



MEMORANDUM

Date October 2, 2013
To Board of Psychology Members
From Gina Bayless
Enforcement Coordinator
DCA/California Board of Psychology
Subject **Fiscal Year 2012/13 Performance Measures**

Please find attached the Performance Measures Annual Report for Fiscal Year 2012/13.

The performance measures were developed to measure the Board's progress in meeting performance goals established for the Consumer Protection Enforcement Initiative (CPEI). The goal of this initiative is to reduce the average enforcement completion timeline for healing arts boards from 36 months to between 12 and 18 months. Data is collected quarterly and reported on the Department of Consumer Affairs website at:

http://www.dca.ca.gov/about_dca/cpei/index.shtml

Annual Report (2012-2013 Fiscal Year)

Volume

The total number of complaints and convictions received is 707 (665 consumer complaints, 42 conviction reports).

Intake – Target: 9 Days

Average: 4 Days

Average number of days from complaint receipt to the date the complaint is acknowledged and assigned to an analyst for desk investigation.

Intake & Investigation – Target: 80 Days

Average: 32 Days

Average number of days from complaint receipt to closure of the investigation process (does not include cases sent to the Attorney General (AG) or other forms of discipline).

Formal Discipline – Target: 540 Days

Average: 918 Days

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. This includes intake, investigation and prosecution by the AG.

A number of factors (both internally and externally) contribute to case aging. Board actions may extend case aging when additional investigations are combined with a pending accusation and can extend the overall time to resolve.

Amending an accusation or requesting additional expert opinions causes delays in case adjudication. Other matters outside the control of the Board include: availability of hearing dates, continuance of hearing dates, and changes to opposing counsel.

Probation Intake – Target: 7 Days

Average: 11 Days

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

The Board's probation monitor is assigned a case within a few days of the decision being mailed to the probationer. The monitor attempts to contact the probationer to schedule a probation intake appointment to go over the terms and conditions. In some cases, probation monitoring may not begin until an applicant has completed all the licensing requirements, or returned to California (if the licensee or applicant is out-of-state). Making contact with the probation is dependent on many factors including their availability; therefore we believe the average of 11 days is reasonable.

Probation Violation – Target: 10 Days

Average: 11 Days

Average number of days from the date a violation of probation is reported to the date the assigned monitor initiates appropriate action.

In general, once a violation is discovered, the probation monitor takes immediate action. However, the monitor must collect any supporting evidence (arrest/conviction records, positive drug test results, etc.) and document the event in a written report. Factors which may affect the response time on this measure include how the violation is reported (incoming complaint(s) or notice of arrest/conviction report from the Department of Justice may take several days to process) and how quickly the monitor can prepare a report to document the violation.

Enforcement staff continues to meet or exceed the established performance measures with the exception of Performance Measure 4, Formal Discipline. DCA established the performance target at 540 days (18 months) to complete the entire enforcement process for cases resulting in formal discipline. The Board's current quarterly average is 918 days. It is important to note that this performance measure relies on the efficiency of outside state agencies such as the Office of Attorney General and the Office of Administrative Hearings.

Action Requested:

No action requested

Performance Measures

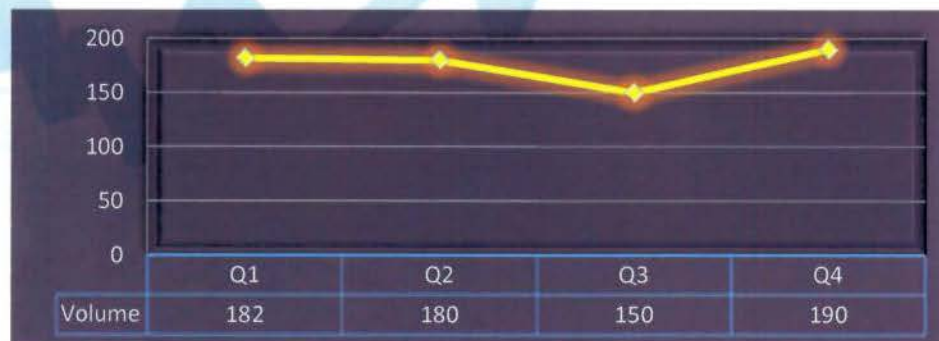
Annual Report (2012 – 2013 Fiscal Year)

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.

Volume

Number of complaints and convictions received.

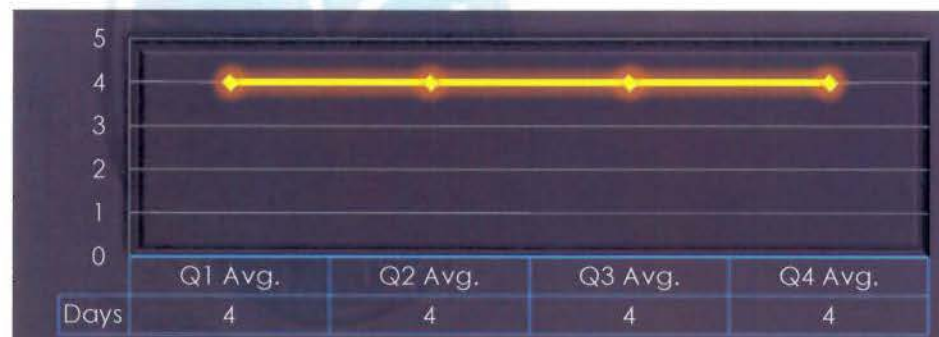
The Board had an annual total of 702 this fiscal year.



