



ISSUE MEMORANDUM

DATE	November 19, 2021
TO	Members, California State Board of Optometry (CSBO)
FROM	Natalia Leeper, Lead Licensing Analyst
SUBJECT	Agenda Item #11bi: Examination and Licensing Programs

Examination

Staff is preparing for the 2022 graduates. Future graduates have already started scheduling for the exam. Since September, we have received over 30 applications to take the California Laws and Regulations Exam (CLRE) and we expect to receive three times that number in the next two months.

An increase in calls and emails asking how to schedule the CLRE online alerted staff to a possible issue with the CLRE application in BreEZe. Board staff discovered that many applicants had not provided adequate contact information and, consequently, were not receiving correspondence from the Board's CLRE vendor, PSI, Inc.. Board staff worked with DCA's Office of Information Services (OIS) to update the CLRE application so that it provides more information about the process and the importance of providing complete contact information. These changes went into effect in July and the number of applicants needing assistance has decreased.

Optometry

Staff is winding down from the influx of applications from the 2021 graduation season. All applications are now being processed six weeks after being received.

Staff noticed an increase in applications this year compared to last year. From April 1st to August 31st of 2020, we received 176 applications. For the same period in 2021, we received 213 applications. Staff was not expecting such an increase in the number of applications received but did receive a small increase due to addition of University of Pikeville's first graduating class. Staff also believes that the increase is due to the need for additional optometrists in California.

Changes were made to the CLRE application in BreEZe to better explain what applicants can expect next in the process, as well as provide more information on the examination process. The updated application text also highlights importance of providing an email address on the application.

Optometrist Application of Licensure – Part Two of the application has been updated so applicants can add their OE Tracker number. Previously, the application only asked for the date they passed the qualifying exams. All applications received after July 14th, 2021 will require the applicant to list the OE Tracker number. Board staff can retrieve an applicant's exam scores from the [National Board of Examiners in Optometry \(NBEO\)](#)

using their OE Tracker number, instead of waiting for an applicant to request that NBEO send their exam scores to us.

Staff anticipates that will reduce delays for new optometrist applicants and increase the number of applications approved without deficiencies.

Additionally, once an applicant has passed their CLRE, they will receive correspondence that informs them when they can complete and submit Part 2 of their application for licensure.

A new transaction has been implemented into Breeze that allows applicants and licensees to submit additional documents to the licensing and enforcement units. This will allow applicants to upload additional application items directly from their BreEZe dashboard.

Opticianry

The Board has filled the vacant Optician Licensing Technician position. Staff welcomes Monica Petersen to the Licensing Unit. Monica joins us from the California Unemployment Insurance Appeals Board. We are excited for her to now be a part of our staff.

Processing times for all license types are slowly decreasing with the addition of new staff. Staff continues to implement process and filing improvements, learn about the processes used by other DCA Boards through the department-wide Enlighten Licensing Initiative, and conduct intensive crosstraining sessions to allow all staff to process all license types.



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
 BREEZE SYSTEM
 Licensing Population Statistics
 License Population as of 11/02/2021



License Status (20-45)

License Type	20 - Current	21 - CurrentInactive	22 - CurrTmp FamSupp	28 - Military-Active	31 - Fam Supp Susp	32 - Fam Supp Dend	45 - Delinquent
Optometrist	12	9					19
Optometrist-DPA	94	77					139
Optometrist-TLG	4,218	79		1			229
Optometrist-TPA	1,410	87					254
Optometrist-TPG	947	5					66
Optometrist-TPL	921	53		2	1		102
Statement of Licensure	1,356						725
Fictitious Name Permit	1,499						236
Registered Dispensing Optician	1,082						427
Registered Spectacle Lens Dispenser	2,855		2		4	1	1,315
Registered Contact Lens Dispenser	1,141				1	1	406
Nonresident Contact Lens Seller	17						2



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
 BREEZE SYSTEM
 Licensing Application Volume and Processing Time
 Fiscal Year 2021



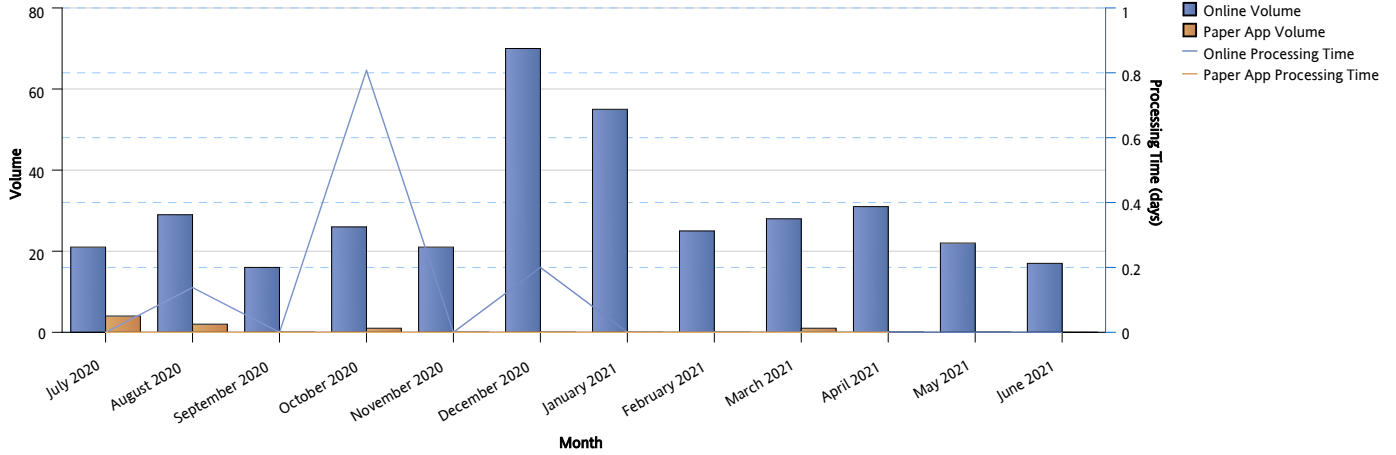
LT - Transaction Description	Online Volume	Average Online Processing Time	Paper App Volume	Average Paper App Processing Time
Optometrist - Exam Request	361	0	8	0
Optometrist - Initial License	248	76	8	68
Statement of Licensure - Issue License	336	0	0	
Fictitious Name Permit - Issue License	86	49	3	66
Registered Dispensing Optician - Initial Application	13	209	0	
Registered Dispensing Optician - Initial License	10	9	0	
Registered Spectacle Lens Dispenser - Initial Application	253	10	10	102
Registered Spectacle Lens Dispenser - Initial License	232	10	2	225
Registered Contact Lens Dispenser - Initial Application	68	57	0	
Registered Contact Lens Dispenser - Initial License	63	15	0	



