CALIFORNIA STATE BOARD OF OPTOMETRY

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Memo

To: Board Members **Date:** August 3, 2018

From: Joanne Wenzel, Interim Executive Officer **Telephone:** (916) 575-7184

Subject: **Agenda Item 6 – Interim Executive Officer's Report**

A. Association of Regulatory Boards of Optometry (ARBO) – Report on June 2018 ARBO Meeting (by Jessica Sieferman, Former Executive Officer)
Please see the attached memo for ARBO update (Attachment 1)

B. FBI Rap Back Program Update
There still has been very little progress with the DOJ participating in the FBI Rap Back Program. As previously discussed, the DOJ made an agreement with the California legislature in 2012 "that the DOJ would convene a group of the largest applicant agency stakeholders to examine the financial aspects of participation in the program and would invite statewide public opinion on the program via the Attorney General's website."

DCA has continued to remind DOJ of its strong interest in participating in stakeholder meetings and is still waiting to hear from DOJ when the meetings will take place. It appears that the biggest push back from DOJ is that their statewide system (not just supporting DCA) doesn't meet the system requirements for the FBI Rap Back Program.

Based on the lack of movement on this issue, the Board may wish to seek assistance from the legislature through legislative means during the 2019 session. Specifically, AB 2461 (also discussed under agenda item 9B) requires DOJ to provide the FBI subsequent arrest records to the Department of Social Services, Medical Board and Osteopathic Medical Board. The Board may want to take a support if amended position and request that the Board be included in the bill. AB 2461 is set for Senate Appropriation hearing when they convene from summer recess on August 6, 2018.

Even if the Board doesn't make it into the bill, it is likely DOJ will still be forced to update their system to accommodate the FBI Rap Program.

C. Strategic Plan Update
Please see the attached outline for status on each Strategic Plan objective (Attachment 2)

D. Enforcement Program
Prepared by Cheree Kimball, Lead Enforcement Analyst

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.

At the end of July, the Enforcement Program bid farewell to Kellie Flores, who accepted a promotion with the Bureau of Cannabis Control. Ms. Flores will be greatly missed.

As shown in Attachment 3, the Optometry program saw a 35% increase in the number of complaints received in Quarter 4. Meanwhile, the RDO program had a 20% increase in complaint closures over Quarter 3.

The Enforcement Program continues to prioritize the oldest pending cases, as well as cases designated high or expedited priority. In Quarter 4, the Enforcement Program transmitted three high priority cases to the Attorney General's office. The average age of these three cases at transmittal was 229 days.

E. Examination and Licensing Programs

Prepared by Todd Kerrin, Policy Analyst and Arsha Qasmi, Licensing Lead

As of July 30th, all sessions for examination development have been fully staffed by qualified subject matter experts and completed. An updated version of the California Law and Regulations Exam is under review and will be released on schedule in October. Two out of the three planned Occupational Analyses have also been completed successfully, with the final session to be held on October 9th & 10th, 2018.

In May of 2018, the Board's Executive Officer, Jessica Sieferman and the Assistant Executive Officer, Robert Stephanopoulos, presented to the third-year optometry students at Western University and Southern California College of Optometry. Students were given a brief overview of the licensing process and noteworthy items were highlighted. This continues to be a valuable opportunity for students to connect with the Board and for the Board to gain insight from the newest generations of optometrists.

In keeping with the Board's vision to go paperless, Mr. Stephanopoulos has provided training on publishing certificates to a licensee's personal BreEZe profile upon initial licensure. Since the implementation of this process, the number of calls regarding the certificates has decreased as new licensees can print these certificates directly from their online profile.

The licensing unit has amended their procedures to include the scanning of all documents related to an application into the BreEZe system. This change allows any member of staff to access an application to view its status. Ensuring all documents are in BreEZe has made application checks more efficient and permitting staff to assist applicants faster.

The number of optometrist applications increased in the third and fourth quarter, which is expected as applicants graduate (Attachment 4). In May, Ms. Qasmi approved 74 exam requests - the highest this year. Exam requests dropped in June; however, 33 licenses were issued, making it the second highest month this fiscal year. BreEZe utilization remains strong with 70% of all applications submitted online this fiscal year and new optometrists applying online 95% of the time. Licensing continues to work through applications as efficiently as possible, focusing on the oldest.

F. Personnel

At the end of May, sadly the Board had to say goodbye to Abby LeCureux, who was loaned to us by DCA and had been a welcome addition to the office since August 2017. Ms. LeCureux's assistance allowed the Board to continue to meet the requests of our stakeholders even with Ms. Torres-Fuentes out on leave. The Board would like to thank DCA and the CIC once again for being so gracious in loaning Ms. LeCureux to us in our time of need.

On a happier note, and prompting Ms. LeCureux's departure, Pricilla Torres-Fuentes returned from her maternity leave to her position as the Board's receptionist. Further, Ms. Torres-Fuentes took the initiative to meet with management prior to her return to gather information on any new processes/procedures put into place during her absence in order to hit the ground running.

In late June, the Board also welcomed back its RDO Coordinator, Jessica Swan, who returned from her educational leave of absence. Ms. Swan was eager to come back and has quickly reacclimated herself to her prior position. In addition, due to the business needs of the RDO Program, Ms. Swan's position was converted from a .9 position to a full-time position, effective July 2, 2018.

As a result of Ms. Swan's reinstatement, Brad Garding, who was acting in a limited term capacity as the RDO Coordinator, returned to his previous position as Enforcement Technician. The Board sincerely thanks Mr. Garding for his willingness to take on the new duties of RDO Coordinator, while helping to keep enforcement afloat.

With the departure of Kellie Flores as the Board's liaison/enforcement analyst, a new vacancy has opened within the office. This position should be advertised mid to late August, and hopefully will be filled a couple weeks after. The Board would like to thank Ms. Flores for her service.

G. Budget

An Optometry and RDO Fund and Expenditure Report from DCA's Budget Office will be provided at the meeting and will be subsequently posted online when available.

Attachments:

1. ARBO Update
2. Strategic Plan Update
3. Enforcement Statistics
4. Licensing Statistics

Background:
The Association of Regulatory Boards of Optometry (ARBO), made up of 66 regulatory boards throughout the United States, Canada, Australia, and New Zealand, is the forum for all optometry licensing and regulatory agencies to meet, develop, and exchange ideas.

ARBO's mission "*is to represent and assist member licensing agencies in regulation the practice of optometry for the public welfare.*" ARBO played a key role in the development of optometric laws; the development of a uniform curriculum for optometry schools; and the accreditation of schools and colleges of optometry.

