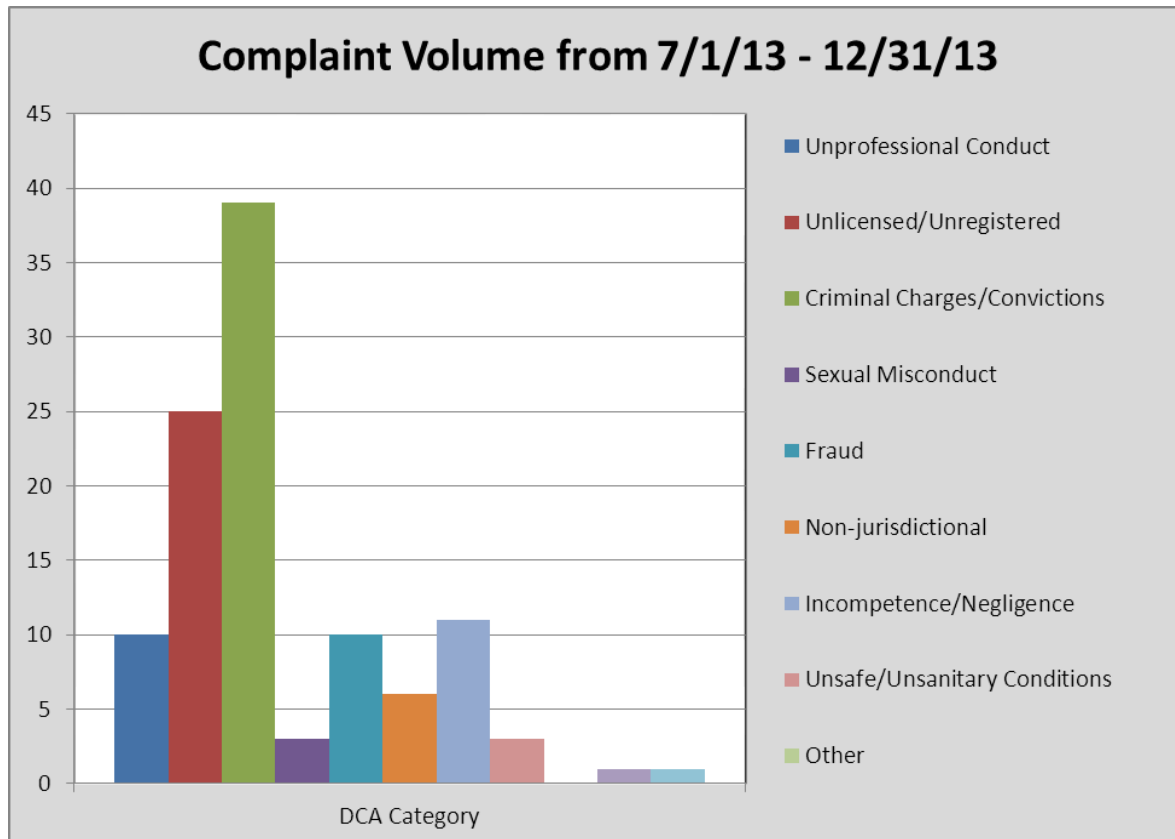




<b>DATE</b>	January 28, 2014
<b>TO</b>	All Board Members
<b>FROM</b>	Kristine Brothers Enforcement Coordinator
<b>SUBJECT</b>	<b>Enforcement Update for July 1, 2013 to December 31, 2013</b>

