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| To: Board Members | |
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Date:

November 8, 2023

From: Steve Sodergren Executive Officer

Subject: Enforcement Report

CONSUMER & CRIMINAL COMPLAINTS

| | 1 st Qtr FY | 2 nd Qtr FY | 3 rd Qtr FY | 4 th Qtr FY | TOTAL FY |
|---|---------------------------|---------------------------|---------------------------|---------------------------|-------------|
| | 23/24 | 23/24 | 23/24 | 23/24 | 23/24 |
| Consumer Complaints | 537 | | | | 537 |
| Criminal Convictions | 202 | | | | 202 |
| Cases Closed | 474 | | | | 474 |
| Referred to Attorney General | 32 | | | | 32 |
| Cases Pending at Attorney | 97 | | | | - |
| General | | | | | |
| Accusations Filed | 16 | | | | 16 |
| Statement of Issues Filed | 8 | | | | 8 |
| Citations Issued | 2 | | | | 2 |
| Final Disciplinary Orders | 37 | | | | 37 |
| | | | | | AVRG. |
| Average Number of Days to Complete Formal Discipline* | 371 | | | | 371 |
| Average Number of Days a Case is at Attorney General** | 274 | | | | 274 |
| Average Number of Days to Complete Board Investigations | 55 | | | | 55 |

*This statistic is measured by the average number of days to complete the enforcement process for cases investigated and transmitted to the Attorney General's (AG) Office for formal discipline within the reference period. The DCA Performance Measure to complete formal discipline is 540 days.

**This statistic is measured from the date the Board refers the matter to the AG's Office to the date the case is complete.

PETITIONS RECEIVED July 1 – September 30

| Modification and Early Termination | 5 |
|------------------------------------|---|
| Reinstatement | 0 |
| Ineligible/withdrawn | 1 |