

## ISSUE MEMORANDUM

DATE	March 15, 2019
TO	Dispensing Optician Committee, California State Board of Optometry (CSBO)
FROM	<b>ORIGINAL SIGNATURE ON FILE</b> Shara P. Murphy, Executive Officer
SUBJECT	<b>Agenda Item #4– Executive Officer Report</b>

### A. Introduction of New Program Staff

- Allien M. Jones (RDO Licensing Coordinator)

Ms. Jones joined the Board as of January 22, 2019. She is the second Management Services Technician for the Registered Dispensing Optician Program. She has an extensive background in Management and Administrative Support roles. She has previously served as a Manager II, in the Abstract Processing Unit with the California Department of Motor Vehicles (DMV). In that capacity, she led a unit of 4 teams consisting of 50 employees processing abstracts received from law enforcement and court hearings. She has also held other positions in DMV headquarters and in the field as an Administrative Manager in the Oroville Field Office, Legal Secretary in the Legal Affairs Division and as a Secretary in Internal Audits with the DMV. Prior to the 17 years in public service, she has worked as a Full Charge Bookkeeper. She is very excited to be here at the Board and learning skills in a different career path.

### B. RDO Fingerprint Deficiency Communication

The Board currently maintains nearly 5,000 Contact Lens and Spectacle Lens Dispenser registrations. In the normal course of updating the BreEZe system for all DCA boards, bureaus, and commissions—DCA's Office of Information Systems implemented a new registration classification, resulting in a hold due to insufficient fingerprint records. This update (which took place in June of 2017) allowed boards to identify registrants whose data was housed by the Department of Justice or an entity previously overseeing the administration of the program. Before the BreEZe update, the Board housed fingerprint data for 1,800 registrants.

In the time immediately following this system update, the Registered Dispensing Optician Program was covered by multiple temporary staff and overseen by two different Interim Executive Officers. With the return of staff dedicated solely to the administration of the Registered Dispensing Optician Program, the Board began to see a number of registrants

who reported completing a Live Scan and timely payment of fees but had not received renewal certificates.

Board staff needed to validate fingerprint clearances for approximately 3,200 registrations. Board staff immediately began manual checks of BreEZe files to verify the presence of fingerprint records and remove renewal holds where appropriate. Nearly 3,000 registrant files were manually reviewed by staff. We received fingerprint verification from an OIS “holding tank” system independent of BreEZe, the DOJ and the Medical Board of California for approximately 2,230 registrations.

In completing manual checks, staff found registrants that did not have data on file with one of three repositories: (1) BreEZe, (2) the separate OIS holding tank, or (3) the MBC. Concerned that registrants might be practicing without proper clearance, the matter was brought to the Board. Board members gave clear direction during the November 2nd board meeting to communicate quickly and understand the reason why these registrants had not provided fingerprint data. Staff communicated with the 547 individuals holding the approximately 670 registrations and instructed those individuals to complete a Live Scan by 1/10/19. While processing this communication, Ms. Murphy coordinated with MBC management, DCA executive management, and the DCA OIS staff. Coordination has confirmed the validity of the registration process when housed with first the MBC and then the Board.

The Board has received a 50 percent response rate to this communication. Fifty letters were returned undeliverable, five registrants are reported deceased, 25 registrants reported they have entered retirement, 175 registrants have completed a Live Scan and 15 registrants are undergoing the Live Scan process. There are 110 registrants who have failed to respond to the communication from the Board.

The registrations for these 110 practitioners have been placed in Delinquent status. A notice of Delinquency and request for compliance by Live Scan has been sent to each registrant. Additionally, staff is preparing a letter to the employer of record for each of these registrants. We anticipate that letter to reach employers by mid-February. Any employer who performs a registration check as of February 1 will find the status of these individuals listed as Delinquent.

### **C. Status Update on Contact and Spectacle Lens Dispenser Occupational Analyses**

Please review accompanying Power Point presentations and handouts.

### **D. Overview of Initial Registration Process**

Please review accompanying memorandum.

**INTRA-AGENCY CONTRACT AGREEMENT (IAC) #76326**

**BOARD OF OPTOMETRY  
CONTACT LENS DISPENSER  
OCCUPATIONAL ANALYSIS  
FISCAL YEAR 2018-19**

<b>Project Objectives:</b>	<i>Complete an Occupational Analysis (OA) for the contact lens dispenser profession to develop a description of practice based on the critical tasks of the profession.</i>	
<b>Completion Date:</b>	<b>June 2019</b>	
<b>Board Contact:</b>	Brad Garding (916) 575-7292	Marc Johnson
<b>OPES Contact:</b>	Miranda Morris (916) 575-7246	

MAJOR PROJECT EVENTS	TARGET DATE	RESPONSIBILITY
<b>1. Review Background Information</b> <ul style="list-style-type: none"> <li>&gt; Review past OAs</li> <li>&gt; Review changes in law and practice</li> <li>&gt; Identify emerging trends and considerations</li> <li>&gt; Communicate upcoming OA to licensees</li> </ul>	July 2018 July 2018 August 2018 August 2018	OPES OPES OPES/BOARD OPES/BOARD BOARD
<b>2. Develop Job Content and Structure</b> <ul style="list-style-type: none"> <li>&gt; Recruit SMEs for interviews</li> <li>&gt; Provide list of SMEs to OPES</li> <li>&gt; Schedule and conduct interviews</li> <li>&gt; Transcribe interview information</li> <li>&gt; Develop preliminary list of task and knowledge statements</li> </ul>	August 2018 October 4, 2018 <b>October 18-26, 2018</b> October 2018 October 2018	BOARD BOARD OPES OPES OPES
<b>3. Review Task and Knowledge Statements</b> <ul style="list-style-type: none"> <li>&gt; Recruit SMEs for 2-day workshop</li> <li>&gt; Provide list of SMEs to OPES</li> <li>&gt; Conduct workshop with SMEs</li> <li>&gt; Transcribe workshop results</li> <li>&gt; Revise task and knowledge statements</li> </ul>	January 2019 January 2019 <b>February 11-12, 2019</b> March 2019 March 2019	BOARD BOARD OPES/SMEs OPES OPES
<b>4. Construct and Launch Pilot Questionnaire</b> <ul style="list-style-type: none"> <li>&gt; Develop demographic items and rating scales</li> <li>&gt; Board review of OA pilot survey</li> <li>&gt; Prepare Web-based questionnaire for pilot study</li> <li>&gt; Prepare text of emails/letters for pilot study and final distribution</li> <li>&gt; Prepare announcement of OA in newsletter or other media</li> <li>&gt; Email questionnaire for pilot study to selected participants</li> <li>&gt; Download pilot questionnaire data files for analysis</li> </ul>	March 2019 March 2019 March 2019 March 2019 March 2019 March 2019 March 2019	OPES/BOARD OPES/BOARD OPES BOARD BOARD OPES/BOARD OPES
<b>5. Construct and Launch Final Questionnaire</b> <ul style="list-style-type: none"> <li>&gt; Prepare draft of final questionnaire</li> <li>&gt; Provide master file for mailing labels</li> <li>&gt; Prepare final Web-based questionnaire</li> <li>&gt; Assemble and mail questionnaire invitations to participants</li> <li>&gt; Send follow-up survey message</li> </ul>	April 2019 April 2019 April 2019 April 2019 April 2019	OPES  OPES BOARD OPES/BOARD
<b>6. Prepare/Convert Survey Data</b> <ul style="list-style-type: none"> <li>&gt; Download data files</li> <li>&gt; Convert and merge data files for final analysis</li> </ul>	April 2019 April 2019	OPES OPES

