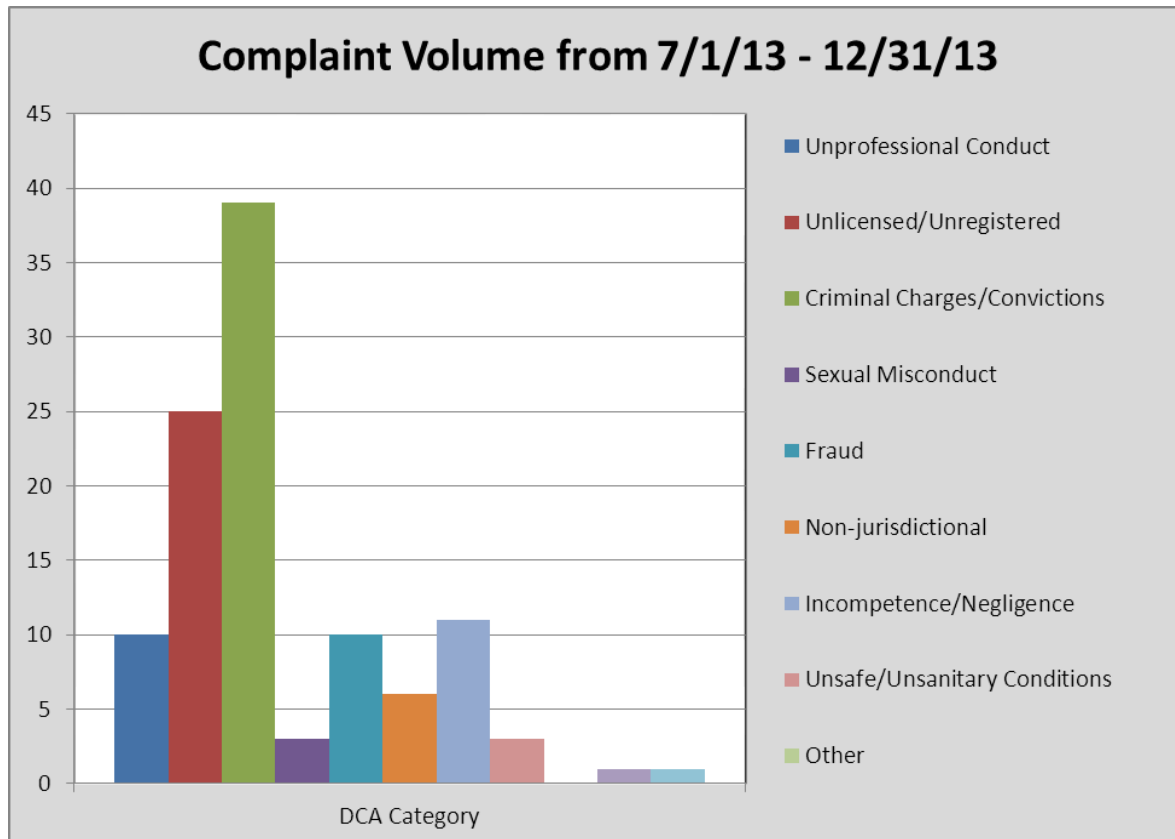




DATE	January 28, 2014
TO	All Board Members
FROM	Kristine Brothers Enforcement Coordinator
SUBJECT	Enforcement Update for July 1, 2013 to December 31, 2013