In conjunction with the Association of Schools and Colleges of Optometry (ASCO), ARBO created the National Board of Examiners in Optometry (NBEO). ARBO continues to provide programs to accredit optometric continuing education courses, to track and audit the CE attendance of licensed optometrists and to assist with license mobility. ARBO serves as a conduit for sharing information among licensing boards to help them increase efficiency and decrease costs.

Each year, ARBO holds a meeting for representatives from all regulatory boards to come together and discuss national issues impacting the regulatory boards and the practice of optometry. The previous Executive Officer, Jessica Sieferman, attended the three-day meeting in June. The Annual Meeting was attended by 111 individuals, which included 81 delegates from 44 member boards. There were 21 other attendees, comprising guests, invited speakers and staff.

A summary of some key topics is below. All meeting materials, including member reports, ARBO's 2018 budget, and NBEO reports can be found here: https://guidebook.com/guide/134871// and entering the passphrase arbomeeting2018.

Prior to each meeting, member boards provide brief reports to ARBO regarding the prior year activities. All reports can be viewed here.

Regulation in the News
Dale Atkinson, ARBO's legal counsel, provided an overview of recent media narrative regarding regulation and the perception that licensing creates bottlenecks and prohibits individuals from entering the marketplace. Some states are entering compacts allowing individuals licensed in one state to freely practice in the others. Mr. Atkinson encouraged all regulatory boards to highlight the importance of regulation – how it not only protects the public, but also promotes equality, expands opportunity, helps historically disadvantaged groups, and levels the playing field.

Mr. Atkinson highlighted a few studies for reference:

The New Closed Shop? The Economic and Structural Effects of Occupational Licensure
Beth Redbird finds that licensing **expands opportunity for women and minorities** and has little impact on wages. She argues that licensing helps historically disadvantaged groups discover ways into various careers they otherwise would have trouble accessing.

Occupational Licensing Reduces Racial and Gender Wage Gaps
Peter Blair and Bobby Chung found occupational licensing **reduces the racial wage gap** between white and black men by 43 percent, and **reduces the gender wage gap** between women and white men by 36 to 40 percent.

FTC Urges State Legislators to Rethink Ocular Telehealth Ban

The Washington State Legislature is currently considering legislation that, if adopted, would require optometrists and ophthalmologists to conduct eye exams in person before issuing prescriptions for contact lenses or glasses (Substitute Senate Bill 5411).

Mr. Atkinson highlighted the Federal Trade Commission's (FTC) recent 11-page letter to Washington State Senator Paul Graves (SB 5411 Author) urging the legislature consider the necessity of "an inflexible in-person, comprehensive examination." The FTC concluded:

By requiring an in-person, comprehensive eye examination for all corrective lens prescriptions, the Bill would restrict the use of innovative telehealth eye care technologies, and also could require examinations that are more extensive and costly than necessary.

To ensure that the benefits of competition in the provision of vision care services are fully available to Washington state consumers, we suggest that the legislature consider the goals of the proposed legislation, and whether an inflexible in-person, comprehensive examination requirement is necessary to achieve those goals.

As part of that analysis, we encourage the legislature to consider whether legitimate health and safety justifications support the proposed restrictions, or whether allowing licensees to decide the nature of the examination and whether and under what circumstances to use telehealth would better promote competition and access to safe and affordable care.

Promoting Competition in the Regulated Occupations: Perspectives from the FTC

A representative from the FTC's Office of Policy Planning provided and overview of the FTC's values, State Action Doctrine, enforcement, research, and advocacy. In addition, he provided an overview of the Economic Liberty Task Force and explained how boards can engage with the FTC. The full presentation can be found here.

Executive Officer/Director Workshop

All Executive Directors/Administrators met to discuss updates, best practices and any regulatory issues at their Boards. The ARBO General Counsel, Dale Atkinson, also joined to help address questions. This was a great opportunity to learn from each other and improve the regulatory programs.

Ms. Sieferman also shared the Board's current enforcement activities and provided evidence of similar nation-wide enforcement issues. Ms. Sieferman will provide the Board's Interim Executive Officer and staff an overview of the discussion and recommendations on how to proceed working with the other state boards.

Regulator Training

Dale Atkinson, Esq., conducted Board member/regulator training with the attendees. The full training can be viewed here.

Paperless Verification

Many states reported moving to a paperless verification system – discontinuing individual paper verifications. This saves significant staff time and provides real-time data to member boards. In May, Virginia notified all member boards of its recent transition and directed all member boards to their License Lookup website for 13 Health Regulatory Boards (Attached).

Recommendation:

Staff recommends the Board set a similar policy to directing Board's to DCA's License Verification website. The Board can send a similar outreach letter to all optometry boards notifying them of the change.

Bylaws Committee

Over the past year, Ms. Sieferman served on ARBO's Bylaws Committee assessing proposed amendments from member states. This year, three amendment packages were proposed addressing technical updates, Board member composition, and having ex-officio members serve as NBEO members after term expiration. The full Bylaws Committee Report can be found here.

Currently, the ARBO Board is made up of all professional members from member boards. Over the past few years, Ms. Sieferman and other Board Executive Officers/Directors expressed frustration over the exclusion of non-professional members on the Board. During the 2016 ARBO meeting, Washington DC requested the Bylaws Committee consider adding a Board Executive Director/Officer to the Board. Washington DC argued many Executive Officers/Directors remain at their Boards longer than professional members and have a unique and vital perspective when it comes to implementing policy.

After much debate, the Bylaws Committee recommended ARBO change its bylaws to replace one professional board member seat with an Executive Officer/Director from a member board. ARBO member boards voted to approve this amendment.

Optometric Education (OE) Tracker Mobile App

The OE Tracker Committee's 2018 report can be found here. OE TRACKER was designed specifically for ARBO's Member Boards to assist with verification of continuing education hours for license renewal. As of June 2018, 54,512 optometrists were actively using OE Tracker as a tool to track and maintain their continuing education resulting in over four million courses being entered. Wyoming, Kansas, and British of Columbia Optometry Boards began paying for all their licensees' OE Tracker subscription; this allowed the Boards to audit 100% of its licensing population in minutes.

The Board currently recognizes and utilizes ARBO's OE Tracker system as proof of continuing education (CE) course attendance, pursuant to California Code of Regulations (CCR) § 1536. As part of the Board's recent efforts to streamline the CE audit process, the Board started using the OE tracker system. This has proven to save significant staff and licensee time, as licensees can provide the OE tracker number in lieu of submitting individual completion certificates.

