



## MEMORANDUM

DATE August 7, 2020

TO Board Members

FROM Antoinette Wood  
Enforcement Division Chief

SUBJECT Enforcement Division Report

### **STAFFING**

Hired a new special investigator, Pooja Mohan, who had previously worked as an Associate Governmental Program Analyst (AGPA) in Enforcement. Currently working to hire a new AGPA.

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 and the assignment is expected to last approximately six to nine months.

### **STATISTICAL OVERVIEW**

Attached is the BVNPT Quarterly Enforcement Report - This report includes statistical data from fiscal year 2019/20, quarter three, April 1, 2020 through June 30, 2020.

### **NOTABLE HIGHLIGHTS**

#### **Total Number of Investigations Assigned**

During quarter four, the total number of cases assigned for investigation decreased from 552 to 395. This is a decrease of 157 cases over the previous quarter.

#### **Total Number of Pending Cases**

During quarter four, the total number of pending investigation cases decreased from 1,403 to 1,219. The total average pending age of all pending investigation cases increased from 267 days to 286 days.

### **Total Number of Investigations Completed**

During quarter four, the total number of investigations completed increased from 517 to 566. The average number of days to complete investigations increased from 218 days to 249 days.

Of the 566 investigations completed, 73 percent were completed within the Board's enforcement performance measure (PM 3) target average of 360 days.

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

During quarter four, 48 cases were referred to the Attorney General's Office for formal disciplinary action.

### **Total Number of Disciplinary Cases Completed**

During quarter four, 48 disciplinary actions were completed. The average number of days to complete these actions was 709 days. This is an improvement from the quarter three average of 749 days



# **Enforcement Division Statistical Data**

July 1, 2016 through June 30, 2020

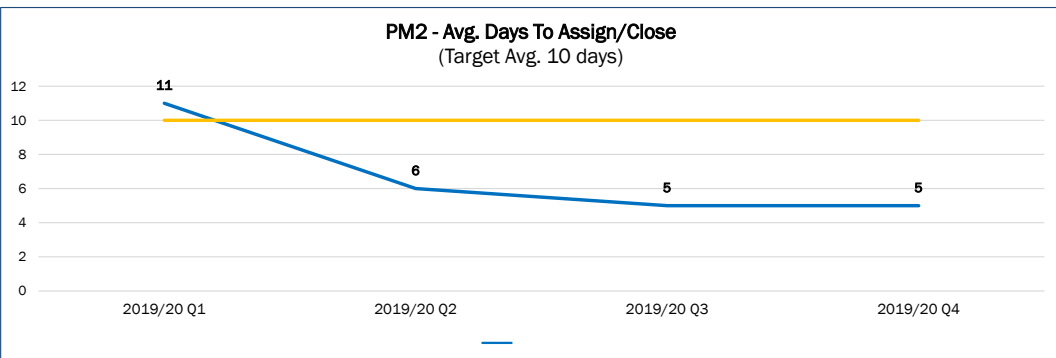
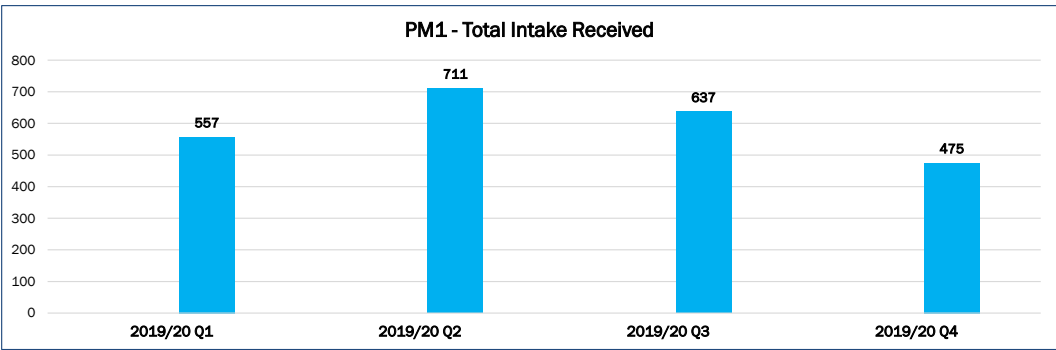
## **Executive Summary**

