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**To:** Dispensing Optician Committee

**Date:** August 2, 2018

**From:** Joanne Wenzel  
Interim Executive Officer

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

**Subject:** Agenda Item 4 – Interim Executive Officer’s Report

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## **A. Outreach Campaign**

At the last DOC meeting April 19, 2018, Board staff updated the committee on numerous objectives that were completed related to the DOC’s Outreach Campaign, including:

- Finalizing a letter to ABO candidates clarifying next steps in California registration process; and
- Held teleconference with ABO Executive Director, DOC Chair, and Board Executive Officer and staff to discuss messaging to ABO candidates.

On June 28, 2018, Jim Morris from the ABO sent Board staff the following message, confirming that the approved letter was used in outreach:

“Good afternoon! I hope that everything is going well for you and the Optometry Board. In response to the Board’s request, I wanted to let you know that we sent notifications following the May 2018 Certification Examinations to each of the California residents with regard to their Certification versus the Registration in California.”

## **B. Registration Program**

In June, the Board’s RDO Coordinator, Jessica Swan returned from her educational leave of absence and rejoined the Board. Ms. Swan was eager to get back to processing RDO applications and has already begun reaching out to other units to expedite processing. The Board would like to thank Brad Garding for acting as the Board’s RDO Coordinator during her absence.

In June, online application cycle times improved; however, renewal times rose over the prior month. This is likely due to the fact that many CLD/SLD registrants do not have a full set of fingerprints on file and the BreZE system is preventing approval. If it is determined fingerprints are missing, Board staff provides the registrant with a live scan form to have fingerprints done; once the DOJ and FBI fingerprint results are received, the application can be approved.

In June, the Enforcement team attended a symposium presented by the Board’s biological fluid testing vendor, FSSolutions. The symposium was presented by experts in the fields of toxicology and substance abuse recovery management and was an educational look into biological fluid testing, including industry advances and best practices.

The Enforcement Program continues to prioritize the oldest pending cases, as well as cases designated high or expedited priority. As seen in Attachment 2, the RDO program had a 20% increase in complaint closures in Quarter 4 over Quarter 3.

**Attachments:**

1. Registration Statistics
2. Enforcement Statistics

## Registered Dispensing Optician Applications FY 16/17-17/18

**RDO: Registered Dispensing Optician**

**CLD: Contact Lens Dispenser**

**SLD: Spectacle Lens Dispenser**

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

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>RDOs</b>	Paper Applications Received	124	2	16	6	7	0	3	3	2	8	4	5	3	59
	Online Applications Received	0	3	10	10	9	11	3	13	14	20	18	17	24	152
	Paper Applications Approved	81	7	16	4	4	10	6	23	3	1	2	6	2	84
	Online Applications Approved	0	0	0	7	0	1	0	4	19	2	2	8	9	52
	Avg. Cycle Time (Paper)	103	101	102	145	165	92	113	199	68	64	133	36	64	127
	Avg. Cycle Time (Online)	N/A	N/A	N/A	30	N/A	84	N/A	132	80	57	196	85	70	80
	Expired/Withdrawn/Cancelled	32	0	2	0	1	0	2	5	12	1	3	3	15	44
	Pending Apps	45	43	51	56	67	67	65	49	31	55	70	75	76	76

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>CLDs</b>	Paper Applications Received	101	8	7	6	5	5	2	4	4	3	3	2	13	62
	Online Applications Received	2	4	3	8	2	9	8	6	8	4	18	22	0	92
	Paper Applications Approved	70	14	12	1	6	4	8	3	6	1	6	6	0	67
	Online Applications Approved	0	1	0	1	2	0	2	8	6	6	6	10	18	60
	Avg. Cycle Time (Paper)	87	83	48	84	87	100	101	147	81	61	118	112	0	88
	Avg. Cycle Time (Online)	N/A	33	N/A	98	87	N/A	101	103	79	87	62	82	55	75
	Expired/Withdrawn/Cancelled	9	1	2	0	0	1	1	3	4	1	2	2	1	18
	Pending Apps	34	30	26	38	37	46	45	41	37	36	43	49	43	43