The OE Tracker Committee presented improvements to the mobile app. If the CE provider is using the app to record attendance at a meeting (with the ARBO provided QR codes), it takes about 30 seconds from when the optometrist scans the code to record their attendance and get an email confirmation.

Optometrists can also take a picture of their certificate and email it to ARBO; this takes 3-5 business days for ARBO to verify and upload the credits, but optometrists would no longer worry about whether a fax went through (a common complaint).

ARBO encourages optometrists to download the app and log in before attending the meeting. Optometrists frequently forget their password (or don't remember that they have one) and need to contact ARBO. Since CE meetings often take place on the weekends, ARBO is oftentimes unable to tell them what it is until the following Monday.

Recommendation:
Staff recommends partnering with ARBO to provide additional outreach to licensees about the OE tracker mobile app. Utilizing the OE Tracker system assists the Board in conducting more CE audits in significantly less time. This also results in a faster response time to licensees regarding the audit completion.

OE Tracker vs. CE Broker
Many boards (including California) requested comparative information on other continuing education vendors in the industry. In response, the OE Tracker Committee researched another vendor (CE Broker) and provided the following comparison:

OE TRACKER vs. CE Broker

OE TRACKER	CE Broker
Review CE Requirements and progress towards meeting them.	Review CE Requirements and progress towards meeting them.
Mobile app to record attendance and review CE transcript.	Mobile app to record attendance and review CE transcript.
Many providers report attendance directly to *OE TRACKER*.	Many providers report attendance directly to CE Broker.
CPR certificates included if optometrists pays for subscription.	CPR certificates included if optometrists pays for subscription.
Fee to optometrists: $0 basic, **$25/year for full access.**	Fee to optometrists: $0 basic; **$29/year to report hours and check compliance; $99/year for full access.**
Optometrists CAN'T self-report CE credits; all submissions reviewed by ARBO Staff.	Optometrists CAN self-report CE credits.

Many member boards noted the importance of having all CE submissions reviewed prior to approving CE credit. Without the review, boards would have no way of verifying the accuracy and completion of CE.

National Board of Examiners in Optometry (NBEO) Updates
NBEO's mission is to serve the public and the profession of optometry by developing, administering, scoring, and reporting results of valid examinations that assess competence. NBEO provided an overview of NBEO process updates, addressed any questions or concerns by member boards and assurances that NBEO and ARBO goals aligned.

NBEO announced that, effective August 1, 2019, NBEO will enact a "Six Time Limit for NBEO Examinations." NBEO listed the following benefits to this change:

- Security (less Item exposure)

- Reduce the likelihood of an unqualified candidate passing
- May increase candidate motivation
- Examinee scores tend to stop significantly improving after the second or third attempt without remediation.

NBEO provided an update to their laser procedure examination development. The purpose of the examination is to assess the cognitive ability to appropriately manage and perform laser and surgical skills. The standalone, elective examination will be broken into two sections: multiple choice and clinical skills. The examination acts as a metric for state boards (that have laser within their scope) in their credentialing process. NBEO recommends eligibility to licensed optometrists, 4th year optometry students and residents.

NBEO's new President, Jill Bryant strongly encourages communication between member boards and NBEO.

Recommendation:
Staff recommends reaching out to Ms. Bryant to request NBEO report any technical difficulties during testing to the Board as they occur (or shortly thereafter). The Board may also request NBEO provide quarterly statistics on how many student scores were deemed invalid (suspected of cheating), how many students appealed, and the results of those appeals.

National Board Examination Review Committee (NBERC) Report
The purpose of the NBERC is to review and ensure that the content and process of the NBEO are current and appropriate for ARBO Member Boards. NBERC also evaluates the policies and procedures of the NBEO that might impact the validity and reliability of the examination and reviews how information is presented to both candidates and licensing agencies. NBERC is charged with validating the examination process on behalf of the jurisdictional agencies utilizing the examinations for licensure.

NBERC's written report can be found here.

COMMONWEALTH of VIRGINIA

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May 9, 2018

Dear Colleague,

State health regulatory boards, employers, insurance providers and citizens seeking licensure verification and certification of individual healthcare practitioners in the Commonwealth of Virginia are encouraged to use License Lookup. This content resource meets the accreditation standards for primary source verification from the top seven-accreditation organizations for healthcare professionals.

Today, *License Lookup* serves as the sole source for verification of healthcare practitioners licensed and regulated by Virginia's 13 health regulatory boards.

Health Regulatory Boards	
Audiology & Speech-Language Pathology	Nursing
Counseling	Optometry
Dentistry	Pharmacy
Funeral Directors & Embalmers	Physical Therapy
Health Professions	Psychology
Long-Term Care Administrators	Social Work
Medicine	Veterinary Medicine

License Lookup is a free, digital service updated in real time and available 24/7 to anyone seeking licensure or other public information on health care practitioners in Virginia. This online resource serves as an official hard copy and proof of licensure for all practitioners licensed to practice by the Virginia Department of Health Professions (DHP).

With public records for 380,000 licensees across 62 health professions, *License Lookup* provides requesters with practitioner specific information including --

- License number
- Initial license date
- License expiration date
- Licensure status
- Additional public information

For more extensive licensure information, registered users may consider Subscriber Services, a subscription-based component of *License Lookup* that offers downloadable content for a nominal fee.

DHP's mission is to ensure safe and competent patient care by licensing health professionals, enforcing standards of practice and providing information to health care practitioners and the public.

Thank you,

Leslie L. Knachel, M.P.H.
Executive Director
Board of Audiology and Speech-Language Pathology
Board of Optometry and
Veterinary Medicine

Goal 1: Licensing

The Board provides applicants and licensees a method for obtaining and maintaining license registration, business licenses, and certifications required to practice optometry in California.

