Statistics Report - Optometry Program

Case Complexity									
	FY 2021/22		Fiscal Year 2022/23						
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year → Year Change		
Urgent	0	1	0	0	0	1			
High	0	1	1	1	6	9			
Routine	0	58	33	53	59	203			
Total	0	60	34	54	65	213			

Case Category									
	FY 2021/22		Fisca	l Year 202	22/23		Year \rightarrow Year		
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Change		
Mental/Physical Impairment	0	0	0	0	0	0			
Discipline by Another CA Agency	0	0	0	0	0	0			
Contractual	0	0	0	0	0	0			
Fraud	0	1	0	1	0	2			
Health & Safety	0	0	0	0	2	2			
App Investigation	0	0	0	0	1	1			
Non-Jurisdictional	0	21	10	12	11	54			
Incompetence/Negligence	0	2	2	2	5	11			
Personal Conduct	0	0	0	0	0	0			
Product/Service Quality	0	1	0	0	0	1			
Unprofessional Conduct	0	26	20	32	40	118			
Sexual Misconduct	0	1	1	1	1	4			
Discipline by Non-CA State/Agency	0	0	1	1	1	3			
Unlicensed/Unregistered	0	4	0	1	1	6			
Criminal Charges/Convictions	0	4	0	4	3	11			
Unsafe/Unsanitary Conditions	0	0	0	0	0	0			

Performance Measures (PM) 1 Volume - Complaints/Convictions/Arrests received

Complaint Intake									
	FY 2021/22		Fiscal Year 2022/23						
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD		/ear → Year Change	
PM1: Total Complaints Received	209	57	34	50	65	206	-	-1%	
PM1: Total Convictions/Arrest Received	14	4	0	3	3	10	7	-29%	
PM1: Total Received	223	61	34	54	65	216		-3%	

*Of the Convictions/Arrests, 1 was received on an Applicant and 2 were received on Licensees

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

Intake							
Target: 7 Days	FY 2021/22		Fiscal	Year 2022	2/23		$\text{Year} \to \text{Year}$
	YTD	Q1	Q2	Q3	Q4	YTD	Change
PM2: Intake/Avg. Days	7	6	5	4	3	5	-31%

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

Investigations									
	FY 2021/22		Fisca	l Year 202	22/23		Vea	$r \rightarrow Year$	
Target: 90 Days	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD		Change	
PM3: All Investigations Closed	223	40	55	49	141	287		29%	
PM3: Average Cycle Time Investigations	317	59	395	277	329	265	↓	-16%	

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

	FY 2021/22		Fisca	l Year 202	22/23		Y	$ear \rightarrow Year$
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD		Change
Up to 90 Days	50%	31	20	29	51	45%	7	-5%
91 - 180 Days	11%	4	2	0	19	9%	7	-2%
181 Days - 1 Year (364)	9%	4	10	5	26	16%	1	6%
1 to 2 Years (365-730)	17%	1	15	9	42	23%	1	7%
2 to 3 Years (731- 1092)	4%	0	3	3	5	4%	7	0%
Over 3 Years (1093 +)	9%	0	5	3	2	3%	7	-6%

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							
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Change			
Final Citations	4	0	1	6	10	17		325%		
Average Days to Close*	1022	0	101	24	240	91	↓	-91%		

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)								
	FY 2021/22		Fisca	l Year 202	22/23		Ye	ear \rightarrow Year
Target: 540 Days	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD		Change
PM4:Volume AG Cases	3	0	2	1	1	4	1	33%
PM4: Total Cycle Time*	1121	0	888	1187	618	673	•	-40%

	FY 2021/22		Fiscal Year 2022/23					
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD		ear → Year Change
AG Cases Initiated	8	1	0	3	2	6	J	-25%
AG Cases Pending	8	8	6	8	5	5	→	-38%
SOIs Filed	0	0	0	0	0	0		0%
Accusations Filed	3	1	0	1	0	2	\	-33%
Total Closed after Transmission	3	0	2	1	1	4		33%
Revoked	0	0	1	1	0	2		100%
Voluntary Surrender	1	0	1	0	0	1		0%
Probation	2	0	0	0	1	1	↓	-50%
License Denied	0	0	0	0	0	0		0%

