



DATE	November 9, 2011
TO	All Board Members
FROM	Kristine Brothers Enforcement Coordinator
SUBJECT	Enforcement Update for July 1, 2011 to October 31, 2011

COMPLAINTS/CONVICTIONS & ARRESTS

DCA Category	Received	Closed/Referred to Investigation
Unprofessional Conduct	11	13
Unlicensed/Unregistered	4	4
Criminal Charges/Convictions	24	25
Sexual Misconduct	0	0
Fraud	5	5
Non-jurisdictional	6	1
Incompetence/Negligence	4	4
Unsafe/Unsanitary Conditions	0	0
Other	0	0
Substance Abuse/Drug & Mental/Physical Impairment	0	0
Discipline by Another State Agency	2	1
Total	56	53
Average Intake Time: 7 days		

***INVESTIGATIONS**

DCA Category	Initiated	Pending	Closed
Unprofessional Conduct	13	17	15
Unlicensed/Unregistered	4	12	8
Criminal Charges/Convictions	23	23	28
Sexual Misconduct	0	5	2
Fraud	5	8	6
Non-jurisdictional	1	1	1
Incompetence/Negligence	4	12	6
Unsafe/Unsanitary Conditions	0	2	0
Other	0	1	1
Substance Abuse/Drug & Mental/Physical Impairment	0	0	1
Discipline by Another State Agency	1	1	0
Total	51	82	68

*Includes formal investigations conducted by DOI and desk investigations conducted by staff

DISCIPLINARY ACTIONS

Requested	15
Pending	34
Accusation/SOI Filed	15
Closed	5
Revoked	3
Voluntary Surrender	1
Probation	1
License Denied	0
Avg. Overall Process Time	801 days
Open Probation Cases	23

**CPEI Monthly Report to DCA
July 2011 thru September 2011**

	July	Aug	Sep	Average (to-date)	Total (to-date)
Complaints					
Received	8	6	4	6	18
Closed	2	0	1	1	3
Referred to INV	6	8	3	6	17
Avg Time to Close	9	8	5	7	22
Pending	3	1	0	1	4
Convictions / Arrests					
CONV Received	7	6	3	5	16
CONV Closed	11	6	2	6	19
Avg Time to Close	9	6	9	8	24
CONV Pending	0	0	1	0	1
Desk Investigations					
DESK Opened	16	13	5	11	34
DESK Closed	9	7	26	14	42
DESK Avg days to close	136	149	99	128	384
DESK Pending	47	53	32	44	132
Sworn Investigation					
Opened	5	2	3	3	10
Closed	4	2	9	5	15
Avg days to close	337	616	316	423	1269
Pending	51	52	46	50	149
All Investigations					
Closed	13	9	35	19	57
Avg days to close	198	253	155	202	606
Pending	98	105	78	94	281
Enforcement Actions					
Cases Referred	7	1	6	5	14
Cases Pending	34	32	35	34	101
SOIs Filed	1	0	0	0	1
Accusations Filed	4	4	2	3	10
Proposed/Default Decisions	1	1	1	1	3
Stipulations	1	0	0	0	1
Disciplinary Orders					
Final Orders	2	1	1	1	4
Avg Days to Complete	1043	749	863	885	2655
Citations					
Citations Issued	0	4	4	3	8
Avg Days to Complete	0	25	120	48	145

Performance Measures

Q1 Report (July - September 2011)

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.

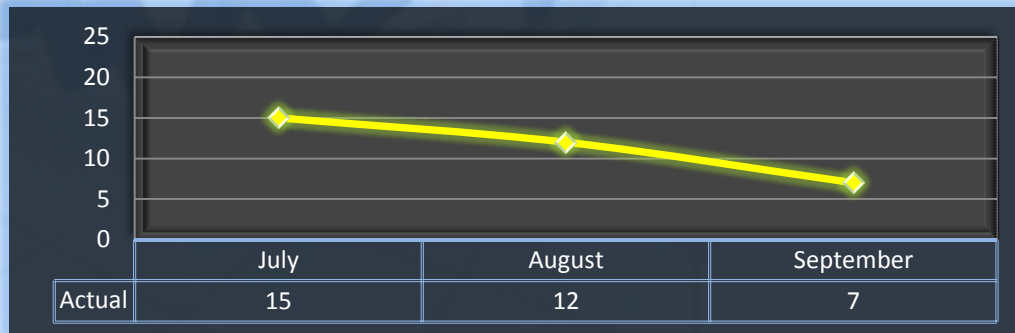
Volume

Number of complaints and convictions received.