Objective 1.1: Streamline the initial license and renewal process, including paperless options and synchronizing multiple license renewal dates, to improve staff efficiency and licensee compliance. • Conduct monthly meetings discussing timelines and identifying bottlenecks to better streamline the processes. • Created a cloud drive for California schools of optometry to electronically send transcripts to the Board. • Raised necessary BreEZe SIRs to separate optometrist exam request from application for licensure in order to improve cycle times. • Improve processes, including independent transaction not requiring staff interaction and board approval (e.g., Statement of Licensure Applications). • Raised SIR to remove paper renewals and replace with BreEZe mailer to encourage online renewal. • Developed content for summer newsletter highlighting paperless renewals. • Next Steps: o Conduct outreach informing licensees of the paperless direction of the Board, ask professional organizations to help with outreach. o Research feasibility of synchronizing expiration dates and present findings to the Board	**Status:** IN PROGRESS SCD[1]: October 2018
Objective 1.2: Review the possibility of including continuing education requirements for both spectacle and contact lens dispenser licenses to protect consumers and maintain licensee competence. • Researched other states' continuing education (CE) requirements for Opticians. • Researched consumer complaints from other state agencies that regulate opticians. • Utilized consumer complaint reports received to research and identify any potential consumer harm. • Presented research to DOC (Dispensing Optician Committee) for consideration. • DOC recommended not pursuing continuing education requirements at this time. While continuing education is important for registrants to stay apprised of technological advances and industry standards, research indicates no immediate or apparent consumer protection need.	**Status:** COMPLETED SCD: Dec. 2017
Objective 1.3: Continue monitoring and exploring opportunities to enhance BreEZe utilization staff productivity and promote licensee compliance with continuing education requirements. • Raised BreEZe SIRs to remove the automated printing/mailing of certificates. • Working with the BreEZe team to show pdf documents on licensees' dashboards after initial/renewal/address change etc. applications are processed. • Continue to send emails to licensee/registrant population encouraging BreEZe usage. • BOARD DISCUSSION: Staff recommends removing the automated remittance coupon on the bottom of renewal notices. Instead, renewal notices would direct licensees to BreEZe.	**Status:** IN PROGRESS SCD: Dec. 2018

Goal 2: Examination

Objective 2.1: Recruit more subject matter experts to create examination questions in order to • Increased utilization of email, social media and newsletters. • Worked with DCA to design enticing flyer highlighting free CE opportunities. • Partnered with California Optometric Association (COA). • Provided recruitment flyers to continuing education events and other COA events. • Significantly increased SME pool.	**Status:** COMPLETED ONGOING SCD: Dec. 2017
Objective 2.2: Analyze the examination requirements to evaluate for competency and the validity of the examination. • Collaborated with the Office of Professional Examination Services (OPES) to conduct an occupational analysis and a linkage study. • OA/Linkage Study in Progress; OPES will present to the Board upon completion.	**Status:** IN PROGRESS SCD: Mar. 2019

SCD: Scheduled Completion Date

• OA Project is on schedule, two meetings with subject matter experts have occurred and OPES is drafting the OA pilot survey with a target launch date of August 3.	
Objective 2.3: Create a budget change proposal to secure funds so the Board can perform an occupational analysis on the registered dispensing optician program in order to check for validity of the examination. • OPES and DCA Budgets presented to DOC regarding the RDO's fund condition and recommendations for proceeding with OAs for ABO and NCLE exams • Worked with DCA Budgets to prepare/submit BCP Concept. • Final BCP submitted.	**Status:** COMPLETED SCD: Dec. 2018
Objective 2.4: Consider the feasibility of developing a state law exam for opticians to verify their familiarity with California laws. • DOC DISCUSSION: The DOC and staff identified a significant need to provide outreach to registrants about the Board, registration, and renewal requirements. In addition, the DOC is working to streamline registration processes and revise applications. Due to this need, staff recommends holding off on considering new registration requirements for one year. This will allow time for stabilizing the existing program.	**Status:** NOT STARTED SCD: Jun. 2018
Goal 3: Law and Regulation ***The Board works to establish and maintain fair and just laws and regulations that provide for the protection of consumer health and safety and reflect current and emerging, efficient and cost-effective practices.***	
Objective 3.1: Review federal law to identify methods that will strengthen existing California legislation regarding the sale of contact lenses and eye glasses as a means of improving enforcement and enhancing consumer protection. • Made various connections within the FTC regarding the Federal Eyeglass and Contact Lens laws. • FTC currently working on improving the applicable sections. • No staff recommendations on legislation at this time.	**Status:** IN PROGRESS SCD: Jun. 2018
Objective 3.2: Contact members of congress and the Federal Trade Commission regarding the current 48 hour law to obtain information that would assist in closing existing loopholes. • BOARD/DOC DISCUSSION: Please clarify for staff what "loopholes" currently exist.	**Status:** NOT STARTED SCD: Jun. 2018
Objective 3.3: Continue prioritization for review and updates to existing statutes, legislation, and regulations, for both optometry and dispensing opticians, in order to identify whether or not they are the cause of enforcement delays and determine promulgation of new regulations. • Legislative proposals have been submitted for consideration in omnibus bill; proposal includes combining the practice acts for easier review. • DOC and Board working on regulatory amendments to create RDO Program Disciplinary Guidelines and improve existing Optometry Disciplinary Guidelines. • DOC and Board approved regulatory amendments to improve applications. • Board sponsored SB 1386 which includes additional enforcement provisions to hold owners accountable for standard of care within optometry practices.	**Status:** IN PROGRESS SCD: Dec. 2018
Objective 3.4: Continue partnering with the Medical Board of California to identify potential loopholes regarding online and kiosk refraction administration to enhance consumer protection. • Attended the Medical Board of California (MBC) board meeting. • Provided MBC with materials developed from the board's communication plan. • Working closely with MBC on joint-jurisdiction enforcement matters involving online and kiosk refractions.	**Status:** COMPLETED AND ONGOING SCD: Dec. 2017
Objective 3.5: Review current methods and explore new opportunities to increase access to care (e.g. scope of practice, mobile clinics, new technology, tele-medicine). • Established mobile clinic workgroup to develop legislation increasing access to quality optometric care to homebound patients. • Full Board discussed various mobile practices with stakeholders and DCA entities in November 2017 to gain a better understanding of current methods of regulating mobile practices. • Various mobile clinic stakeholders attended LRC meeting in March 2018; recommendations presented to Full Board in April 2018. • Board accepted proposed statutory language to expand optometric care to homebound patients.	Status: IN PROGRESS SCD: Dec. 2017
Objective 3.6: Review and identify existing practice requirements with regards to unnecessary licensing barriers in an effort to reduce barriers to entry, enhance consumer access to care, and maintain consumer protection.	Status: IN PROGRESS SCD: DEC. 2018

