

Statistics Report - Opticianry Program

Performance Measures (PM) 1 Volume Convictions/Arrests received

| Complaint Intake | | | | | | | | | | |
|--|------------|---------------------|-----|-----------|-----|-----|-----------|----|---|-----------------------|
| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change |
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | |
| PM1: Total Complaints Received | 61 | 7 | | | | | | 7 | ↓ | -89% |
| PM1: Total Convictions/Arrest Received | 57 | 21 | | | | | | 21 | ↓ | -63% |
| PM1: Total Received | 118 | 28 | | | | | | 28 | ↓ | -76% |

*Of the Convictions/Arrests, 19 were received on Applicants and 2 were received on Licensees.

PM2 Cycle Time Intake - Average number of days for complaints intake during the specified time period.

| Intake | | | | | | | | | | |
|-----------------------|------------|---------------------|-----|-----------|-----|-----|-----------|-----|---|-----------------------|
| Target: 7 Days | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change |
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | |
| PM2: Intake/Avg. Days | 6 | 3 | | | | | | 3.0 | ↓ | -50% |

PM3 Cycle Time - Average Number of Days to complete the entire enforcement process for complaints investigated and not transmitted to the AG for formal discipline. (Includes intake, investigation, and case outcome or non-AG formal discipline.)

| Investigations | | | | | | | | | | |
|--|------------|---------------------|-----|-----------|-----|-----|-----------|-----|---|-----------------------|
| Target: 90 Days | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change |
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | |
| PM3: All Investigations Closed | 120 | 29 | | | | | | 29 | ↓ | -76% |
| PM3: Average Cycle Time Investigations | 313 | 632 | | | | | | 632 | ↑ | 102% |

The percent reflects how many investigation cases were closed in the respective time frames.

| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change |
|--------------------------|------------|---------------------|-----|-----------|-----|-----|-----------|-----|---|-----------------------|
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | |
| Up to 90 Days | 58% | 11 | | | | | | 38% | ↓ | -20% |
| 91 - 180 Days | 7% | 3 | | | | | | 10% | ↑ | 4% |
| 181 Days - 1 Year (364) | 9% | 1 | | | | | | 3% | ↓ | -6% |
| 1 to 2 Years (365-730) | 8% | 1 | | | | | | 3% | ↓ | -4% |
| 2 to 3 Years (731- 1092) | 9% | 4 | | | | | | 14% | ↑ | 5% |
| Over 3 Years (1093 +) | 10% | 9 | | | | | | 31% | ↑ | 21% |

The average time frame reflects the length of time it took to process the citations that were closed within the respective quarter.

| Citations | | | | | | | | | | |
|-----------------------|------------|---------------------|-----|-----------|-----|-----|-----------|-----|---|-----------------------|
| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change |
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | |
| Final Citations | 7 | 4 | | | | | | 4 | ↓ | -43% |
| Average Days to Close | 717 | 980 | | | | | | 980 | ↑ | 37% |

PM4 Cycle Time-Discipline Average number of days to close cases transmitted to the AG for formal disciplinary action. This includes formal discipline, and closures without formal discipline. (e.g. withdrawals, dismissals, etc.)

| Transmittals to Attorney General (AG) | | | | | | | | | | | |
|---------------------------------------|------------|---------------------|-----|-----------|-----|-----|-----------|----|---|---------|-------------|
| Target: 540 Days | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → | |
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | YTD | Year Change |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | | |
| PM4:Volume AG Cases | 3 | 0 | | | | | | | 0 | ↓ -100% | |
| PM4: Total Cycle Time | 860 | 0 | | | | | | | 0 | ↓ -100% | |

| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → | |
|----------------------------------|------------|---------------------|-----|-----------|-----|-----|-----------|----|---|---------|-------------|
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | YTD | Year Change |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | | |
| AG Cases Initiated | 6 | 2 | | | | | | | 2 | ↓ -67% | |
| AG Cases Pending | 7 | 7 | | | | | | | 7 | ⇒ 0% | |
| SOIs Filed | 0 | 2 | | | | | | | 2 | ↑ 100% | |
| Accusations Filed | 0 | 1 | | | | | | | 1 | ↑ 100% | |
| Total Closed after Transmission | 4 | 1 | | | | | | | 1 | ↓ -75% | |
| Revoked | 0 | 0 | | | | | | | 0 | ⇒ 0% | |
| Voluntary Surrender | 0 | 0 | | | | | | | 0 | ⇒ 0% | |
| Probation | 2 | 0 | | | | | | | 0 | ↓ -100% | |
| License Denied | 1 | 0 | | | | | | | 0 | ↓ -100% | |
| Public Reprimand | 0 | 0 | | | | | | | 0 | ⇒ 0% | |
| Closed w/out Disciplinary Action | 1 | 1 | | | | | | | 1 | ⇒ 0% | |

The percent represents how many cases already assigned to the AG for discipline were closed in the specified range.

| Total Orders Aging/Final Decision | | | | | | | | | | | |
|-----------------------------------|------------|---------------------|-----|-----------|-----|-----|-----------|----|------|---------|-------------|
| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → | |
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | YTD | Year Change |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | | |
| Up to 90 Days | 0% | 0 | | | | | | | 0% | ⇒ 0% | |
| 91 - 180 Days | 0% | 0 | | | | | | | 0% | ⇒ 0% | |
| 181 Days - 1 Year (364) | 0% | 1 | | | | | | | 100% | ↑ 100% | |
| 1 to 2 Years (365-730) | 0% | 0 | | | | | | | 0% | ⇒ 0% | |
| 2 to 3 Years (731- 1092) | 100% | 0 | | | | | | | 0% | ↓ -100% | |
| Over 3 Years (1093 +) | 0% | 0 | | | | | | | 0% | ⇒ 0% | |

| Other Legal Actions | | | | | | | | | | | |
|---------------------|------------|---------------------|-----|-----------|-----|-----|-----------|----|---|--------|-------------|
| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → | |
| | YTD | Q1 | | Q2 | | Q3 | | Q4 | | YTD | Year Change |
| | | Jul | Sep | Oct - Dec | Jan | Mar | Apr - Jun | | | | |
| PC 23 Ordered | 0 | 0 | | | | | | | 0 | ⇒ 0% | |
| Interim Suspension | 0 | 0 | | | | | | | 0 | ⇒ 0% | |

Statistics Report - Optometry Program

Performance Measures (PM) 1 Volume Convictions/Arrests received

| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change | |
|--|------------|---------------------|-----|-----|-----|-----|-----|-----|-----|-----------------------|-----|
| | | Q1 | | Q2 | | Q3 | | Q4 | | | YTD |
| | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| PM1: Total Complaints Received | | 57 | | | | | | | | | |
| PM1: Total Convictions/Arrest Received | | 4 | | | | | | | | | |
| PM1: Total Received | | 61 | | | | | | | | | |

PM2 Cycle Time Intake - Average number of complaints intake during the specified time period.

| Target: 7 Days | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change | |
|-----------------------|------------|---------------------|-----|-----|-----|-----|-----|-----|-----|-----------------------|-----|
| | | Q1 | | Q2 | | Q3 | | Q4 | | | YTD |
| | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| PM2: Intake/Avg. Days | | 6 | | | | | | | | | - |

PM3 Cycle Time - Average Number of Days to complete the entire enforcement process for complaints investigated and not transmitted to the AG for formal discipline. (Includes intake, investigation, and case outcome or non-AG formal discipline.)

| Investigations | | | | | | | | | | | |
|--|------------|---------------------|-----|-----|-----|-----|-----|-----|-----|-----------------------|-----|
| Target: 90 Days | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change | |
| | | Q1 | | Q2 | | Q3 | | Q4 | | | YTD |
| | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| PM3: All Investigations Closed | | 40 | | | | | | | | | |
| PM3: Average Cycle Time Investigations | | 59 | | | | | | | | | |

The percent reflects how many investigation cases were closed in the respective time frames.

| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change | |
|--------------------------|------------|---------------------|-----|-----|-----|-----|-----|-----|-----|-----------------------|-----|
| | | Q1 | | Q2 | | Q3 | | Q4 | | | YTD |
| | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| Up to 90 Days | 50% | 31 | | | | | | | | | |
| 91 - 180 Days | 11% | 4 | | | | | | | | | - |
| 181 Days - 1 Year (364) | 9% | 4 | | | | | | | | | |
| 1 to 2 Years (365-730) | 17% | 1 | | | | | | | | | - |
| 2 to 3 Years (731- 1092) | 4% | 0 | | | | | | | | | - |
| Over 3 Years (1093 +) | 9% | 0 | | | | | | | | | - |

The average time frame reflects the length of time it took to process the citations that were closed within the respective quarter.

| Citations | | | | | | | | | | | |
|------------------------|------------|---------------------|-----|-----|-----|-----|-----|-----|-----|-----------------------|---------|
| | FY 2021/22 | Fiscal Year 2022/23 | | | | | | | | Year → Year Change | |
| | | Q1 | | Q2 | | Q3 | | Q4 | | | YTD |
| | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| Final Citations | 4 | 0 | | | | | | | | 0 | ↓ -100% |
| Average Days to Close* | 1022 | 0 | | | | | | | | 0 | ↓ -100% |

PM4 Cycle Time-Discipline Average number of days to close cases transmitted to the AG for formal disciplinary action. This includes formal discipline, and closures without formal discipline. (e.g. withdrawals, dismissals, etc.)

| | | Year → | | | | | | | | | |
|------------------------|--|--------|-----|-----|-----|-----|-----|-----|-----|-----|----------------|
| | | Q1 | | Q2 | | Q3 | | Q4 | | YTD | Year Change |
| | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| PM4:Volume AG Cases | | 0 | | | | | | | | | |
| PM4: Total Cycle Time* | | 0 | | | | | | | | | |

| | | Year → | | | | | | | | | |
|----------------------------------|--|--------|-----|-----|-----|-----|-----|-----|-----|-----|----------------|
| FY 2021/22 | | Q1 | | Q2 | | Q3 | | Q4 | | YTD | Year Change |
| YTD | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| AG Cases Initiated | | 1 | | | | | | | | | |
| AG Cases Pending | | 8 | | | | | | | | | |
| SOIs Filed | | 0 | | | | | | | | | |
| Accusations Filed | | 1 | | | | | | | | | |
| Total Closed after Transmission | | 0 | | | | | | | | | |
| Revoked | | 0 | | | | | | | | | |
| Voluntary Surrender | | 0 | | | | | | | | | |
| Probation | | 0 | | | | | | | | | |
| License Denied | | 0 | | | | | | | | | |
| Public Reprimand | | 0 | | | | | | | | | |
| Closed w/out Disciplinary Action | | 0 | | | | | | | | | |

The percent represents how many cases already assigned for discipline were closed in the specified range.

| | | Year → | | | | | | | | | |
|--------------------------|--|--------|-----|-----|-----|-----|-----|-----|-----|-----|----------------|
| FY 2021/22 | | Q1 | | Q2 | | Q3 | | Q4 | | YTD | Year Change |
| YTD | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| Up to 90 Days | | 0 | | | | | | | | | |
| 91 - 180 Days | | 0 | | | | | | | | | |
| 181 Days - 1 Year (364) | | 0 | | | | | | | | | |
| 1 to 2 Years (365-730) | | 0 | | | | | | | | | |
| 2 to 3 Years (731- 1092) | | 0 | | | | | | | | | |
| Over 3 Years (1093 +) | | 0 | | | | | | | | | |

| Other Legal Actions | | Fiscal Year 2022/23 | | | | | | | | | |
|---------------------|---|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|----------------|
| FY 2021/22 | | Q1 | | Q2 | | Q3 | | Q4 | | YTD | Year Change |
| YTD | | Jul | Sep | Oct | Dec | Jan | Mar | Apr | Jun | | |
| PC 23 Ordered | 0 | 0 | | | | | | | | 0 | ⇒ 0% |
| Interim Suspension | 0 | 0 | | | | | | | | 0 | ⇒ 0% |