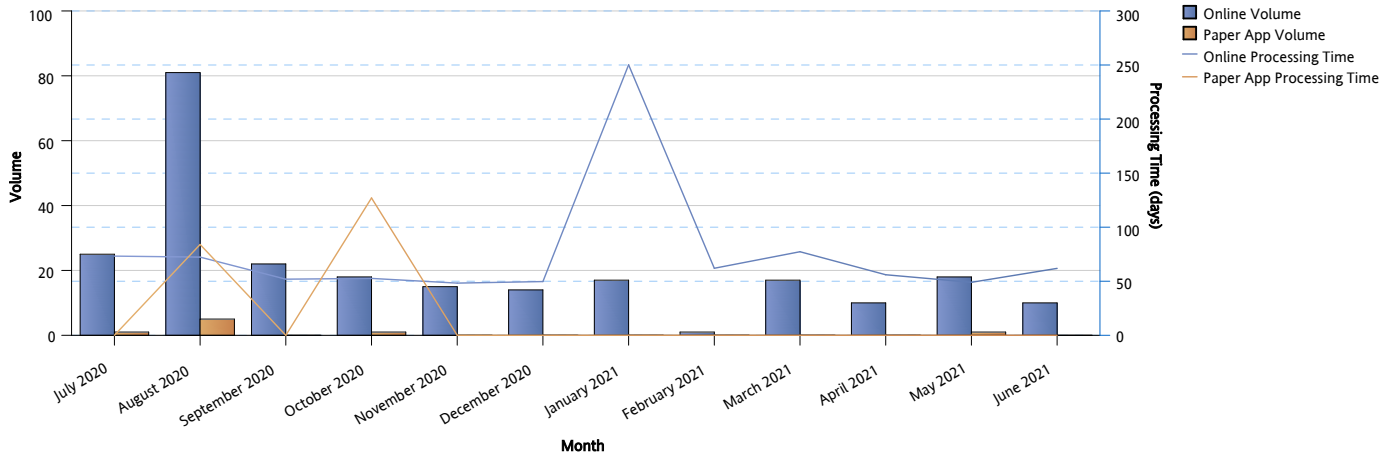
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
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 Monthly Trend
 Fiscal Year 2021