COMPLAINTS/CONVICTIONS & ARRESTS

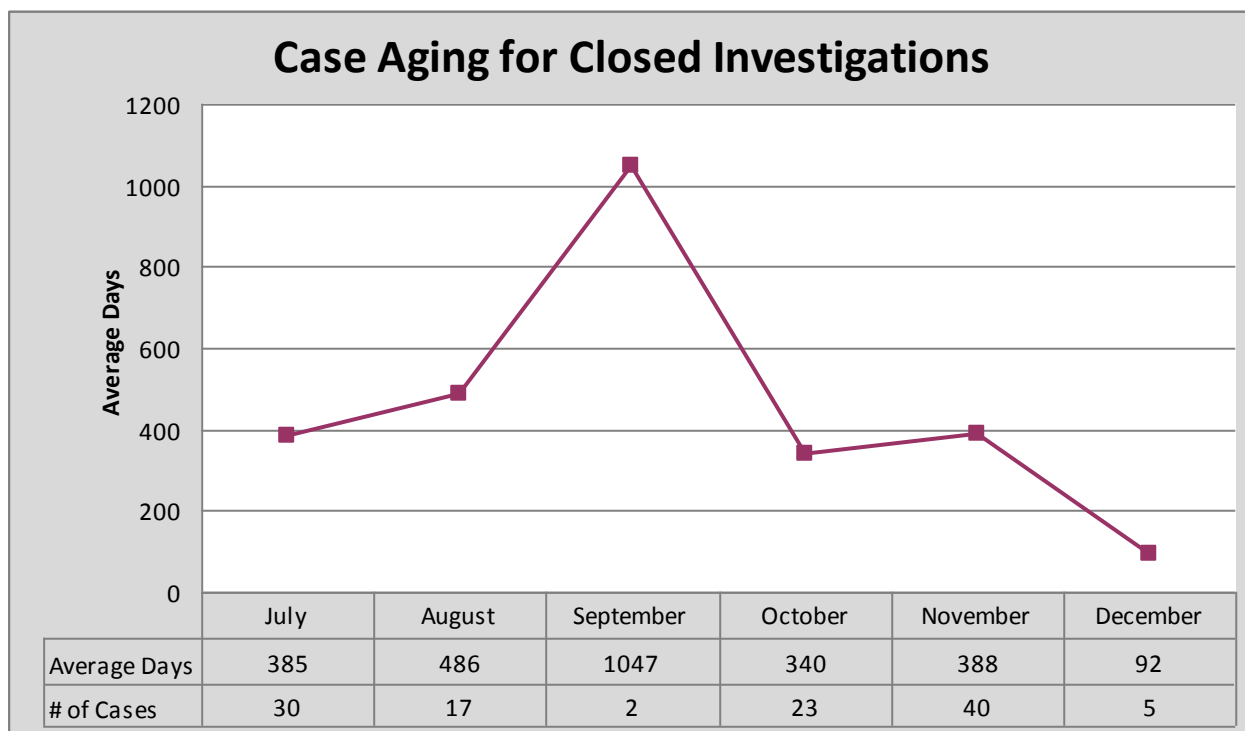
DCA Category	Received	Closed/Referred to Investigation
Unprofessional Conduct	10	10
Unlicensed/Unregistered	25	24
Criminal Charges/Convictions	39	36
Sexual Misconduct	3	3
Fraud	10	10
Non-jurisdictional	6	6
Incompetence/Negligence	11	12
Unsafe/Unsanitary Conditions	3	3
Other	0	0
Substance Abuse/Drug & Mental/Physical Impairment	1	1
Discipline by Another State Agency	1	1
Total	109	106
Average Intake Time: 7 days		



***INVESTIGATIONS**

DCA Category	Initiated	Pending	Closed
Unprofessional Conduct	10	32	16
Unlicensed/Unregistered	24	30	11
Criminal Charges/Convictions	36	69	59
Sexual Misconduct	3	10	7
Fraud	10	27	8
Non-jurisdictional	1	1	2
Incompetence/Negligence	12	23	10
Unsafe/Unsanitary Conditions	3	4	2
Other	0	0	0
Substance Abuse/Drug & Mental/Physical Impairment	1	2	1
Discipline by Another State Agency	1	0	1
Total	101	198	117
Average days		269	391

