



ISSUE MEMORANDUM

DATE	May 5, 2023
TO	Board Members, California State Board of Optometry (CSBO)
FROM	Gregory Pruden, Executive Officer
SUBJECT	Agenda Item #6A– Executive Officer’s Report – Program Update

1. Staffing Update:

- The Board recently filled two positions: the Enforcement SSA and Licensing SSA positions.
- On March 24, 2023, Elizabeth Dietzen-Olsen, began as CSBO’s Regulatory Counsel. She takes over from Danielle Rogers, whose last day with DCA was February 24, 2023. The Board is looking forward to working with Ms. Olsen on several regulatory packages.
- A copy of the current organizational chart is included at the end of this memo.

2. DCA Items:

At the March meeting, I reported on the Board’s partnership with DCA’s Organizational Improvement Office (OIO). In February, the Board began a year-long project to review and evaluate the Board’s business processes to identify opportunities for efficiency and best practices for the Board’s licensing, enforcement, and administrative units.

To date, staff have mapped 54 processes with the OIO Team. We have concluded mapping on the Optometry Licensing side and are currently working on Opticianry Licensing processes. Upon conclusion of the licensing process maps, the project will move on to the enforcement and administrative units.

Examining our processes has already borne fruit and resulted in process changes that should benefit our licensees and staff. A few examples:

1. Letters of Verification

- a. Presently out of state applicants are required to submit certified copies of license verification from all states they are licensed in.
- b. Most states, however, have online license lookup functionality similar to DCA’s which can be used as primary source verification of the license.
- c. When the applicant identifies those other states that they are licensed in, Board staff can research and pull the information into the application

rather than wait for the applicant to provide a letter of verification from the other state(s) in which they are licensed.

- d. This potentially saves a few weeks of processing time and may result in nominal savings to the applicant, who no longer needs to apply, and possibly pay an associated fee, to their home state to send a letter of verification to the Board. It also reduces paper coming to the Board, which will reduce the chance of human error in misplacing the documents.

2. Paper Applications

- a. Presently, the Board still has several applications which are not on BreZE and only exist in paper form. Moving these applications online would reduce paper and lead to a more efficient process. These applications include:
 - i. Retired and Retired Volunteer
 1. An outdated reference to old law has been discovered on the Retired Volunteer application and is being corrected.
 - ii. Glaucoma
 - iii. Immunization

3. Fictitious Name Permit Applications

- a. These applications are commonly deficient, missing required items such as a lease agreement, proof of ownership, and articles of incorporation.
- b. We are exploring a BreZE fix to this application type to only allow the application to be submitted if all required documents are provided.

3. Outreach and Committees:

- On April 18, 2023, the Executive Officer toured the Sacramento City College West Sacramento Center campus to view the program's Optical Technology Lab.
- On April 25, 2023, the Executive Officer met with Western University College of Optometry for a meet and greet
- On April 27, 2023, the Executive Officer and Lead Licensing Analyst gave a licensing presentation to the upcoming graduating class at UC Berkeley School of Optometry.
- On May 5, 2023, the Executive Officer met with Ketchum University College of Optometry for a meet and greet.
- The Board translated its consumer complaint form into two common languages: Spanish and Simplified Chinese. These translated forms were distributed via social media with posts in those languages and uploaded to the Board's website.
- The Spring edition of The Spectacle is scheduled for release by the end of May. This edition focuses on CE requirements and audits as well as the upcoming optometry graduation season.

4. CSBO Org Chart, Dated May 1, 2023.

EXECUTIVE OFFICER
 Gregory Pruden
 631-120-8905-001

FY 2022/23
 Total Authorized Positions: 19.9
 Filled Temporary Positions: 3.1

Staff Services Manager I
 Joely Walker
 631-120-4800-003

Staff Services Manager I
 Randy Love
 631-120-4800-002

ENFORCEMENT UNIT

ADMINISTRATION UNIT

LICENSING UNIT

Associate Governmental Program Analyst
 Terri Villareal
 631-120-5393-802
 Kristen Borges
 631-120-5393-803
 Brad Garding
 631-120-5393-805
 Vacant
 631-120-5393-001
 Vacant
 631-120-5393-002
 Vacant
 631-120-5393-005
Staff Services Analyst
 Scott Kerswell
 631-210-5157-001
Office Technician (T)
 Lisa Crosby (FT)
 631-120-1139-004 (0.9)*

Associate Governmental Program Analyst
 Erica Bautista (LT)
 631-120-5393-907
Staff Services Analyst
 Jonathan Gasca
 631-120-5157-806
Office Technician (T)
 Kristina Eklund
 631-120-1139-003
Office Technician (G)
 Mushyal Shabbir
 631-120-1138-001

Associate Governmental Program Analyst
 Arsha Qasmi
 631-120-5393-804
 Vacant
 631-120-5393-003 (.50)
 Vacant
 631-120-5393-004
Staff Services Analyst
 Vacant
 631-120-5157-003
 Monica Petersen
 631-210-5157-002
Management Services Technician
 Vacant
 631-120-5278-001 (.50)
 Vacant (LT)
 631-210-5278-907
Office Technician (T)
 Vacant
 631-120-1139-001
 Kathleen Gregorio (LT)
 631-120-1139-907

 Gregory Pruden, Executive Officer Date

 Classification and Recruitment Analyst Date

All positions are CORI designated.
 LT = Limited Term

*Reduced Time base of positions effective 7/1/2012,
 due to 0.60 salary savings required by BL 12-03.