**INTRA-AGENCY CONTRACT AGREEMENT (IAC) #76326**

**BOARD OF OPTOMETRY  
CONTACT LENS DISPENSER  
OCCUPATIONAL ANALYSIS  
FISCAL YEAR 2018-19**

**Project Objectives:** *Complete an Occupational Analysis (OA) for the contact lens dispenser profession to develop a description of practice based on the critical tasks of the profession.*

**Completion Date:** **June 2019**

**Board Contact:** Brad Garding      Marc Johnson  
(916) 575-7292

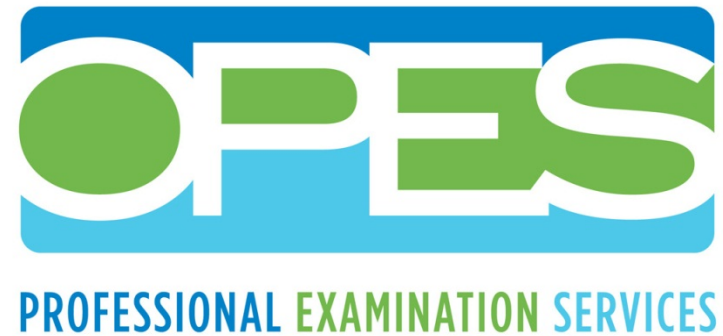
**OPES Contact:** Miranda Morris  
(916) 575-7246

MAJOR PROJECT EVENTS	TARGET DATE	RESPONSIBILITY
<b>7. Data Analysis</b> <ul style="list-style-type: none"><li>&gt; Analyze demographics, task and knowledge ratings</li><li>&gt; Develop preliminary description of practice</li></ul>	April 2019 April 2019	OPES OPES
<b>8. Review Results of Occupational Analysis</b> <ul style="list-style-type: none"><li>&gt; Recruit SMEs for 2-day workshop</li><li>&gt; Provide list of SMEs to OPES</li><li>&gt; Conduct 2-day workshop with SMEs</li><li>&gt; Develop description of practice</li></ul>	February 2019 March 2019 <b>April 29-30, 2019</b> May 2019	BOARD BOARD OPES/SMEs OPES
<b>9. Prepare Validation Report</b> <ul style="list-style-type: none"><li>&gt; Prepare draft of validation report</li><li>&gt; Prepare, print and submit final validation report</li></ul>	May 2019 June 2019	OPES OPES

# Occupational Analysis Overview and Status of Projects

Heidi Lincer, Ph.D.,  
Chief

February 1, 2019



# Office of Professional Examination Services

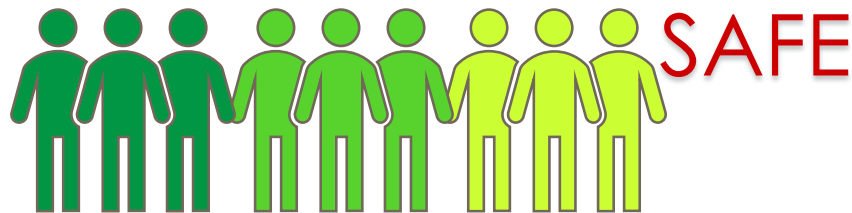
Provides:

- Professional consulting services in examination validation and development to DCA's boards, bureaus, and committees
- Recommendations based on regulations, professional guidelines and technical standards related to licensure examinations