• Reviewed the Little Hoover Report • Researched all relevant practice requirements and identify possible licensing barriers and worked with legislature to remove barriers in AB 1708. • Supported SB 1386 to repeal BPC § 3077 – an unnecessary license barrier that was created for the profession and for "the avoidance of the evils of competition." • Researching other potential license barriers.	
Objective 3.7: Explore the feasibility of proposing legislation to synchronize the expiration dates of all license types for a given individual.	Status: NOT STARTED SCD: Mar. 2018
Objective 3.8: Explore the feasibility of proposing legislation to merge the RDO and Optometry funds to stabilize the long-term Optometry fund condition.	Status: NOT STARTED SCD: Jun. 2018
• Board directed staff to begin working on merging Optometry and RDO funds.	
Objective 3.9: Explore the feasibility of proposing legislation to merge the RDO program into the Optometry Practice Act.	Status: IN PROGRESS SCD: Jan. 2019
• Worked with legal counsel to prepare legislative amendments combining the practice acts. • LRC and Board approved legislative approval in January 2018. • Submitted legislative proposal to Senate B&P and accepted for omnibus bill.	
Objective 3.10: Work in conjunction with all stakeholders to ensure consumer protection is weighed equally with consumer choice so legislation and/or regulation promotes fair access to goods and services while informing consumers of the risks and benefits such goods and services afford.	Status: IN PROGRESS SCD: Jun. 2020
• Worked with stakeholders regarding mobile optometric practice, repealing Branch Office law, sponsoring legislation devoted to children's vision, and improving the RDO Program.	
Objective 3.11: Develop and implement a new inspection program using best practices from other existing programs within DCA. If necessary, sponsor/approve legislation or regulatory amendments to improve inspection authority language.	Status: IN PROGRESS SCD: Dec. 2018
• Board proposed legislative amendments included in AB 1708 to improve inspection authority language. • Full Board heard from existing DCA inspection programs to learn best practices. • CPC held additional committee meetings reviewing available data and soliciting feedback from stakeholders on the Board's inspection program. • Full Board discussed inspection program again at the April 2018 meeting. • Board deferred the adoption of random inspections for one year and will revisit the issue after staff has compiled a report regarding proactive inspections.	
Goal 4: Enforcement ***The Board protects the health and safety of consumers of optometric services through the active enforcement of the laws and regulations governing the safe practice of Optometry in California.***	
Objective 4.1: Review enforcement timing between initial offense and when it is conveyed to the Board to act upon in order to protect the consumer and maintain patient access to care.	**Status:** NOT STARTED SCD: Jan. 2019
Objective 4.2: Explore the feasibility of participating in the FBI rap back program to expedite and enhance enforcement efforts.	**Status:** IN PROGRESS SCD: Mar. 2018
• Discussed participation requirements with the FBI and DOJ • Requested assistance from the DCA • Discussed during January 2018 Director's Meeting • DOJ starting stakeholders meeting to determine project plan and resources needed. • AB2461 requires DOJ to provide FBI arrest records to additional entities, which the Board will discuss during the August 3 Board meeting to possibly be included in the bill.	
Objective 4.3: Research the possibility of changing the statute to require licensees to self-report to the Board within thirty days of conviction or other disciplinary action as a means of expediting and enhancing enforcement efforts.	**Status:** NOT STARTED SCD: Jun. 2018
Objective 4.4: Research the possibility of requiring licensees to enroll in the national practitioner's databank to expedite and enhance enforcement efforts.	**Status:** COMPLETED Jan. 2018
• Included in Board's Sunset Bill (AB 1708) effective January 1, 2018. • As of July 1, 2018, all applicants and licensees will be enrolled in NPDB and be charged $2 for initial applications and $4 during renewal to support NPDB.	

Objective 4.5: Develop proactive methods to enforce the unlicensed sale and distribution of cosmetic contact lenses.	**Status:** NOT STARTED SCD: Jun. 2018
Objective 4.6: Establish a partnership with DCA Boards and county and state organizations to identify and address unlicensed activity (e.g. contact lens sales and expired prescriptions) in an effort to protect consumers.	**Status:** NOT STARTED SCD: Sept. 2018
Objective 4.7: Review the corrective action for compliance (and revise if necessary) in order to deter unlicensed activity	**Status:** NOT STARTED SCD: Dec. 2018
Objective 4.8: Analyze the 2012 disciplinary guidelines for optometrists and revise where necessary, to promote consistency and fairness with enforcement decisions and enhance consumer protection • Consumer Protection Committee's workgroup developed recommendations for CPC consideration during March 23, 2018 meeting • Recommendations to be considered by full Board during August 3 Board meeting	**Status:** IN PROGRESS SCD: Dec. 2018
Objective 4.9: Adopt disciplinary guidelines for opticians to promote consistency and fairness with enforcement decisions and enhance consumer protection. • Discussed multiple times during DOC meetings; held various workgroup meetings • DOC workgroup proposing recommendations during August 2 DOC meeting	**Status:** IN PROGRESS SCD: July. 2018
Objective 4.10: Improve working relationships with the Attorney General's Office, Division of Investigation, District Attorneys and other Government Agencies to identify and fix enforcement bottlenecks and streamline enforcement processes. • Working with DAG Liaison to streamline processes, update transmittal memos, and improve communication throughout all AG Offices • Met with Northern Area Commander at DOI to discuss concerns and improve investigation quality; requesting additional meetings with Southern Area Commander and the Division Chief. • Spoke with Southern Area Commander at DOI to discuss concerns.	**Status:** IN PROGRESS SCD: July. 2018
Objective 4.11: Develop and implement a new inspection program using best practices from other existing programs within DCA. • Researched existing inspection programs and presented information during Dec. 2017 CPC meeting • Inspection "tools" being discussed/developed during March 23, 2018 meeting • The Board deferred the adoption of random inspections for one year and will revisit the issue after staff has compiled a report regarding proactive inspections.	**Status:** IN PROGRESS SCD: July. 2018

Goal 5: Outreach

The Board proactively educates, informs and engages consumers, licensees, students and other stakeholders on the practice of optometry and the laws and regulations which govern it.