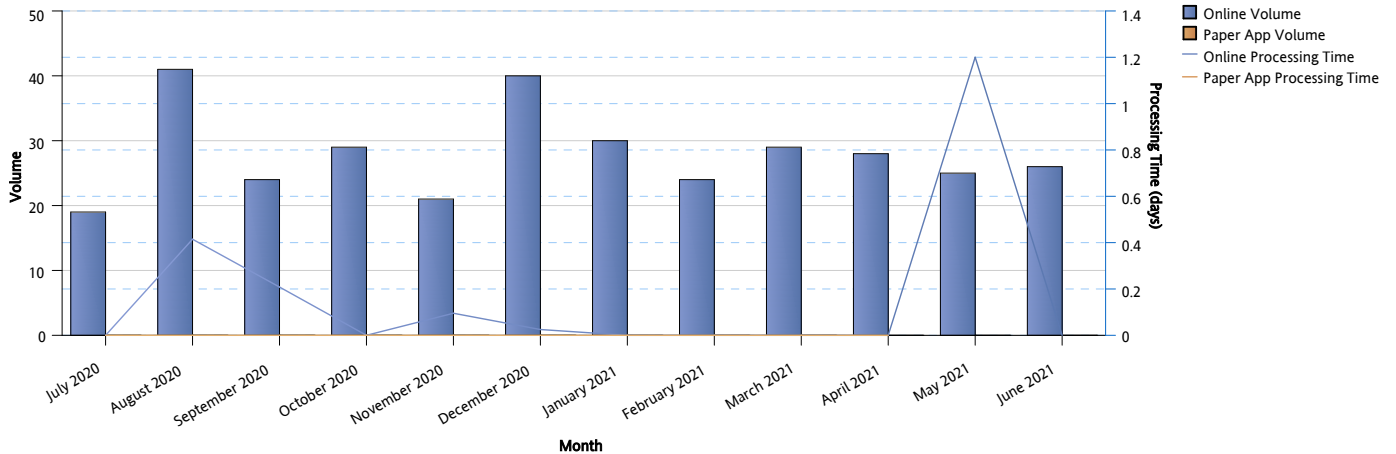
Optometrist - Exam Request



Optometrist - Initial License



Statement of Licensure - Issue License

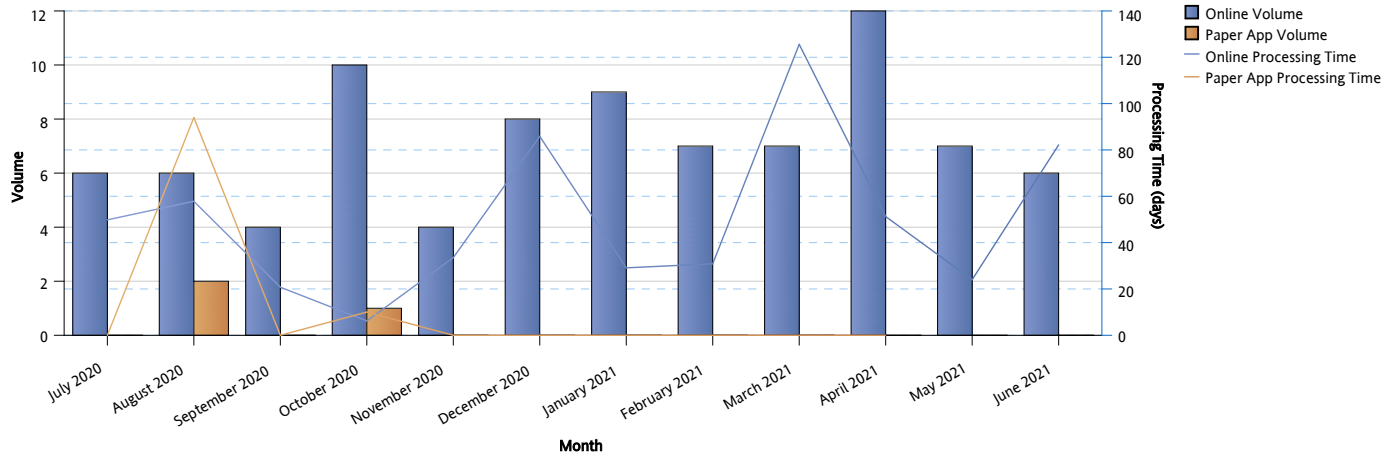




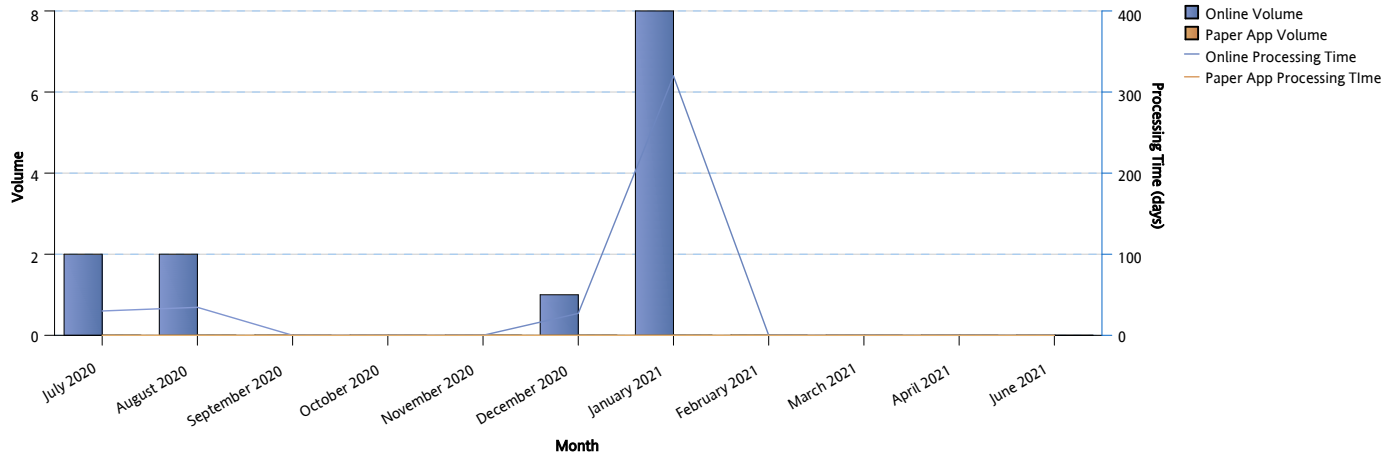
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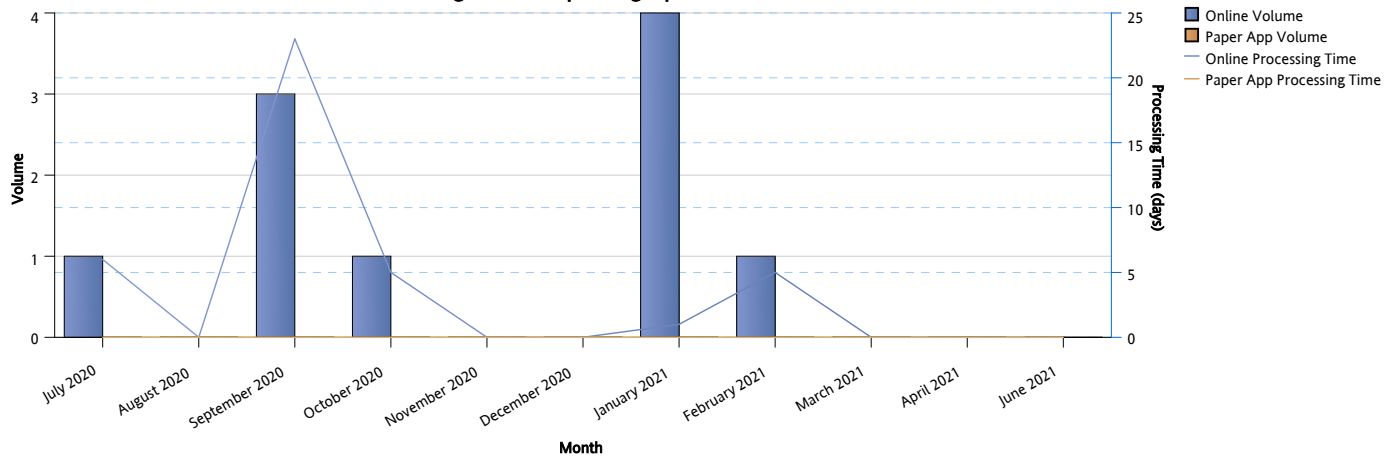
Fictitious Name Permit - Issue License