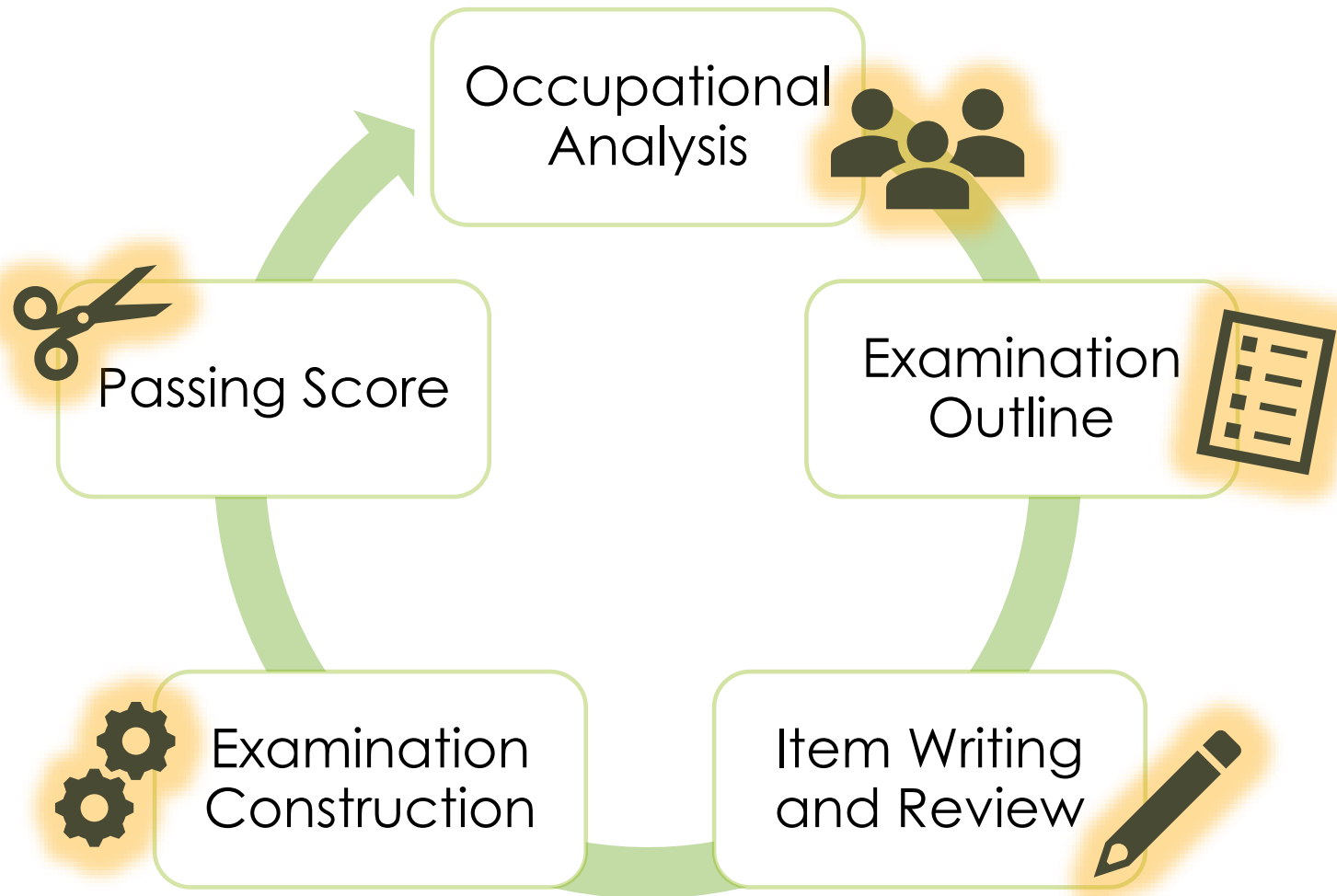


# Licensure Examinations

- Must provide a reliable method for identifying practitioners who are able to practice safely and competently
- Focus on **entry-level** tasks and knowledge important for **public protection**



# Cycle of Examination Development





# Occupational Analysis

Defines practice in terms of:



- Actual **tasks** that new licensees must be able to perform safely and competently at the time of licensure



- Essential **knowledge** required for safe and effective practice

Provides a description  
of current practice

Provides basis for  
legislation and  
policies

## Occupational Analysis

Provides the basis of  
job-related, fair, and  
legally defensible  
examinations

Establishes  
examination validity  
by linking examination  
content to critical job  
competencies

# OA Process



- Conduct SME telephone interviews and research on the profession



- Develop Task and Knowledge statements with SMEs



- Develop and administer OA survey



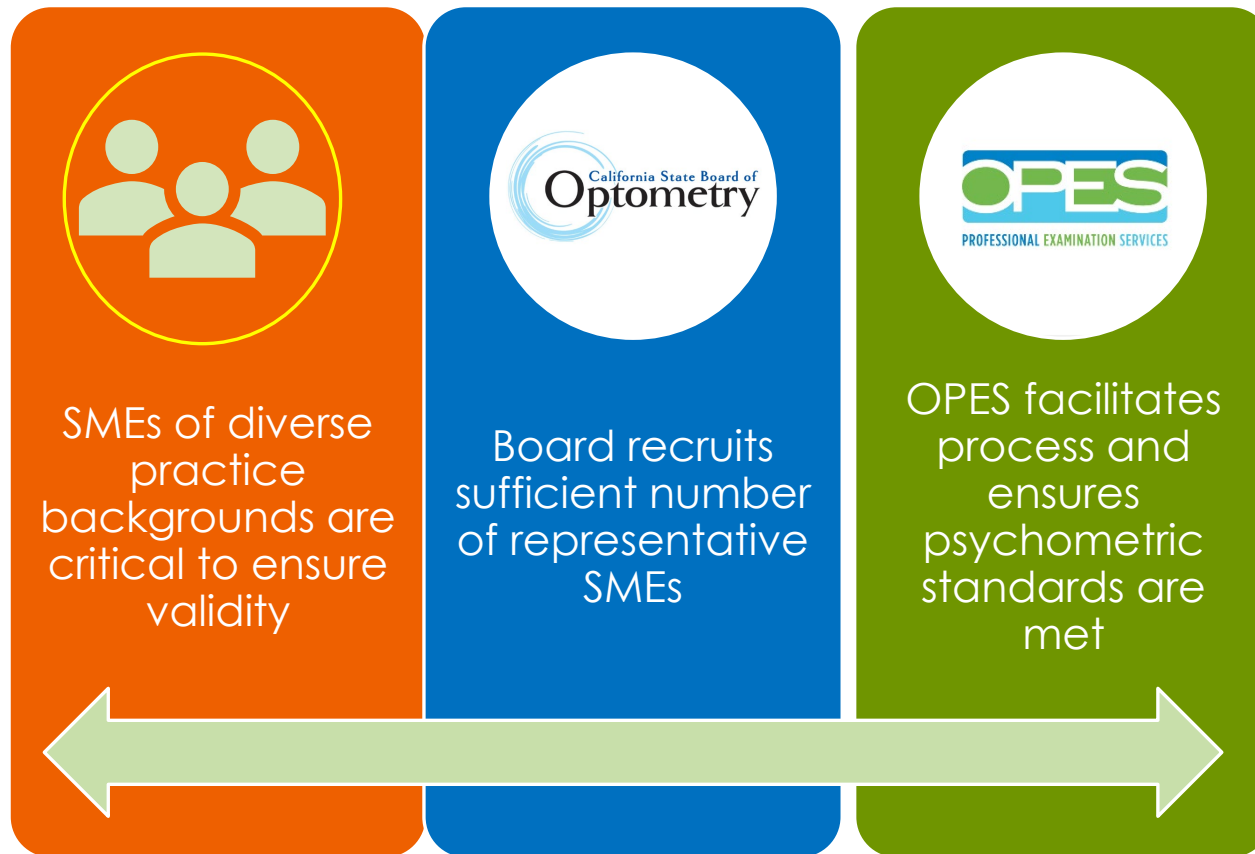
- Analyze survey data and demographics

- Review survey results with SMEs



- Develop examination content outline with SMEs

# Achieving Valid Results



# Status of Projects

## ◉ Optometry OA

- Completed; report in progress
- Last step to develop Law and Regulations Examination Outline – February 2019
- Exams based on new outline – October 2019

## ◉ Review of National Examination (NBEO)

- Compare CA OA results with National OA
- Review against psychometric standards
- Scheduled to start in March 2019

