



ISSUE MEMORANDUM

DATE	March 17, 2023
TO	Board Members, California State Board of Optometry (CSBO)
FROM	Gregory Pruden, Interim Executive Officer
SUBJECT	Agenda Item #6A– Executive Officer’s Report – Program Update

Staffing Update:

- Jonathan Gasca joined the board in October 2022. Jonathan serves as the Board’s policy analyst and is primarily responsible for working on regulations and legislative matters. Jonathan is also helping staff the Board and committee meetings, and handles outreach and communications.
- Kathleen Gregorio joined the Board in December 2022. Kathleen serves as the Board’s Mobile Optometric Office (MOO) Licensing Technician. She replaces Eric Phomtheyv, who left in November 2022 for a promotion with another state agency. Until the MOO program is implemented, Kathleen will be training and learning optometry and opticianry licensing and enforcement procedures.
- On February 6, 2023, CSBO staff participated in a team-building training facilitated by DCA’s SOLID (Strategic Organizational Leadership and Individual Development) unit, DCA’s in-house trainers. Called Color Lingo, staff spent a half day engaging in communication skill building using color styles.
- The Board is currently recruiting for two positions: an Enforcement Unit Staff Services Analyst and a Licensing Unit Staff Services Analyst. We expect these positions to be filled by the May Board meeting. A copy of the current organizational chart is included at the end of this item.

DCA Items:

DCA Organizational Improvement Office (OIO) Project:

Partnering with DCA’s OIO, the project goal is to review and evaluate the Board’s business processes to identify opportunities for efficiency and best practices in our Licensing, Enforcement, and Administrative processes. The project will identify improvement opportunities for the Board by focusing on the following objectives:

- Identify strategies and make recommendations that improve the quality of workflow.

- Identify strategies and make recommendations that will help reduce paper usage within the Board.
- Identify strategies and make recommendations that will reduce and maintain the Board's processing timeframe to meet statutory and regulatory requirements.
- Identify strategies and make recommendations that will streamline staff productivity and reduce significant variation in workload completion.

The project began on February 7, 2023, and the first phase will focus on Optometry (OPT) licensing. Staff expects to conclude this phase in advance of the OPT graduation season.

- Dani Rogers', CSBO's Regulatory Counsel, last day with DCA was February 24, 2023. Until a replacement is hired, CSBO regulations will be handled by the Assistant Deputy Director for Legal, Grace Arupo-Rodriguez.

Outreach and Committees:

- On February 24-25, the Interim Executive Officer presented at the California Optometric Association House of Delegates meeting, informing attendees of general updates and Board priorities for 2023, focusing on the Board's intention to improve its customer service delivery and informing attendees of the Board's Continuing Education Audit program.
- On February 7, the Interim Executive Officer met with Capitol Strategic Advisors, LLC, representing National Vision, a publicly traded company with 139 locations in California. The purpose was to make introductions.
- On January 17, the Interim Executive Officer attended the Association of Regulatory Boards of Optometry (ARBO) Monthly Virtual Happy Hour during which 2023 Council on Optometric Practitioner Education (COPE) format changes were discussed.
- 2023 marks 120 years since the State of California recognized optometry and regulated its practice. It also marks 110 years since the Optometry Practice Act was enacted, which created the Board, and it marks 100 years since the Board promulgated its first rule, requiring all applicants to meet specified educational requirements. Board staff will be meeting with the DCA Office of Public Affairs to brainstorm content ideas for newsletters, social media, and outreach. Additionally, Board staff intends to convene the Consumer Protection, Public Relations, and Outreach Committee this spring to discuss opportunities to highlight the Board's history.

Attachments:

1. CSBO Org Chart, Dated January 1, 2023.

INTERIM EXECUTIVE OFFICER
 Gregory Pruden
 631-120-8905-001

FY 2022/23
 Total Authorized Positions: 19.9
 Filled Temporary Positions: 4.1

Staff Services Manager I
 Joely Walker (LT)
 631-120-4800-907

Staff Services Manager I
 Randy Love
 631-120-4800-002

ENFORCEMENT UNIT

ADMINISTRATION UNIT

LICENSING UNIT

Associate Governmental Program Analyst
 Terri Villareal
 631-120-5393-802
 Kristen Borges (LT)
 631-120-5393-803
 Brad Garding
 631-120-5393-805
 Vacant
 631-120-5393-001
 Vacant
 631-120-5393-002
 Vacant
 631-120-5393-005
Staff Services Analyst
 Vacant
 631-210-5157-001
Office Technician (T)
 Lisa Crosby (FT)
 631-120-1139-004 (0.9)*

Associate Governmental Program Analyst
 Erica Bautista (LT)
 631-120-5393-907
Staff Services Analyst
 Jonathan Gasca
 631-120-5157-806
Office Technician (T)
 Kristina Eklund
 631-120-1139-003
Office Technician (G)
 Mushyal Shabbir
 631-120-1138-001

Associate Governmental Program Analyst
 Arsha Qasmi
 631-120-5393-804
 Vacant
 631-120-5393-003 (.50)
 Vacant
 631-120-5393-004
Staff Services Analyst
 Vacant
 631-120-5157-003
 Vacant
 631-210-5157-002
Management Services Technician
 Vacant
 631-120-5278-001 (.50)
 Monica Petersen (LT)
 631-210-5278-907
Office Technician (T)
 Vacant
 631-120-1139-001
 Kathleen Gregorio (LT)
 631-120-1139-907

 Gregory Pruden, Interim Executive Officer Date

 Classification and Recruitment Analyst Date

All positions are CORI designated.
 LT = Limited Term

*Reduced Time base of positions effective 7/1/2012, due to 0.60 salary savings required by BL 12-03.