Registered Dispensing Optician - Initial Application



Registered Dispensing Optician - Initial License

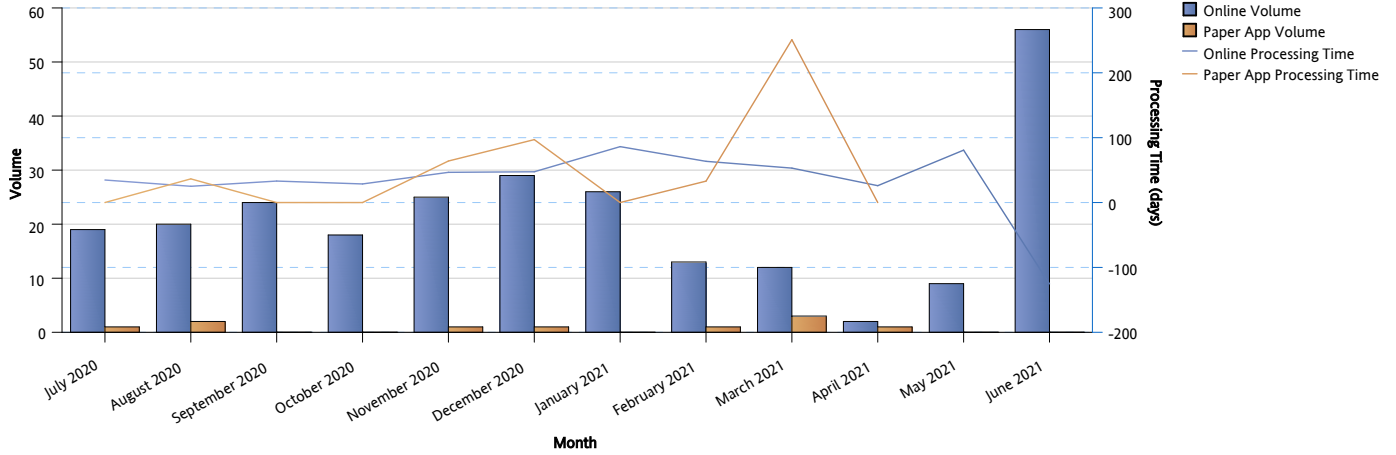




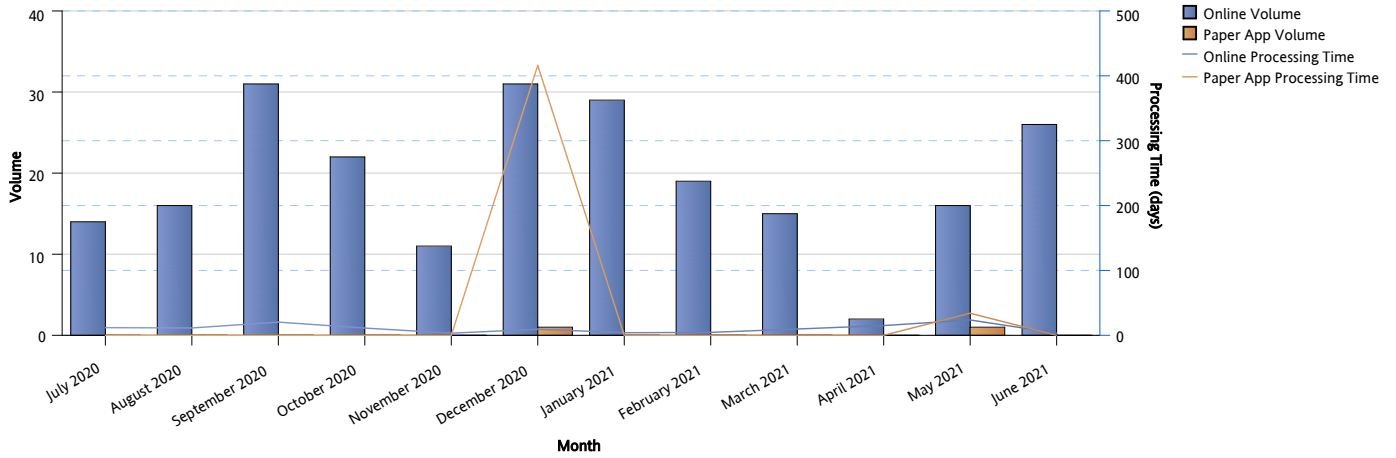
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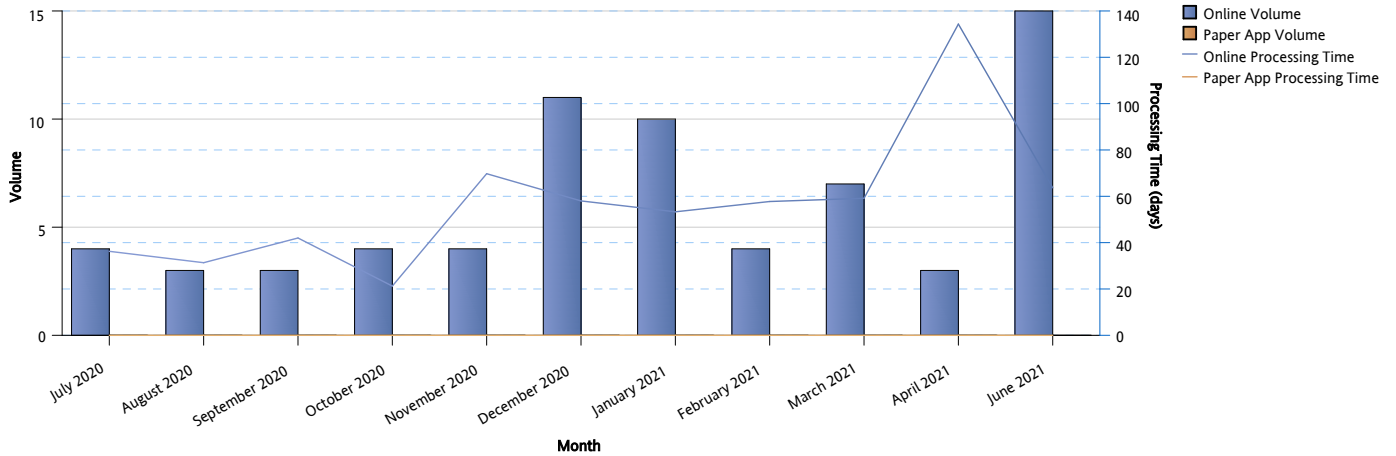
Registered Spectacle Lens Dispenser - Initial Application