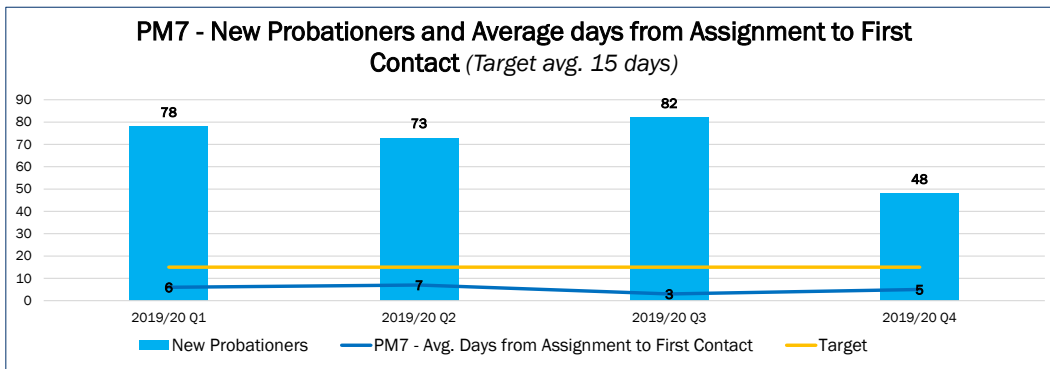
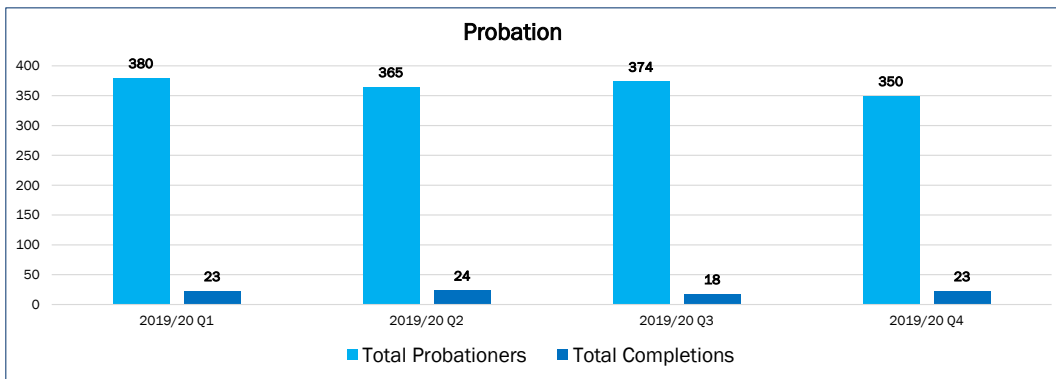
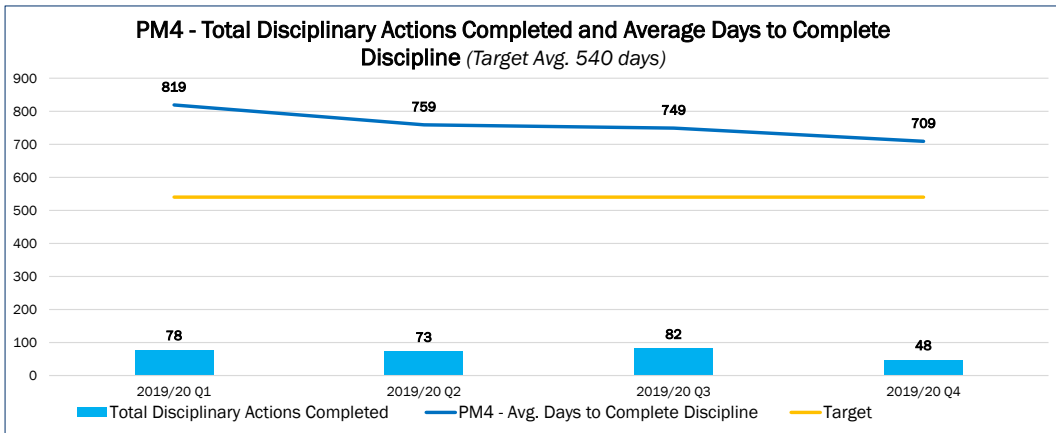
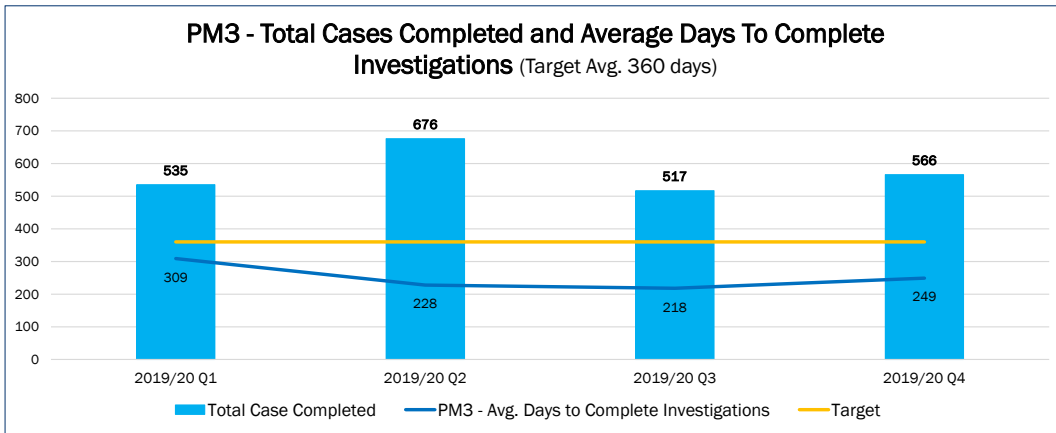
**Enforcement Division consists of;**  
**1. Intake and Enhanced Screening Unit**  
**2. Licensee and Applicant Case Review Unit**  
**3. Special Investigations Unit**  
**4. Discipline Unit**  
**5. Probation Unit**  
**Enforcement Division statistics are shown through Performance Measures and incorporate CPEI Guidelines. These measures are show based on quarters in the Fiscal Year.**

