

2450 Del Paso Road, Suite 105  
Sacramento, CA 95834  
(916) 575-7170, (916) 575-7292 Fax  
[www.optometry.ca.gov](http://www.optometry.ca.gov)

**To:** Board Members

**Date:** August 4, 2017

**From:** Jessica Sieferman  
Executive Officer

**Telephone:** (916) 575-7184

**Subject: Agenda Item 15 – Executive Officer’s Report**

## **A. BreEZe Database**

Over the past several months, DCA’s BreEZe team and Board staff worked tirelessly to transition the RDO Program from the Medical Board of California to the Board’s domain. In addition to Board staff overtime, significant BreEZe resources were devoted to this cause. Board staff members Jessica Swan and Kellie Flores were instrumental in the design, configuration, and testing of the application and licensing portion of the system, while Brad Garding and Cheree Kimball provided much needed assistance with the enforcement module.

On May 25, 2017, RDO Program data migrated to the Board’s domain. In addition, the backend portion of the BreEZe system used by staff, known as Versa Regulation, or “VR,” was fully implemented, giving Board staff seamless access to all four registration types and newly revamped transactions.

On June 13, 2017, the online component of BreEZe, known as Versa Online, or “VO,” became available for the RDO Program. As a result, RDO applicants and registrants can apply for and renew their registration, change their address, order a replacement certificate, and notify the Board of a co-location agreement online. Additional transactions will be enabled in the coming months to give RDO applicants and registrants additional online options.

This transition was executed with little to no problems and was a great example of a coordinated, team-effort. As expected, a work backlog was created within the RDO Program due to the necessary resource allocation devoted to this project. Nevertheless, the vast majority of applicants and registrants who have contacted the Board understand and appreciate the long-term benefit to this short-term inconvenience. Management has responded to this issue by authorizing overtime in order to address the backlog.

Board staff is increasing outreach to the RDO population advising them of the recent availability of the BreEZe online system. Outreach methods include mailing flyers to all registrants’ address of record (and email address, if available), as well as partnering with optician associations and corporations to dissemination to their members/employees.

## **B. Budget**

Expenditure and Fund Condition Reports for the Optometry and RDO Funds are attached for review (Attachment 1). DCA Budget Office will present on these reports during the Board meeting. In

addition, as requested during a prior meeting, DCA budgets and staff are working to provide a travel cost breakdown for last fiscal year. This breakdown will be provided once available.

### **C. Personnel**

After reviewing a hefty amount of applications and conducting multiple interviews, the Board hired Mr. Todd Kerrin as its policy analyst. Prior to joining the Board, Mr. Kerrin served as a social media manager where he was responsible for social media and designing/maintaining the company website. In addition, Mr. Kerrin represented the company at numerous events across the country.

Mr. Kerrin also served as an intern for Senator George Runner at the Board of Equalization, where he drafted press releases, media advisories, letters to the editor, and op-ed articles for submission to various news outlets around the state. Mr. Kerrin holds a Bachelor's degree in Government Journalism from CSU Sacramento.

Board management is currently reviewing 180+ applications for a new licensing lead. Qualified candidates will be interviewed in August, and management estimates making an offer in late August/early September. In the meantime, Ms. Carol Wilson, the Board's retired annuitant and licensing expert, is taking over licensing lead duties.

The Board's receptionist, Pricilla Torres-Fuentes is currently out on maternity leave until May 2018. As a result, staff members Brad Garding, Nancy Day, and Kristina Eklund have assumed receptionist responsibilities on top of their existing duties. Board management requested temporary assistance from DCA's call center. The request is currently pending. If the request is not approved, the Board will advertise for a seasonal or limited term receptionist until Ms. Torres-Fuentes returns.

In August 2017, Board management will begin conducting Individual Development Plans (IDP) meetings with Board staff. These IDPs are used annually to measure staff performance, discuss goals and determine ways to meet those goals over the following year. IDPs allow for staff and management collaboration to promote staff growth their current position and their state career.

### **D. Examination and Licensing Programs**

#### Examination

Item Writing, Review, and Passing Score Examination workshops for the California Laws and Regulations Exam (CLRE) were held May-July 2017. Nineteen subject matter experts (SMEs) received continuing education for their workshop participation.

After each workshop cycle, the Office of Professional Examination Services (OPES) provides draft examination questions to the Executive Office for final review and approval. If needed, recommendations are made to promote examination accuracy, validity, and defensibility. Examination questions are currently under review for the October 2017 exam release.

Examination pass rates for the last exam cycle will be provided at the August meeting.

In addition to recruiting SMEs for the CLRE workshops, the Board is currently recruiting SMEs to participate in the Board's Occupational Analysis. An email blast was sent last month which has already resulted in a significant amount of interest. As previously reported, the Occupational Analysis process will begin in early September of 2017 and occur in various stages intermittently until March of 2018. OPES will provide periodic updates to the Board throughout the process as well as a full presentation upon completion.