Registered Spectacle Lens Dispenser - Initial License



Registered Contact Lens Dispenser - Initial Application

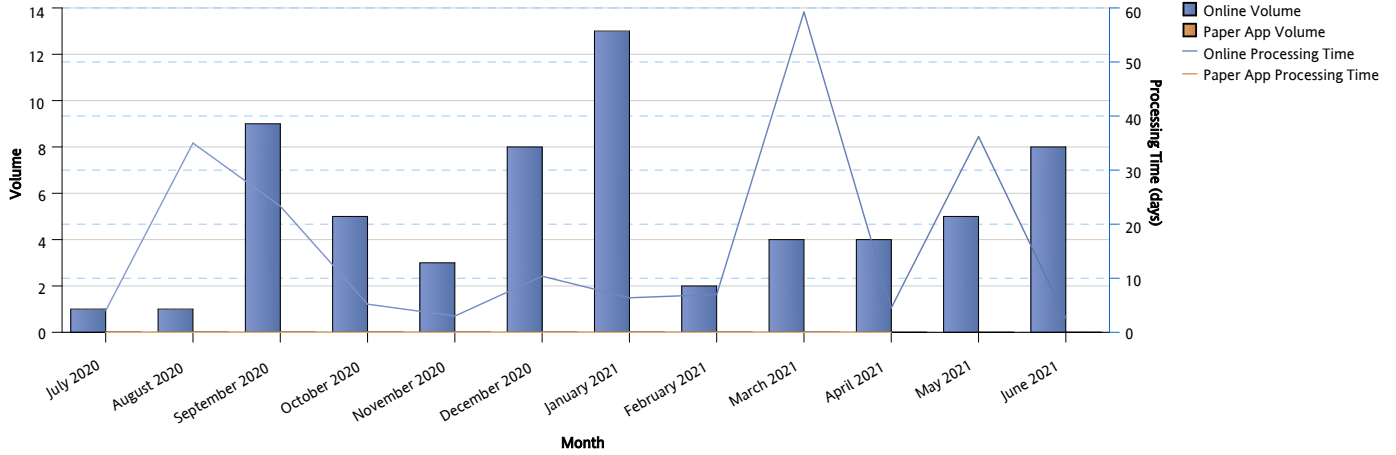




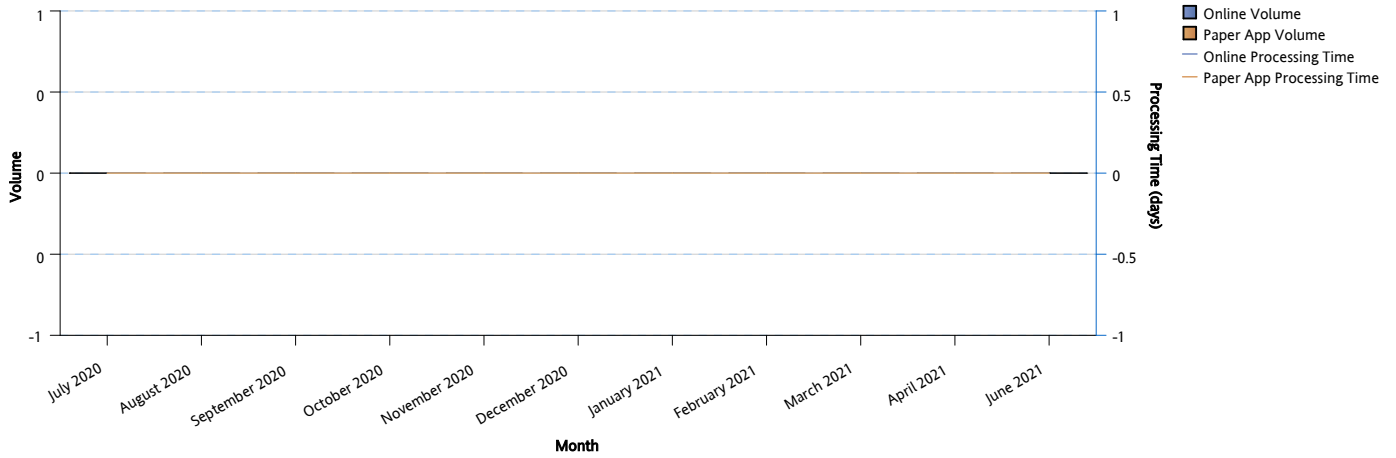
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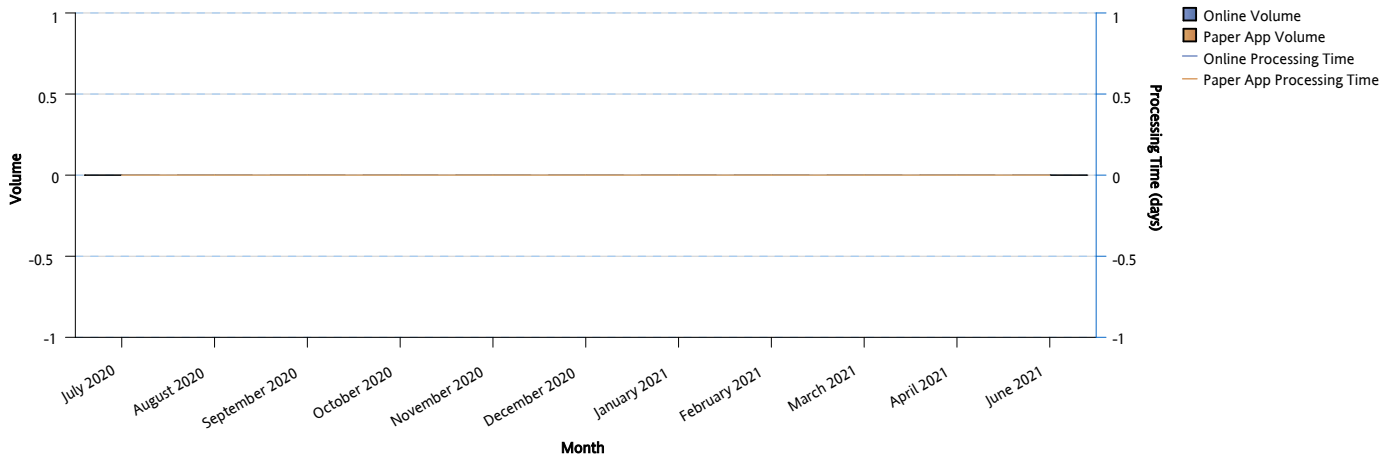
Registered Contact Lens Dispenser - Initial License