Q1 Total: 34

Complaints: 18 Convictions: 16

Q1 Monthly Average: 11

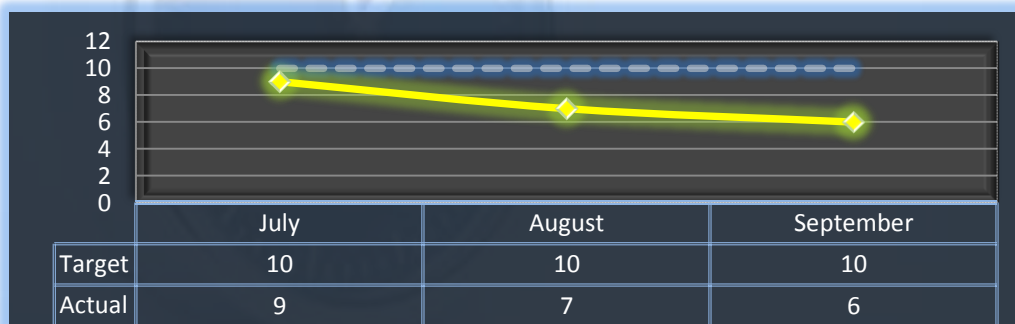


Intake

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

Target: 10 Days

Q1 Average: 8 Days

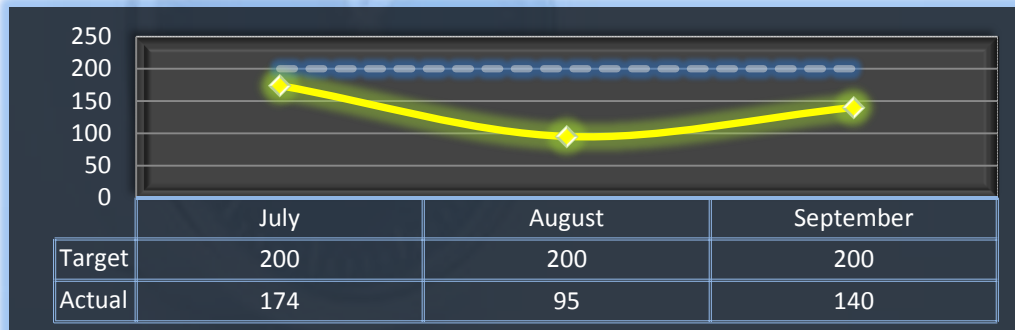


Intake & Investigation

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: 200 Days

Q1 Average: 139 Days

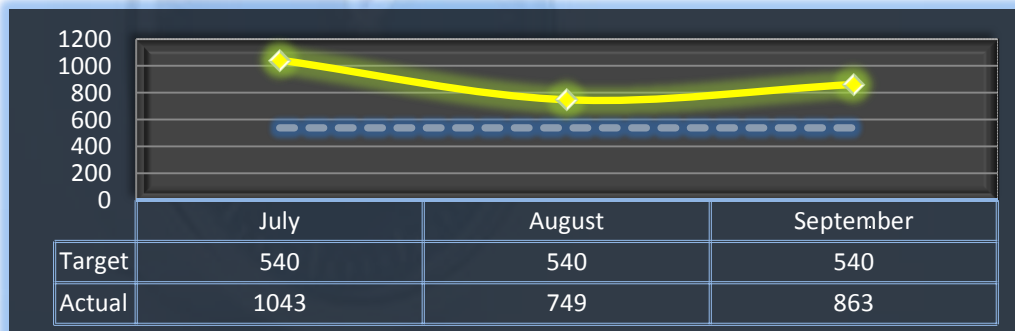


Formal Discipline

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: 925 Days

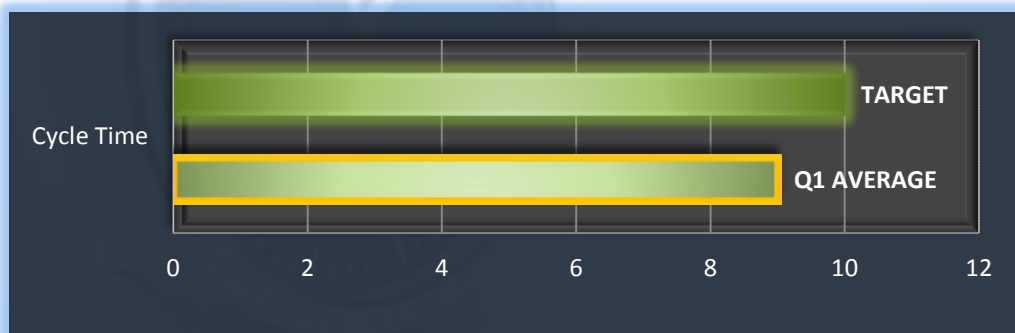


Probation Intake

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

Target: 10 Days

Q1 Average: 9 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: 10 Days

