



ISSUE MEMORANDUM

DATE	March 15, 2019
TO	Dispensing Opticians Committee (DOC)
FROM	Shara Murphy, Executive Officer Prepared by Natalia Leeper, RDO Coordinator
SUBJECT	Agenda Item #6 – Status Report Related to RDO New Applications & Renewals

At the January 4, 2019 public meeting, the Dispensing Optician Committee requested updated processing times for Initial Applications and further review for renewal application processing times. This Memorandum will cover processing for each of the four license types in the Registered Dispensing Optician Program.

Initial Applications

At last report, board staff described a 10-12 week processing time for Registered Dispensing Optician, Spectacle Lens Dispenser (SLD), and Contact Lens Dispenser (CLD) applications. Board staff has reduced that processing time to 8-10 weeks for these applications.

The number of pending applications has steadily decreased over the fiscal year. Currently that statistic has reduced by 35% for SLD, CLD and Registered Dispensing Optician applications.

At the January committee meeting, staff conveyed that application deficiencies are the biggest obstacle to completing registrations. With the increase in the number of program staff, the Board is able to contact applicants more frequently and more regularly to discuss their delinquent items.

Staff reviewed applications and confirmed that slow processing statistics (e.g. the back log) was created by applicants who had not timely submitted applications requirements. Board staff is implementing application milestones when an application is found to have a deficiency. These milestones will but a hold on the application until the applicant provides the missing requirements (i.e. fingerprint. Staff will continue to send deficiency notices, but milestones will act as holds in the system. This process change will better reflect the expediency with which Board staff addresses workload.

Registrant Renewals

With the increase in staff, renewal deficiencies are also receiving more frequent reviews and increased contacts to registrants. Roughly 110 renewals are still deficient due to

missing fingerprint data; these registrations have been set to delinquent. Other applications are deficient due to invalid renewal questions, or underpayment. Staff is now able to inform and work with registrants to fix these issues.

Currently staff has contacted all applicants and registrants regarding their deficiencies and sent notices, eliminating the backlog that had existed in the program.

Staff is continuing to create more outreach material. Staff is working on informational materials targeted to major corporations that have Registered Dispensing Optician locations. These materials will instruct their employees on the need and process of application for Spectacle and Contact Lens Dispenser certifications. This is in an effort to reduce the number of applicants who apply for the Registered Dispensing Optician registration when they should apply for the Spectacle Lens Dispenser. Additionally, Board staff is working to review and clarify application information on the website.