#### Licensing

In May, the Executive Officer and Assistant Executive Officer presented to the third-year optometry students at Marshall B. Ketchum University Southern California College of Optometry and Western University. As usual, students were very receptive to the presentations, asking various questions throughout. During these presentations, students were introduced to some common themes among applicants, such as the importance of studying for the CLRE, openly communicating with the Board,

and fully utilizing the BreEZe system. They are also provided an overview of the Board's Enforcement Program and common enforcement complaints they can avoid.

During these visits, Board management also met with the registrars to discuss electronic transcript submittals to the Board. UC Berkeley is also moving to electronic transcript submissions. By next graduation season, it is likely that all California schools will be able to move from mailing paper transcripts to electronic submission. This should significantly cut licensing cycle times.

According to licensing population data (Attachment 1), active optometrist population increased by 8% compared to the prior fiscal year. All other license and registration types had little to no population changes (between 0% and 5%).

Licensing/Registration statistics for Quarter 3 and 4 are attached for review (Attachment 2).

## E. Enforcement Program

As of the end of fiscal year 2016-2017, the Board had 179 pending cases for the Optometry Program, 62 of which were more than one-year old, and 70 pending cases for the RDO Program, 20 of which were more than one-year old. Four of these pending cases are designated as high priority, while the remaining are routine priority cases. The Enforcement Unit referred 21 cases to the Attorney General's (AG) Office last fiscal year, and currently has 25 cases pending at the AG's Office.

Cases by Priority	Q1 – FY16/17						Q2 – FY16/17						Q3 – FY16/17						Q4 – FY16/17						FY Total	
	Routine		Expedite		High		Routine		Expedite		High		Routine		Expedite		High		Routine		Expedite		High		OPT	RDO
	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO
Received	79	25	0	0	0	0	57	32	0	0	0	0	43	31	0	0	0	0	86	28	0	0	2	0	267	116
Closed	48	16	0	0	0	0	105	25	0	0	2	0	61	39	0	0	0	0	66	28	0	0	0	0	282	108
Average Age (days) - Closed	105	45	0	0	0	0	273	189	0	0	889	0	245	160	0	0	0	0	167	258	0	0	0	0	218	178
Pending	212	60	0	0	4	0	165	69	0	0	2	0	153	63	0	0	2	0	175	70	0	0	4	0	179	70
Average Age (days) - Pending	264	214	0	0	681	0	295	240	0	0	660	0	315	272	0	0	746	0	315	267	0	0	439	0	315	267
Referred to AG	1	3	0	0	0	0	2	0	0	0	0	0	4	6	0	0	0	0	0	5	0	0	0	0	7	14
Pending at AG	8	7	0	0	0	0	8	6	0	0	0	0	12	10	0	0	0	0	11	14	0	0	0	0	11	14
Final Disciplinary Orders	1	2	0	0	0	0	2	1	0	0	0	0	0	2	0	0	0	0	1	1	0	0	0	0	4	6

\*Pending total includes 3 OPT and 9 RDO cases reopened during Q4

During April and May, Enforcement Technician Brad Garding, Enforcement Analyst Kellie Flores, and Lead Enforcement Analyst Cheree Kimball worked primarily on enforcement data validation and user acceptance testing to transition the RDO Program into BreEZe. After the successful migration in May, Mr. Garding, Ms. Flores, and Ms. Kimball assist with raising and testing SIRs.

Mr. Garding and Enforcement Analyst Matthew McKinney attended training on the Department of Justice's Controlled Substance Utilization Review and Evaluation System (CURES). CURES is a database that includes information about prescription drugs dispensed, as well as the patient name, prescriber name, and DEA number. CURES reports assist the Board in identifying suspicious prescribing behaviors for further investigation.