Nonresident Contact Lens Seller - Initial Application



Nonresident Contact Lens Seller - Initial License

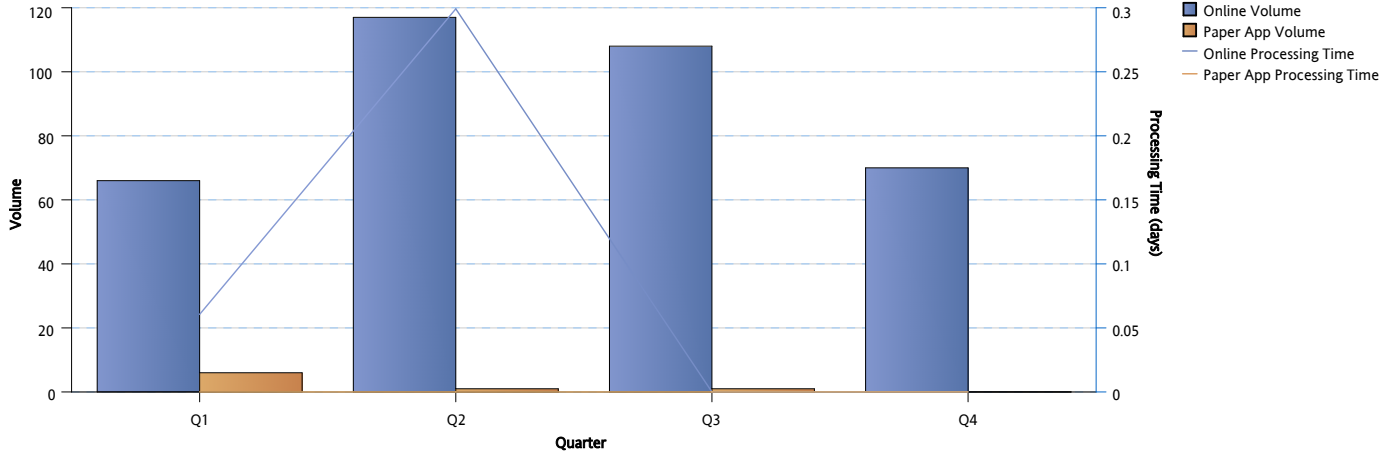




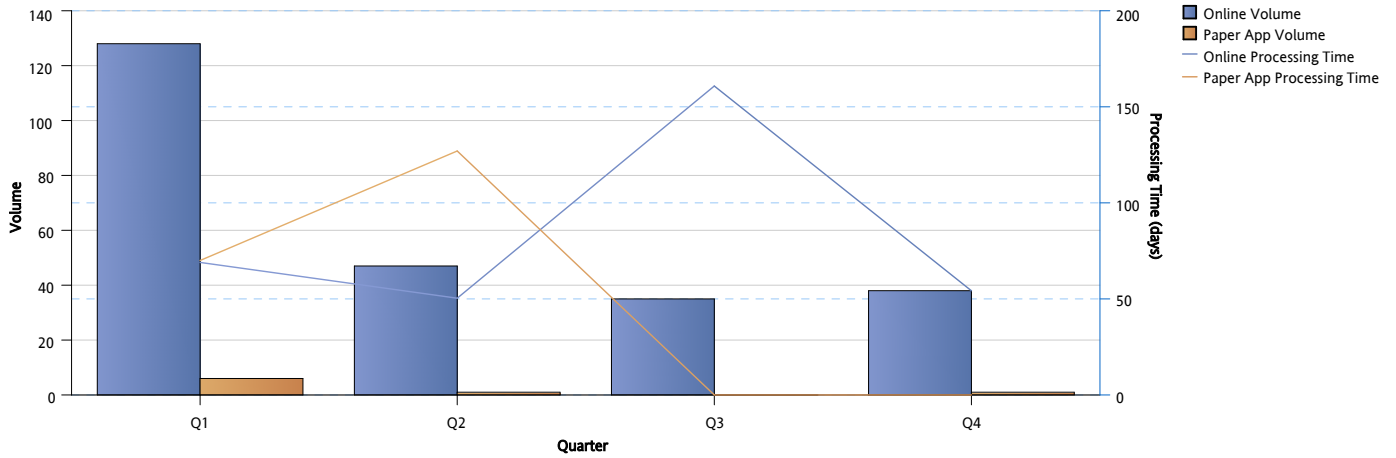
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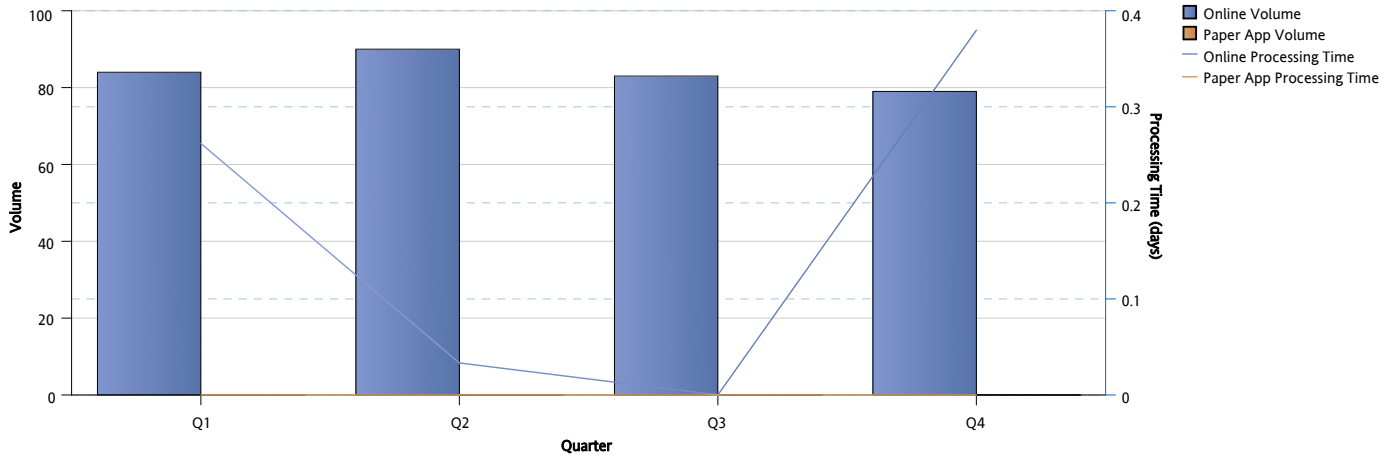
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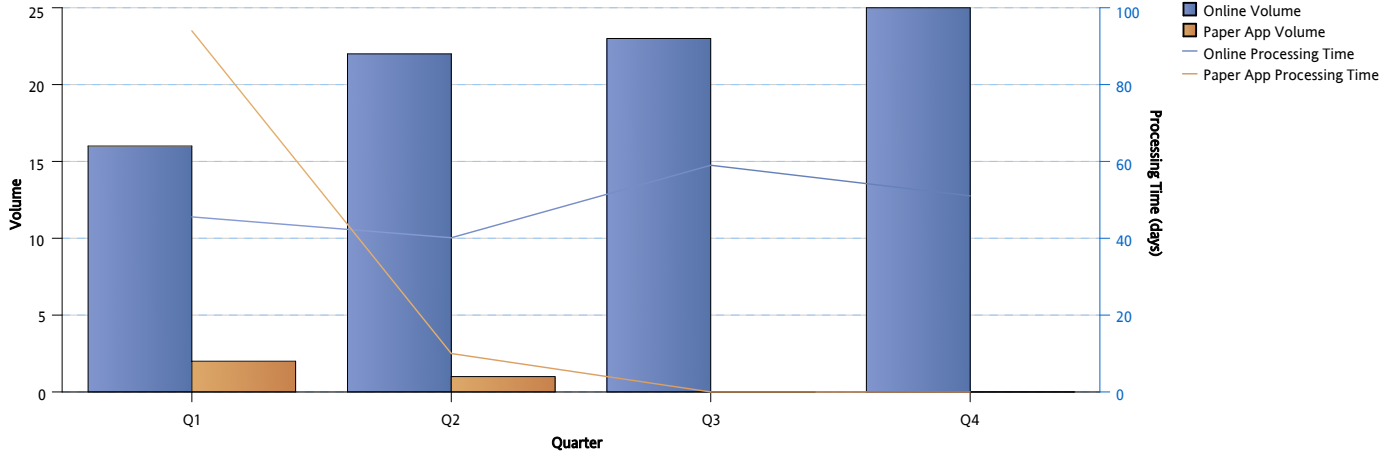
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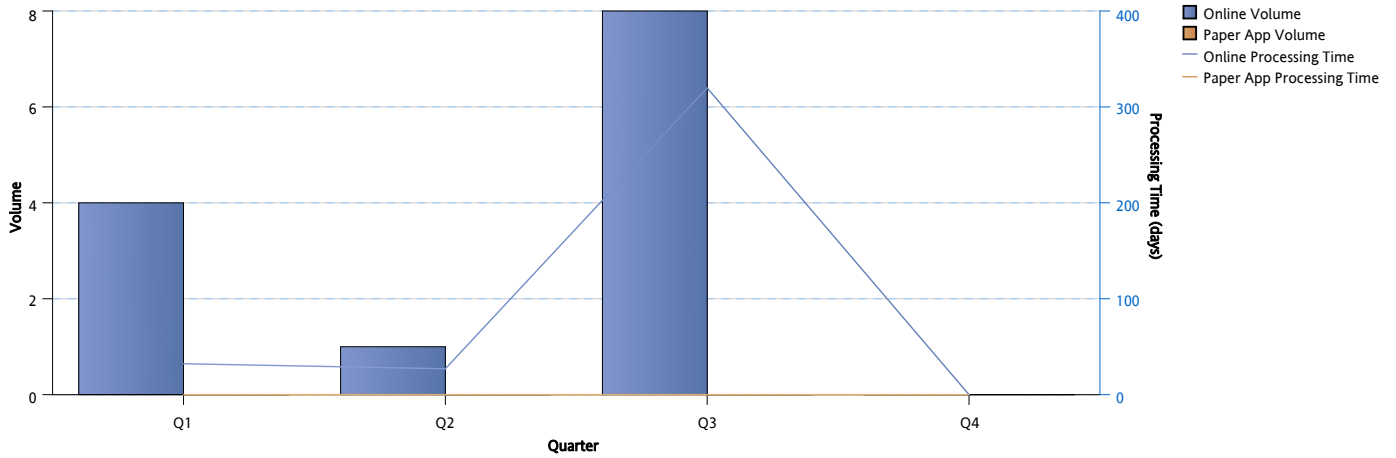
Statement of Licensure - Issue License



