

1110 Department of Consumer Affairs Regulatory Boards

Department of Consumer Affairs Performance Based Budgeting

The Department of Consumer Affairs (DCA) oversees a wide variety of autonomous Boards and Bureaus that certify, register, and license individuals and entities that provide goods and/or services in the state. The overall purpose of the DCA is to promote a fair and competitive marketplace in which consumers are protected. The DCA provides consumers and licensees with valuable information and training and processes and mediates complaints. When appropriate, cases are referred to the Attorney General's office or law enforcement authorities for administrative action, civil and/or criminal prosecution.

Background

Executive Order B-13-11 requires the Department of Finance (DOF) to work in conjunction with various departments to utilize performance-based budgeting to increase efficiency and focus on accomplishing program goals. As a result, the DCA has identified a variety of ways to measure enforcement efforts for all Boards and Bureaus. Performance-based budgeting provides the DCA the flexibility to manage its resources based on fluctuating program demand.

Performance Measures

To ensure stakeholders can review the progress of DCA's Boards and Bureaus in meeting their enforcement goals and targets, DCA has developed a transparent system of performance measurements. These measures are critical, particularly during the current climate of budget constraints, for demonstrating that DCA is making and will continue to make the most efficient and effective use possible of its resources. These measures are posted publicly to the Department website on a quarterly basis.

The DCA will assess enforcement needs based on the following criteria:

- Intake Cycle Time - *Average number of days from receipt of the complaint to the date the complaint was assigned for investigation.*
- Investigation Cases - *Average number of days from receipt of the complaint to closure of the investigation process. Does not include cases resulting in formal discipline.*
- Formal Discipline Cases - *Average cycle time to complete the entire enforcement process for those cases closed by the Attorney General's office after referral by the program. This measure does not include declined, withdrawn or dismissed cases.*

Information for this special display was compiled using a variety of sources. The Consumer Affairs System (CAS) was the primary source for collecting program data, however some Boards and Bureaus do not utilize CAS because of their size or reporting requirements, so data for these programs was obtained through non-standardized reporting systems. Further, target numbers shown in this display are based on the Quarterly Performance Measures Report and each Board and Bureau has mandates and functions which can be significantly different. Using this data to compare the cycle time of Boards and Bureaus may not accurately capture unique aspects of individual programs. Additionally, the data identified in this display may not match the performance data in the DCA Annual Report or the Quarterly Performance Measures Report based on the method in which the data was collected.

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The following budget display represents a snapshot of existing enforcement efforts of the Boards and Bureaus within the DCA. This information will act as a baseline of enforcement performance and will allow for the tracking of future performance.

1. Intake Cycle Time

The following represents the total number of cases assigned for investigation and the average number of days (cycle time) from receipt of a complaint to the date the complaint was assigned for investigation. This data assists DCA and the program in measuring the efficiency of the program's internal complaint intake process.

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Program		Target	FY 2010-11		FY 2011-12	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
3	California Board of Accountancy	10	836	5	1,920	4
6	California Architects Board	7	285	2	211	3
	Landscape Architects Technical Committee	7	43	112	28	2
9	State Athletic Commission	NA	NA	NA	NA	NA
18	Board of Behavioral Sciences	5	1,981	4	1,915	4
22	Board of Barbering and Cosmetology	10	5,150	4	5,470	3
30	Contractors' State License Board	3	22,483	2	20,365	2
36	Dental Board of California	10	3,725	13	3,550	9
47	Dental Hygiene Committee	30	126	26	221	4
54	State Board of Guide Dogs for the Blind	NA	0	NA	0	NA
55	Medical Board of California	9	7,251	10	7,042	12
56	Acupuncture Board	10	225	9	107	8
58	Physical Therapy Board	5	1,806	6	1,819	5
59	Physician Assistant Board	10	268	8	276	12
61	California Board of Podiatric Medicine	9	91	10	135	12
62	Board of Psychology	9	790	6	743	5
64	Respiratory Care Board	7	835	3	875	2
65	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board	5	239	1	197	5
67	California Board of Occupational Therapy	2	683	1	541	3
69	State Board of Optometry	7	260	5	351	75
70	Osteopathic Medical Board of California	30	413	28	362	9
71	Naturopathic Medicine Committee	10	51	1	88	1
72	California State Board of Pharmacy	20	3,906	23	3,963	25
75	Board for Professional Engineers, Land Surveyors, and Geologists	10	418	10	334	10
78	Board of Registered Nursing	15	8,063	16	8,084	15

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Program		Target	FY 2010-11		FY 2011-12	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
81	Court Reporters Board of California	5	142	1	119	1
90	Veterinary Medical Board	10	733	33	732	26
91	Board of Vocational Nursing and Psychiatric Technicians of the State of California	30	5,163	26	5,561	16

1111 - Department of Consumer Affairs Bureaus, Programs, and Divisions						
Program		Target	FY 2010-11		FY 2011-12	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
25	Bureau of Security and Investigative Services	10	35,995	6	22,560	5
27	Bureau for Private Postsecondary Education	3	575	3	980	3
28	Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation	10	2,161	6	1,912	8
31	Bureau of Automotive Repair	7	18,527	4	19,083	4
37	Telephone Medical Advice Services Bureau	10	32	38	25	9
38	Cemetery and Funeral Bureau	7	769	2	738	3
89	Professional Fiduciaries Bureau	5	89	35	102	12

2. Intake and Investigation Cycle Time

The following represents the total number of cases investigated and the average number of days (cycle time) from receipt of a complaint to the closure of the investigation. This data assists DCA and the program in measuring how efficient a program is in addressing a violation of the Board's statutes and regulations. This measure does not include cases referred to the Attorney General's office.