National examination

California practice

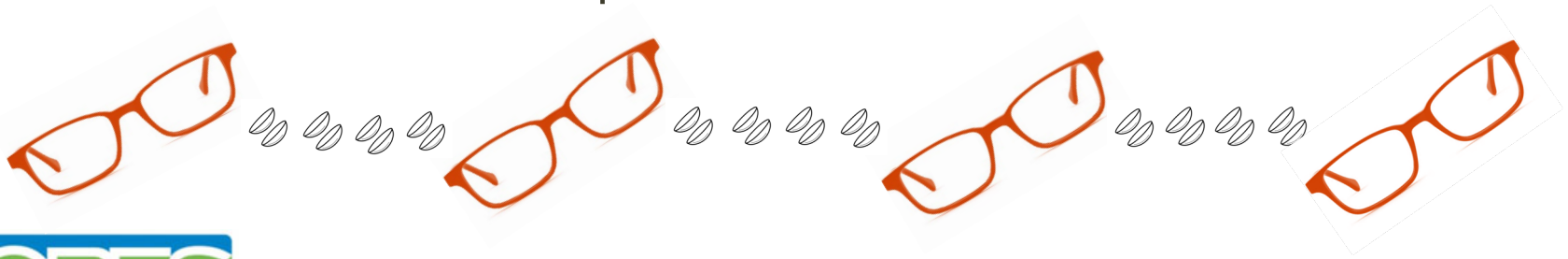
# Status of Projects

## ◉ Contact Lens Dispenser OA

- Workshops scheduled for February and April 2019
- Need SMEs who perform breadth of profession

## ◉ Spectacle Lens Dispenser OA

- Scheduled to start in July 2019
- If time permits, preliminary work will be done in CLD workshops



# Introduction to the California State Board of Optometry

---

Registered Dispensing Optician Program



STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS

# Introductions

---

- Shara Murphy, Executive Officer
- Evan Gage, Assistant Executive Officer
- Dispensing Optician Coordinators: Natalia Leeper and Allien Jones



# Public Protection

---

- The Board of Optometry is mandated to make consumer protection its highest priority.
- It meets this mandate through licensing, enforcement, education and outreach.
- The Board is charged with enforcing statutes and regulations pertaining to the practice of optometry and opticianry in California.

# Members of the State Board

---

## □ Professional Members

- Madhu Chawla, OD
- Lillian Wang, OD
- David Turetsky, OD
- Glenn Kawaguchi, OD
- Deborah McIntyre, OD
- Martha Garcia, CLD, SLD

## □ Public Members

- Rachel Michelin
- Maria Salazar Sperber
- Cyd Brandvein
- Mark Morodomi

# Members of the Dispensing Opticians Committee

---

- **Professional Members**
  - Martha Garcia, CLD, SLD
  - Anna Watts, CLD, SLD
  - Adam Bentley, Registered Dispensing Optician Representative
- **Public Members**
  - William Kysella, JD
  - Kanchan Mattoo

# Role of the Board Members

---

- Board members set policy and make decisions on formal disciplinary matters. Day to day operations are overseen by the Executive Officer.
- 11 Board members:
  - 5 Licensed Optometrists
  - 5 Public Members
  - 1 Member Registered by the Registered Dispensing Optician program
- Professional members provide subject matter expertise and an understanding of the profession.
- Public members bring their own experience in many diverse areas including public service, private business, and non-profit organizations.
- All Board members have an equal vote on board matters.

# Public Participation

---

- Meeting agendas are sent via mail and posted on the Board's web site within 10 days of the meeting date.
- All Board meetings are accessible to any member of the public.
- Members of the public are encouraged to attend meetings.
- You may sign-up for e-mail notifications at the Board's web site: [www.optometry.ca.gov](http://www.optometry.ca.gov)

# Licensing Program Overview

---





## □ New Online System

Highlights of the new system include:

Online Benefits To Licensees and Businesses (available any time of the day or night):

- ▶ Apply for or renew license
- ▶ Pay with a major credit card in a secure environment
- ▶ Track the status of an application or licensing request
- ▶ Submit address changes
- ▶ Obtain proof of renewal status

Online Benefits To Consumers (available any time of the day or night):

- ▶ Real-time licensee information
- ▶ File a complaint
- ▶ Track the status of a complaint

# www.BreEZe.ca.gov

[Contact Us](#)

## DCA BreEZe Online Services

Welcome to the California Department of Consumer Affairs (DCA) BreEZe Online Services. BreEZe is DCA's new licensing and enforcement system and a one-stop shop for consumers, licensees and applicants! BreEZe enables consumers to verify a professional license and file a consumer complaint. Licensees and applicants can submit license applications, renew a license and change their address among other services.

- If you were registered with the DCA Online Professional Licensing services before, you will need to re-register with BreEZe.
- BreEZe only accepts credit card payments for American Express, Discover, MasterCard, and Visa.

### FOR CONSUMERS

Check Licenses and file complaints.

Verify a  
LICENSE

File a  
COMPLAINT

### FOR APPLICANTS AND LICENSEES

Applicant and licensing needs are available here.  
You will need to [register](#), or use your  
existing user name and password

#### Returning User

Fields marked with \* are required

\* User ID:   
\* Password:

[Forgot Password?](#)  
[Forgot User ID?](#)

[Sign In](#)


#### New Users

[BreEZe Registration](#)




# Application for Registration

After registering for BreEZe, submit your online application.



Department of Consumer Affairs



[About BreEZe](#) [FAQ's](#) [Help/Tutorials](#)

[Skip navigation](#)

Logged in as *Applicant, SLD* [Update Profile](#) | [Logoff](#) | [Contact Us](#)

### Quick Start Menu

To start, choose an option, and you will return to this Quick Start menu after you have finished.

License/Registration Information

No License Information Available

### Applications

☐ Start a New Application or Take an Exam

California State Board of Optometry

Spectacle Lens Dispenser Initial Application for Registration

Select

### Additional Activities

☐ Add Authorized Representative

☐ License Notification Subscriptions

Select

Select

[Back to Top](#) | [Conditions of Use](#) | [Privacy Policy](#) | [Accessibility](#)

Copyright © 2013 State of California

# Registration Program

---

- The Board currently issues four different registration types:
  - Registered Dispensing Optician
    - Application Fee - \$150
    - Registration Fee - \$200
  - Registered Spectacle Lens Dispenser
    - Application Fee - \$150
    - Registration Fee - \$200
  - Registered Contact Lens Dispenser
    - Application Fee - \$150
    - Registration Fee - \$200
  - Non Resident Contact Lens Dispenser
    - Application Fee - \$150
    - Registration Fee - \$200

# Application Process

---

## Registered Dispensing Optician

- License for business with store fronts in California

## Non-resident Contact Lens Dispensers

- License for online business who ship contact lenses to California residents

## Requirements for Spectacle and Contact Lens Dispenser:

- Pass the American Board of Opticianry and/or National Contact Lens Examiners Exams.
- Complete Live Scan fingerprint process for background check.
- Employer Information
- Other State registration if applicable.