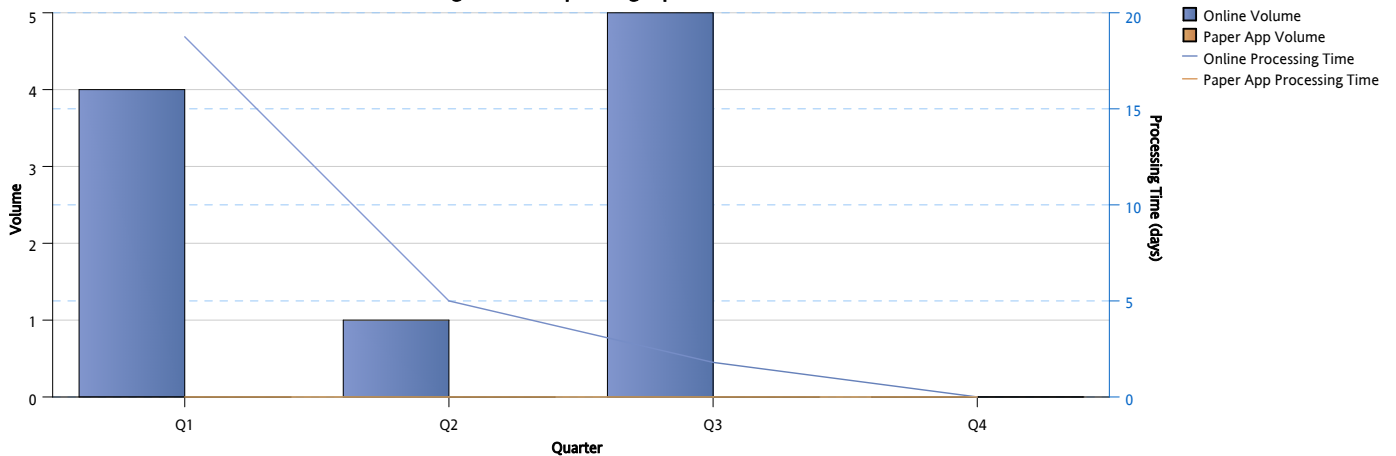
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Registered Dispensing Optician - Initial Application



