



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GAVIN NEWSOM, GOVERNOR
Board of Vocational Nursing and Psychiatric Technicians
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MEMORANDUM

DATE February 19, 2021

TO Board Members

FROM Antoinette Wood
Enforcement Division Chief

SUBJECT Enforcement Division Report

STAFFING

The Enforcement Division re-directed an AGPA and an SSA to perform duties related to COVID-19 contact tracing, a multi-step process that involves interviewing individuals who test positive, identifying and locating their known contacts, and monitoring and supporting those who must self-isolate. Contact tracers work under the direction of the local health department and the California Department of Public Health. The BVNPT was recently informed that the assignment is extended, due to the recent surge in COVID-19 cases. We do not expect staff to return until July of 2021.

The BVNPT hired a retired annuitant to handle the workload for the AGPA and SSA

STATISTICAL OVERVIEW

Attached is the BVPT Quarterly Enforcement Report - This report includes statistical data from July 2020 to December of 2020. Additionally, the Enforcement Division is now providing Board members with an Executive Summary of statistics similar to Licensing and Education that provides an easy to read month-to-month look at each unit within the Enforcement Division.

NOTABLE HIGHLIGHTS

Total Number of Investigations Assigned

During quarter two, the total number of cases assigned for investigation decreased from 426 to 365, a decrease of 61 cases.

Total Number of Pending Cases

During quarter two, the total number of pending investigation cases decreased from 1,144 to 1,111. The total average pending age of all pending investigation cases increased from 277 days to 290 days.

Total Number of Investigations Completed

During quarter two, the total number of investigations completed decreased from 541 to 442. The average number of days to complete investigations decreased from 263 days to 243 days. This is in part, due to COVID-19. The other governmental agencies, private institutions, and courts we rely on to provide documentation slowed their response times. As we continue to work through the pandemic, we may see more instances of overall case aging, or lowered case closure rates for cases that require a judge to agree to the plea deal, or a jury trial to be completed.

Of the 442 investigations completed, 78 percent were completed within the Board's enforcement performance measure (PM 3) target average of 365 days.

Total Number of Cases Referred to the Attorney General's Office

During quarter two, 41 cases were referred to the Attorney General's Office for formal disciplinary action.

Total Number of Disciplinary Cases Completed

During quarter two, 64 disciplinary actions were completed. The average number of days to complete these actions was 935 days, which is an increase from the previous quarter's 781 days. This is in part, due to the pandemic which shuttered court rooms and caused a delay or backlog in some cases.

Licensee Probation

During quarter one, there were 25 new probationers. The average number of days from assignment to first contact was six days. The average days from a violation reported to action initiated was one day.

Possible Issues Due to COVID-19

While the Enforcement Division is diligently working on closing cases, we may continue to see case aging issues if the courts do not re-open fully or continue to maintain a sizeable backlog. Since Enforcement relies on local and federal courts for our criminal cases, delays may occur as we have no control over how the courts set their hearing calendars.

Furthermore, our complaint intake is down. This may be due to fewer issues occurring; however, it is more likely that the medical facilities are simply overwhelmed and not reporting in a timely manner. We expect to see a surge in reporting once the pandemic eases.

Petitioner Hearings Update

All petitioner hearings were sent to the Office of Administrative Hearings (OAH) and are being set for hearing. This completely cleared the petitioner backlog. The Enforcement Committee will be discussing options that the Board can implement to keep up with the petitioner hearings at the 4/6/21 meeting.



Enforcement Division Statistical Data

April 1, 2018 through December 31, 2020

Executive Summary

BNPT Enforcement Division Statistics
April 1, 2018 through December 31, 2020

Applicant Intake Received

	Total 2020	Total 2019	Total 2018
Jan	19	30	
Feb	13	35	
Mar	29	50	
Apr	24	42	69
May	18	60	36
June	13	18	40
Jul	19	34	38
Aug	10	15	71
Sep	13	31	40
Oct	13	56	59
Nov	18	32	37
Dec	12	15	53
Total	201	418	443

Licensee Arrest/Convictions Received

	Total 2020	Total 2019	Total 2018
Jan	71	75	
Feb	103	78	
Mar	90	67	
Apr	70	84	69
May	62	71	73
June	51	70	74
Jul	69	73	63
Aug	74	83	96
Sep	84	57	56
Oct	77	74	85
Nov	86	55	46
Dec	63	209	70
Total	900	996	632