Intake

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

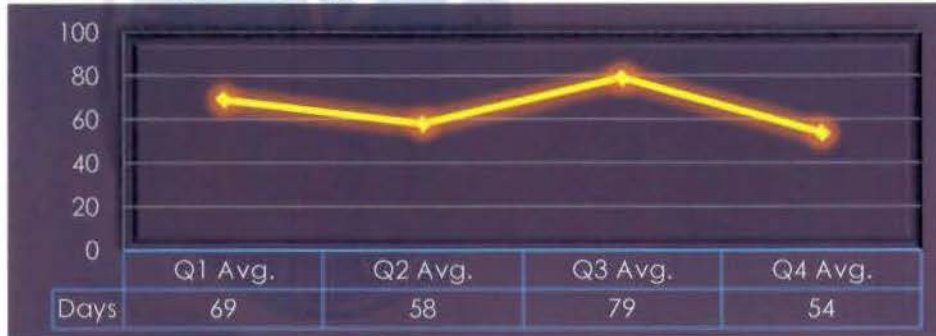
The Board has set a target of 9 days for this measure.



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.

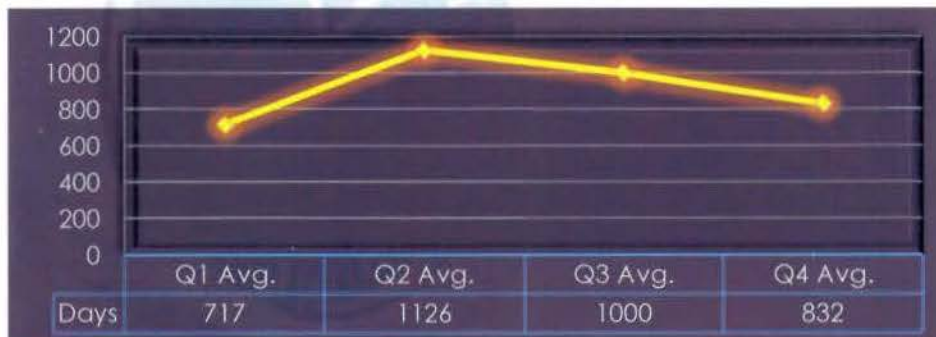
The Board has set a target of 80 days for this measure.



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)

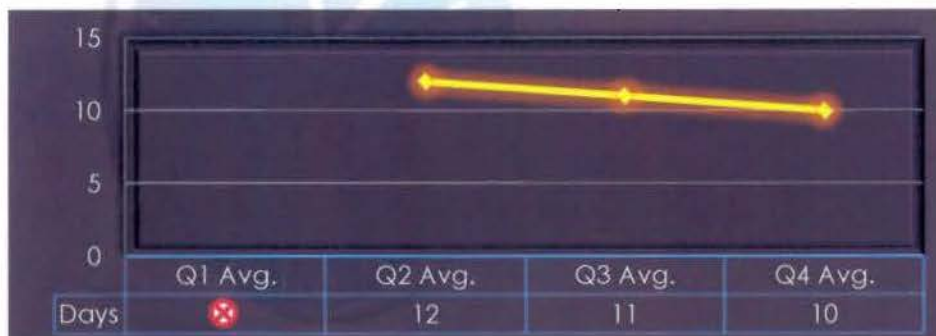
The Board has set a target of 540 days for this measure.



Probation Intake

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

The Board has set a target of 7 days for this measure.



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.

The Board has set a target of 10 days for this measure.



Enforcement Actions

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Cases Referred to AG	3	4	3	4	4	4	3	2	2	3	3	3	38
Cases Pending at AG	42	44	46	47	48	52	55	54	54	53	54	56	57
SOIs Filed	0	0	1	0	1	0	0	0	0	0	0	0	2
SOI Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0
SOI Dismissed	0	0	0	0	0	0	0	0	0	0	0	0	0
SOI Declined	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Days to Complete SOIs	0	0	0	0	0	0	0	0	0	0	0	0	0
Accusations Filed	1	3	3	3	2	4	3	1	3	2	3	2	30
Accusation Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0
Accusation Dismissed	0	0	0	0	1	0	0	0	0	0	0	0	1
Accusation Declined	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Days to Complete Accusations	0	0	0	0	1659	0	0	0	0	0	0	0	1659
Proposed/Default Decisions	1	0	0	0	0	0	3	0	1	0	0	0	4
Stipulations Adopted	1	2	2	3	0	1	1	2	2	2	1	2	14

Disciplinary Orders*	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
	1	2	2	3	0	1	4	2	3	2	1	2	23
Average Days to Complete**	759	717	753	1109	0	1177	1036	1482	912	864	1026	925	918
Interim Suspension Orders	0	0	1	0	0	1	0	0	0	0	0	0	2

Citations	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Final Citations	0	0	0	1	1	0	0	0	0	8	0	0	10
Average Days to Complete*	0	0	0	113	595	0	0	0	0	196	0	0	227

* - Does not include Reprimands, License Denials, PC23 Suspensions or Automatic Suspension Orders

** - The number of days from receipt of complaint to the effective date of the citation or the effective date of the disciplinary order.