

**Investigations and Certification Enforcement Unit
Performance Measures
November 30, 2007**

	Dec 06- Feb-07	March- May-07	Jun-Aug- 07	Sept-Nov- 07
Outcome Measures:				
Percent of Certified Educators with no recent violations	99%	99%	99%	99%
Percent of complaints resulting in disciplinary action	46%	63%	72%	44%
Percent of documented complaints resolved within six months	27%	28%	16%	13%
Recidivism rate for those receiving disciplinary actions	0%	0%	0%	0%
Output Measures:				
Number of complaints prosecuted	10	36	33	31
Number of complaints resulting in disciplinary actions	86	106	109	68
Number of complaints resolved	183	167	151	122
Efficiency Measures:				
Average time for resolving complaints (days)	240	324	424	339
Explanatory Measures:				
Jurisdictional complaints received	255	174	139	152
Non-jurisdictional complaints received	1	0	1	4