Licensee Complaints Received

	Total 2020	Total 2019	Total 2018
Jan	117	126	
Feb	105	83	
Mar	87	111	
Apr	85	87	84
May	59	65	83
June	82	66	64
Jul	85	69	67
Aug	98	75	55
Sep	80	70	59
Oct	107	95	80
Nov	73	54	57
Dec	72	82	60
Total	1,050	983	609

Out of State/Other State Agency Discipline

	Total 2020	Total 2019	Total 2018
Jan	4	0	
Feb	4	4	
Mar	2	4	
Apr	6	5	7
May	2	5	4
June	4	7	2
Jul	4	6	4
Aug	5	1	0
Sep	7	3	0
Oct	4	5	5
Nov	3	2	0
Dec	13	9	6
Total	58	51	28

Other

	Total 2020	Total 2019	Total 2018
Jan	113	126	
Feb	101	79	
Mar	85	107	
Apr	79	82	77
May	57	60	79
June	78	59	62
Jul	81	63	63
Aug	93	74	54
Sep	73	80	59
Oct	103	100	75
Nov	70	56	57
Dec	59	90	54
Total	992	976	580

Cases Closed at Intake

	Total 2020	Total 2019	Total 2018
Jan	36	60	
Feb	25	38	
Mar	21	35	
Apr	22	29	31
May	15	29	29
June	23	28	15
Jul	35	32	25
Aug	16	31	13
Sep	39	28	13
Oct	48	42	44
Nov	34	23	28
Dec	36	45	16
Total	350	420	214

Cases Pending at Intake

	Total 2020	Total 2019	Total 2018
Jan	10	37	
Feb	3	38	
Mar	2	15	
Apr	4	21	42
May	5	3	14
June	0	2	62
Jul	9	25	30
Aug	0	38	51
Sep	0	43	14
Oct	7	21	11
Nov	4	19	97
Dec	4	0	41

Total Intake Received

	Total 2020	Total 2019	Total 2018
Jan	207	231	
Feb	221	196	
Mar	206	228	
Apr	179	213	222
May	139	196	192
June	146	154	178
Jul	173	176	168
Aug	182	173	224
Sep	177	171	155
Oct	197	235	224
Nov	177	145	140
Dec	147	323	183
Total	2,151	2,441	1,686

Desk Investigations Assigned - ESU

	Total 2020	Total 2019	Total 2018
Jan	43	110	
Feb	38	62	
Mar	41	69	
Apr	35	16	25
May	19	21	21
June	39	16	15
Jul	40	22	28
Aug	28	33	7
Sep	49	45	22
Oct	26	31	6
Nov	33	24	47
Dec	21	67	7
Total	412	516	178

Desk Investigations Pending - ESU

	Total 2020	Total 2019	Total 2018
Jan	188	247	
Feb	198	251	
Mar	201	253	
Apr	192	206	214
May	181	145	207
June	200	121	183
Jul	197	132	170
Aug	190	157	173
Sep	184	148	180
Oct	158	166	151
Nov	164	155	182
Dec	129	171	181

Desk Investigations Pending Age (Days) - ESU

	Total 2020	Total 2019	Total 2018
Jan	148	180	
Feb	142	167	
Mar	141	156	
Apr	145	181	240
May	158	209	247
June	153	237	240
Jul	141	235	223
Aug	136	206	241
Sep	116	179	232
Oct	129	158	247
Nov	127	182	214
Dec	133	134	241
Average	139	185	236

Investigations Completed - ESU

	Total 2020	Total 2019	Total 2018
Jan	14	31	
Feb	36	48	
Mar	40	67	
Apr	42	68	20
May	40	81	25
June	23	45	38
Jul	44	13	41
Aug	38	8	3
Sep	60	47	17
Oct	55	28	34
Nov	32	34	16
Dec	57	43	7
Total	481	513	201

Investigations Completed: Average days - ESU

	Total 2020	Total 2019	Total 2018
Jan	104	236	
Feb	148	227	
Mar	187	153	
Apr	156	147	256
May	143	164	261
June	231	129	328
Jul	192	220	295
Aug	221	458	422
Sep	198	260	457
Oct	118	204	273
Nov	171	113	324
Dec	147	218	244
Average	168	211	318