# Avoiding a Deficiency

---

A deficiency occurs when one of the requirements for the application was not met. Deficiencies can prevent your application from being processed in a timely manner.

Common Deficiencies for Contact and Spectacle Lens Applications:

- Live Scan process not completed
- Unable to Verify ABO or NCLA Exam

Notices are sent to the address listed on your application. Listing a personal or PO Box ensures notices from the board regarding your application and license reach you

- California BPC § 136 requires licensees to update their address within 30 days of a change.

# Criminal Background Check

---

- Answering questions about criminal history:
  - Be honest, accurate, and thorough
  - Include expunged convictions
- Criminal conviction history report:
  - Includes nation-wide criminal convictions
  - Includes convictions that have been expunged
  - Comes directly to the Board
  - Fingerprint status checks may be made by contacting the DOJ at (916) 227-4557
- Request a form by emailing the RDO Program at [RDOprogram@dca.ca.gov](mailto:RDOprogram@dca.ca.gov)

# Register Dispensing Optician Locations

---

- Registered Dispensing Opticians are required to have a registration for each location.
- Failure to register locations can result in disciplinary action
- Those who do not notify Board of locations will not receive correspondence from the Board, which could include:
  - Delinquent Notices
  - Renewal Notices
  - Newsletters
  - Complaint inquiries

# Spectacle and Contact Lens Dispensers

---

- All Spectacle Lens and Contact Lens Dispenser employed by a Registered Dispensing Optician are to be registered with the Board
- Registrants should notify the Board when they change jobs from one dispensing optician to another.
- Failure to register can result in disciplinary action.

# Your New Optician Registration

---

- **Expiration date**
  - Your new registration will expire two years after your first initial registration date.
- After the initial registration period, you will renew the license every two years thereafter
  - \$200 Renewal fee
  - \$50 Delinquent fee



# Enforcement Program Overview

---



# Enforcement Program

---

- The Board receives an average of 350 complaints every year.
- Each complaint is reviewed to determine if the complaint is within the Board's jurisdiction and how the complaint should be handled.
- When there is merit to a complaint, the Board seeks to resolve it at the lowest level that is appropriate.
- The Board will often take corrective measures to gain the registrant's compliance with the law by educating the registrant about the possible violation and requesting immediate compliance.

# Common Complaints

---

- ❑ Advertising
- ❑ Unregistered practice
- ❑ Not posting proper signage
- ❑ Improper supervision

# Advertising

---

- Advertising includes business devices such as business cards, pamphlets, fliers, Web sites (including LinkedIn and Facebook), seminars, directories, etc.
- Internet directories multiply, regardless of your intentions. Although you may not know or have authorized an advertisement, once you become aware of the violation, it is your responsibility to try and rectify it.

# Conviction Investigations

---

- The Board also investigates convictions incurred by registrants whether prior or subsequent to registration
- The Board receives notification of conviction from:
  1. The Department of Justice
  2. The Federal Bureau of Investigation
  3. Applicant disclosure
  4. Registrant renewal disclosure
- The Board may take Disciplinary Action if the conviction is deemed to be a significant violation of the Opticianry Practice Act
- Failure to disclose a conviction is a violation of the Opticianry Practice Act.

# Disciplinary Actions

---

- The Board will take Disciplinary Action against to an optician if there is sufficient evidence to do so.
- Such actions are controlled by the Administrative Procedures Act, which sets forth formal legal procedures similar to criminal and civil procedures.
- The Board may take the following Administrative and/or Disciplinary Actions:
  - Citation and Fine
  - Probation
  - Suspension
  - Revocation

# Violations

---

## Violations resulting in Discipline

- ❑ Fraudulent billings of Medi-Cal, VSP or other insurance provider
- ❑ Drug and/or alcohol abuse
- ❑ Unprofessional Conduct
- ❑ Practicing without a current, valid registration
- ❑ Practicing with expired registration
- ❑ Disciplinary Action taken by another State

# Citations and Disciplinary Actions

- Citations and Disciplinary actions are included on the BreEZE license verification, posted on our website, and printed in the Board's bi-annual newsletter

## 2016 Citations and Disciplinary Actions

### CITE AND FINE

Last Updated: 4/1/2016

**Hua, Samantha Phuong (OPT 11656)  
Covina, CA**

Effective February 24, 2016, by Stipulated Settlement, Citation No. CC 2013-126 was withdrawn and a \$3000 First Amended Citation was issued to Samantha Phuong Hua (OPT 11656) with an address of record in Covina, CA, for failure to include the complete specifications of the dioptric power of the lens on an eyeglass prescription and Violating any Provision of the Optometry Practice Act (BPC §2541.1 and 3110(a)). [Click here to obtain a copy of the action or view the doctor's profile](#)

### PROBATION

**Weisz, Wade Winfield (OPT 9966)  
Alta Loma, CA**

Effective February 24, 2016, the license of Wade Winfield Weisz (OPT 9966), with an address of record in Alta Loma, CA, was revoked, the revocation was stayed, and his license was placed on three years probation for Conviction of a Substantially Related Crime, and Dangerous Use of Alcohol (BPC §§3110(k), 490, CCR title 16 §1517, BPC §3110(l)). [Click here to obtain a copy of the action or view the doctor's profile](#)

### STATEMENT OF ISSUES

**Pinckney, Sophia Thalia  
Riverside, CA**

On March 3, 2016, a Statement of Issues was filed against Sophia Thalia Pinckney, with an address of record in Riverside, CA, following the denial of her application as a Spectacle Lens Dispenser. The basis of the denial was a Criminal Conviction for DUI (BPC §480(a)(1)). [Click here to obtain a copy of the action](#)



# Quick Tips to Remember:

---

- Get registered
  - RDO
  - SLD
  - CLD
  - NCLS
- Keep your Registration updated
  - Renew Biennially
  - Address of Record
  - Place of Business
- Maintain all forms of advertisement
  - Website
  - Social media
  - Etc.

# If You're Not Sure...

---

- ▣ Contact the Board's Enforcement Unit
  - ▣ Enforcement Technician:
    - ▣ Eva Gomez: (916) 575-7170
  - ▣ We highly encourage questions and open communication with the Board. We will help in any way that we can.
  - ▣ Assistant Executive Officer:
    - ▣ Evan Gage: (916) 575-7185

# If you are contacted about a complaint...

---

- Don't panic!
- Be open and cooperative with the Board
- Do your best to show compliance
- Know that complaints are not public information; only Administrative and Disciplinary Actions taken as a result of a complaint are made public.

