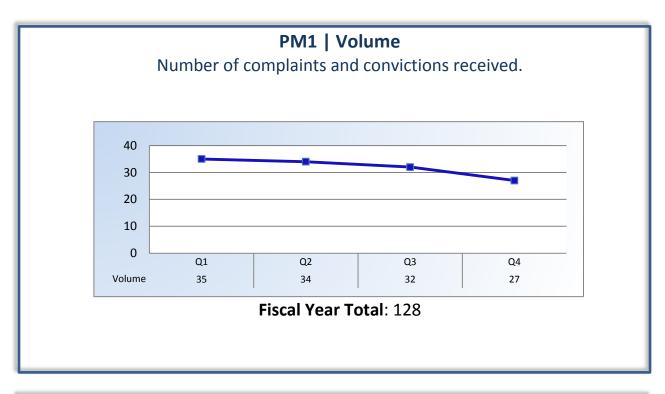
### **Department of Consumer Affairs**

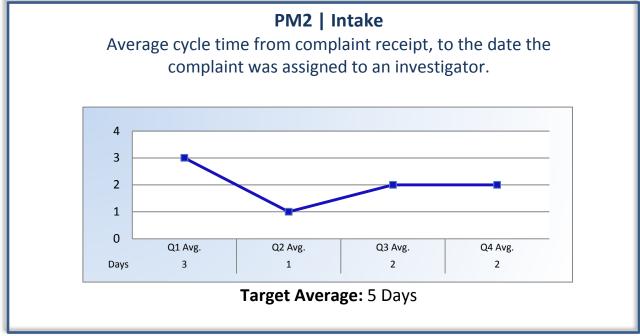
# Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board

### **Performance Measures**

## Annual Report (2013 – 2014 Fiscal Year)

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 and annual basis.





### PM3 | 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 Average: 90 Days

### **PM4 | Formal Discipline**

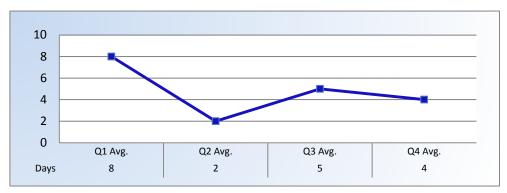
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



**Target Average:** 540 Days



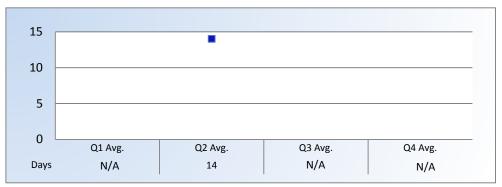
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 14 Days

### **PM8** | 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 Average: 21 Days