Desk Investigations Assigned - LACRU

	Total 2020	Total 2019	Total 2018
Jan	89	132	
Feb	125	133	
Mar	113	132	
Apr	101	114	138
May	83	144	134
June	67	101	102
Jul	97	102	150
Aug	95	128	167
Sep	103	75	114
Oct	96	130	154
Nov	92	90	104
Dec	93	242	135
Total	1,154	1,523	1,198

Desk Investigations Pending - LACRU

	Total 2020	Total 2019	Total 2018
Jan	712	760	
Feb	719	749	
Mar	717	737	
Apr	691	713	740
May	634	735	701
June	607	738	680
Jul	642	739	670
Aug	617	764	705
Sep	613	725	721
Oct	615	708	733
Nov	642	693	714
Dec	654	753	732

Desk Investigations Pending Age (Days) - LACRU

	Total 2020	Total 2019	Total 2018
Jan	230	225	
Feb	225	219	
Mar	231	210	
Apr	241	215	249
May	258	214	238
June	275	223	225
Jul	273	226	219
Aug	283	216	203
Sep	285	230	213
Oct	287	226	212
Nov	291	229	223
Dec	294	221	226
Average	264	221	223

Investigations Completed - LACRU

	Total 2020	Total 2019	Total 2018
Jan	126	116	
Feb	125	138	
Mar	114	153	
Apr	123	129	147
May	139	127	157
June	91	94	128
Jul	63	97	151
Aug	117	107	135
Sep	106	113	102
Oct	96	152	138
Nov	60	106	125
Dec	82	187	107
Total	1,242	1,519	1,190

Investigations Completed: Average days - LACRU

	Total 2020	Total 2019	Total 2018
Jan	210	155	
Feb	205	213	
Mar	170	219	
Apr	160	181	244
May	169	160	247
June	162	152	268
Jul	172	228	190
Aug	173	251	175
Sep	176	196	143
Oct	173	199	139
Nov	149	215	154
Dec	174	98	186
Average	174	189	194

Non-Sworn Investigations Assigned

	Total 2020	Total 2019	Total 2018
Jan	5	18	
Feb	9	23	
Mar	6	15	
Apr	6	12	17
May	6	15	14
June	13	11	12
Jul	11	3	21
Aug	2	2	9
Sep	5	23	7
Oct	40	8	9
Nov	13	4	40
Dec	3	8	0
Total	119	142	129

Non-Sworn Investigations Pending Assigned to Investigator

	Total 2020	Total 2019	Total 2018
Jan	161	140	
Feb	164	144	
Mar	129	147	
Apr	128	170	105
May	113	148	124
June	136	138	112
Jul	128	151	110
Aug	119	178	118
Sep	102	176	121
Oct	129	188	120
Nov	125	188	125
Dec	109	170	124

Non-Sworn Investigations Pending - Unassigned

	Total 2020	Total 2019	Total 2018
Jan	32	140	
Feb	26	138	
Mar	45	134	
Apr	29	110	184
May	29	118	160
June	0	119	177
Jul	0	100	182
Aug	0	52	181
Sep	0	62	171
Oct	0	32	162
Nov	0	21	189
Dec	0	28	177

Non-Sworn Investigations Pending - Pending Age (Days)

	Total 2020	Total 2019	Total 2018
Jan	412	407	
Feb	417	388	
Mar	410	383	
Apr	403	381	381
May	395	392	376
June	362	387	383
Jul	355	402	368
Aug	338	421	390
Sep	306	424	410
Oct	240	406	406
Nov	221	408	390
Dec	221	396	401
Average	340	400	389

Non-Sworn Investigations Completed

	Total 2020	Total 2019	Total 2018
Jan	10	32	
Feb	12	20	
Mar	23	16	
Apr	25	14	16
May	21	27	17
June	19	17	7
Jul	17	9	18
Aug	17	23	1
Sep	22	6	12
Oct	14	29	17
Nov	17	17	3
Dec	19	18	16
Total	216	228	107

Non-Sworn Investigations Completed - Average Days to Complete

	Total 2020	Total 2019	Total 2018
Jan	526	476	
Feb	513	616	
Mar	641	516	
Apr	526	668	686
May	626	431	682
June	602	717	757
Jul	503	731	733
Aug	573	540	575
Sep	571	545	659
Oct	486	620	711
Nov	463	675	801
Dec	394	704	671
Average	535	603	697