# The Board's Website



Use as your personal reference library to access:

- Applications
- Notices regarding changes in laws and regulations
- Registration history
- Fact Sheets & FAQ's

[www.optometry.ca.gov](http://www.optometry.ca.gov)


# Congratulations On Your Career Choice

---

- You have your choice of varied practice settings
- Be an active member of your profession:
  - Attend board meetings
  - Apply to be a board or committee member
  - Volunteer in your community
  - Join professional associations
  - Volunteer to assist the board with exam development and/or investigations
  - Get involved in local and/or state government and advocate for opticianry
  - Follow legislation and regulations impacting opticianry

# http://leginfo.legislature.ca.gov/

leginfo.legislature.ca.gov/faces/codes.xhtml

 *California* LEGISLATIVE INFORMATION

[skip to content](#) [home](#) [accessibility](#) [FAQ](#) [feedback](#) [login](#)

**Quick Search:**  
Bill Number

[Bill Information](#) [California Law](#) [My Subscriptions](#) [My Favorites](#)

## TODAY'S SCHEDULE

Tue, Apr 5, 2016

### FLOOR SCHEDULE

[ASM. CHECK-IN SESSION](#)  
STATE CAPITOL 7:00 AM

[SEN. CHECK-IN SESSION](#)  
STATE CAPITOL 9:00 AM

### COMMITTEE HEARINGS

[ASM BUSINESS AND PROFESSIONS](#)  
9:30 a.m.

[ASM HEALTH](#)  
1:30 p.m.

[ASM HIGHER EDUCATION](#)  
1:30 p.m.

## WELCOME

A new set of site enhancements have been completed! Thank you to everyone who has posted to our Feedback page – we value your comments and use your suggestions when planning the enhancements for future releases of the site.

### Features Released July 2015

- 1. Authenticated Electronic Legal Materials Available!** - Starting July 1, 2015, the California Constitution, statutes, and the California Codes are published on this site using Adobe Acrobat digital signature technology, which allows users to authenticate these legal materials in PDF documents. (See [FAQ](#) for more information.)
- 2. Bill Search Enhancements** - Use the new dropdowns to search for any bills proposing to change a specific Code or Code Section.
- 3. New Durable URLs** - We have greatly improved the site's durable URLs which will allow you to bookmark any tab within a bill and any area within the California Law.

**California Law Updates** - At the close of 2014, the California Codes were updated with all of the new laws that became effective on January 1st, 2015. You will see this change indicated as a history note that displays "Effective January 1, 2015."

**FAQ Page** - Based on your inquiries, we have updated a list of "[Frequently Asked Questions](#)" (FAQs).

[California Agency Reports](#) - This website lists all reports required by statute to be prepared and filed by state and local

# Regulations

https://www.optometry.ca.gov/lawsregs/index.shtml



Department of Consumer Affairs  
California State Board of Optometry



APPLICANTS

CONSUMERS

LICENSEES

FORMS/PUBLICATIONS

LAWS

[About Us](#) | [Contact Us](#) | [Verify a License](#)

Search



## Optometry

### LAWS AND REGULATIONS

- [Business and Professions Code § 2556.2 Reporting Requirements](#)
- [Optometry Laws and Regulations Book](#)
- [Changes in Law Affecting Optometry 2006-2013](#)
- [Decisions Pending and Opportunities for Public Participation](#)
- [Proposed Regulations](#)
- [Approved Regulations](#)

## Registered Dispensing Optician Program Laws and Regulations

### LAWS AND REGULATIONS

- [Title 16, California Code of Regulations, Division 13.5](#)
- [Prescription Lenses](#) - Business and Professions Code Section 2540-2545
- [Dispensing Optician](#) - Business and Professions Code Section 2550-2559
- [Spectacle Lens Dispenser](#) - Business and Professions Code Section 2559.1-2559.6
- [Contact Lens Dispenser](#) - Business and Professions Code Section 2560-2564.6
- [Non-Resident Contact Lens Dispensers](#) - Business and Professions Code Section 2546-2546.10

# Contacting the Board

Main Office  
2450 Del Paso Road, Suite 105  
Sacramento, CA 95834  
Consumer toll-free (866) 585-2666  
Fax (916) 575-7292

## Registered Dispensing Optician Program

Registered Dispensing  
Optician Program

(916) 575-7186

[RDOprogram@dca.ca.gov](mailto:RDOprogram@dca.ca.gov)

Board of Optometry

(916) 575-7170

[Optomerty@dca.ca.gov](mailto:Optomerty@dca.ca.gov)

Alexander A. Juarez  
Enforcement Analyst

(916) 575-7176

[Alexander.Juarez@dca.ca.gov](mailto:Alexander.Juarez@dca.ca.gov)