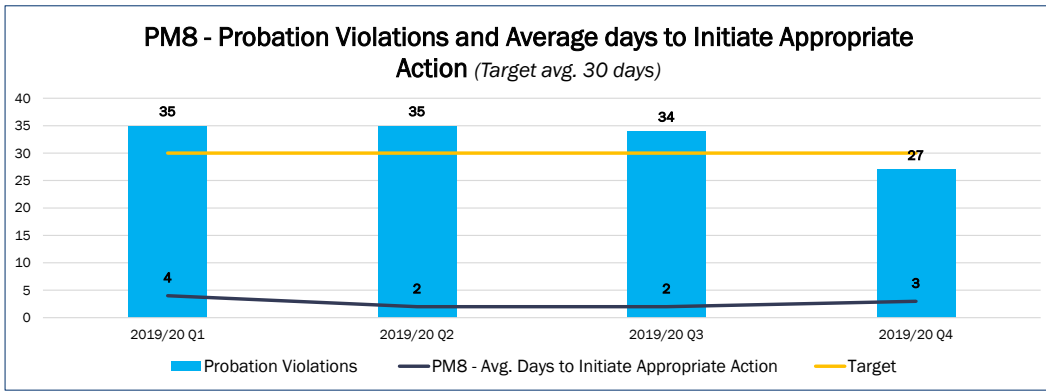
**ENFORCEMENT DIVISION – PERFORMANCE MEASURES**

