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**To:** Board Members

**Date:** November 4, 2016

**From:** Madhu Chawla, O.D.  
Board President

**Telephone:** (916) 575-7170

**Subject: Agenda Item 3 - President's Report**

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*The Board's Mission is to protect the health and safety of California consumers through licensing, education, and regulation of the practice of Optometry.*

## **A. Welcome and Introductions**

Introductions of Board staff and members of the public (voluntary)

## **B. 2016 – 2017 Board Meeting Dates**

The quarterly board meeting dates are scheduled as follows:

- January 26-27, 2017 – Sacramento
  - January 26, 2017 is for Strategic Planning facilitated by the Department of Consumer Affairs. This is expected to take the full day.
- April 21, 2017 – Oakland
- August 4, 2017 – Sacramento
- November 3, 2017 – Southern California

## **C. Committee and Workgroup Structures**

Committee and Workgroups are being restructured and will be announced during the November 4 meeting.

## **D. Board President Monthly Updates**

In order to increase communication and the flow of information to all members, the Board President will begin sending monthly updates to all members. The monthly messages will be sent at the end of each month and will include updates on Board activities, committee meetings, current issues and/or reminders, staffing announcements, and future activities. While we anticipate doing something similar and publicly distributing via ListServ and social media outlets in the near future, these communications are geared towards providing information specific to Board Members.

## **E. DCA's Annual Distributed Costs Meeting**

On October 27, 2016, Board leadership (President, Vice President, Executive Officer and Assistant Executive Officer) participated in DCA's Annual Distributed Costs meeting. During the meeting, the DCA Budget Office and staff from units within Department's divisions provided an overview of the Department's Distributed Costs ("pro rata").

The purpose of this meeting was to explain how the costs of DCA's two Divisions – the Consumer and Client Services Division and Division of Investigations -- are funded. After the overview, DCA held an open house for programs to ask more specific questions of the services each unit provides within the two Divisions. Subject matter experts from each unit were also available to address any questions.

The DCA's goal of the meeting was for Boards to have a better understanding of the DCA's distributed costs, the services provided by the DCA and to be confident knowing the Boards are receiving the quality customer service we are paying for.

## **F. DCA Internal Board Audit**

Programs subject to the Sunset Review Process (including the Board) have been selected by the DCA Internal Audit Office for an operational audit. The audit will focus on the Board's strategic planning process and core business operations. The Internal Audit Office plans to evaluate the efficiency and effectiveness of selected operations. The audit objectives are to determine whether the Board has:

- A sound strategic planning process to evaluate its operations;
- Established policies and procedures to guide staff in effectively handling operational activities; and,
- Complied with applicable laws and regulations.

During the audit, DCA will periodically update the Executive Officer regarding audit issues they have identified. At the conclusion of the audit, DCA will issue a draft report and request the Executive Officer respond to any audit findings and recommendations. The responses will be included in the final audit report. As part of the audit process, DCA will perform 180- and 360-day follow-up procedures after the final report is issued to determine if proposed corrective actions are being implemented.

## **G. Teleconference Procedures and Policies**

With increased Board teleconferences over the past year and the inherent challenges teleconferences have, many Board Members expressed interest in improving the teleconference process. Some members have recommended limiting the number of locations to ensure multiple members are at each location.

These locations would be secured by staff in Sacramento, the Bay Area and Southern California. Members would be encouraged to attend at one of the set locations whenever possible. If a member is unable to participate at a set location, that member would be responsible for securing an alternative location. To assist in securing a location, staff and legal counsel prepared the attached guidance.



# TIPS for Holding a Teleconference Meeting

Each teleconference location must be noticed on the meeting agenda and posted 10 full days prior to the meeting (Government Code Section 11125).<sup>1</sup> Please keep in mind the Internet team needs a minimum of 24 hours to post something to the website. In addition, agendas are typically posted during the workday (8 a.m.–5 p.m.), so the first day the agenda is posted does not count for the 10-day notice. Thus, agendas need to be finalized (approved by the Board of Optometry [Board] President and Department of Consumer Affairs' Legal Division) at least 12 days prior to the meeting.

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## An Acceptable Location

- Choose a location accessible to all members of the public, free of charge.
- Locations that have age and membership restrictions are not acceptable.
- The location must be Americans with Disabilities Act (ADA) compliant. Additionally, authorization to use the location and display the appropriate signage must be secured.
- Make sure the location has a fixed and specific address so attendees can easily find it.
- Pick a location with a meeting room or office with a door. This will help minimize background noise or potential interruptions.
- Avoid coffee shops and restaurants, which tend to get loud during business hours. This can make it difficult for others to hear and may limit public participation.
- If the meeting includes a closed session, the location must have the capacity for the members to hear and deliberate in private on the designated items.
- Keep public perception in mind. Board meetings are governed by state law and need to reflect professionalism at all times—including how the location is noticed on the agenda. Although a local restaurant may be open to all ages, if it contains words such as “pub” in the name, it may be perceived as the Board conducting a meeting at a bar.
- If you are using a cellphone to conduct a meeting, verify that the location’s cell service is adequate.
- Find a location with Wi-Fi for easy access to meeting materials. If Wi-Fi is not available, make sure to save the meeting materials to your electronic device or print copies for yourself and the public.

## On Meeting Day

- **Make sure there is at least one Board member physically present at the noticed location** (Government Code Section 11123 (b)(1)(F)). If you are the only member at the noticed location and you are unable to attend, please immediately notify the Executive Officer, **as the meeting will need to be canceled.**
- Arrive at least 15 minutes early to test the teleconference line and adjust for any last-minute difficulties.
- Post meeting signs and agendas at the location entrance and where you are sitting. If you are located in a large building, more signs may be needed. Members of the public should be able to quickly and easily find where the meeting is being held.
- Leave sign-in sheets where they will be easily identifiable when entering the meeting.
- Make sure the public will be able to hear the discussion, view meeting materials, and participate during the open session of the meeting.
- Use a landline with a speakerphone, which is preferred. However, if you are using your cellphone, use your speakerphone and/or a Bluetooth speaker.



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<sup>1</sup> Special meetings only require 48-hour notice. However, the same agenda and location requirements apply. In addition, the agenda must be provided to all national press wire services and made available to newspapers of general circulation and radio or television stations (Government Code Section 11125.4(b)).