**COMPLAINTS/CONVICTIONS & ARRESTS**

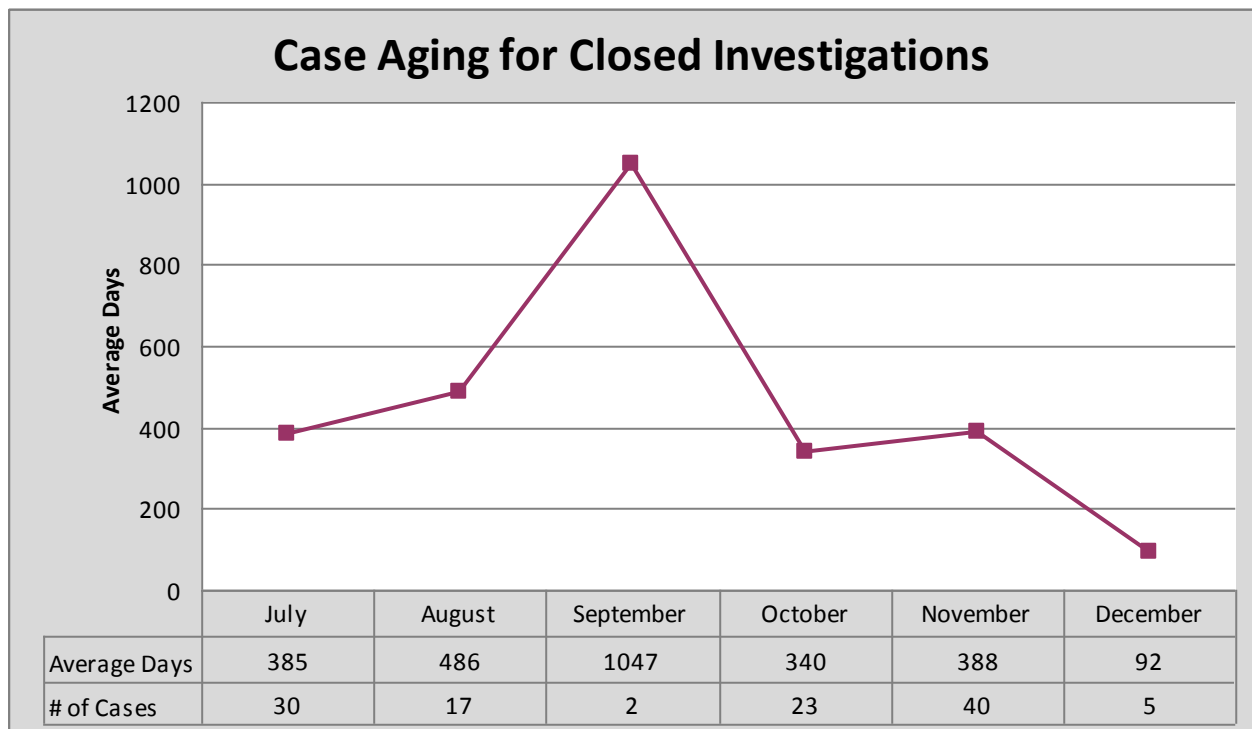
<b>DCA Category</b>	<b>Received</b>	<b>Closed/Referred to Investigation</b>
Unprofessional Conduct	10	10
Unlicensed/Unregistered	25	24
Criminal Charges/Convictions	39	36
Sexual Misconduct	3	3
Fraud	10	10
Non-jurisdictional	6	6
Incompetence/Negligence	11	12
Unsafe/Unsanitary Conditions	3	3
Other	0	0
Substance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



**\*INVESTIGATIONS**

<b>DCA Category</b>	<b>Initiated</b>	<b>Pending</b>	<b>Closed</b>
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
<b>Total</b>	<b>101</b>	<b>198</b>	<b>117</b>
<b>Average days</b>		<b>269</b>	<b>391</b>