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		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>SLDs</b>	Paper Applications Received	365	16	32	9	22	8	12	6	4	11	9	19	5	153
	Online Applications Received	4	9	16	15	13	14	23	23	23	13	37	45	26	257
	Paper Applications Approved	304	24	25	9	20	13	18	20	11	4	22	23	7	196
	Online Applications Approved	N/A	0	0	2	8	0	11	15	17	11	38	24	20	146
	Avg. Cycle Time (Paper)	89	81	99	89	99	116	111	186	79	72	114	164	231	120
	Avg. Cycle Time (Online)	N/A	N/A	N/A	85	78	N/A	94	121	63	68	59	92	63	77
	Expired/Withdrawn/Cancelled	18	2	8	2	1	3	4	6	8	1	4	7	3	49
	Pending Apps	99	98	113	124	130	136	138	126	117	125	107	117	118	118

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>NRCLDs</b>	Paper Applications Received	5	0	0	0	0	0	0	0	1	0	0	1	0	2
	Online Applications Received	0	0	0	0	0	0	0	0	0	1	0	0	1	2
	Paper Applications Approved	2	0	0	0	0	0	0	0	0	0	1	1	0	2
	Online Applications Approved	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Avg. Cycle Time (Paper)	86	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	41	408	0	225
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0
	Expired/Withdrawn/Cancelled	2	0	0	0	0	0	0	0	0	0	1	0	1	2
	Pending Apps	2	2	2	2	2	2	2	2	3	4	2	2	2	2

## Registered Dispensing Optician Renewals FY 16/17-17/18

RDO: Registered Dispensing Optician

CLD: Contact Lens Dispenser

SLD: Spectacle Lens Dispenser

NRCLD: Non-Resident Contact Lens Dispenser

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
RDOs	Paper Renewals Approved	454	8	53	45	31	29	47	65	33	81	65	29	16	502
	Online Renewals Approved	0	6	7	7	2	3	11	1	7	7	3	23	12	89
	Avg. Cycle Time (Paper)	68	27	61	27	124	10	293	25	8	28	26	6	8	57
	Avg. Cycle Time (Online)	N/A	10	148	148	0	0	462	0	5	0	0	1	113	108

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
CLDs	Paper Renewals Approved	445	19	28	42	19	2	9	11	14	10	22	8	13	197
	Online Renewals Approved	3	17	17	9	8	9	11	11	23	37	23	12	23	200
	Avg. Cycle Time (Paper)	26	107	71	52	22	57	64	54	42	111	46	55	43	59
	Avg. Cycle Time (Online)	97	1	0	18	0	0	29	99	40	47	42	23	39	32

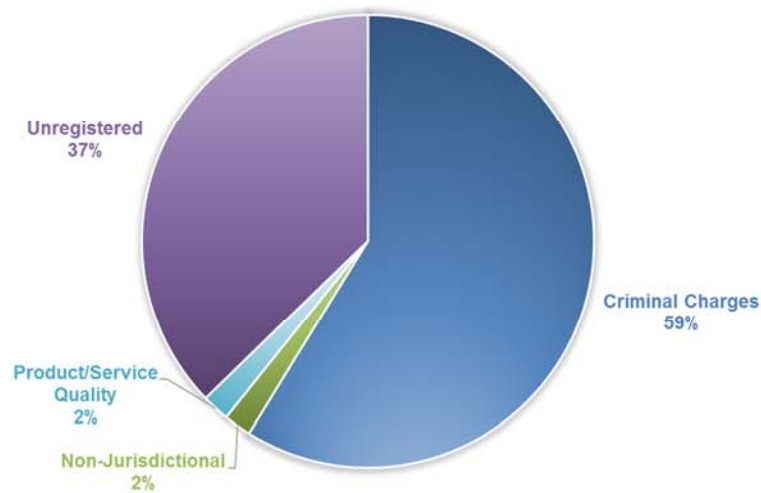
		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SLDs	Paper Renewals Approved	987	41	61	68	50	1	33	44	32	28	42	22	21	443
	Online Renewals Approved	9	28	28	38	37	28	30	42	48	60	58	41	48	340
	Avg. Cycle Time (Paper)	30	43	49	46	44	7	49	61	92	84	54	41	58	54
	Avg. Cycle Time (Online)	82	2	4	11	0	1	33	26	30	42	44	27	35	24