PERFORMANCE MEASURE	DESCRIPTION	TARGET AVERAGE (Days)
PM 1   Complaint Volume	Total number of complaints received	N/A
PM 2   Complaint Intake – Cycle Time	Average number of days from complaint receipt to the date the complaint was closed or assigned to an investigator	10
PM 3   Investigations Completed	Total number of investigations closed	N/A
PM 3   Investigation – Cycle Time	Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General. (Includes intake and investigation).	360
PM 4   Formal Discipline Completed	Total number of Formal Discipline cases closed <i>[I] Does not include Petition for Reinstatement, Petition for Reduction of Penalty/Early Termination, or Citation Appeals.</i>	N/A
PM 4   Formal Discipline – Cycle Time	Average number of days to close cases transmitted to the Attorney General for formal disciplinary action. This includes formal discipline and closures without formal discipline (e.g. withdrawals, dismissals, etc.).	540
PM 7   Probation Intake	Total number of New Probationers	N/A
PM 7   Probation Intake – Cycle Time	Average number of days from monitor assignment to the date the monitor makes first contact with the probationer.	15
PM 8   Probation Violations	Total number of Probation term violations	N/A
PM 8   Probation Violation Response – Cycle Time	Average number of days from the date of the violation of probation is reported, to the date the assigned monitor initiates appropriate action.	30

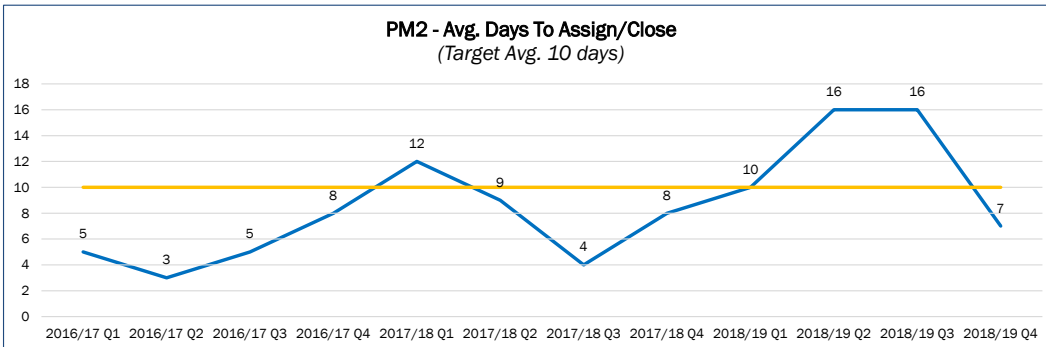
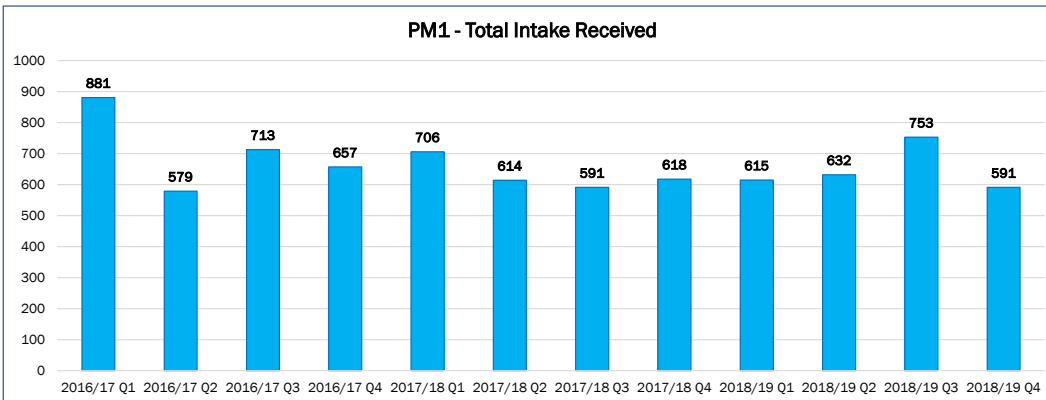
**Current Fiscal Year 2019/20 statistics by Quarter**  
**July 2019 through June 2020**