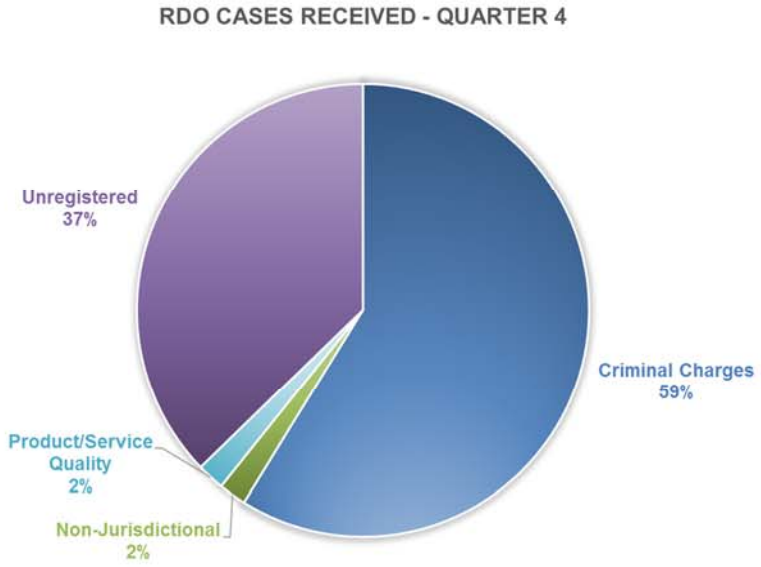
Objective 5.1: Review and educate licensees about the scope of practice for optometric assistants, opticians, RDO's, CLD's and SLD's to mirror the letter and chart sent to optometrists clarifying privileges for specific licensing certifications in order to enhance consumer protection. • Content published in Spring 2018 Newsletter • Next Steps: Develop Scope of Practice FAQ	**Status:** IN PROGRESS SCD: July 2019
Objective 5.2 Educate practitioners about current federal law regarding contact lens prescription release (48 hour law).	**Status:** NOT STARTED SCD: Sept. 2018
Objective 5.3 Educate licensees and registrants about advertising requirements (e.g. free eye exams, free 2nd pair of glasses, etc.) to avoid misleading the public and reduce licensee confusion. • Content published in Spring 2018 Newsletter	**Status:** IN PROGRESS SCD: Dec. 2019
Objective 5.4 Educate the public on how to adequately fill contact lens prescriptions based on expiration dates and quantity limits to increase awareness and enhance consumer protection.	**Status:** NOT STARTED SCD: Apr. 2019

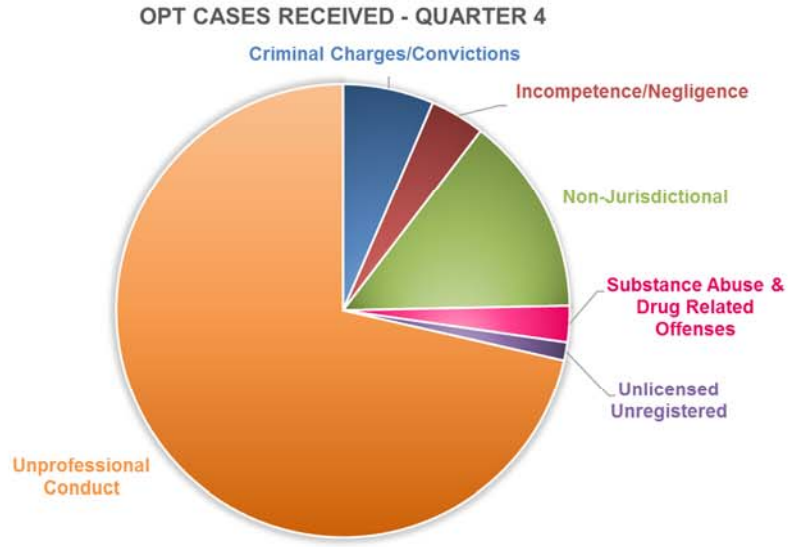
Objective 5.5 Develop a public relations campaign to educate unlicensed sellers regarding contact lens distribution laws to mitigate future violations, therefore protecting consumers.	**Status:** NOT STARTED SCD: Dec. 2018
Objective 5.6 Promote BreEZe's online renewal capability to licensees to decrease manual entries and improve staff efficiency. • Increased social media usage to specifically promote BreEZe • Distributed courtesy emails to those up for renewal with link to BreEZe • Replaced paper applications on Board's website with links to BreEZe • Working with stakeholders to promote BreEZe • Content developed in Summer 2018 Newsletter	**Status:** COMPLETED AND ONGOING
Objective 5.7 Develop a communication plan utilizing technology to communicate more effectively with stakeholders, patients, and licensees. • Communications plan adopted by the Board • Currently implementing; developing videos, articles, op-eds • Social Media: Facebook, Twitter • New DCA License Lookup for mobile devices • DCA Blog: Glaucoma Awareness Month, O's for the Eyes • Consumer Connection Magazine (O's for the Eyes included)	**Status:** COMPLETED
Objective 5.8 Develop a communication plan to raise awareness of the importance of children's vision health and wellness. • Communications plan adopted by the Board • Currently implementing; developing videos, brochures, op-eds • Video: Children's Vision Screenings: A False Sense of Security • Article: For Some Kids, Four Eyes Than Two • Brochure: Kids Eye Health is Not Child's Play • Reaching out to high profile "YouTubers" to solicit support for #ShowOffYourFrameGame campaign	**Status:** COMPLETED
Objective 5.9 Conduct an in depth review the Board's website and update information for consumers, licensees, and registrants. • Completed committee review of website and updated information • Developing various FAQs for licensees/registrants • Website re-design initiating August 2018	**Status:** IN PROGRESS SCD: Dec. 2018
Goal 6: Organizational Effectiveness ***The Board works to develop and maintain an efficient and effective team of professional and public leaders and staff with sufficient resources to improve the Board's provision of programs and services.***	
Objective 6.1: Provide customer service training for staff to improve communication with stakeholders. • Board management encourages customer service training for staff; staff to complete training at least every two years.	**Status:** IN PROGRESS SCD: Jan. 2019
Objective 6.2: Investigate technology options for conducting committee and special meetings to broaden access to stakeholders and consumers. • Held various committee and stakeholder meetings using WebEx and provided call-in numbers for stakeholders throughout the US to participate in stakeholder meetings. • Broadcasted DOC meetings using Facebook Live.	**Status:** COMPLETED SCD: Sep. 2019
Objective 6.3: Provide teambuilding training or exercises to Board members to improve Board functioning. • Rather than specific teambuilding training or exercises, Board members opted for lunches and dinners during various meetings.	**Status:** COMPLETED AND ONGOING SCD: Mar. 2018
Objective 6.4: Provide teambuilding exercises between Board members and staff to improve relationships. • Rather than specific teambuilding training or exercises, Board members opted for coffee breaks, lunches and dinners during various meetings.	**Status:** COMPLETED AND ONGOING SCD: Jun. 2018
Objective 6.5: Improve communication and build relationships between the Governor's office, legislators, and the Board to effectively achieve the Board's objectives.	**Status:** IN PROGRESS