### **Attachments:**

1. Expenditure and Fund Condition Reports
2. FY Licensing Stats
3. Q3-4 Licensing Stats
4. FY Enforcement Stats

**BOARD OF OPTOMETRY - FUND 0763  
BUDGET REPORT  
FY 2016-17 EXPENDITURE PROJECTION**

**FM 12**

OBJECT DESCRIPTION	FY 2015-16		FY 2016-17				
	ACTUAL EXPENDITURES	PRIOR YEAR EXPENDITURES	BUDGET STONE	CURRENT YEAR EXPENDITURES	PERCENT SPENT	PROJECTIONS TO YEAR END	UNENCUMBERED BALANCE
	(MONTH 13)	6/30/2016	16-17	6/30/2017			
<b>PERSONNEL SERVICES</b>							
Salary & Wages (Staff)	376,903	373,947	490,000	424,052	87%	424,052	65,948
Statutory Exempt (EO)	65,840	65,840	82,000	80,790	99%	80,790	1,210
Temp Help Reg (907)	45,724	43,830	41,000	42,871	105%	48,444	(7,444)
Board Member Per Diem	7,400	7,300	7,000	13,200	189%	15,000	(8,000)
Overtime	2,348	2,348	0	626		626	(626)
Staff Benefits	215,717	214,492	316,000	256,492	81%	256,492	59,508
<b>TOTALS, PERSONNEL SVC</b>	<b>713,932</b>	<b>707,757</b>	<b>936,000</b>	<b>818,031</b>	<b>87%</b>	<b>825,404</b>	<b>110,596</b>
<b>OPERATING EXPENSE AND EQUIPMENT</b>							
General Expense	9,573	9,497	16,000	10,027	63%	11,000	5,000
Fingerprint Report	4,879	4,389	5,000	3,348	67%	4,000	1,000
Minor Equipment	1,146	1,146	3,000	0	0%	0	3,000
Printing	6,624	5,946	8,000	12,713	159%	13,900	(5,900)
Communications	2,799	2,549	5,000	2,560	51%	3,000	2,000
Postage	10,456	9,547	11,000	7,388	67%	8,100	2,900
Insurance	0	0	0	10		10	(10)
Travel In State	32,431	28,191	8,000	31,984	400%	35,000	(27,000)
Travel, Out-of-State	589	589	0	730		730	(730)
Training	983	563	1,000	1,383	138%	1,383	(383)
Facilities Operations	111,534	111,349	59,000	112,037	190%	112,037	(53,037)
C & P Services - Interdept.	97	97	3,000	0	0%	0	3,000
C & P Services - External	11,118	11,118	30,000	37,571	125%	37,571	(7,571)
<b>DEPARTMENTAL SERVICES:</b>							
OIS Pro Rata	243,808	246,000	275,000	275,000	100%	275,000	0
Admin Pro Rata	127,865	128,000	130,000	130,000	100%	130,000	0
Interagency Services	0	0	0	0		0	0
IA w/ OPES	17,160	24,784	0	22,080		22,080	(22,080)
DOI-Pro Rata	2,949	3,000	3,000	3,000	100%	3,000	0
Public Affairs Pro Rata	8,000	8,000	20,000	20,000	100%	20,000	0
PPRD Pro Rata	0	0	1,000	1,000	100%	1,000	0
<b>INTERAGENCY SERVICES:</b>							
Consolidated Data Centers	614	613	5,000	179	4%	600	4,400
DP Maintenance & Supply	3,378	3,378	1,000	2,565	257%	2,800	(1,800)
Statewid Pro Rata	101,246	101,246	0	0		0	0
<b>EXAM EXPENSES:</b>							
Exam Supplies	0	0	0	0		0	0
Exam Freight	0	0	484	0	0%	0	484
Exam Site Rental	0	0	0	0		0	0
C/P Svcs-External Expert Administrative	49	49	0	0		0	0
C/P Svcs-External Expert Examiners	0	0	20,516	1,705	8%	2,000	18,516
C/P Svcs-External Subject Matter	1,844	1,344	0	2,255		2,255	(2,255)
<b>ENFORCEMENT:</b>							
Attorney General	74,589	74,098	237,000	107,998	46%	117,000	120,000
Office Admin. Hearings	18,605	17,570	38,000	25,890	68%	31,100	6,900
Court Reporters	1,072	572		1,109		2,000	(2,000)
Evidence/Witness Fees	1,520	920	16,000	0	0%	1,500	14,500
DOI - Investigations	0	0	0	0		0	0
Major Equipment	0	0	11,000	0	0%	0	11,000
<b>TOTALS, OE&amp;E</b>	<b>794,928</b>	<b>794,555</b>	<b>907,000</b>	<b>812,532</b>	<b>90%</b>	<b>837,066</b>	<b>69,934</b>
<b>TOTAL EXPENSE</b>	<b>1,508,860</b>	<b>1,502,312</b>	<b>1,843,000</b>	<b>1,630,563</b>	<b>177%</b>	<b>1,662,470</b>	<b>180,530</b>
Sched. Reimb. - Fingerprints	(4,966)	(4,966)	(6,000)	(4,459)	74%	(6,000)	0
Sched. Reimb. - Other	(2,350)	(2,350)		(2,820)			0
Probation Monitoring Fee - Variable	(9,700)	(9,700)		(4,500)			0
Unsched. Reimb. - Investigative Cost Recove	(22,875)	(22,875)		(10,093)			0
Unsch - DOI ICR Administrative Case	(32)	(32)		0			0
<b>NET APPROPRIATION</b>	<b>1,468,937</b>	<b>1,462,389</b>	<b>1,837,000</b>	<b>1,608,691</b>	<b>88%</b>	<b>1,656,470</b>	<b>180,530</b>
<b>SURPLUS/(DEFICIT):</b>							<b>9.8%</b>

# 0763 - State Board of Optometry Analysis of Fund Condition

Prepared 7/27/2017

(Dollars in Thousands)