Registered Dispensing Optician - Initial License

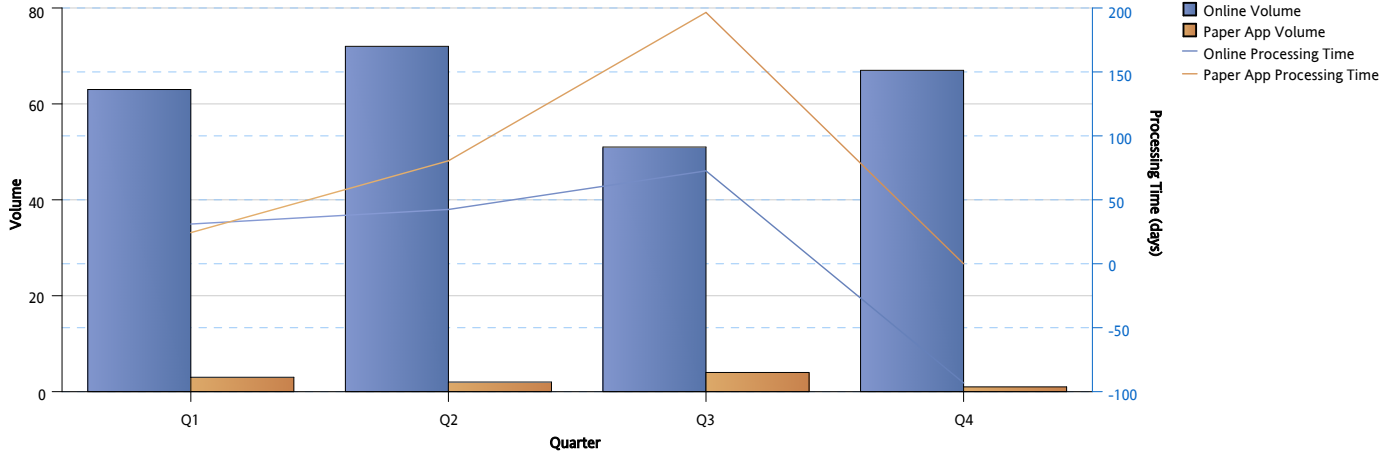




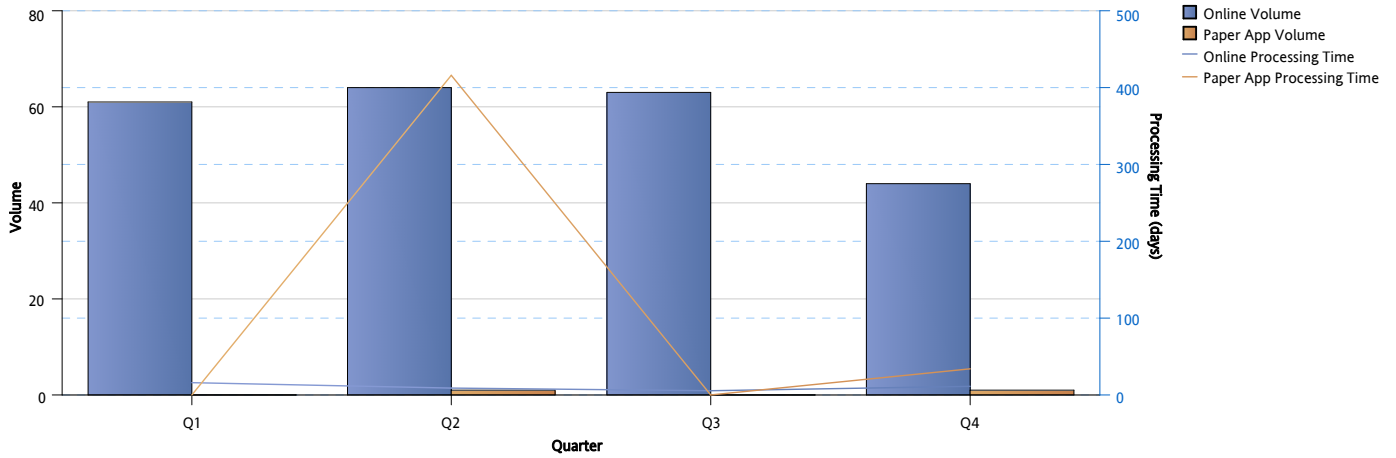
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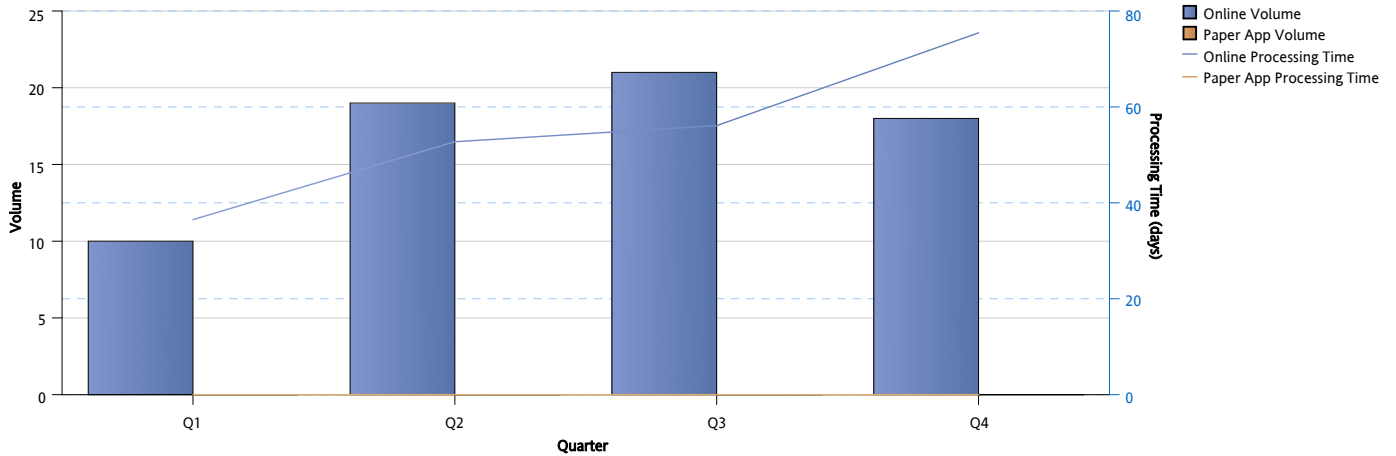
Registered Spectacle Lens Dispenser - Initial Application



Registered Spectacle Lens Dispenser - Initial License



Registered Contact Lens Dispenser - Initial Application

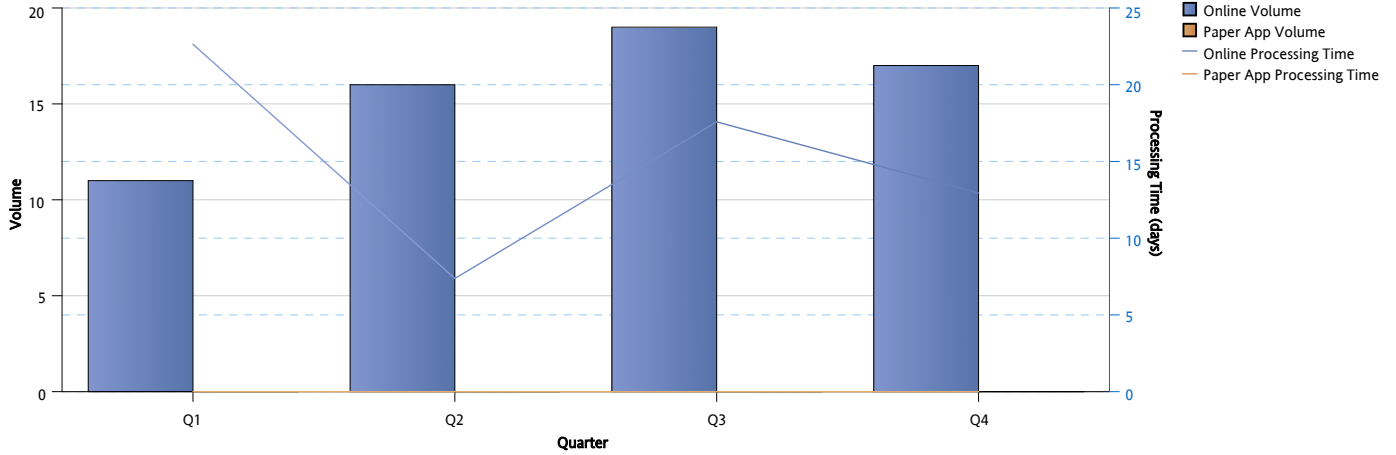




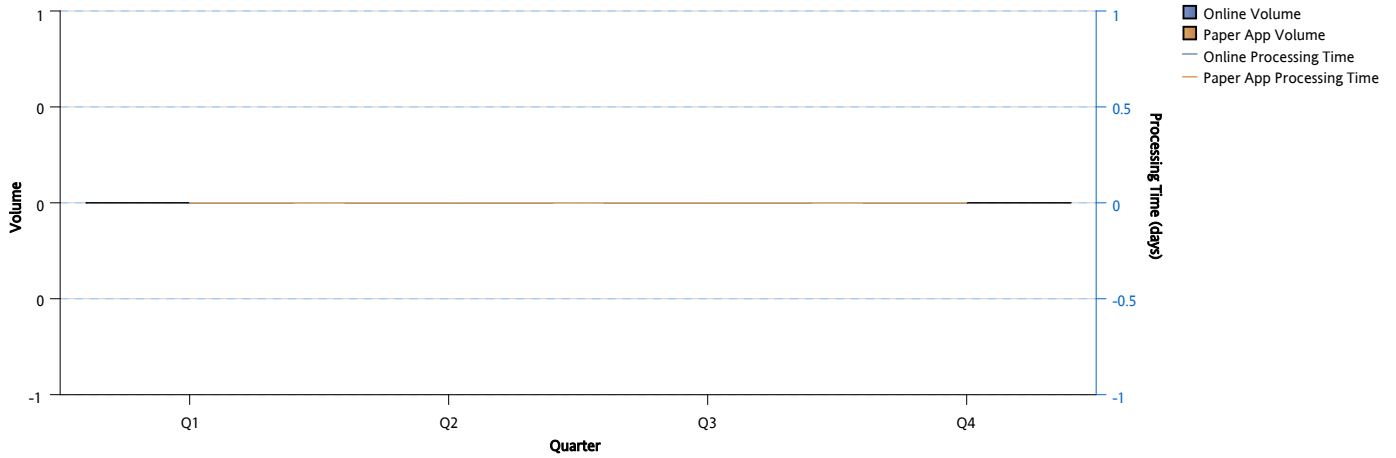
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Registered Contact Lens Dispenser - Initial License



Nonresident Contact Lens Seller - Initial Application



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