Field Sworn/DOI Investigations Assigned

	Total 2020	Total 2019	Total 2018
Jan	16	29	
Feb	13	13	
Mar	20	24	
Apr	5	26	9
May	8	19	14
June	3	15	19
Jul	19	7	4
Aug	18	14	6
Sep	2	16	11
Oct	15	27	53
Nov	5	19	1
Dec	8	15	16
Total	132	224	133

Field Sworn/DOI Investigations Pending

	Total 2020	Total 2019	Total 2018
Jan	203	201	
Feb	200	208	
Mar	210	222	
Apr	191	224	185
May	179	233	181
June	172	216	179
Jul	165	203	168
Aug	167	199	155
Sep	147	197	156
Oct	155	211	196
Nov	151	207	194
Dec	140	199	192

Field Sworn/DOI Investigations Pending Age

	Total 2020	Total 2019	Total 2018
Jan	314	353	
Feb	310	354	
Mar	309	352	
Apr	300	360	351
May	314	363	364
June	337	338	371
Jul	323	347	395
Aug	289	364	415
Sep	283	368	432
Oct	281	339	345
Nov	298	326	361
Dec	302	328	357
Average	305	349	377

Field Sworn/DOI Investigations Completed

	Total 2020	Total 2019	Total 2018
Jan	14	14	
Feb	15	10	
Mar	7	8	
Apr	20	12	15
May	17	12	17
June	8	13	21
Jul	17	15	10
Aug	10	16	13
Sep	18	14	8
Oct	21	14	5
Nov	13	20	6
Dec	2	14	7
Total	162	162	102

DOI Investigations (avg. days to complete)

	Total 2020	Total 2019	Total 2018
Jan	432	342	
Feb	485	401	
Mar	315	158	
Apr	509	302	326
May	365	341	362
June	410	349	278
Jul	494	335	240
Aug	646	431	370
Sep	502	446	397
Oct	374	523	640
Nov	374	432	595
Dec	484	462	447
Average	449	377	406

Total Investigation Cases Completed

	Total 2020	Total 2019	Total 2018
Jan	158	194	
Feb	186	197	
Mar	171	265	
Apr	225	192	198
May	208	252	222
June	131	179	177
Jul	149	140	226
Aug	190	180	179
Sep	201	211	161
Oct	157	230	237
Nov	110	160	163
Dec	174	289	131
Total	2,060	2,489	1,694

Second Level Reviews (AS05) Pending

	Total 2020	Total 2019	Total 2018
Jan	18	11	
Feb	13	17	
Mar	23	11	
Apr	12	28	1
May	16	22	6
June	21	20	8
Jul	15	24	13
Aug	12	11	17
Sep	14	6	15
Oct	2	6	14
Nov	10	13	16
Dec	7	3	16
Total	163	172	106

Second Level Reviews (AS05) Completed

	Total 2020	Total 2019	Total 2018
Jan	10	26	
Feb	32	14	
Mar	18	34	
Apr	61	1	30
May	36	39	31
June	21	50	18
Jul	49	28	27
Aug	37	60	19
Sep	43	21	25
Oct	30	28	15
Nov	20	30	17
Dec	42	48	17
Total	399	379	199

Citations Issued - Discipline Unit

	Total 2020	Total 2019	Total 2018
Jan	14	6	
Feb	10	7	
Mar	6	9	
Apr	23	8	12
May	13	8	6
June	10	9	1
Jul	7	6	7
Aug	11	8	12
Sep	11	15	11
Oct	18	18	5
Nov	15	18	19
Dec	7	12	1
Total	145	124	74

CE Audit Citations Issued - Discipline Unit

	Total 2020	Total 2019	Total 2018
Jan	6		
Feb	6		
Mar	4		
Apr	7		
May	0		
June	0		
Jul	0		
Aug	0		
Sep	0		
Oct	0		
Nov	0		
Dec	0		
Total	23		

License Applicants Denied - Discipline Unit

	Total 2020	Total 2019	Total 2018
Jan	2	5	
Feb	2	4	
Mar	1	1	
Apr	1	3	3
May	0	3	4
June	2	1	5
Jul	4	3	2
Aug	4	2	6
Sep	3	3	3
Oct	1	3	6
Nov	0	3	2
Dec	1	1	2
Total	21	32	33