## 2017 Budget Act

	<b>Actual 2015-16</b>	<b>PY 2016-17</b>	<b>CY 2017-18</b>	<b>BY 2018-19</b>
<b>BEGINNING BALANCE</b>	\$ 1,518	\$ 1,903	\$ 3,011	\$ 2,621
Prior Year Adjustment	\$ -39	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 1,479	\$ 1,903	\$ 3,011	\$ 2,621
<b>REVENUES AND TRANSFERS</b>				
Revenues:				
125600 Other regulatory fees	\$ 28	\$ 19	\$ 19	\$ 19
125700 Other regulatory licenses and permits	\$ 160	\$ 132	\$ 154	\$ 154
125800 Renewal fees	\$ 1,687	\$ 1,679	\$ 1,635	\$ 1,635
125900 Delinquent fees	\$ 10	\$ 12	\$ 10	\$ 10
142500 Miscellaneous services to the public	\$ -	\$ 2	\$ 2	\$ 2
150300 Income from surplus money investments	\$ 9	\$ 18	\$ 8	\$ 7
161000 Escheat of unclaimed checks and warrants	\$ 2	\$ 1	\$ 1	\$ 1
Total Revenues	\$ 1,896	\$ 1,863	\$ 1,829	\$ 1,828
Transfers from Other Funds				
Loan Repayment from the General Fund (0001) to the State Optometry Fund (0763), per Item 1110-011-0763 Budget Act of 2011	\$ -	\$ 1,000	\$ -	\$ -
Total Revenues, Transfers, and Other Adjustments	\$ 1,896	\$ 2,863	\$ 1,829	\$ 1,828
Total Resources	\$ 3,375	\$ 4,766	\$ 4,840	\$ 4,449
<b>EXPENDITURES</b>				
Disbursements:				
1110 Program Expenditures (State Operations)	\$ 1,469	\$ -	\$ -	\$ -
1111 Program Expenditures (State Operations)	\$ -	\$ 1,656	\$ 2,113	\$ 2,155
8880 Financial Information System for CA (State Operations)	\$ 3	\$ 3	\$ 2	\$ 2
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ -	\$ 96	\$ 104	\$ 104
Total Expenditures and Expenditure Adjustments	\$ 1,472	\$ 1,755	\$ 2,219	\$ 2,261
<b>FUND BALANCE</b>				
Reserve for economic uncertainties	\$ 1,903	\$ 3,011	\$ 2,621	\$ 2,188
<b>Months in Reserve</b>	13.0	16.3	13.9	11.4

NOTES:

- A. ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED IN BY+1 AND ON-GOING.
- B. ASSUMES APPROPRIATION GROWTH OF 2% PER YEAR BEGINNING IN BY+1.
- C. ASSUMES INTEREST RATE AT 0.3%.
- D. **BASED ON FISCAL MONTH 12**

**REGISTERED DISPENSING OPTICIANS - FUND 0175  
BUDGET REPORT  
FY 2016-17 EXPENDITURE PROJECTION**

**FM 12**

OBJECT DESCRIPTION	FY 2015-16		FY 2016-17				
	ACTUAL	PRIOR YEAR	BUDGET	CURRENT YEAR	PERCENT	PROJECTIONS	UNENCUMBERED
	EXPENDITURES (MONTH 13)	EXPENDITURES 6/30/2016	STONE 2016-17	EXPENDITURES 6/30/2017	SPENT	TO YEAR END	BALANCE
<b>PERSONNEL SERVICES</b>							
Civil Service-Perm	29,637	29,637	98,000	24,974	25%	24,974	73,026
Staff Benefits	18,529	18,529	50,000	12,561	25%	12,561	37,439
<b>TOTALS, PERSONNEL SVC</b>	<b>48,166</b>	<b>48,166</b>	<b>148,000</b>	<b>37,535</b>	<b>25%</b>	<b>37,535</b>	<b>110,465</b>
<b>OPERATING EXPENSE AND EQUIPMENT</b>							
General Expense	232	232	4,000	452	11%	500	3,500
Fingerprint Reports	0	0	0	137		200	(200)
Minor Equipment	0	0	0			0	0
Printing	404	359	2,000	308	15%	400	1,600
Communication	0	0	1,000	0	0%	0	1,000
Postage	1,015	854	2,000	2,241	112%	2,400	(400)
Insurance	0	0	0	2		2	(2)
Travel In State	1	1	6,000	0	0%	0	6,000
Training	0	0	1,000	7	1%	7	993
Facilities Operations	0	0	0	0		0	0
C & P Services - Interdept.	0	0	0	0		0	0
C & P Services - External	17,070	17,070	2,000	3,200	160%	3,200	(1,200)
<b>DEPARTMENTAL SERVICES:</b>							
OIS Pro Rata	59,195	60,000	58,000	58,000	100%	58,000	0
Administration Pro Rata	10,988	11,000	24,000	25,000	104%	24,000	0
Interagency Services	0	0	0	0		0	0
Shared Svcs - MBC Only	18,536	18,536	0	0		0	0
DOI - Pro Rata	0	0	1,000	1,000	100%	1,000	0
Public Affairs Pro Rata	0	0	3,000	3,000	100%	3,000	0
PPRD Pro Rata	0	0	0	0		0	0
<b>INTERAGENCY SERVICES:</b>							
Consolidated Data Center	0	0	0	0		0	0
DP Maintenance & Supply	0	0	1,000	0	0%	0	1,000
Statewide - Pro Rata	15,667	15,667	0	0		0	0
<b>EXAMS EXPENSES:</b>							
Exam Supplies	0	0	0	0		0	0
Other Items of Expense:	0	0	0	0		0	0
<b>ENFORCEMENT:</b>							
Attorney General	26,501	25,153	50,000	41,233	82%	45,000	5,000
Office Admin. Hearings	1,470	1,470	5,000	0	0%	0	5,000
Court Reporters	0	0	0	0		0	0
Evidence/Witness Fees	0	0	0	0		0	0
DOI - Investigations	0	0	2,000	0	0%	0	2,000
Investigative Svcs - MBC	3,286	3,286	0	0		0	0
Vehicle Operations	0	0	0	0		0	0
Major Equipment	0	0	0	0		0	0
<b>TOTALS, OE&amp;E</b>	<b>154,365</b>	<b>153,628</b>	<b>162,000</b>	<b>134,580</b>	<b>83%</b>	<b>137,709</b>	<b>24,291</b>
<b>TOTAL EXPENSE</b>	<b>202,531</b>	<b>201,794</b>	<b>310,000</b>	<b>172,115</b>	<b>108%</b>	<b>175,244</b>	<b>134,756</b>
Sched. Reimb. - Fingerprints			(1,000)	0	0%	(1,000)	0
Sched. Reimb. - Other				0			0
Unsched. Reimb. - ICR				(7,546)			0
Unsched. Reimb. - ICR - Prob Monitor				(2,300)			0
<b>NET APPROPRIATION</b>	<b>202,531</b>	<b>201,794</b>	<b>309,000</b>	<b>162,269</b>	<b>53%</b>	<b>174,244</b>	<b>134,756</b>
<b>SURPLUS/(DEFICIT):</b>							<b>43.6%</b>