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Program		Target	FY 2010-11		FY 2011-12	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
3	California Board of Accountancy	180	438	114	1,473	73
6	California Architects Board	270	288	216	278	148
	Landscape Architects Technical Committee	270	62	352	59	516
9	State Athletic Commission	NA	NA	NA	NA	NA
18	Board of Behavioral Sciences	180	1,972	141	1,967	142
22	Board of Barbering and Cosmetology	120	4,888	75	5,598	71
30	Contractors' State License Board	180	22,483	133	20,365	138

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Program		Target	FY 2010-11		FY 2011-12	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
36	Dental Board of California	270	3,833	167	3,291	156
47	Dental Hygiene Committee	120	118	108	218	45
54	State Board of Guide Dogs for the Blind	125	1	388	0	NA
55	Medical Board of California	125	6,542	119	6,665	126
56	Acupuncture Board	200	180	155	131	164
58	Physical Therapy Board	90	1,555	70	1,638	55
59	Physician Assistant Board	150	233	74	226	100
61	California Board of Podiatric Medicine	125	97	145	114	142
62	Board of Psychology	80	591	64	590	71
64	Respiratory Care Board	210	793	116	753	90
65	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board	90	247	233	147	277
67	California Board of Occupational Therapy	270	716	135	554	79
69	State Board of Optometry	90	174	89	233	184
70	Osteopathic Medical Board of California	360	258	245	403	234
71	Naturopathic Medicine Committee	90	45	1	84	1
72	California State Board of Pharmacy	210	3,330	229	2,964	222
75	Board for Professional Engineers, Land Surveyors, and Geologists	360	418	340	334	337
78	Board of Registered Nursing	100	5,340	113	4,946	122
81	Court Reporters Board of California	60	141	71	121	74
90	Veterinary Medical Board	365	417	264	566	311
91	Board of Vocational Nursing and Psychiatric Technicians of the State of California	360	5,315	288	5,202	275

1111 - Department of Consumer Affairs Bureaus, Programs, and Divisions						
Program		Target	FY 2010-11		FY 2011-12	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
25	Bureau of Security and Investigative Services	200	13,549	144	18,150	103
27	Bureau for Private Postsecondary Education	180	430	241	510	122
28	Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation	180	2,290	66	1,870	67
31	Bureau of Automotive Repair	60	17,869	46	17,797	45
37	Telephone Medical Advice Services Bureau	NA	NA	NA	NA	NA
38	Cemetery and Funeral Bureau	120	737	41	727	46
89	Professional Fiduciaries Bureau	365	90	225	92	126

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3. Formal Discipline Cycle Time

The following represents the formal discipline cases closed by the Attorney General's office after referral by the program. The cycle time in this measure includes intake and investigation by the program, and review and possible prosecution by the Attorney General's office. This measure does not include declined, withdrawn or dismissed cases. This data assists DCA in measuring the efficiency of the program's investigation process, and the effectiveness of their partnership with the AG's office.

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Program		Target	FY 2010-11		FY 2011-12	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
3	California Board of Accountancy	540	27	782	28	787
6	California Architects Board	540	4	688	2	514
	Landscape Architects Technical Committee	540	0	NA	0	NA
9	State Athletic Commission	NA	NA	NA	NA	NA
18	Board of Behavioral Sciences	540	91	793	84	872
22	Board of Barbering and Cosmetology	540	96	481	109	469
30	Contractors' State License Board	540	1,862	747	1,744	786
36	Dental Board of California	540	117	929	124	928
47	Dental Hygiene Committee	540	5	776	3	576
54	State Board of Guide Dogs for the Blind	540	0	NA	0	NA
55	Medical Board of California	540	245	795	315	853
56	Acupuncture Board	540	21	654	20	582
58	Physical Therapy Board	540	56	720	44	654
59	Physician Assistant Board	540	23	614	21	524
61	California Board of Podiatric Medicine	540	3	660	7	1,065
62	Board of Psychology	540	19	895	29	894
64	Respiratory Care Board	540	65	593	77	625
65	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board	540	9	657	16	1,055
67	California Board of Occupational Therapy	540	12	742	20	594
69	State Board of Optometry	365	7	698	7	879
70	Osteopathic Medical Board of California	540	14	1,095	17	884
71	Naturopathic Medicine Committee	540	0	NA	0	NA
72	California State Board of Pharmacy	540	257	875	264	932
75	Board for Professional Engineers, Land Surveyors, and Geologists	540	54	1,846	42	1,607
78	Board of Registered Nursing	540	766	722	728	677
81	Court Reporters Board of California	540	10	353	5	499
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		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
90	Veterinary Medical Board	740	29	972	28	978
91	Board of Vocational Nursing and Psychiatric Technicians of the State of California	540	192	1,083	250	1,107

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Program		Target	FY 2010-11		FY 2011-12	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
25	Bureau of Security and Investigative Services	360	766	417	1,081	397
27	Bureau for Private Postsecondary Education	360	0	NA	2	268
28	Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation	270	14	711	8	1,076
31	Bureau of Automotive Repair	540	789	637	714	680
37	Telephone Medical Advice Services Bureau	NA	NA	NA	NA	NA
38	Cemetery and Funeral Bureau	540	18	587	17	544
89	Professional Fiduciaries Bureau	540	1	1,128	3	606