Performance Measures
Q3 Report (January - March 2013)

To ensure stakeholders can review the Committee'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.

**Volume**
Number of complaints and convictions received.

Q3 Total: 18
Q3 Monthly Average: 6

![Graph showing volume over time]

**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.
Target: 5 Days
Q3 Average: 2 Days

![Graph showing intake over time]
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: 90 Days
Q3 Average: 5 Days

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>2</td>
<td>13</td>
<td>2</td>
</tr>
</tbody>
</table>

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
Q3 Average: N/A

The Committee did not close any formal discipline cases this quarter.

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

Target: 10 Days
Q3 Average: N/A

The Committee did not place any licensees on probation this quarter.
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
Q3 Average: N/A

*The Committee did not handle any probation violations this quarter.*
Performance Measures
Q4 Report (April - June 2013)

To ensure stakeholders can review the Committee'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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

**Volume**
Number of complaints and convictions received.

**Q4 Total:** 10  
**Q4 Monthly Average:** 3

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

**Target:** 5 Days  
**Q4 Average:** 2 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: 90 Days
Q4 Average: 2 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
Q4 Average: N/A

The Committee did not close any formal discipline cases this quarter.

Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.
Target: 10 Days
Q4 Average: N/A

The Committee did not place any licensees on probation this quarter.
**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  
**Q4 Average:** N/A

*The Committee did not handle any probation violations this quarter.*
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 56 this fiscal year.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume</td>
<td>18</td>
<td>17</td>
<td>18</td>
<td>3</td>
</tr>
</tbody>
</table>

Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator. The Board has set a target of 10 days for this measure.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1 Avg.</th>
<th>Q2 Avg.</th>
<th>Q3 Avg.</th>
<th>Q4 Avg.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
**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 200 days for this measure.

![Graph showing Intake & Investigation cycle time](image)

**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.

*The Committee had no cases go to Formal Discipline during this fiscal year.*
Performance Measures
Q2 Report (October - December 2014)

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.

PM1 | Volume
Number of complaints and convictions received.

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

Total Received: 6 Monthly Average: 2

Complaints: 6  |  Convictions: 0

PM2 | Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

The Committee did not report any closed or assigned complaints.

Target Average: 30 Days  |  Actual Average: N/A
PM3 | Intake & Investigation
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation).

*The Committee did not report any closed investigations.*

Target Average: 360 Days | Actual Average: N/A

PM4 | Formal Discipline
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome).

Target Average: 540 Days | Actual Average: 246 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Committee did not contact any new probationers this quarter.

Target Average: 10 Days | Actual Average: N/A

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.

The Committee did not have any new probation violations this quarter.

Target Average: 10 Days | Actual Average: N/A
Department of Consumer Affairs
Naturopathic Medicine Committee

Performance Measures
Q2 Report (October - December 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.

PM1 | Volume
Number of complaints and convictions received.

<table>
<thead>
<tr>
<th>Month</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>3</td>
</tr>
<tr>
<td>Nov</td>
<td>2</td>
</tr>
<tr>
<td>Dec</td>
<td>6</td>
</tr>
</tbody>
</table>

Total Received: 11  Monthly Average: 4

Complaints: 11  |  Convictions: 0

PM2 | Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Average</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Target Average: 30 Days  |  Actual Average: 1 Day
PM3 | Intake & Investigation
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation).

The Committee did not report any closed investigations this quarter.

Target Average: 360 Days | Actual Average: N/A

PM4 | Formal Discipline
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome).

The Committee did not have any cases closed in formal discipline this quarter.

Target Average: 540 Days | Actual Average: N/A
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Committee did not contact any new probationers this quarter.

Target Average: 10 Days | Actual Average: N/A

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.

The Committee did not have any new probation violations this quarter.

Target Average: 10 Days | Actual Average: N/A