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
NRCLDs	Paper Renewals Approved	7	0	0	0	0	0	0	0	0	0	1	0	0	1
	Online Renewals Approved	0	0	0	0	0	0	0	0	0	1	1	0	0	2
	Avg. Cycle Time (Paper)	51	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	15	0	0	15
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0

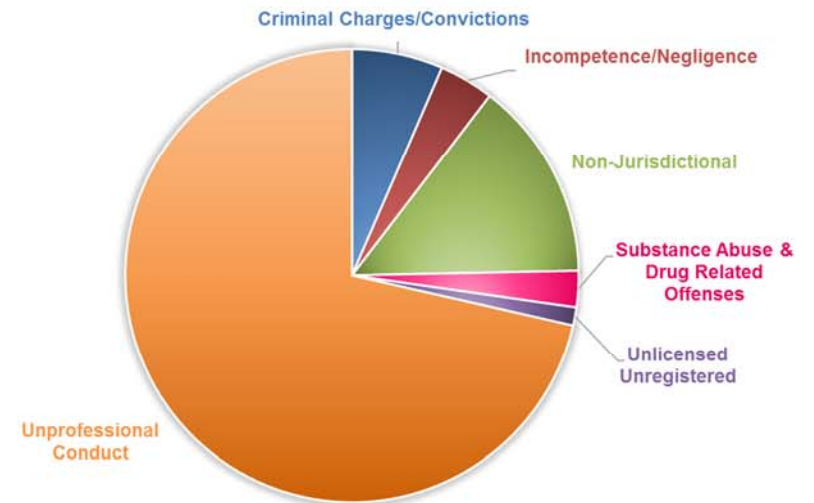
### Enforcement Statistics Q4 FY 2017-2018