Total Accusations Filed by Discipline Unit

	Total 2020	Total 2019	Total 2018
Jan	17	26	
Feb	27	21	
Mar	16	30	
Apr	17	19	33
May	17	22	31
June	13	25	29
Jul	9	11	34
Aug	12	18	40
Sep	13	22	18
Oct	9	14	30
Nov	7	23	16
Dec	13	23	29
Total	170	254	260

Total Statement of Issues Filed by Discipline Unit

	Total 2020	Total 2019	Total 2018
Jan	2	2	
Feb	1	3	
Mar	0	4	
Apr	2	1	1
May	0	1	2
June	1	1	2
Jul	0	2	1
Aug	1	3	1
Sep	1	0	2
Oct	1	2	0
Nov	2	3	0
Dec	0	1	3
Total	11	23	12

Total Number of Cases Referred to AG's Office

	Total 2020	Total 2019	Total 2018
Jan	28	22	
Feb	8	18	
Mar	21	30	
Apr	17	20	32
May	18	27	31
June	11	9	47
Jul	18	28	27
Aug	5	28	30
Sep	20	32	24
Oct	9	24	23
Nov	12	15	22
Dec	20	21	30
Total	187	274	266

Cases Pending at AG - Referred by Discipline Unit

	Total 2020	Total 2019	Total 2018
Jan	208	278	
Feb	197	265	
Mar	180	261	
Apr	185	244	287
May	193	255	300
June	181	225	323
Jul	177	225	319
Aug	16	244	311
Sep	155	237	315
Oct	151	233	321
Nov	137	229	319
Dec	126	221	308

Total Disciplinary Actions Completed

	Total 2020	Total 2019	Total 2018
Jan	32	17	
Feb	15	31	
Mar	36	32	
Apr	13	35	28
May	11	14	16
June	24	38	26
Jul	18	30	28
Aug	19	14	34
Sep	27	36	18
Oct	19	27	27
Nov	17	16	16
Dec	28	30	47
Total	259	320	240

Average Days to Complete Discipline - Target 540 Days

	Total 2020	Total 2019	Total 2018
Jan	940	643	
Feb	701	683	
Mar	618	763	
Apr	493	795	831
May	791	800	846
June	771	807	681
Jul	720	718	792
Aug	711	1208	900
Sep	858	732	815
Oct	836	660	770
Nov	1047	801	887
Dec	923	826	727
Average	784	786	805

Percentage of Cases Closed within Target

	Total 2020	Total 2019	Total 2018
Jan	28		
Feb	27		
Mar	39		
Apr	69		
May	36		
June	29		
Jul	33	50	
Aug	37	14	
Sep	37	39	
Oct	30	52	
Nov	12	19	
Dec	14	37	
Average	33	35	

Total Number of Probationers

	Total 2020	Total 2019	Total 2018
Jan	369	412	
Feb	366	417	
Mar	374	395	
Apr	374	398	471
May	357	385	463
June	350	391	460
Jul	346	389	440
Aug	343	377	427
Sep	339	380	431
Oct	336	373	426
Nov	337	365	421
Dec	329	371	417

Active Probationers

	Total 2020	Total 2019	Total 2018
Jan	344	386	
Feb	341	390	
Mar	349	370	
Apr	348	373	442
May	331	359	436
June	324	365	432
Jul	319	364	412
Aug	316	354	400
Sep	312	355	403
Oct	310	347	399
Nov	311	340	394
Dec	304	346	390

Tolled Probationers

	Total 2020	Total 2019	Total 2018
Jan	25	26	
Feb	25	27	
Mar	25	25	
Apr	26	25	29
May	26	26	27
June	26	26	28
Jul	27	25	28
Aug	27	23	27
Sep	27	25	28
Oct	26	26	27
Nov	26	25	27
Dec	25	25	27

Probationers Successful Completions

	Total 2020	Total 2019	Total 2018
Jan	8	10	
Feb	6	6	
Mar	4	7	
Apr	8	8	4
May	10	9	8
June	3	7	4
Jul	6	9	19
Aug	7	8	12
Sep	3	4	10
Oct	5	11	5
Nov	6	11	7
Dec	2	6	2
Total	68	96	71