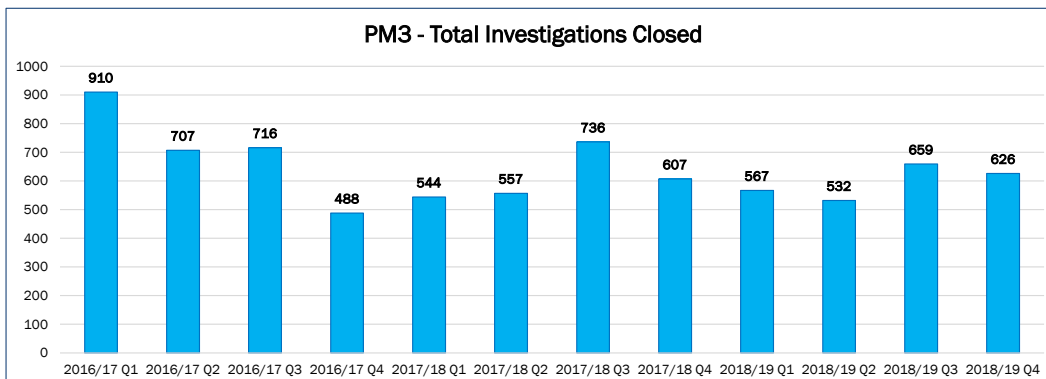


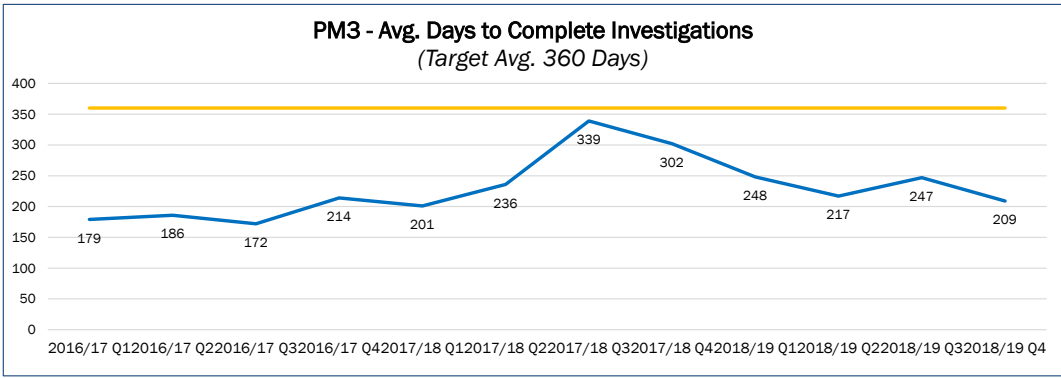


### Quarterly statistics Fiscal 2016/17 through