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



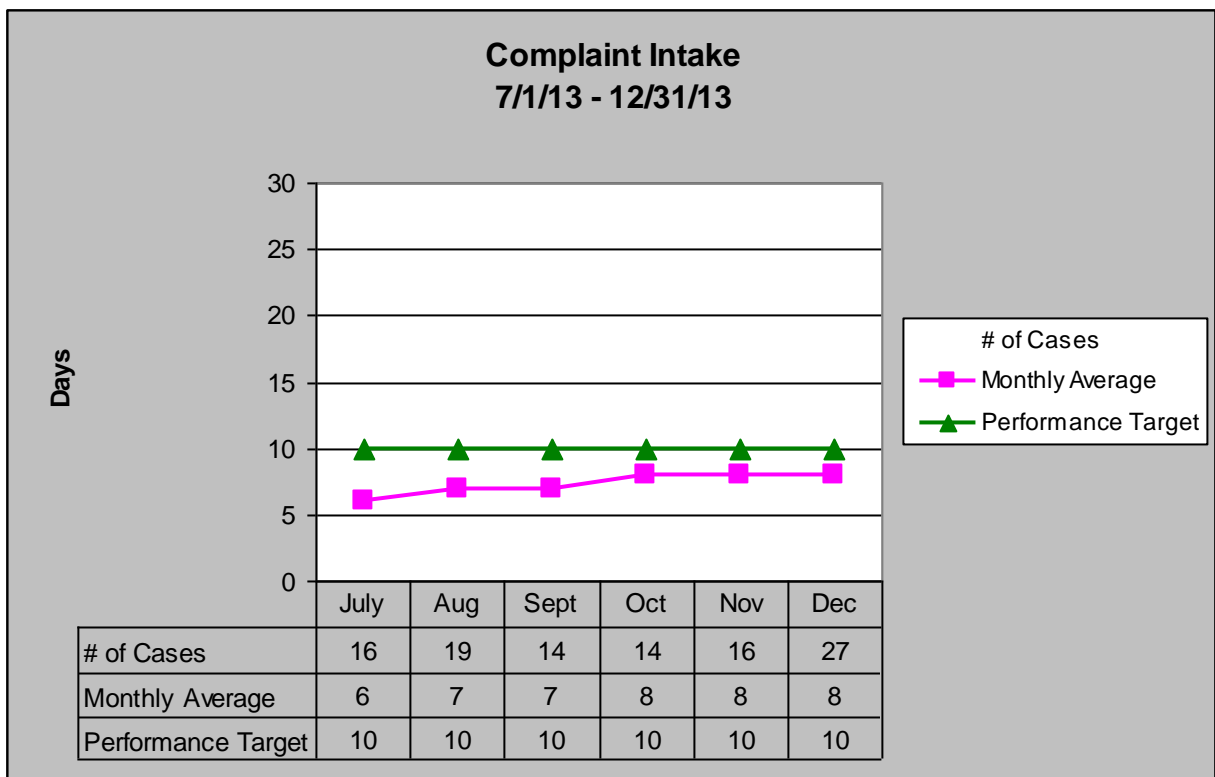
DISCIPLINARY ACTIONS

Requested	15
Pending	24
Accusation/SOI Filed	3
Decisions	4
Revoked	1
Voluntary Surrender	0
Probation	3
License Denied	0
Public Reprimand	0
Avg. Overall Process Time	1170 days
Open Probation Cases	18

DCA Performance Measurements

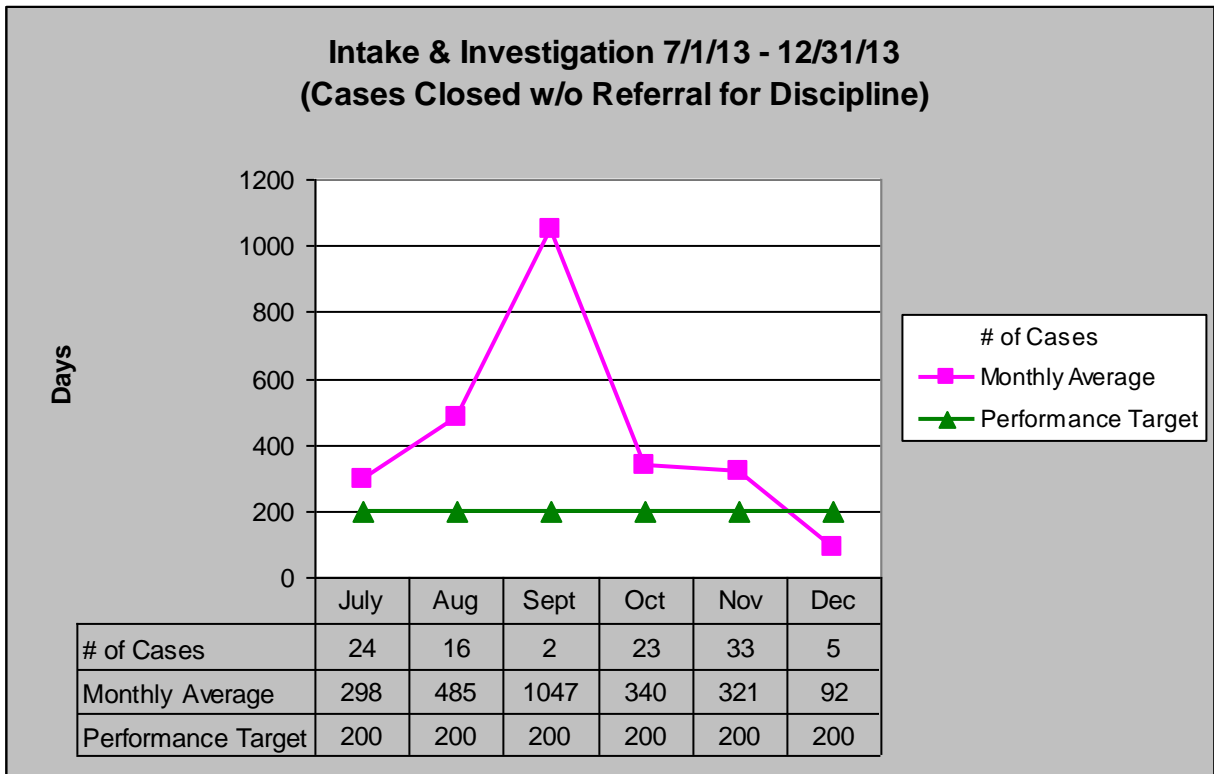
PM2 | Intake

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



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.



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)