# Good Luck and Much Success!

---



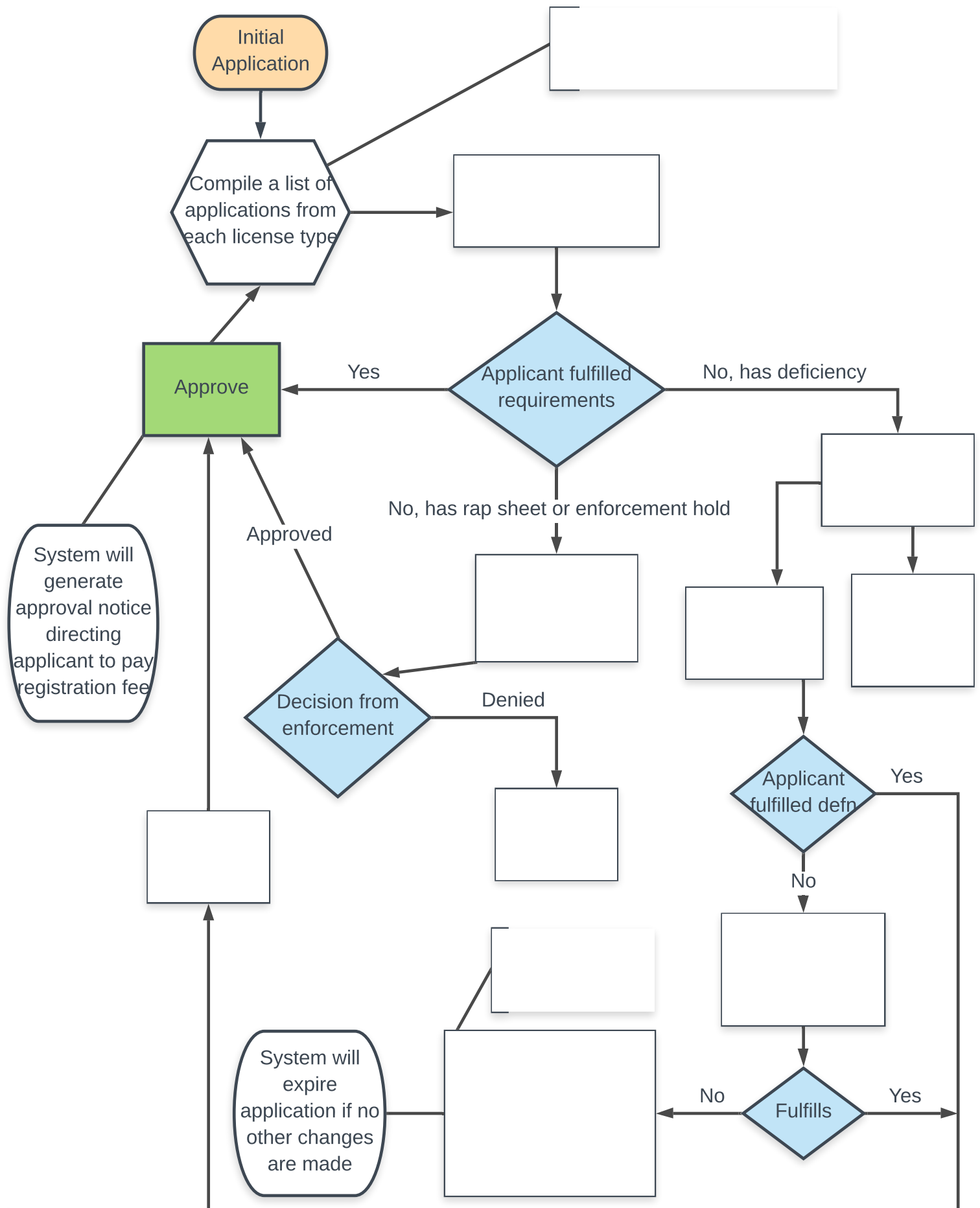
## California State Board of Optometry

(916) 575-7170

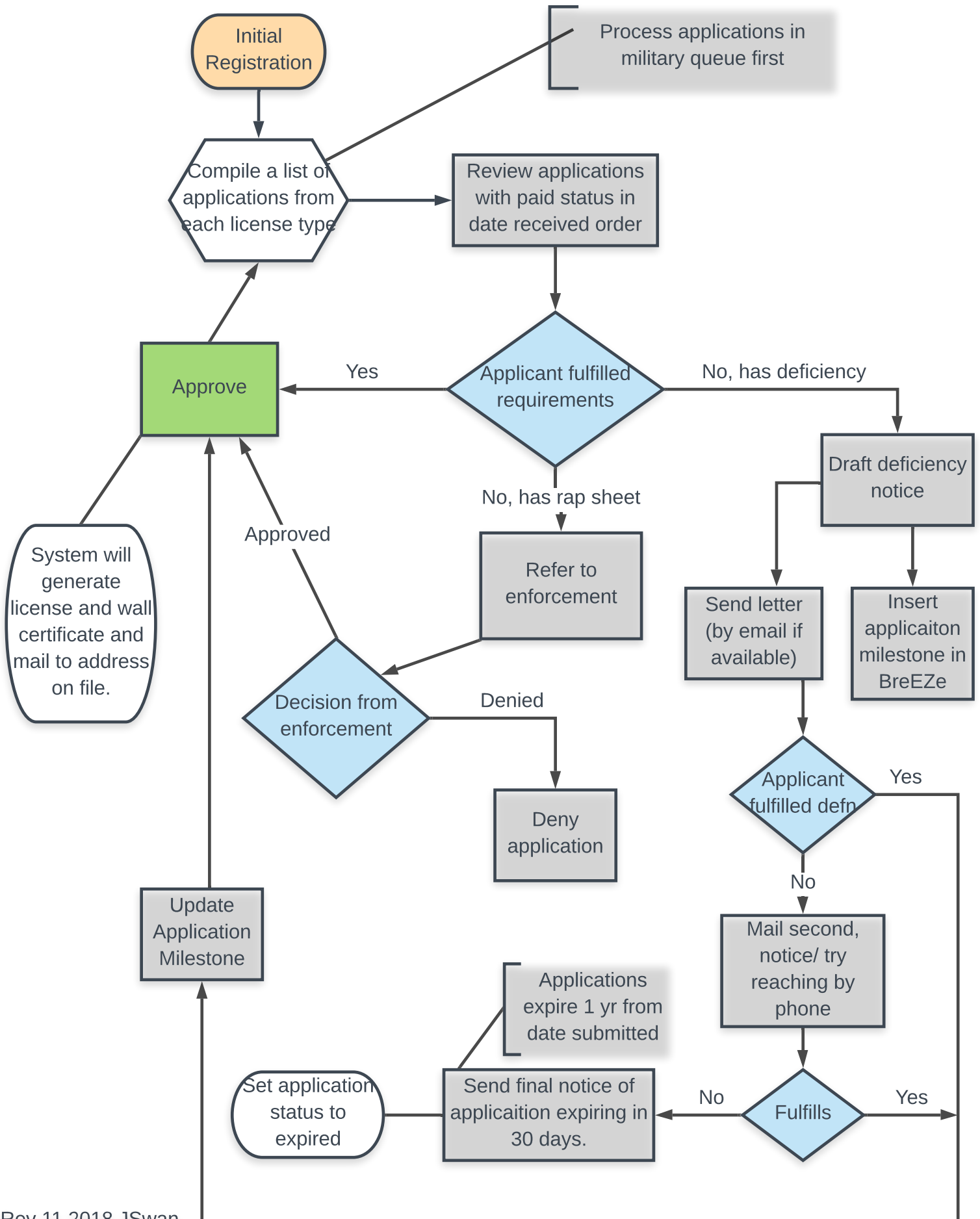
[www.optometry.ca.gov](http://www.optometry.ca.gov)

[rdoprogram@dca.ca.gov](mailto:rdoprogram@dca.ca.gov)

## RDO Initial Application Process Map



## RDO Initial Registration Process Map



## ISSUE MEMORANDUM

<b>DATE</b>	March 15, 2019
<b>TO</b>	Dispensing Opticians Committee (DOC)
<b>FROM</b>	Shara Murphy, Executive Officer Prepared by Natalia Leeper, RDO Coordinator
<b>SUBJECT</b>	<b>Agenda Item #4d – Procedural Review: Initial Registration</b>

The Dispensing Optician Committee requested a procedural review of initial applications within the Registered Dispensing Optician Program. This memorandum will cover process steps and the various application pathways.

When received, an application is reviewed for completeness.

If an application has no deficiencies, the application is approved. Breeze automatically sends a letter to the applicant's address of record. This letter confirms their application was approved, and instructs the applicant to access Breeze to pay their applicable registration fee.