Public Reprimand	0	0	0	0	0	0	E		0%
Closed w/out Disciplinary Action	0	0	0	0	0	0	c	⇒	0%

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

Total Orders Aging/Final Decision											
	FY 2021/22		Fiscal Year 2022/23								
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD		Year → Year Change			
Up to 90 Days	0%	0	0	0	0	0%		≫ 0%			
91 - 180 Days	0%	0	0	0	0	0%	C	≫ 0%			
181 Days - 1 Year (364)	0%	0	1	0	0	25%		1 25%			
1 to 2 Years (365-730)	33%	0	0	0	1	25%		-8%			
2 to 3 Years (731- 1092)	0%	0	0	0	0	0%		≫ 0%			
Over 3 Years (1093 +)	67%	0	1	1	0	50%	3	- 17%			

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

Probation Statistics Report

Probation									
	FY 2021/22		Fiscal Year 2022/23						→ Year
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD			ange
Entered Probationer	0	0	0	1	1	2		1	100%
Completed Probation	0	0	0	0	0	0		⇒	0%
Probation Terminated	0	0	0	2	0	2		1	100%
Non-Compliant w/Probation (violations)	0	0	0	2	1	3		1	100%
Tolling (Out of State)	0	0	0	0	0	0			0%
Surrenders/Revocation	0	0	0	1	2	3		1	100%
Total Probationers	0	0	0	6	5	5		1	100%

Vault Health								
	FY 2021/22	Y 2021/22 Fiscal Year 2022/23						
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD		r → Year hange
Entered Vault Health	0	0	0	0	0	0		0%
Terminated Vault Health	0	0	0	0	0	0		0%
Total Vault's Health Participants	0	0	0	2	1	1	1	100%
Withdrawn (Tolled)	0	0	0	0	1	1	1	100%

Statistics Report - Opticianry Program

Case Complexity							
	FY 2021/22		Fisc	al Year 20	22/23		Year
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Yea Chan
Urgent	0	0	0	0	0	0	
High	0	1	0	0	0	1	
Routine	0	24	22	27	16	89	
Total	0	25	22	27	16	90	

Case Category							
	FY 2021/22		Fisc	al Year 20	22/23		$\text{Year} \rightarrow$
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change
Mental/Physical Impairment	0	0	0	0	0	0	
Discipline by Another CA Agency	0	0	0	0	0	0	
Contractual	0	0	0	0	0	0	
Fraud	0	0	0	0	0	0	
Health & Safety	0	0	0	0	0	0	
App Investigation	0	0	0	0	0	0	
Non-Jurisdictional	0	2	1	4	1	8	
Incompetence/Negligence	0	0	0	1	0	1	
Personal Conduct	0	0	0	0	0	0	
Product/Service Quality	0	0	0	0	0	0	
Unprofessional Conduct	0	5	8	8	3	24	
Sexual Misconduct	0	0	0	0	0	0	
Discipline by Non-CA State/Agency	0	0	0	1	0	1	
Unlicensed/Unregistered	0	2	3	4	2	11	
Criminal Charges/Convictions	0	16	10	9	10	45	
Unsafe/Unsanitary Conditions	0	0	0	0	0	0	

Performance Measures (PM) 1 Volume Compliants and Convictions/Arrests received

Complaint Intake								
	FY 2021/22	2021/22 Fiscal Year 2022/23						
	YTD	Q1	Q2	Q3	Q4	YTD	Year	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		Change	
PM1: Total Complaints Received	61	7	11	18	13	49	-20%	
PM1: Total Convictions/Arrest Received	57	21	9	7	10	47	-18%	
PM1: Total Received	118	28	22	27	23	96	-19%	

*Of the Convictions/Arrests, 8 were received on Applicants and 2 was received on Licensees.

