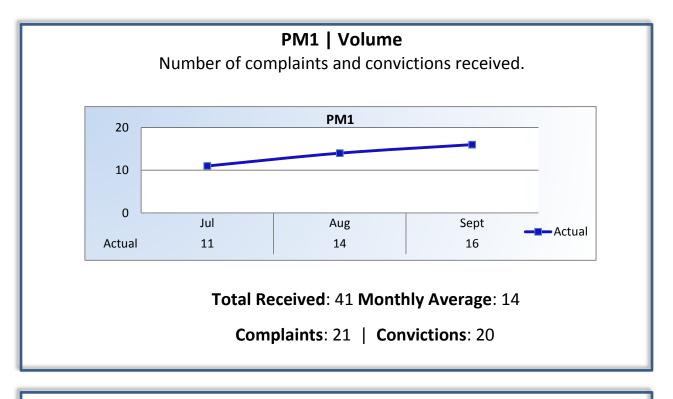
Department of Consumer Affairs Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board

Performance Measures

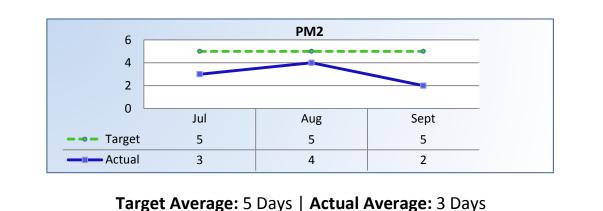
Q1 Report (July - September 2015)

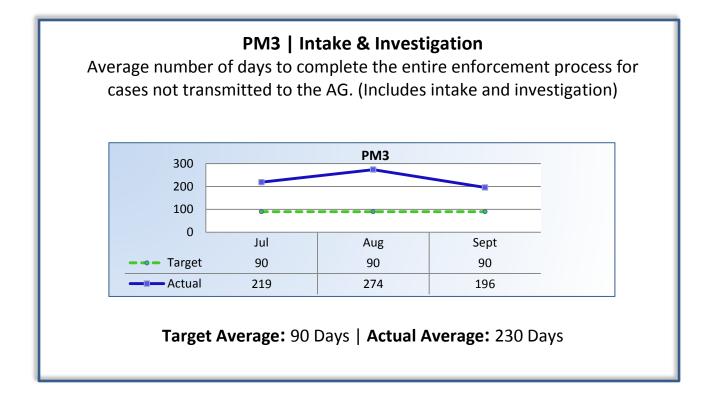
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

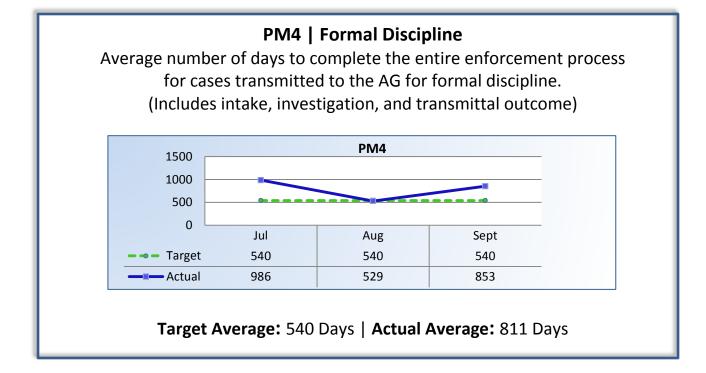


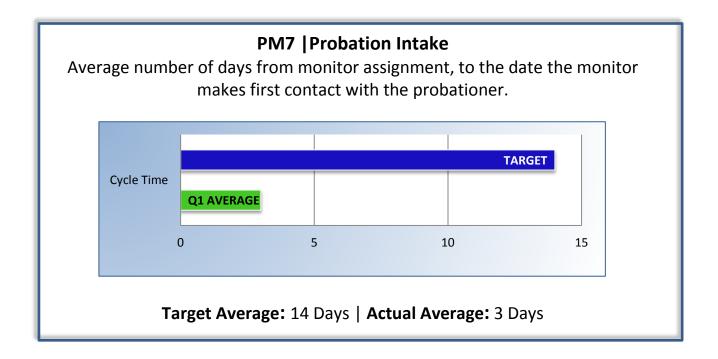
PM2 | Intake

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









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.