# 0175 - Registered Dispensing Opticians Analysis of Fund Condition

(Dollars in Thousands)

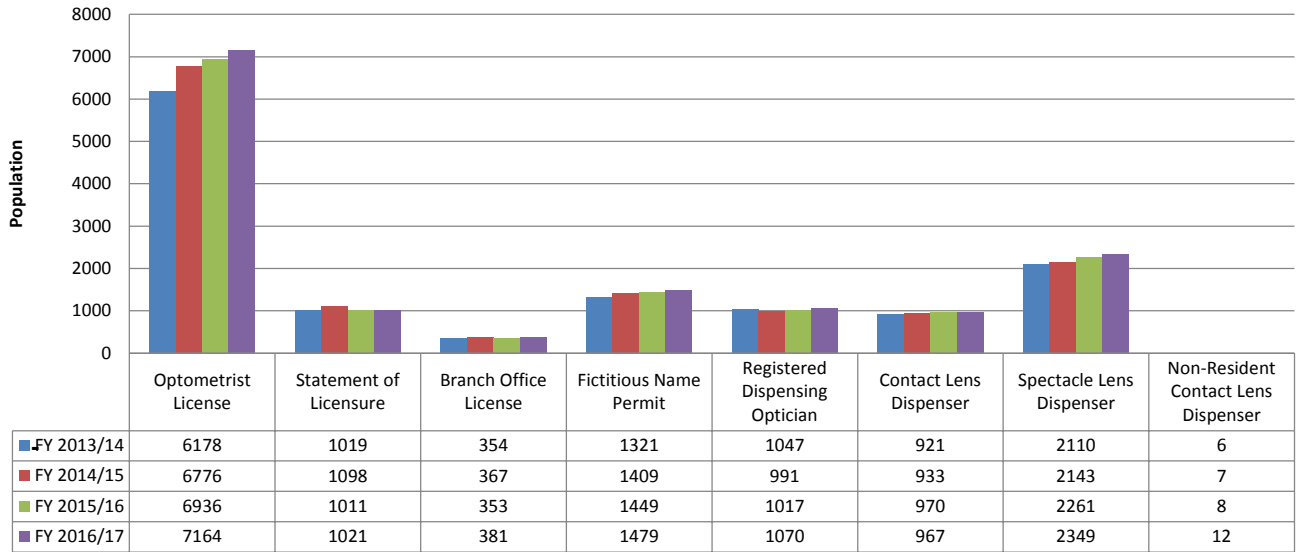
## 2017 Budget Act

	Actual 2015-16	PY 2016-17	CY 2017-18	BY 2018-19
<b>BEGINNING BALANCE</b>	\$ 172	\$ 158	\$ 249	\$ 311
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	<u>\$ 172</u>	<u>\$ 158</u>	<u>\$ 249</u>	<u>\$ 311</u>
<b>REVENUES AND TRANSFERS</b>				
Revenues:				
125600 Other regulatory fees	\$ 1	\$ 1	\$ 1	\$ 1
125700 Other regulatory licenses and permits	\$ 36	\$ 76	\$ 107	\$ 107
125800 Renewal fees	\$ 146	\$ 185	\$ 342	\$ 342
125900 Delinquent fees	\$ 6	\$ 7	\$ 12	\$ 12
150300 Income from surplus money investments	\$ 1	\$ 1	\$ -	\$ 1
Total Revenues	<u>\$ 190</u>	<u>\$ 270</u>	<u>\$ 462</u>	<u>\$ 463</u>
Total Revenues, Transfers, and Other Adjustments	<u>\$ 190</u>	<u>\$ 270</u>	<u>\$ 462</u>	<u>\$ 463</u>
Total Resources	<u>\$ 362</u>	<u>\$ 428</u>	<u>\$ 711</u>	<u>\$ 774</u>
<b>EXPENDITURES</b>				
Disbursements:				
1110 Program Expenditures (State Operations)	\$ 203	\$ -	\$ -	\$ -
1111 Program Expenditures (State Operations)	\$ -	\$ 174	\$ 393	\$ 401
8880 Financial Information System for California (State Operations)	\$ 1	\$ -	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ -	\$ 5	\$ 7	\$ 7
Total Expenditures and Expenditure Adjustments	<u>\$ 204</u>	<u>\$ 179</u>	<u>\$ 400</u>	<u>\$ 408</u>