Fiscal 2018/19

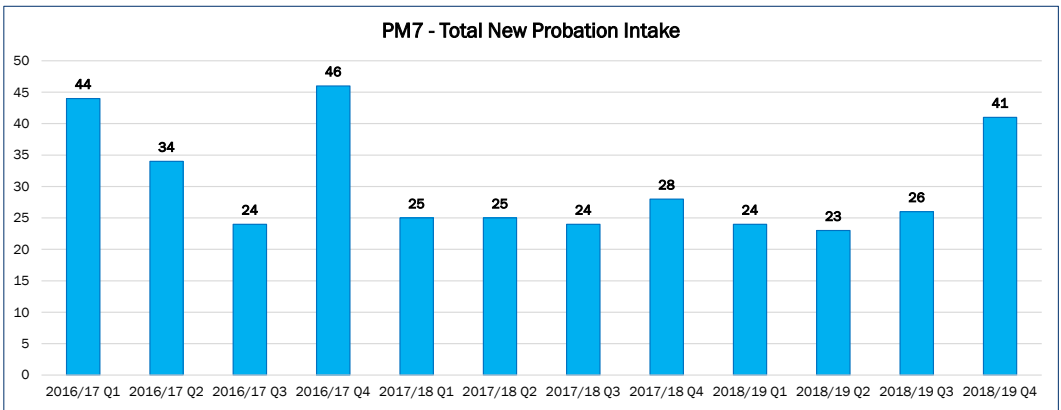
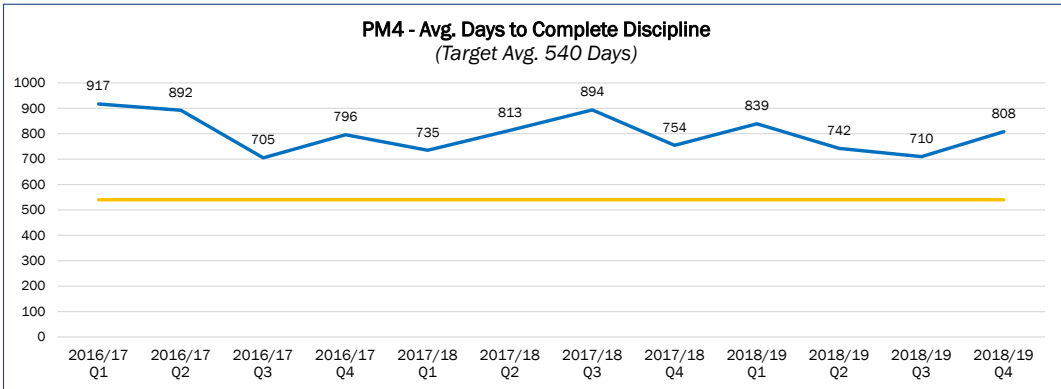
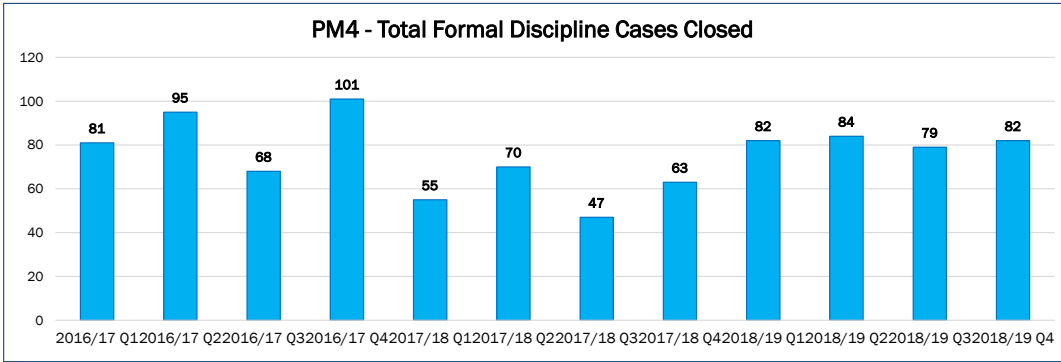