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



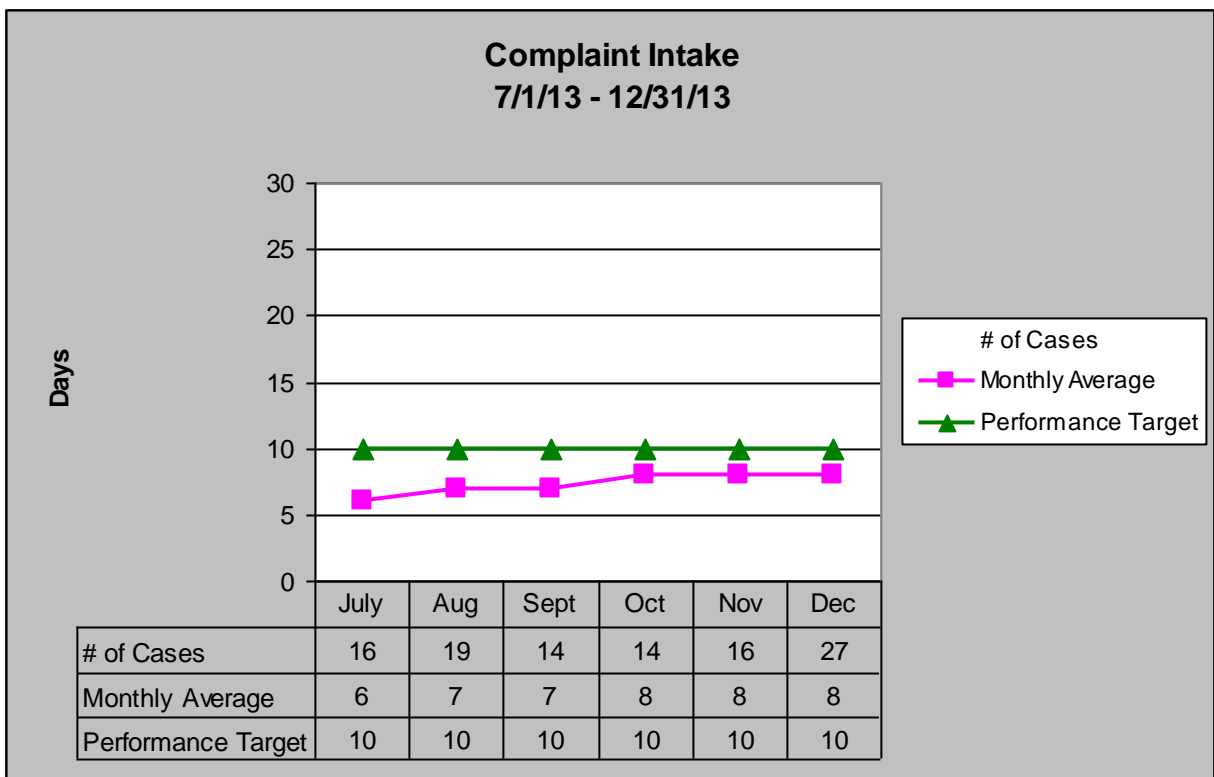
## DISCIPLINARY ACTIONS

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

# DCA Performance Measurements

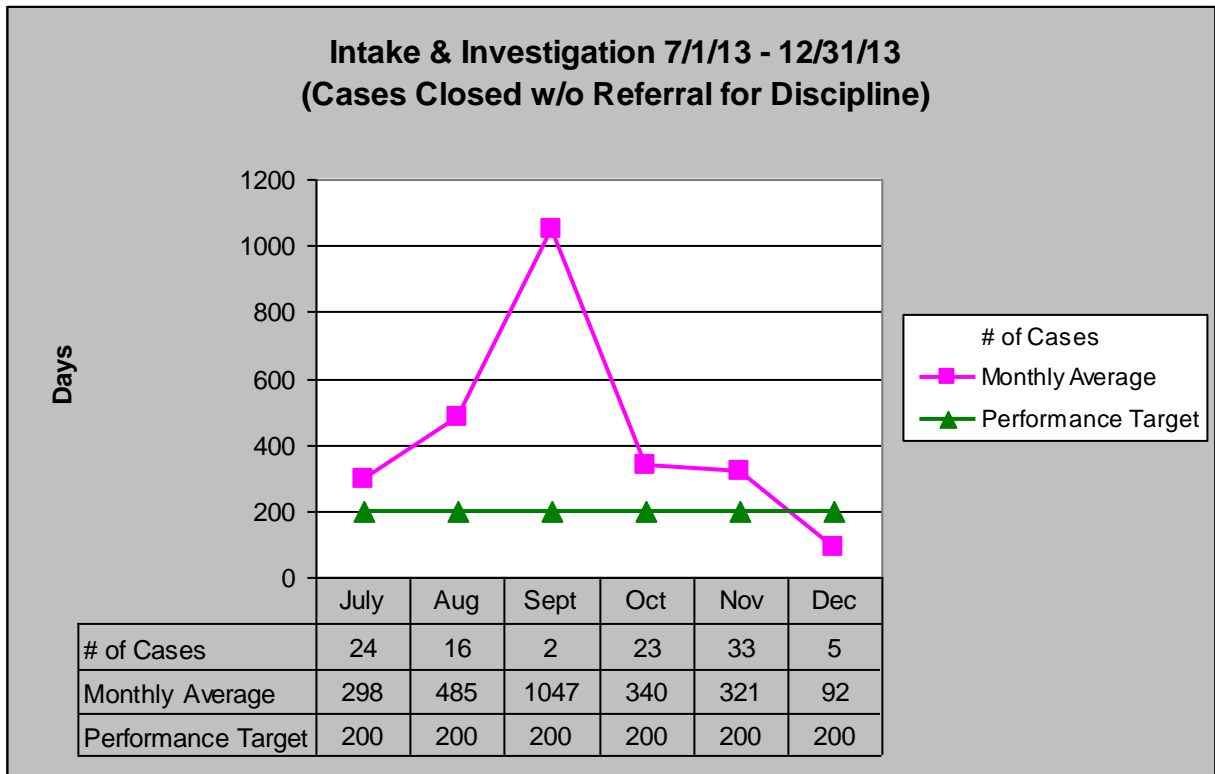
## PM2 | Intake

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)