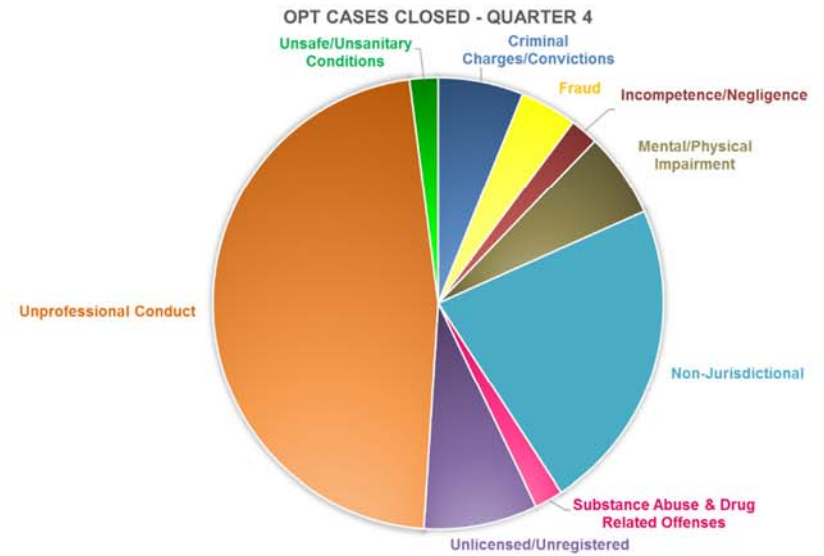
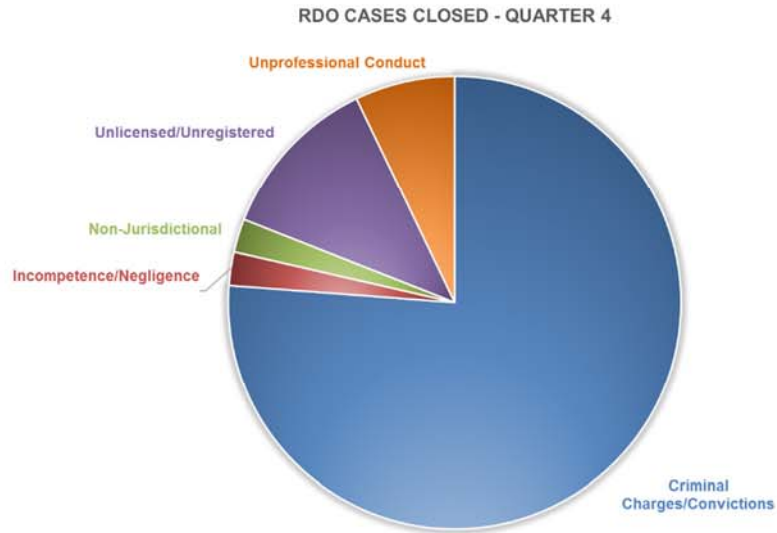
	Q1 – FY17/18						Q2 – FY17/18						Q3 – FY17/18						Q4 – FY17/18						FY Total	
	Routine		Expedite		High		Routine		Expedite		High		Routine		Expedite		High		Routine		Expedite		High			
Cases by Priority	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO
Received	44	51	0	0	6	1	47	41	0	0	3	0	57	67	0	0	9	0	77	51	0	0	1	1	244	212
Closed	64	37	0	0	2	0	40	35	0	0	0	0	73	35	0	0	1	0	43	42	0	0	6	0	229	149
Average Age (days) - Closed	273	82	0	0	22	0	271	260	0	0	0	0	295	204	0	0	1	0	129	141	0	0	114	0	295	204
Pending	146	68	0	0	6	0	153	74	0	0	7	0	132	100	0	0	15	1	150	119	2	0	16	2	150	119
Average Age (days) – Pending	346	278	0	0	81	0	337	217	0	0	127	0	279	155	0	0	156	106	256	180	346	0	190	124	251	179
Referred to AG	1	1	0	0	0	1	2	19	0	0	0	0	9	3	0	0	1	0	0	1	0	0	3	0	16	25
Pending at AG	8	13	0	0	0	1	9	31	0	0	0	1	16	35	0	0	1	1	11	29	0	0	4	1	15	30
Final Disciplinary Orders	3	1	0	0	0	0	2	1	0	0	0	0	4	1	0	0	0	0	1	4	0	0	0	0	10	7