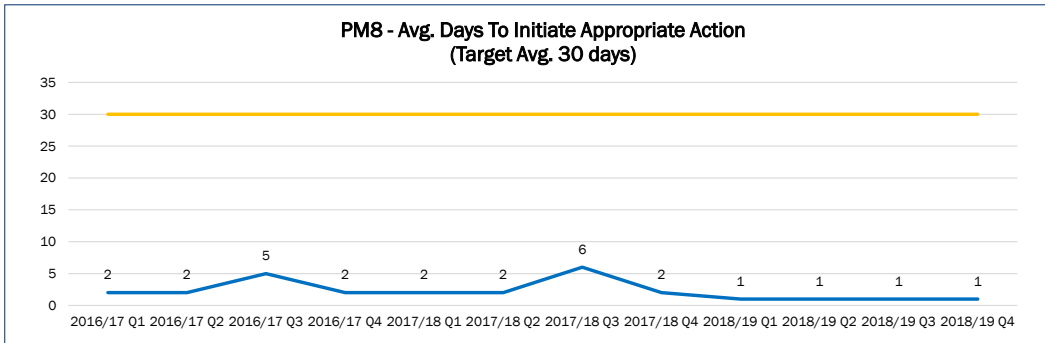
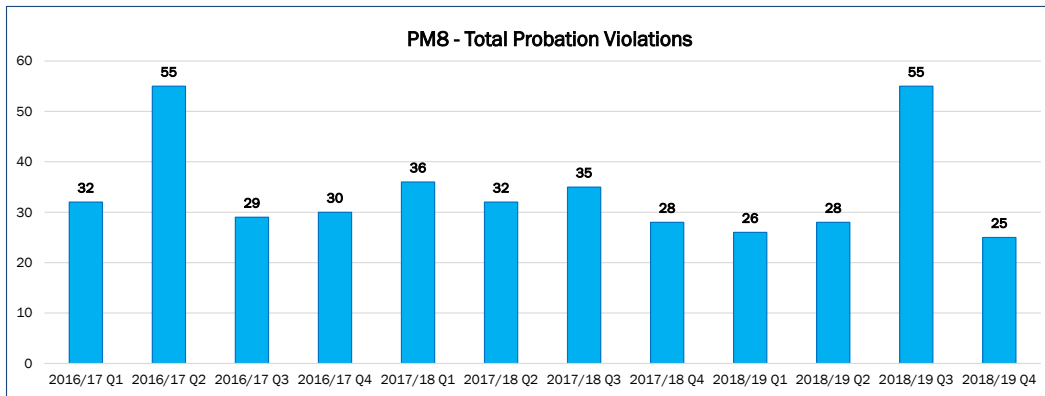
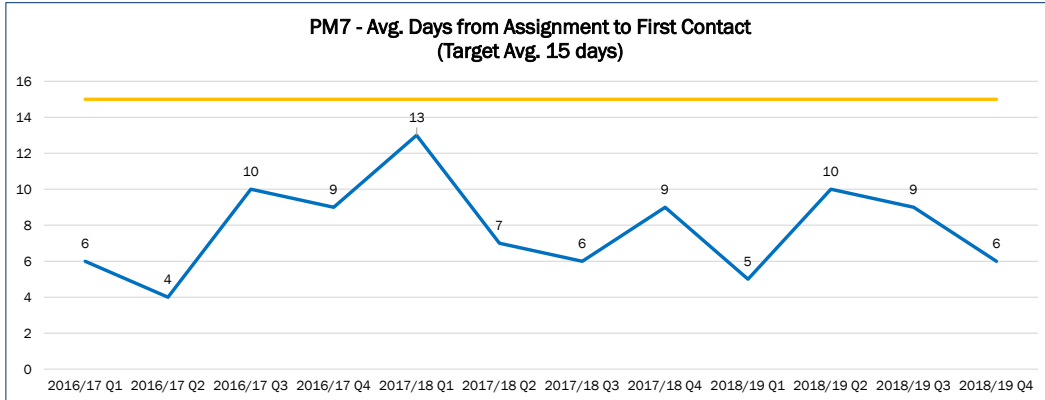
Investigations completed include those closed with Enhanced Screening, Licensee and Applicant Case Review, Special Investigations and Division of Investigations (DOI)





Formal Discipline cases closed are those with final decision received from the Attorney General's Office. The numbers shown are based on the discipline imposed date.  
*[i] Does not include Petition for Reinstatement, Petition for Reduction of Penalty/Early Termination, or Citation Appeals.*





**Comparison of monthly statistics based on calendar year,  
January 2018 through June 2020**