Average Days from Assignment to First Contact

	Total 2020	Total 2019	Total 2018
Jan	2		
Feb	2		
Mar	5		
Apr	3		
May	7		
June	5		
Jul	6	8	
Aug	6	5	
Sep	5	7	
Oct	8	8	
Nov	6	3	
Dec	5	2	
Average	5	6	

Average Days from Violation Reported to Action Initiated - Target 30 Days

	Total 2020	Total 2019	Total 2018
Jan	1		
Feb	1		
Mar	6		
Apr	8		
May	4		
June	3		
Jul	4	9	
Aug	2	1	
Sep	3	1	
Oct	2	2	
Nov	1	2	
Dec	1	2	
Average	3	3	

Subsequent Probation Discipline Cases Pending

	Total 2020	Total 2019	Total 2018
Jan	45	61	
Feb	39	56	
Mar	42	52	
Apr	45	52	
May	43	48	
June	44	50	
Jul	51	48	
Aug	47	43	
Sep	48	43	52
Oct	54	42	53
Nov	57	42	55
Dec	55	46	57

New Probationers

	Total 2020	Total 2019	Total 2018
Jan	15	21	
Feb	6	14	
Mar	13	16	
Apr	7	12	11
May	1	4	9
June	8	17	3
Jul	6	14	7
Aug	11	6	14
Sep	4	11	4
Oct	8	14	14
Nov	9	6	17
Dec	5	9	8
Total	93	144	87

Number of Probation Violations

	Total 2020	Total 2019	Total 2018
Jan	10		
Feb	11		
Mar	11		
Apr	4		
May	14		
June	9		
Jul	8	7	
Aug	8	8	
Sep	9	17	
Oct	13	11	
Nov	11	16	
Dec	3	8	
Total	111	67	

Subsequent Probation Discipline Cases Initiated

	Total 2020	Total 2019	Total 2018
Jan	8		
Feb	2		
Mar	5		
Apr	5		
May	4		
June	4		
Jul	7	7	
Aug	6	2	
Sep	4	7	
Oct	8	3	
Nov	10	6	
Dec	4	4	
Total	67	29	

Subsequent Probation Discipline Cases Completed

	Total 2020	Total 2019	Total 2018
Jan	4	8	
Feb	4	5	
Mar	1	10	
Apr	2	2	2
May	8	8	12
June	2	4	3
Jul	2	8	9
Aug	8	7	5
Sep	6	3	4
Oct	7	6	3
Nov	1	6	1
Dec	8	1	3
Total	53	68	42

PERFORMANCE MEASURES

PM1 - Total Intake Received

	Total 2020	Total 2019	Total 2018
Jan	207	231	
Feb	221	196	
Mar	206	228	
Apr	179	213	222
May	139	196	192
June	146	154	178
Jul	173	176	168
Aug	182	173	224
Sep	177	171	155
Oct	197	235	224
Nov	177	145	140
Dec	147	323	183
Total	2,151	2,441	1,686

**PM2 - Average Days to Assign/Close
Target Average 10 Days**

	Total 2020	Total 2019	Total 2018
Jan	6	21	
Feb	7	19	
Mar	3	6	
Apr	3	8	6
May	5	6	8
June	6	6	9
Jul	5	10	10
Aug	4	12	10
Sep	2	9	9
Oct	4	7	5
Nov	5	7	14
Dec	4	5	16
Average	5	10	10

Total Cases Assigned for Investigation

	Total 2020	Total 2019	Total 2018
Jan	164	235	
Feb	210	248	
Mar	187	230	
Apr	157	185	183
May	137	200	193
June	124	155	139
Jul	161	150	207
Aug	183	163	228
Sep	162	182	211
Oct	151	221	100
Nov	139	132	164
Dec	121	316	221
Total	1,896	2,417	1,646

Total Cases Pending

	Total 2020	Total 2019	Total 2018
Jan	1,369	1,554	
Feb	1,392	1,579	
Mar	1,403	1,556	
Apr	1,325	1,546	1,498
May	1,241	1,487	1,449
June	1,219	1,435	1,417
Jul	1,221	1,422	1,384
Aug	1,196	1,406	1,439
Sep	1,144	1,375	1,494
Oct	1,141	1,360	1,502
Nov	1,163	1,339	1,483
Dec	1,111	1,361	1,541

