

Attachment 7bi

Statistics Report - Optometry Program

Case Complexity								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
Urgent	1	0		2				2
High	9	5		1				6
Routine	203	58		102				160
Total	213	63		105		0	0	168

Case Category								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
Mental/Physical Impairment	0	0		1				1
Discipline by Another CA Agency	0	0		0				0
Contractual	0	0		0				0
Fraud	2	2		2				4
Health & Safety	2	1		2				3
App Investigation	1	1		0				1
Non-Jurisdictional	54	13		18				31
Incompetence/Negligence	11	3		3				6
Personal Conduct	0	0		0				0
Product/Service Quality	1	2		1				3
Unprofessional Conduct	118	35		38				73
Sexual Misconduct	4	2		0				2
Discipline by Non-CA State/Agency	3	0		1				1
Unlicensed/Unregistered	6	2		39				41
Criminal Charges/Convictions	11	2		0				2
Unsafe/Unsanitary Conditions	0	0		0				0

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

Complaint Intake								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
PM1: Total Complaints Received	203	62		105				167
PM1: Total Convictions/Arrest Received	11	2		0				2
PM1: Total Received	214	64		105				169

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

Intake						
Target: 7 Days	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1	Q2	Q3	Q4	YTD
PM2: Intake/Avg. Days	5	3	2			3

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 2022/23	Fiscal Year 2023/24						
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	YTD
PM3: All Investigations Closed	285	96	89					185
PM3: Average Cycle Time Investigations	265	202	126					164

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

	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	YTD
Up to 90 Days	44%	60	62					69%
91 - 180 Days	7%	10	4					8%
181 Days - 1 Year (364)	16%	6	5					6%
1 to 2 Years (365-730)	25%	10	7					10%
2 to 3 Years (731- 1092)	5%	5	3					5%
Over 3 Years (1093 +)	4%	3	1					2%

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

Citations								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	YTD
Final Citations	17	10	16					26
Average Days to Close*	91	548	197					373

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 2022/23	Fiscal Year 2023/24						
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	YTD
PM4: Volume AG Cases	4	0	2					2
PM4: Total Cycle Time*	673	0	520					260

	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
AG Cases Initiated	5	3		0				3
AG Cases Pending	5	6		4				4
SOIs Filed	0	0		0				0
Accusations Filed	2	2		0				2
Total Closed after Transmission	4	0		3				3
Revoked	2	0		0				0
Voluntary Surrender	1	0		1				1
Probation	1	0		1				1
License Denied	0	0		0				0
Public Reprimand	0	0		0				0
Closed w/out Disciplinary Action	0	0		1				1

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

Total Orders Aging/Final Decision								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		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)	25%	0		1				50%
1 to 2 Years (365-730)	25%	0		0				0%
2 to 3 Years (731- 1092)	0%	0		1				50%
Over 3 Years (1093 +)	50%	0		0				0%

Other Legal Actions								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
PC 23 Ordered	0	1		0				1
Interim Suspension	0	0		0				0

Probation Statistics Report

Probation							
	FY 2022/23	Fiscal Year 2023/24					
	YTD	Q1		Q2		YTD	
		Jul	Sep	Oct	Dec		Jan - Mar
Entered Probation	2	0		1			1
Completed Probation	0	1		0			1
Probation Terminated	2	0		0			0
Non-Compliant w/Probation	3	0		2			2
Tolling (Out of State)	0	0		0			0
Surrenders/Revocation	3	0		0			0
Total Probationers	5	4		5			5

Vault Health							
	FY 2022/23	Fiscal Year 2023/24					
	YTD	Q1		Q2		YTD	
		Jul	Sep	Oct	Dec		Jan - Mar
Entered Vault Health	0	0		0			0
Terminated Vault Health	0	0		0			0
Total Vault Health's Participants	1	1		1			1
Withdrawn (Tolled)	0	0		0			0

Statistics Report - Opticianry Program

Case Complexity						
	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1		Q2		YTD
		Jul	Sep	Oct	Dec	
Urgent	0	0		0		0
High	1	0		1		1
Routine	89	21		31		52
Total	90	21		32		53

Case Category						
	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1		Q2		YTD
		Jul	Sep	Oct	Dec	
Mental/Physical Impairment	0	0		0		0
Discipline by Another CA Agency	0	0		0		0
Contractual	0	0		0		0
Fraud	0	1		1		2
Health & Safety	0	0		0		0
App Investigation	0	0		0		0
Non-Jurisdictional	8	2		5		7
Incompetence/Negligence	1	0		1		1
Personal Conduct	0	0		0		0
Product/Service Quality	0	0		0		0
Unprofessional Conduct	24	3		4		7
Sexual Misconduct	0	0		0		0
Discipline by Non-CA State/Agency	1	0		0		0
Unlicensed/Unregistered	11	5		10		15
Criminal Charges/Convictions	45	10		11		21
Unsafe/Unsanitary Conditions	0	0		0		0

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

Complaint Intake						
	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1		Q2		YTD
		Jul	Sep	Oct	Dec	
PM1: Total Complaints Received	42	11		21		32
PM1: Total Convictions/Arrest Received	51	10		11		21
PM1: Total Received	93	21		32		53

*Of the Convictions/Arrests, 8 were received on Applicants and 3 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 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
PM2: Intake/Avg. Days	4	2		2				2

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 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
PM3: All Investigations Closed	154	32		38				70
PM3: Average Cycle Time Investigations	548	397		373				385

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

	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
Up to 90 Days	34%	12		24				51%
91 - 180 Days	10%	5		1				9%
181 Days - 1 Year (364)	10%	1		1				3%
1 to 2 Years (365-730)	14%	6		6				17%
2 to 3 Years (731- 1092)	13%	5		0				7%
Over 3 Years (1093 +)	19%	3		6				13%

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

Citations								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
Final Citations	16	6		1				7
Average Days to Close	852	375		118				247

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 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
PM4:Volume AG Cases	6	0		2				2
PM4: Total Cycle Time	434	0		407				204

	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
AG Cases Initiated	12	3		4				7
AG Cases Pending	10	13		12				25
SOIs Filed	3	0		0				0
Accusations Filed	4	1		1				2
Total Closed after Transmission	7	0		3				3
Revoked	2	0		0				0
Voluntary Surrender	0	0		1				1
Probation	3	0		1				1
License Denied	1	0		0				0
Public Reprimand	0	0		0				0
Closed w/out Disciplinary Action	2	0		1				1

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 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		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)	29%	0		1				50%
1 to 2 Years (365-730)	57%	0		1				50%
2 to 3 Years (731- 1092)	14%	0		0				0%
Over 3 Years (1093 +)	0%	0		0				0%

Other Legal Actions								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
PC 23 Ordered	0	0		0				0
Interim Suspension	0	0		0				0

Probation Statistics Report

Probation								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
Entered Probation	3	0		1				1
Completed Probation	1	0		0				0
Probation Terminated	0	0		0				0
Non-Compliant w/Probation	3	1		1				2
Cease Practice Order	1	0		0				0
Tolling (Out of State)	1	1		1				2
Surrenders/Revocation	0	0		1				1
Total Active Probationers	3	2		3				5

Vault Health								
	FY 2022/23	Fiscal Year 2023/24						
	YTD	Q1		Q2		Q3	Q4	YTD
		Jul	Sep	Oct	Dec	Jan - Mar	Apr - Jun	
Entered Vault Health	1	0		1				1
Terminated Vault Health	0	0		0				0
Total Vault Health Participants	1	3		2				5
Withdrawn (Tolled)	1	1		1				2