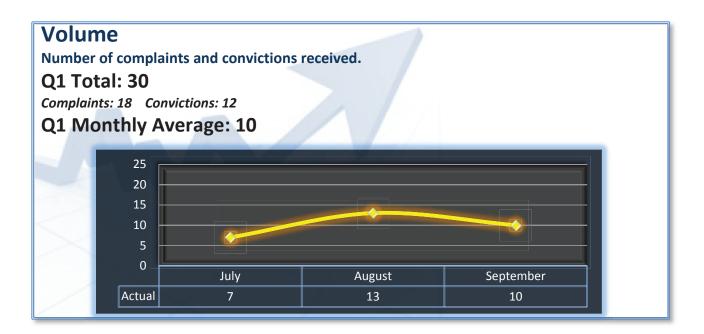
# Department of Consumer Affairs State of California Acupuncture Board

## **Performance Measures**

Q1 Report (July - September 2012)

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.

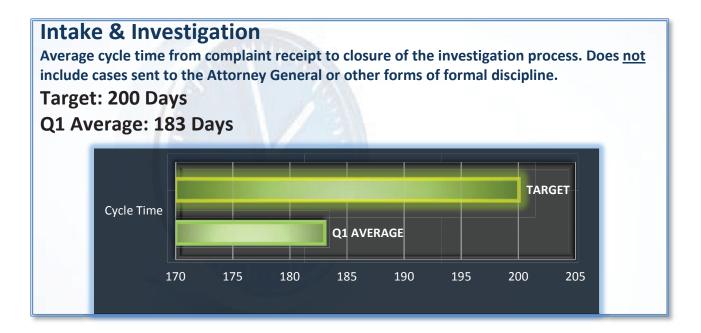


#### Intake

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

#### Target: 10 Days Q1 Average: 36 Days



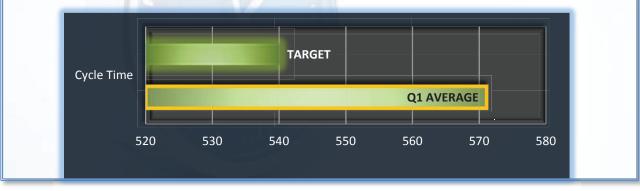


#### **Formal Discipline**

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

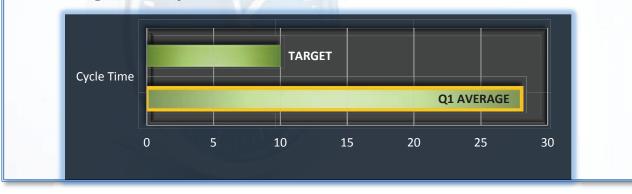
Q1 Average: 571 Days



#### **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: 28 Days



### **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 Q1 Average: N/A

The Board did not handle any probation violations this quarter.