

Department of Consumer Affairs
California Speech
Language Pathology,
Audiology, and Hearing
Aid Dispensers 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: 74 | Monthly Average: 25

Complaints: 40 | Convictions: 34

PM2 | Intake – Volume

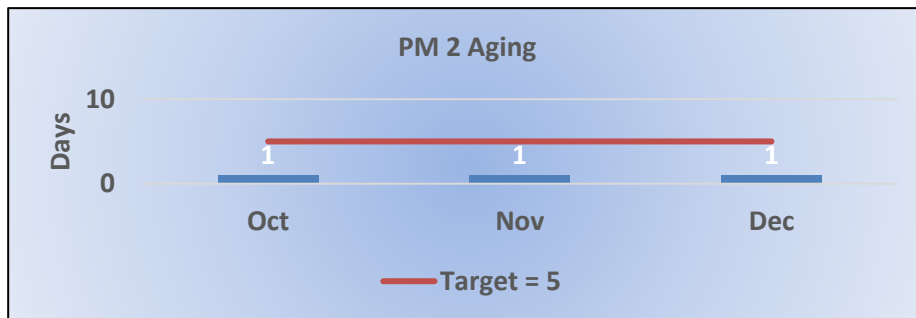
Number of complaints closed or assigned to an investigator.



Total: 74 | Monthly Average: 25

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: 5 Days | Actual Average: 1 Day

PM3 | Investigations – Volume

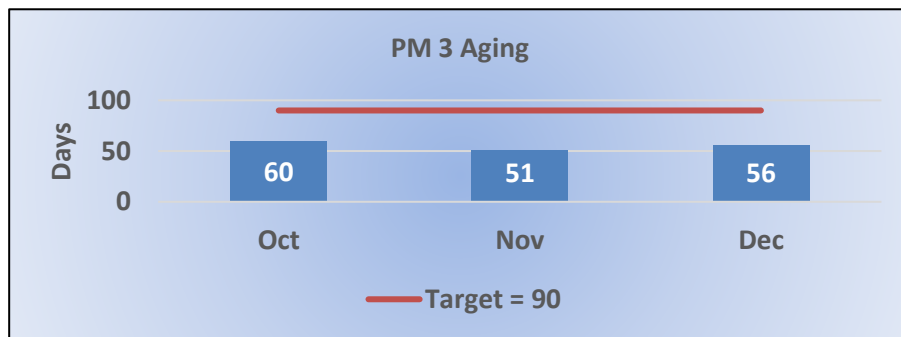
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 58 | Monthly Average: 19

PM3 | Investigations – Cycle Time

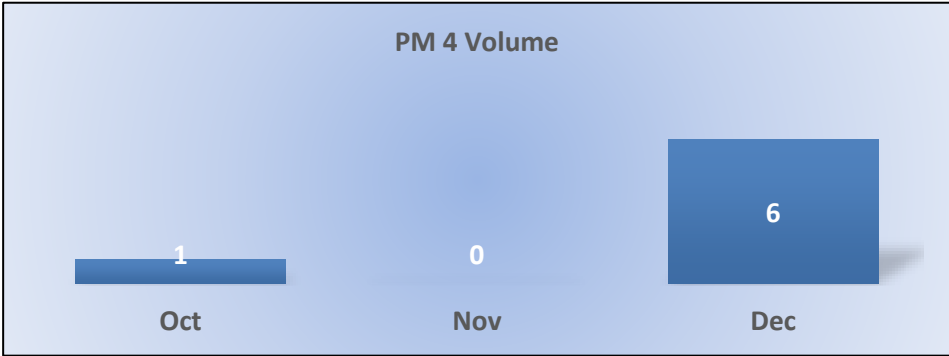
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation)



Target Average: 90 Days | Actual Average: 56 Days

PM4 | Formal Discipline -- Volume

Cases closed, of those transmitted to the Attorney General.



Total: 7 | Monthly Average: 2

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: 681 Days

PM7 | Probation Intake – Volume

Number of new probation cases.

No new probationers were assigned for monitoring this quarter.

PM7 | Probation Intake – Cycle Time

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

No new probationers were assigned for monitoring this quarter.

PM8 | Probation Violation Response – Volume

Number of probation violation cases.

The Board did not have any probation violations this quarter.

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.

The Board did not have any probation violations this quarter.