<b>FUND BALANCE</b>				
Reserve for economic uncertainties	\$ 158	\$ 249	\$ 311	\$ 367
<b>Months in Reserve</b>	10.6	7.5	9.2	10.8

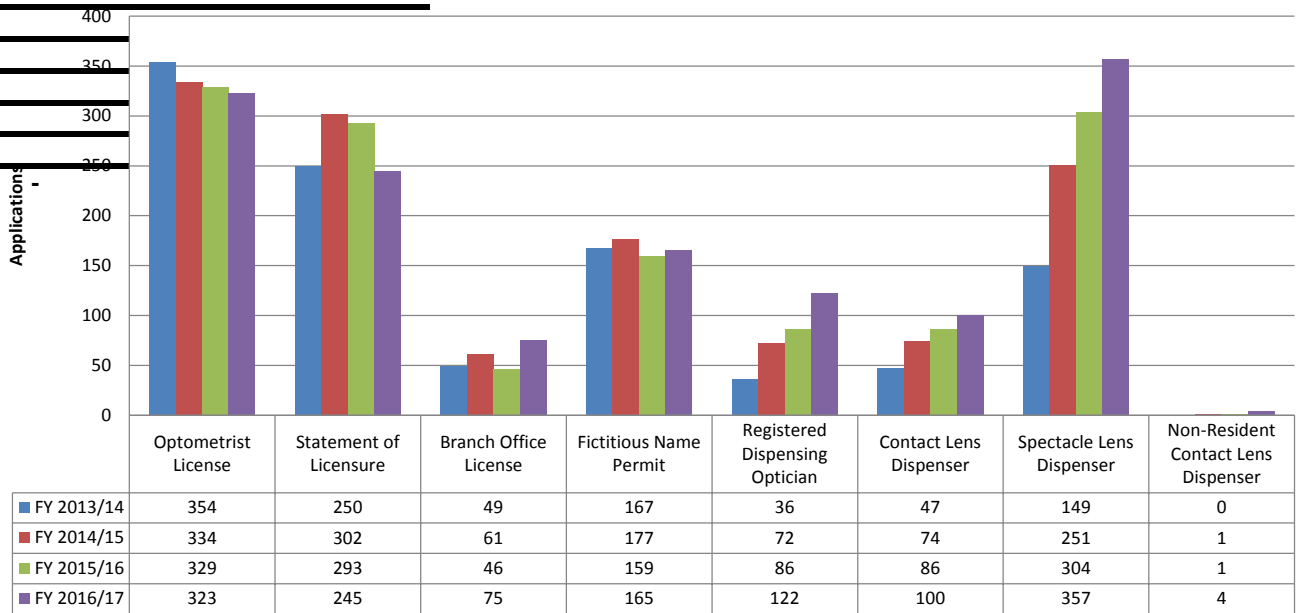
NOTES:

- A. ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED IN BY+1 AND ON-GOING.
- B. ASSUMES APPROPRIATION GROWTH OF 2% PER YEAR BEGINNING IN BY+1.
- C. ASSUMES INTEREST RATE AT 0.3%.
- D. **BASED ON FISCAL MONTH 12**

### Licensing Population



### Applications Received





### Optometrist License Applications FY 16/17

OPT: Optometrist License  
 BOL: Branch Office License  
 SOL: Statement of Licensure  
 FNP: Fictitious Name Permit

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>OPT Exam Requests</b>	Paper Exam Requests Received	7	20	16	8	5	3
	Online Exam Requests Received	13	13	57	39	25	18
	Approved Paper Exam Requests	1	2	33	8	10	3
	Approved Online Exam Requests	10	5	45	41	40	18
	Paper Exam Request Cycle Time (Avg.)	22	27	29	30	16	10
	Online Exam Request Cycle Time (Avg.)	5	5	11	12	6	1
	Expired/Withdrawn/Cancelled Applications	0	2	3	2	1	1
	Exam Requests Pending	24	48	40	36	15	14
<b>OPT License Apps</b>	License Applications Opened	13	6	77	53	56	28
	Licenses Issued	10	5	11	9	27	74
	License Application Cycle Time (Avg.)	180	128	182	96	87	93
	Expired/Withdrawn/Cancelled	2	3	7	6	10	6
	License Applications Pending	104	102	161	199	218	166

