



## ISSUE MEMORANDUM

<b>DATE</b>	January 3, 2019
<b>TO</b>	Dispensing Optician Committee Board of Optometry
<b>FROM</b>	Shara Murphy, Executive Officer Board of Optometry
<b>SUBJECT</b>	<b>Executive Officer's Report</b>

### A. Introduction of New Optometry Board Staff

- Evan Gage (Assistant Executive Officer)

Mr. Gage joined the Board on December 17<sup>th</sup> after serving for three years at the Board of Psychology, first as Enforcement Analyst and later as Enforcement Coordinator. In his role as Coordinator, he drafted the Initial Statement of Reasons (ISOR) for the Board's revisions to its Disciplinary Guidelines. In addition to facilitating the Board of Psychology Enforcement Committee, he was the point of contact for BreEZe Enforcement service tickets, and acted as co-chair of the BreEZe Enforcement User Group. Evan was one of twelve mentees selected to participate in the first cohort of DCA's Future Leadership Development program. The program put him in contact with all levels of DCA management, empowering him and his teammates to begin building the bridge to DCA's future through teamwork and the utilization of institutional knowledge. Evan brings tremendous enthusiasm to his new role as Assistant Executive Officer and a great appreciation for the hard work of the Board, its Committees, and staff.

- Marc Johnson (Policy Analyst)

Mr. Johnson joined the Board as of January 1, 2019 as Policy Analyst, and brings an extensive background in regulatory and legislative affairs. He previously served as Policy Coordinator for the California Acupuncture Board. In that capacity, he lead the implementation of five separate regulatory packages into law and produced extensive revisions to the Board's Disciplinary Guidelines. He also worked on the Board's Sunset Reviews, Strategic Plans, legislation and policy manuals. Prior to that position, Marc managed a small business, and has worked as a Legislative Advocate and a Legislative Assistant. He is pleased to be joining the Optometry Board.

- Natalia Leeper (RDO Licensing Coordinator)

With the Legal Office of the California Department of Parks and Recreation, Ms. Leeper managed the various databases which track litigation, trademark registrations, subpoenas and Public Records Act requests. Natalia brings a unique dedication to customer service which springs from her tenure as a guest services specialist for the Sacramento Kings basketball franchise. She will utilize her training in creating a memorable customer experience and database tracking to decrease the RDO program backlog while improving relations between the Board, consumers and registrants. Ms. Leeper adapted quickly to her new role, and shows command of her desk in her short time with the Board.

B. Registered Dispensing Optician (RDO) Program Fingerprint Delinquency Communication to Renewal Applicants

“Great Staff Work, Lost in Translation”

June 2017	All DCA Boards, Bureaus, and Commissions Implemented a New BreEZe Category.	Resulted in a HOLD on licensure due to unavailable fingerprints
Registered Dispensing Optician Program covered by multiple temporary staff; 2 different Interim Executive Officers assigned to manage the Board		
June - Sept 2018	Re-staffed RDO program noticed a pattern in calls.	Registrants reported completing fingerprint process, but were not receiving renewals.
Sept/Oct 2018	Staff Engaged DCA/DOJ to preform BreEZe data patch.	Data entered for 1100 registrants whose fingerprint clearance was not automatically uploaded to BreEZe. HOLDS removed.
Shara Murphy Began as Executive Officer		
Nov 2018	Staff Preformed a Manual Check of Licensee Records.	Verified 1900 records contained current fingerprint clearance
By Dec 2018	Staff Identified 546 registrants without fingerprint data housed within the systems of the Board, DCA or DOJ; and contacted for remediation by 1/10.	To date of this report, the letter has resulted in a marked increase in calls, and applications for LiveScan.  Many registrants identified as retired, deceased, no longer practicing or uncontactable.

By Jan 2019	Staff Performs another Manual Check of Licensee Records.	Continue to verify 1645 records contain current fingerprint clearance
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In the normal course of updating records for all DCA boards, bureaus, and commissions using BreEZe—Board staff needed to validate fingerprint clearances that were previously unavailable in the BreEZe system. In an effort to track subsequent arrests for RDO registrants, staff engaged the DCA Office of Information Systems (OIS) to reconcile Department of Justice (DOJ) tracking information. Through staff diligence and communication with OIS and DOJ, Board records underwent multiple rounds and methods of review.

Charged with consumer protection as its goal, the Board acted swiftly to prevent individuals from practicing without proper clearance. Board members gave clear direction during the November 2nd board meeting, and staff worked diligently to preserve mission (as evidenced by the timeline provided below). To date Ms. Murphy has coordinated with the Medical Board of California (MBC) management, DCA executive management, DCA OIS management and RDO program staff. Coordination has confirmed the validity of the registration process when housed with MBC and the Board. Applicants have been consistently required to provide fingerprint clearance before receiving registration from the MBC or the Board. This recent modernization of recordkeeping and resulting quality control review have been thorough and ensured the highest standard of consumer protection.

#### C. Status Update of Occupational Analysis

The Board requested \$87,000 increase for the Dispensing Optician Fund in fiscal year 2019-20 to fund occupational analysis (OA) and linkage study of the Registered Dispensing Optician Program’s national examination. Per the DCA 2012 License Examination Validation Policy, the OA and study are needed to assure validity, maintain consistency, preserve security, and ensure integrity of the examination. The Constitution requires the Governor to submit a budget to the Legislature by January 10 which includes an explanatory message and provides a budget for the ensuing year with itemized expenditures and revenues. The Board has received positive feedback regarding the progress of this \$87,000 budget change proposal, but will not have confirmation of its approval until after release and analysis of the budget. Staff continues to work with DCA’s Office of Professional Examination Services to develop recruitment plans. These efforts have been successful in garnering increased interest for optometry examination development; we foresee many efforts being directly related to the upcoming process by which subject matter experts will be engaged for the 2019 OA, if approved by the Governor.