If the applicant has not met all the requirements the applicant is sent a deficiency notice by email or mail, dependent upon the information provided by the applicant. A deficiency milestone is added to the applicant's Breeze file until all requirements are met.

If all requirements are met, the application milestone is removed and the application is approved. Again Breeze automatically sends a letter to the applicant's address of record. This letter confirms their application was approved, and instructs the applicant to access Breeze to pay their registration fee.

If the applicant does not fulfil reported deficiencies, additional notices are sent by mail every two months until 30 days before the expiration of the application (11 months from filing). If requirements are not met, the applicant is sent a final notice alerting them that their application will expire in 30 days.

After an applicant access Breeze to pay their registration fee, staff opens the registration, confirms all fees were paid and there is not an open enforcement case. Upon confirmation Board staff approves the registration, and downloads and saves a PDF copy of the small certificate. That certificate is published to the registrants Breeze

account so that it may be downloaded and printed. Paper copies of the small certificate and the large wall certificates are automatically sent in the mail by the system.

The exception to this process, are those applicants who are referred to enforcement due to prior discipline or prior convictions. Those applicants must be approved by enforcement before an application can be approved. If enforcement denies the application, licensing staff denies the application in Breeze rather than approving.

# FREQUENTLY ASKED APPLICATION QUESTIONS

## Registered Dispensing Optician, Spectacle Lens Dispenser, Contact Lens Dispenser, and Nonresident Contact Lens Seller

We are here to help you with the application process! Please contact the board's Registered Dispensing Optician Program at (916) 575-7186 or email [RDOPProgram@dca.ca.gov](mailto:RDOPProgram@dca.ca.gov) if you have any questions.

### 1. Which application is the right application for my professional goals?

Depending on your goals, you may need to complete one or more of the following applications:

- **Registered Dispensing Optician:** a small business or corporation that dispenses prescription lenses.
- **Spectacle Lens Dispenser (SLD):** an individual who fits and adjusts spectacle lenses (glasses) inside a Registered Dispensing Optician business.
- **Contact Lens Dispenser (CLD):** an individual who fits and adjusts contact lenses inside a Registered Dispensing Optician business.
- **Nonresident Contact Lens Seller (NCLS):** a small business or corporation that dispenses contact lenses from outside of California.

If you have questions regarding the appropriate license type, please [contact us](#).

### 2. Should I use a specific web browser when completing the application via BreZE, or can I use my mobile device?

BreZE usually functions best when using Internet Explorer on a desktop computer. Although mobile web browsers can access the BreZE website, results may vary and have resulted in incomplete and delayed applications. Therefore, Internet Explorer on a desktop computer is strongly recommended.

### 3. What address and contact information should I include on the SLD/CLD application?

If the board needs to contact you, we have found that phone numbers and email addresses are usually more efficient. It is also beneficial to use your home address or a P.O. Box to receive notifications from the board. It is important to keep your address and contact information up-to-date with the board. [BCP section 136](#) requires licensees to update their address within 30 days after a change.

### 4. What is the registration number the application is asking for and where do I find it?

If you are an SLD or CLD applicant, the registration number is the license number for the Registered Dispensing Optician business where you are employed. If the store's application is pending, indicate that in the box for the registration number. If you are applying for a Dispensing Optician license for your business, the registration number is that of your employee. You can use the [public license search](#) on the board's website to look up a registration number.

### 5. What fees should I expect for the application?

Upon finishing the initial application, a \$150 application fee is due in order for the board to review your license. Once the application is approved, a \$200 registration fee is due in order to register your license with the board. To maintain your license after the application and registration process is complete, a biennial renewal fee of \$200 is required.

### 6. What do I do after I complete the application?

The Live Scan background check form should be completed directly after the application is completed and the application fee is paid. Contact [RDOPProgram@dca.ca.gov](mailto:RDOPProgram@dca.ca.gov) to request a copy of the Live Scan form once the application has been submitted. An application is not considered received until the full application fee is received.

## Application FAQ: Registered Dispensing Optician, Spectacle Lens Dispenser, Contact Lens Dispenser, and Nonresident Contact Lens Seller

### 7. Do I need to do another Live Scan if I had already completed one when I applied for a previous license type (SLD/CLD) within the Dispensing Optician Program?

If you had the Live Scan process done during an application with the board under the Dispensing Optician Program, you likely do not need to complete another one when completing another application. However, if you completed the Live Scan process for a non-Dispensing Optician profession, you will need to complete the process again. Please contact the board if you have any questions before completing this process.

### 8. As a business owner, do I need to submit documents other than the application?

Yes, Registered Dispensing Optician businesses and NCLS applicants will need to submit various documents based on entity type.

- **Sole Proprietor:** Ownership information, copy of business license.
- **Partnership:** Formation agreement, copy of business license, ownership information.
- **Limited Liability:** Ownership information, articles of organization, list of officers, certificate of formation, letter of good standing from secretary of state from the state in which it was formed, and foreign corporation documentation, if applicable.
- **Corporation:** Ownership information, articles of incorporation, list of officers, letter of good standing from secretary of state from the state in which it was formed, foreign corporation documentation, if applicable.

Please note: The board does not provide legal advice on forming these entity types or how to complete these documents. You may wish to consult an attorney, accountant, or professional association.

### 9. Do I need to submit a notarized copy of the application? Do I need to submit a picture?

The notary and picture are no longer requirements for the application. You do not need to send a paper application to show these have been completed.

### 10. What are the processing times for applications?

Information on the processing time of various applications can be found [here](#).

### 11. What is the status of my application?

The status of your application can be viewed on your BreZE account. If your status says “pending” your application may still be awaiting review. You can also view your application documents to see if there was a deficiency notice sent to you. (The board sends deficiency notices from the [RDOProgram@dca.ca.gov](mailto:RDOProgram@dca.ca.gov) email address or via mail if an email address was not provided. Adding our email address to your list of acceptable email addresses will ensure you receive our emails.) If your application says “License Eligible” you can pay the registration fee.

### 12. I received notice that my application was approved, what do I do now?

Upon receiving the approval notice, please follow the instructions on the notice to complete and pay for the registration of your license. The application to complete your registration is located in the lower left of your BreZE online account. The application fee and the registration fee are two separate fees and must be paid within the respective application.

### 13. How do I find out about the laws and regulations that govern my profession?

The board strongly recommends becoming familiar with the [laws and regulations](#) pertaining to Registered Dispensing Opticians.



**California State Board of Optometry**  
2450 Del Paso Road, Suite 105, Sacramento, CA 95834  
(916) 575-7170 | Toll-Free (866) 585-2666 | [www.optometry.ca.gov](http://www.optometry.ca.gov)