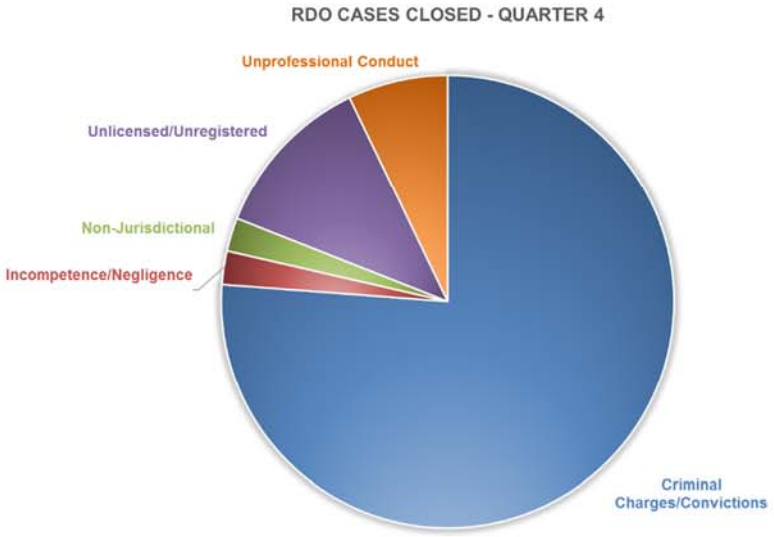
• Board staff held various meetings with legislatures regarding Board sponsored legislation and legislative proposals for omnibus bill consideration. • Children's Vision Workgroup participated in various meetings with author's office to achieve Board objectives. • Board staff attended COA's "Leg Day" and met with legislators and stakeholders.	SCD: Sep. 2019

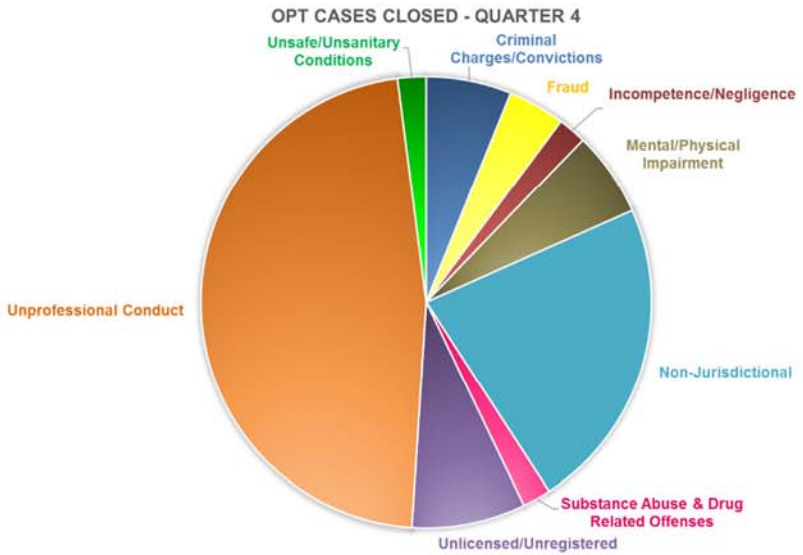
Enforcement Statistics Q4 FY 2017-2018

	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



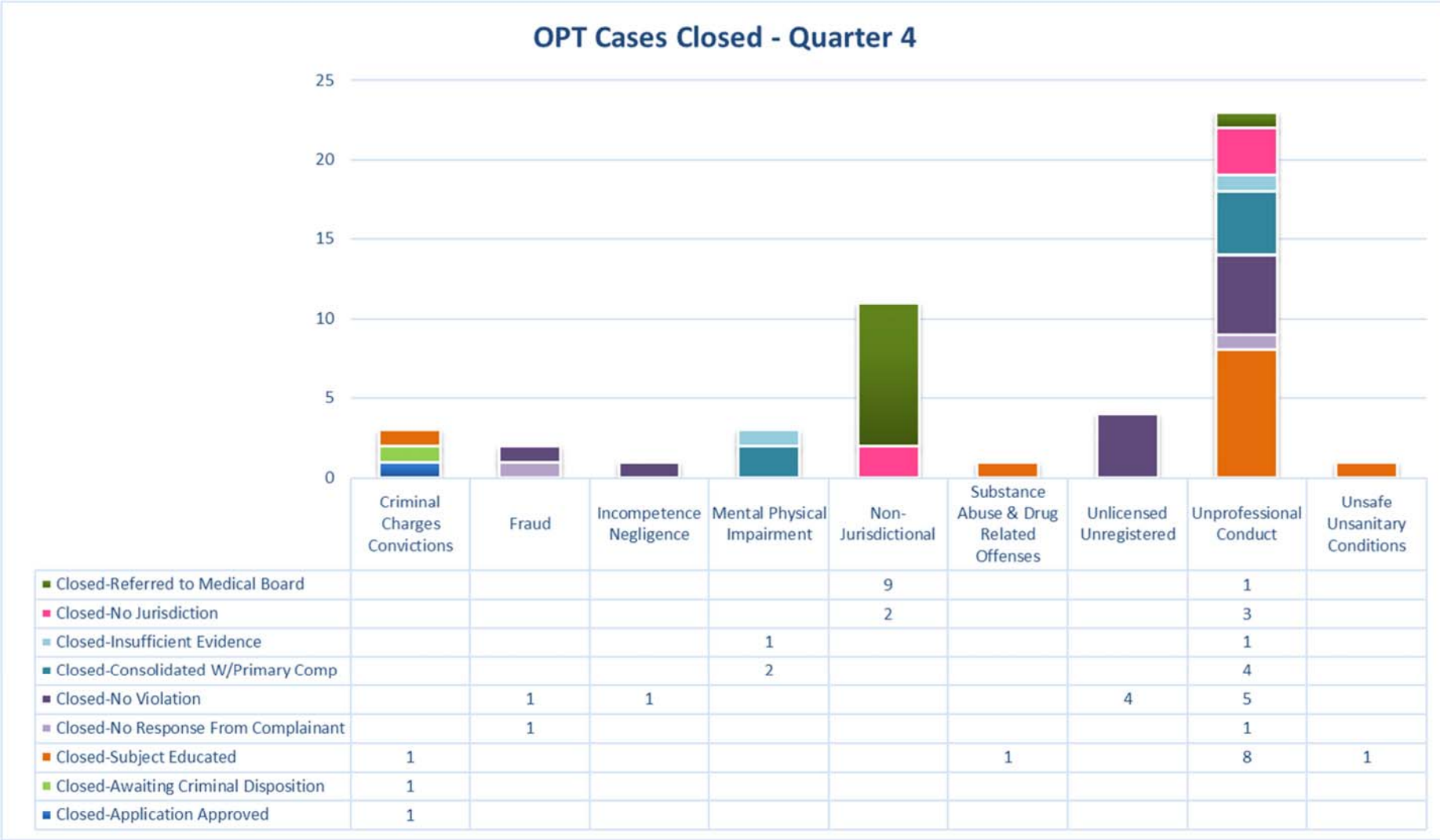






RDO Cases Closed - Quarter 4

	Criminal Charges/Convictions	Incompetence Negligence	Non-Jurisdictional	Unlicensed Unregistered	Unprofessional Conduct
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				



