q3 Average: 3 Days



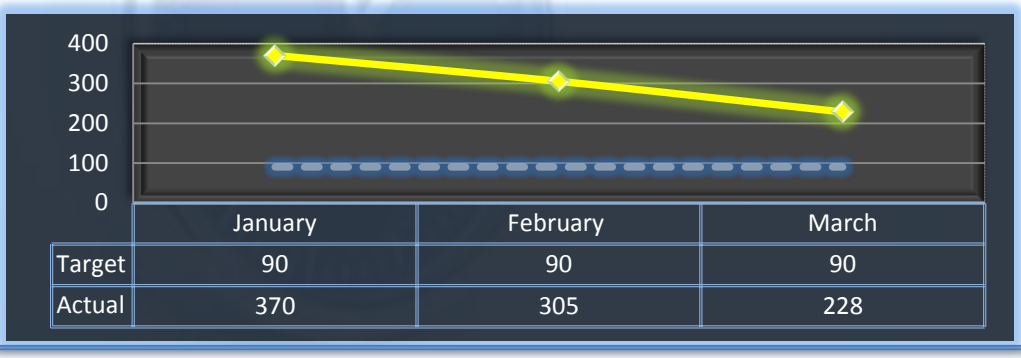
	January	February	March
Target	5	5	5
Actual	3	4	3

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: 90 Days

Q3 Average: 285 Days



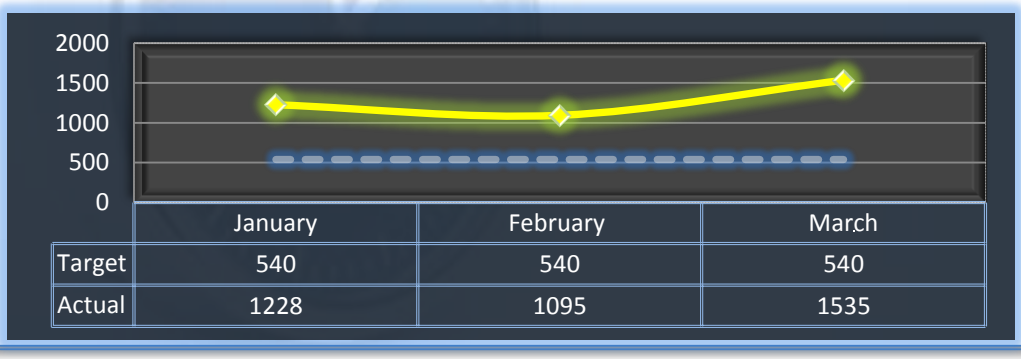
	January	February	March
Target	90	90	90
Actual	370	305	228

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: 1,386 Days



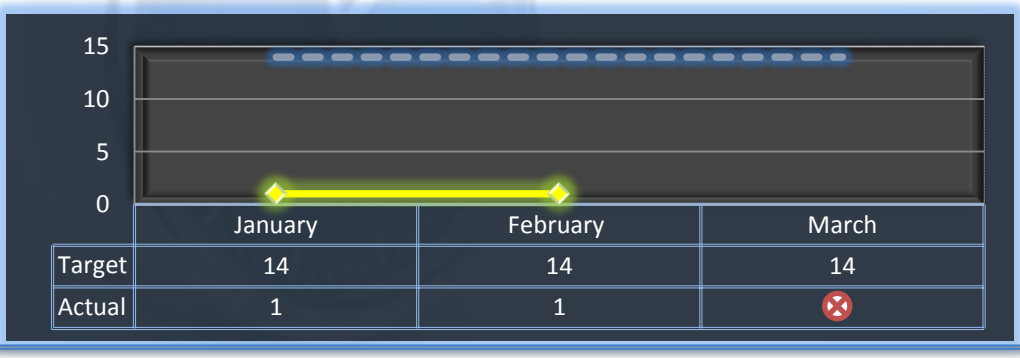
	January	February	March
Target	540	540	540
Actual	1228	1095	1535

Probation Intake

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

Target: 14 Days

Q3 Average: 1 Day



	January	February	March
Target	14	14	14
Actual	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: 21 Days

Q3 Average: N/A

The Board did not handle any probation violations this quarter.