### Optometrist License Applications FY 16/17

**OPT: Optometrist License**  
**BOL: Branch Office License**  
**SOL: Statement of Licensure**  
**FNP: Fictitious Name Permit**

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>BOLs</b>	Paper Applications Received	2	3	2	1	7	5
	Online Applications Received	3	6	2	1	4	4
	Paper Applications Approved	0	5	2	3	1	5
	Online Applications Approved	3	6	4	3	0	3
	Avg. Cycle Time (Paper)	N/A	57	39	44	25	33
	Avg. Cycle Time (Online)	30	42	26	20	N/A	14
	Expired/Withdrawn/Cancelled	1	0	1	0	0	0
Pending Apps	10	8	5	1	11	12	

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>SOLs</b>	Paper Applications Received	22	8	5	8	6	6
	Online Applications Received	6	5	16	14	9	18
	Paper Applications Approved	8	18	10	6	10	4
	Online Applications Approved	10	3	13	7	8	9
	Avg. Cycle Time (Paper)	18	40	28	27	22	26
	Avg. Cycle Time (Online)	24	26	9	18	37	42
	Expired/Withdrawn/Cancelled	4	0	3	0	2	0
Pending Apps	23	15	10	19	14	25	

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>FNPs</b>	Paper Applications Received	8	7	15	6	9	9
	Online Applications Received	10	4	12	4	4	6
	Paper Applications Approved	2	5	12	9	8	10
	Online Applications Approved	7	11	12	4	4	7
	Avg. Cycle Time (Paper)	60	49	57	47	71	48
	Avg. Cycle Time (Online)	60	58	57	40	56	49
	Expired/Withdrawn/Cancelled	4	3	2	0	2	2
Pending Apps	36	28	29	26	25	21	

## Optometrist License Renewals FY 16/17

**OPT: Optometrist License**  
**BOL: Branch Office License**  
**SOL: Statement of Licensure**  
**FNP: Fictitious Name Permit**

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>OPTs</b>	Paper Renewals Approved	93	127	107	120	110	157
	Online Renewals Approved	214	198	201	172	211	193
	Avg. Cycle Time (Paper)	13	11	6	8	7	8
	Avg. Cycle Time (Online)	4	3	2	1	1	3

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>BOLs</b>	Paper Renewals Approved	48	31	11	6	3	0
	Online Renewals Approved	41	8	9	1	1	0
	Avg. Cycle Time (Paper)	3	11	48	5	19	0
	Avg. Cycle Time (Online)	0	2	0	0	0	0

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>SOLs</b>	Paper Renewals Approved	7	16	10	14	19	21
	Online Renewals Approved	26	20	29	16	16	26
	Avg. Cycle Time (Paper)	5	5	3	4	3	2
	Avg. Cycle Time (Online)	0	0	0	0	0	0

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>FNPs</b>	Paper Renewals Approved	167	88	55	17	4	5
	Online Renewals Approved	135	18	25	2	4	2
	Avg. Cycle Time (Paper)	5	13	26	24	41	4
	Avg. Cycle Time (Online)	3	25	12	0	166	0

## Registered Dispensing Optician Applications FY 16/17

**RDO: Registered Dispensing Optician**

**CLD: Contact Lens Dispenser**

**SLD: Spectacle Lens Dispenser**

**NRCLD: Non-Resident Contact Lens Dispenser**

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>RDOs</b>	Paper Applications Received	7	4	6	8	16	10
	Online Applications Received	N/A	N/A	N/A	N/A	N/A	0
	Paper Applications Approved	2	4	18	6	6	5
	Online Applications Approved	N/A	N/A	N/A	N/A	N/A	0
	Avg. Cycle Time (Paper)	272	153	149	102	175	64
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A
	Expired/Withdrawn/Cancelled	1	0	2	0	27	1
	Pending Apps	70	70	56	58	41	45

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>CLDs</b>	Paper Applications Received	2	6	1	10	10	17
	Online Applications Received	N/A	N/A	N/A	N/A	N/A	2
	Paper Applications Approved	8	7	7	1	2	14
	Online Applications Approved	N/A	N/A	N/A	N/A	N/A	0
	Avg. Cycle Time (Paper)	111	77	94	109	105	122
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A
	Expired/Withdrawn/Cancelled	0	0	1	0	7	1
	Pending Apps	28	27	20	29	30	34