RDO CASES RECEIVED - QUARTER 4

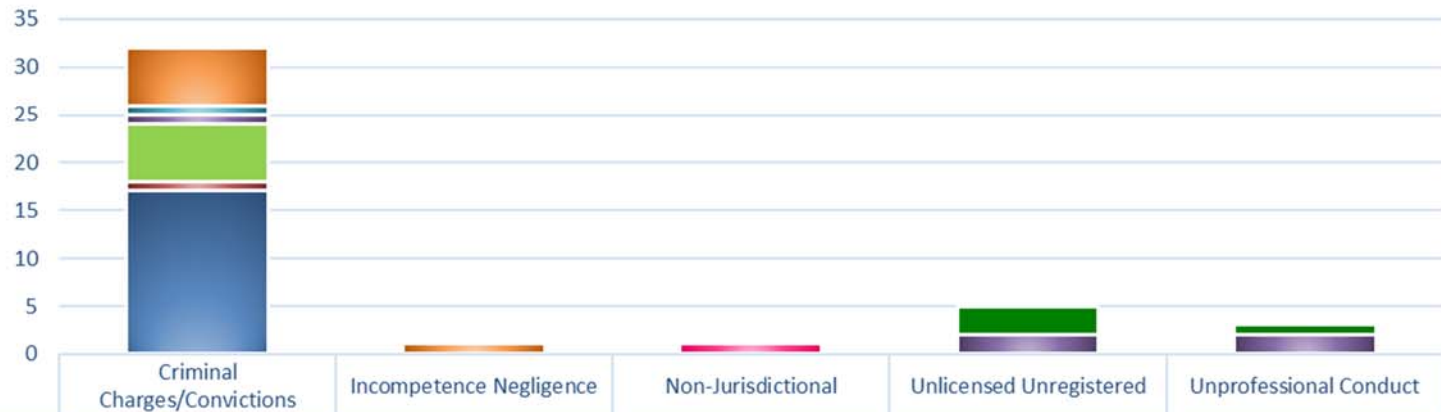


OPT CASES RECEIVED - QUARTER 4



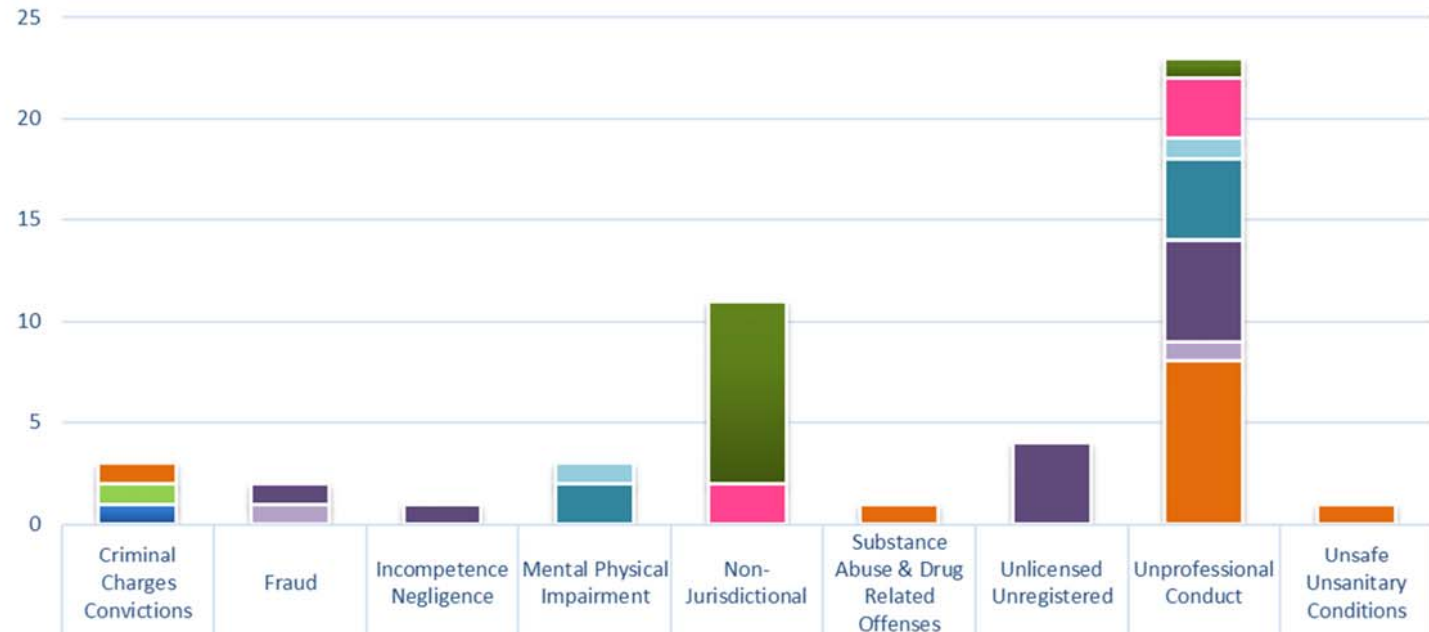


### RDO Cases Closed - Quarter 4



■ Closed-Compliance Obtained				3	1
■ Closed-No Jurisdiction			1		
■ Closed-Subject Educated	6	1			
■ Closed-Other Decision	1				
■ Closed-No Violation	1			2	2
■ Closed-Awaiting Criminal Disposition	6				
■ Closed-Application Denied	1				
■ Closed-Application Approved	17	7			

### OPT Cases Closed - Quarter 4



■ Closed-Referred to Medical Board					9			1	
■ Closed-No Jurisdiction					2			3	
■ Closed-Insufficient Evidence				1				1	
■ Closed-Consolidated W/Primary Comp				2				4	
■ Closed-No Violation		1	1				4	5	
■ Closed-No Response From Complainant		1						1	
■ Closed-Subject Educated	1						1	8	1
■ Closed-Awaiting Criminal Disposition	1								
■ Closed-Application Approved	1								