Total Cases Pending Age (Days)

	Total 2020	Total 2019	Total 2018
Jan	266	272	
Feb	262	269	
Mar	267	262	
Apr	265	272	293
May	276	278	282
June	286	285	284
Jul	280	289	281
Aug	280	276	270
Sep	277	276	270
Oct	279	271	264
Nov	279	275	273
Dec	290	261	276
Average	276	274	277

PM3 - Total Investigation Cases Completed

	Total 2020	Total 2019	Total 2018
Jan	158	194	
Feb	186	197	
Mar	171	265	
Apr	225	192	198
May	208	252	222
June	131	179	177
Jul	149	140	226
Aug	190	180	179
Sep	201	211	161
Oct	157	230	237
Nov	110	160	163
Dec	174	289	131
Total	2,060	2,489	1,694

PM3 - Average Days to Complete Investigations

	Total 2020	Total 2019	Total 2018
Jan	218	261	
Feb	232	221	
Mar	204	254	
Apr	277	178	294
May	229	241	334
June	233	217	269
Jul	297	320	254
Aug	231	366	255
Sep	269	258	249
Oct	225	238	207
Nov	267	267	232
Dec	212	198	214
Average	241	252	256

PM3 - Percentage of Cases Closed within Target

	Total 2020	Total 2019	Total 2018
Jan	78		
Feb	76		
Mar	81		
Apr	72		
May	74		
June	74		
Jul	64	65	
Aug	78	57	
Sep	73	70	
Oct	76	73	
Nov	74	73	
Dec	82	81	
Average	75	70	

PM4 - Total Disciplinary Actions Completed

	Total 2020	Total 2019	Total 2018
Jan	32	17	
Feb	15	31	
Mar	36	32	
Apr	13	35	28
May	11	14	16
June	24	38	26
Jul	18	30	28
Aug	19	14	34
Sep	27	36	18
Oct	19	27	27
Nov	17	16	16
Dec	28	30	47
Total	259	320	240

PM4 - Average Days to Complete Discipline - Target 540 Days

	Total 2020	Total 2019	Total 2018
Jan	940	643	
Feb	701	683	
Mar	618	763	
Apr	493	795	831
May	791	800	846
June	771	807	681
Jul	720	718	792
Aug	711	1208	900
Sep	858	732	815
Oct	836	660	770
Nov	1047	801	887
Dec	923	826	727
Average	784	786	805

PM4 - Percentage of Cases Closed within Target

	Total 2020	Total 2019	Total 2018
Jan	28		
Feb	27		
Mar	39		
Apr	69		
May	36		
June	29		
Jul	33	50	
Aug	37	14	
Sep	37	39	
Oct	30	52	
Nov	12	19	
Dec	14	37	
Average	33	35	

PM7 - New Probationers

	Total 2020	Total 2019	Total 2018
Jan	15	21	
Feb	6	14	
Mar	13	16	
Apr	7	12	11
May	1	4	9
June	8	17	3
Jul	6	14	7
Aug	11	6	14
Sep	4	11	4
Oct	8	14	14
Nov	9	6	17
Dec	5	9	8
Total	93	144	87

PM7 - Average Days from Assignment to First Contact

	Total 2020	Total 2019	Total 2018
Jan	2		
Feb	2		
Mar	5		
Apr	3		
May	7		
June	5		
Jul	6	8	
Aug	6	5	
Sep	5	7	
Oct	8	8	
Nov	6	3	
Dec	5	2	
Average	5	6	

PM8 - Number of Probation Violations

	Total 2020	Total 2019	Total 2018
Jan	10		
Feb	11		
Mar	11		
Apr	4		
May	14		
June	9		
Jul	8	7	
Aug	8	8	
Sep	9	17	
Oct	13	11	
Nov	11	16	
Dec	3	8	
Total	111	67	

PM8 - Average Days from Violation Reported to Action Initiated - Target 30 Days

	Total 2020	Total 2019	Total 2018
Jan	1		
Feb	1		
Mar	6		
Apr	8		
May	4		
June	3		
Jul	4	9	
Aug	2	1	
Sep	3	1	
Oct	2	2	
Nov	1	2	
Dec	1	2	
Average	3	3	