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

Intake							
	FY 2021/22		Fisc	al Year 20	22/23		$\text{Year} \rightarrow$
Target: 7 Days	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change
PM2: Intake/Avg. Days	6	3	2	9	2	4.0	-33%

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

Investigations							
	FY 2021/22		Fisca	al Year 20	22/23		$\text{Year} \rightarrow$
Target: 90 Days	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change
PM3: All Investigations Closed	120	29	46	28	54	157	131%
PM3: Average Cycle Time Investigations	313	632	688	331	541	548	75%

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

	FY 2021/22		Fisc	al Year 20	22/23		$\text{Year} \rightarrow$
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change
Up to 90 Days	58%	11	13	15	21	39%	4 -19%
91 - 180 Days	7%	3	2	2	9	10%	1 4%
181 Days - 1 Year (364)	9%	1	7	2	8	12%	1 2%
1 to 2 Years (365-730)	8%	1	6	3	6	10%	1 3%
2 to 3 Years (731- 1092)	9%	4	3	4	7	12%	1 2%
Over 3 Years (1093 +)	10%	9	15	2	1	17%	1 7%

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	(2021/22 Fiscal Year 2022/23						
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change	
Final Citations	7	4	3	3	6	16	129%	
Average Days to Close	717	980	680	819	929	852	19%	

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)							
	FY 2021/22		Fisc	al Year 20	22/23		$\text{Year} \rightarrow$
Target: 540 Days	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change
PM4:Volume AG Cases	3	0	1	2	3	6	100%
PM4: Total Cycle Time	860	0	570	690	475	434	4 -50%

	FY 2021/22		Fiscal Year 2022/23						
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change		
AG Cases Initiated	6	2	2	3	5	12	100%		
AG Cases Pending	7	7	8	9	10	10	13%		
SOIs Filed	0	2	0	1	0	3	100%		
Accusations Filed	0	1	0	2	1	4	100%		
Total Closed after Transmission	4	1	1	2	3	7	1 75%		

Revoked	0	0	1	0	1	2	100%
Voluntary Surrender	0	0	0	0	0	0	→ 0%
Probation	2	0	0	2	1	3	1 50%
License Denied	1	0	0	0	1	1	→ 0%
Public Reprimand	0	0	0	0	0	0	→ 0%
Closed w/out Disciplinary Action	1	1	0	0	1	2	100%

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	2 Fiscal Year 2022/23					
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change
Up to 90 Days	0%	0	0	0	0	0%	→ 0%
91 - 180 Days	0%	0	0	0	0	0%	→ 0%
181 Days - 1 Year (364)	0%	1	0	0	1	29%	1 29%
1 to 2 Years (365-730)	0%	0	1	1	2	57%	1 57%
2 to 3 Years (731- 1092)	100%	0	0	1	0	14%	-86%
Over 3 Years (1093 +)	0%	0	0	0	0	0%	→ 0%

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

Probation Statistics Report

Probation							
	FY 2021/22	2 Fiscal Year 2022/23					
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change
Entered Probationer	0	0	0	1	2	3	100%
Completed Probation	0	0	0	1	0	1	100%
Probation Terminated	0	0	0	0	0	0	→ 0%
Non-Compliant w/Probation (violations)	0	0	0	1	2	3	100%
Cease Practice Order	0	0	0	1	0	1	100%
Tolling (Out of State)	0	0	0	1	0	1	100%
Surrenders/Revocation	0	0	0	0	0	0	→ 0%
Total Active Probationers	0	0	0	2	3	3	100%

Vault Health									
	FY 2021/22 Fiscal Year 2022/23								
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	Year Change		
Entered Vault Health	0	0	0	1	0	1	100%		
Terminated Vault Health	0	0	0	0	0	0	→ 0%		

Total Vault Health Participants	0	0	0	1	1	1	100%
Withdrawn (Tolled)	0	0	0	1	0	1	100%