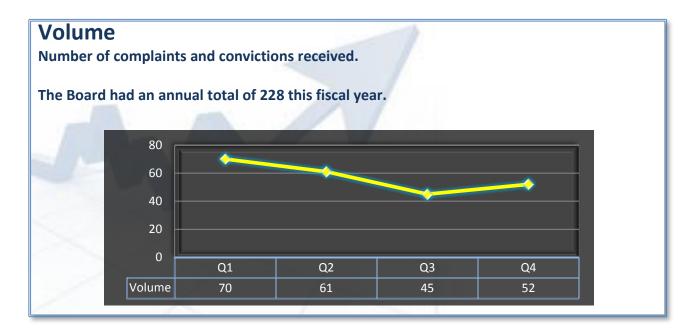
Department of Consumer Affairs Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

## **Performance Measures**

Annual Report (2010 – 2011 Fiscal Year)

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 are posted publicly on a quarterly basis.

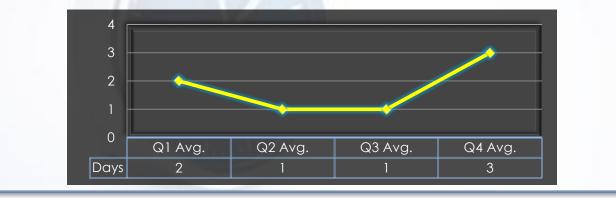
This annual report represents the culmination of the first four quarters worth of data.



## Intake

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

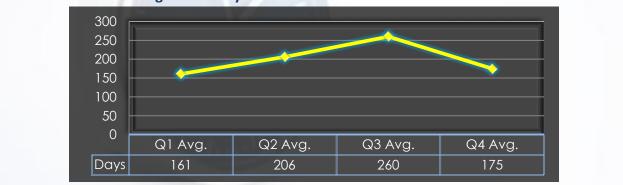
The Board has set a target of 3 days for this measure.



## Intake & Investigation

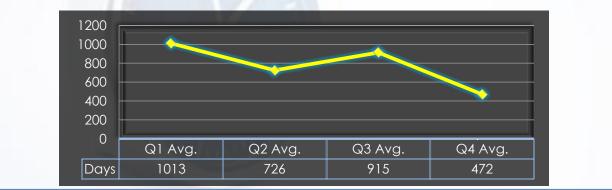
Average cycle time from complaint receipt to closure of the investigation process. Does <u>not</u> include cases sent to the Attorney General or other forms of formal discipline.





## **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)



The Board has set a target of 540 days for this measure.