## Registered Dispensing Optician Applications FY 16/17

**RDO: Registered Dispensing Optician**

**CLD: Contact Lens Dispenser**

**SLD: Spectacle Lens Dispenser**

**NRCLD: Non-Resident Contact Lens Dispenser**

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>SLDs</b>	Paper Applications Received	27	9	19	27	30	40
	Online Applications Received	N/A	N/A	N/A	N/A	N/A	4
	Paper Applications Approved	19	20	26	13	14	57
	Online Applications Approved	N/A	N/A	N/A	N/A	N/A	N/A
	Avg. Cycle Time (Paper)	107	100	139	103	142	92
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A
	Expired/Withdrawn/Cancelled	0	0	2	0	11	0
	Pending Apps	113	102	93	107	112	99

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>NRCLDs</b>	Paper Applications Received	0	0	0	1	1	1
	Online Applications Received	N/A	N/A	N/A	N/A	N/A	0
	Paper Applications Approved	1	0	0	0	0	0
	Online Applications Approved	N/A	N/A	N/A	N/A	N/A	0
	Avg. Cycle Time (Paper)	108	N/A	N/A	N/A	N/A	N/A
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A
	Expired/Withdrawn/Cancelled	0	0	0	0	2	0
	Pending Apps	2	2	2	3	1	2

## Registered Dispensing Optician Renewals FY 16/17

**RDO: Registered Dispensing Optician**

**CLD: Contact Lens Dispenser**

**SLD: Spectacle Lens Dispenser**

**NRCLD: Non-Resident Contact Lens Dispenser**

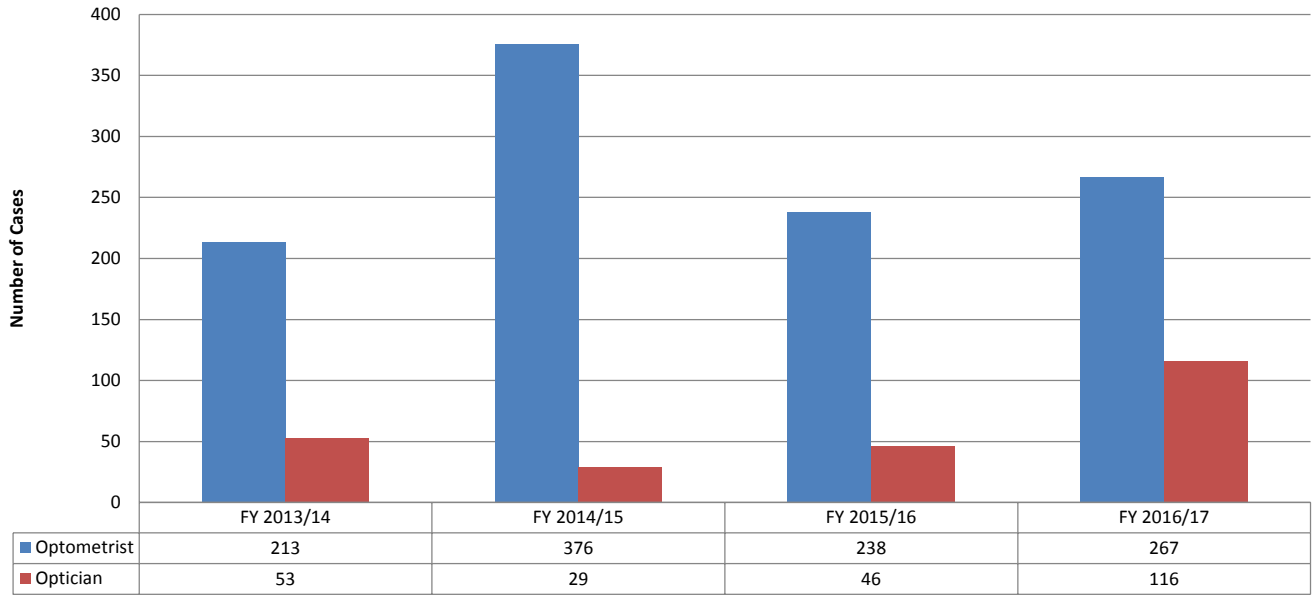
		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>RDOs</b>	Paper Renewals Approved	35	24	43	26	82	30
	Online Renewals Approved	N/A	N/A	N/A	N/A	N/A	0
	Avg. Cycle Time (Paper)	66	38	54	76	122	113
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>CLDs</b>	Paper Renewals Approved	37	47	39	38	34	31
	Online Renewals Approved	N/A	N/A	N/A	N/A	N/A	3
	Avg. Cycle Time (Paper)	34	36	42	30	13	39
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	97

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>SLDs</b>	Paper Renewals Approved	71	86	79	90	104	76
	Online Renewals Approved	N/A	N/A	N/A	N/A	N/A	9
	Avg. Cycle Time (Paper)	42	36	36	25	21	41
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	0

		Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun
<b>NRCLDs</b>	Paper Renewals Approved	1	0	2	0	1	1
	Online Renewals Approved	N/A	N/A	N/A	N/A	N/A	0
	Avg. Cycle Time (Paper)	37	N/A	75	N/A	36	55
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A

### Enforcement Cases Received



### Enforcement Cases Closed