	Criminal Charges Convictions	Fraud	Incompetence Negligence	Mental Physical Impairment	Non-Jurisdictional	Substance Abuse & Drug Related Offenses	Unlicensed Unregistered	Unprofessional Conduct	Unsafe Unsanitary Conditions
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								

Optometry License Applications FY 16/17-17/18

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

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
OPT Exam Requests	Paper Exam Requests Received	79	2	2	1	1	0	2	0	3	1	1	1	2	16
	Online Exam Requests Received	215	12	10	15	8	4	28	37	35	55	56	46	19	325
	Approved Paper Exam Requests	77	2	0	2	1	0	1	1	2	0	0	2	2	13
	Approved Online Exam Requests	208	11	9	12	9	5	22	32	37	47	47	67	20	318
	Paper Exam Request Cycle Time (Avg.)	24	12	N/A	21	22	N/A	10	37	17	37	0	44	41	27
	Online Exam Request Cycle Time (Avg.)	9	3	2	2	2	6	2	3	9	3	12	18	20	9
	Withdrawn/Cancelled Applications	9	0	1	2	8	3	1	1	0	0	0	0	0	16
	Exam Requests Pending	14	15	17	17	8	4	10	13	12	25	35	13	12	12
OPT License Apps	License Applications Opened	319	14	9	15	10	6	25	34	41	47	53	74	23	351
	Licenses Issued	307	50	28	7	10	13	6	7	14	10	14	18	33	210
	License Application Cycle Time (Avg.)	106	100	107	107	111	143	113	160	167	167	211	146	140	132
	Withdrawn/Cancelled	50	4	2	7	5	4	2	2	0	7	7	3	1	44
	License Applications Pending	166	126	105	106	101	90	107	132	159	189	221	274	263	263

Optometry License Applications FY 16/17-17/18

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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
BOLs	Paper Applications Received	30	2	1	1	5	2	1	1	5	3	0	4	2	27
	Online Applications Received	46	3	2	2	5	3	5	7	9	1	8	4	4	53
	Paper Applications Approved	24	7	1	0	5	1	0	2	3	1	7	1	3	31
	Online Applications Approved	35	4	0	2	2	0	2	6	5	7	6	6	5	45
	Avg. Cycle Time (Paper)	52	53	68	N/A	53	44	N/A	104	72	55	55	26	22	55
	Avg. Cycle Time (Online)	33	36	N/A	47	24	N/A	35	80	49	47	42	32	15	43
	Withdrawn/Cancelled	8	1	0	2	1	0	0	1	0	4	1	0	1	11
	Pending Apps	12	5	7	6	8	12	16	15	21	13	7	8	5	5

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SOLs	Paper Applications Received	111	3	9	30	11	21	3	6	3	10	5	13	3	117
	Online Applications Received	134	19	14	10	18	8	5	16	17	8	13	12	25	165
	Paper Applications Approved	112	5	3	9	8	21	5	7	2	3	7	12	1	83
	Online Applications Approved	102	5	30	3	24	4	0	20	6	16	6	14	34	162
	Avg. Cycle Time (Paper)	26	31	22	30	26	68	30	25	17	45	25	27	13	38
	Avg. Cycle Time (Online)	23	46	29	19	36	50	N/A	38	34	35	49	26	13	30
	Withdrawn/Cancelled	28	1	8	8	5	18	1	1	0	1	1	1	0	45
	Pending Apps	25	36	18	38	30	16	18	12	24	22	26	24	17	17

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
FNPs	Paper Applications Received	99	6	6	2	8	11	5	5	4	7	4	1	3	62
	Online Applications Received	65	7	4	2	4	17	7	26	14	6	10	10	7	114
	Paper Applications Approved	79	4	5	4	8	4	9	7	8	5	7	3	4	68
	Online Applications Approved	63	2	1	2	7	6	4	10	5	15	14	8	8	82
	Avg. Cycle Time (Paper)	56	90	100	88	102	63	80	79	66	73	65	72	58	79
	Avg. Cycle Time (Online)	54	32	67	94	93	79	63	64	60	57	50	50	37	60
	Withdrawn/Cancelled	19	1	1	0	1	1	2	5	2	13	3	2	1	32
	Pending Apps	21	27	30	28	24	41	38	47	50	30	20	18	15	15

Optometry License Renewals FY 16/17-17/18

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FNP: Fictitious Name Permit

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
OPTs	Paper Renewals Approved	1549	105	123	138	113	104	113	125	105	94	106	119	110	1355
	Online Renewals Approved	2298	165	199	179	243	218	170	195	190	226	168	219	213	2385
	Avg. Cycle Time (Paper)	12	7	7	9	16	14	10	9	15	8	4	6	9	9
	Avg. Cycle Time (Online)	5	6	5	7	7	13	5	3	4	2	3	4	6	5

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
BOLs	Paper Renewals Approved	231	0	0	0	2	85	50	38	21	8	4	1	1	210
	Online Renewals Approved	120	1	1	0	0	51	18	43	14	8	1	1	0	138
	Avg. Cycle Time (Paper)	9	N/A	N/A	N/A	177	2	4	4	8	18	4	1	8	6
	Avg. Cycle Time (Online)	0	0	0	N/A	N/A	0	0	0	1	0	0	51	0	1

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
SOLs	Paper Renewals Approved	185	8	10	10	5	9	8	9	7	8	13	14	11	112
	Online Renewals Approved	244	15	29	21	23	18	21	22	19	21	15	18	21	243
	Avg. Cycle Time (Paper)	4	6	2	2	3	2	8	5	4	5	2	4	1	3
	Avg. Cycle Time (Online)	0	26	0	0	0	0	0	0	1	0	0	0	0	2

		FY 16/17	Q1			Q2			Q3			Q4			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
FNPs	Paper Renewals Approved	945	1	1	0	2	400	200	157	60	41	8	9	2	881
	Online Renewals Approved	459	0	0	2	0	244	86	158	29	30	2	4	0	555
	Avg. Cycle Time (Paper)	7	2	251	N/A	10	2	4	3	8	36	54	204	5	7
	Avg. Cycle Time (Online)	4	N/A	N/A	0	N/A	0	4	0	0	17	0	0	0	2

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
RDOs	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
CLDs	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

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
SLDs	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
NRCLDs	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