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To: Board Members

Date: April 19, 2018

From: Jessica Sieferman
Executive Officer

Telephone: (916) 575-7184

Subject: Agenda Item 5 – Executive Officer’s Report

A. Strategic Plan Update

Please see the attached outline for status on each Strategic Plan objective (Attachment 1). Dispensing Optician Committee (DOC) related objectives are highlighted throughout the document for easy reference.

B. Outreach Campaign

Board staff has completed the following objectives from DOC’s Outreach Campaign:

- Generated separate email bank solely for RDO Program registrants. While the email list has increased, the Board still has less than 20% of the registered population with emails. Board staff has reached out to industry organizations and associations to encourage their employees/members to provide email addresses to the Board.
- Generated specific emails for registrants eligible for renewal and provided a link to BreZE.
- Enabled online transaction for registrants to verify and update their address of record (including email) with the Board in real time.
- Revised the Board’s website ([example](#)) for applicants and registrants to better understand application/renewal requirements.
- Developed frequently asked questions (Attachment 2) for posting on the Board’s website and distributed via email and social media; FAQs will also be used by Board staff to quickly assist callers.
- Developed content for the Spring 2018 Newsletter (Attachment 3) explaining the different registration types (and optometric assistants).
- Finalized letter to ABO candidates clarifying next steps in California registration process (Agenda Item 4).
- Held teleconference with ABO Executive Director, DOC Chair, and Board Executive Officer and staff to discuss messaging to ABO candidates.
- Working with DOC Chair to provide outreach to California students

C. Occupational Analyses

DCA Budget’s team is working with Board staff to submit a budget change proposal for the first occupational analyses. Priority will be given to the contact lens examination (NCLE) and then the American Board of Opticianry (ABO) spectacle lens examination.

In addition, the ABO may be willing to share some information from its most recent analysis which may prove useful to the process and speed up the timeline. Staff will continue to keep the DOC updated as this progresses.

D. Enforcement Program

Prepared by Cheree Kimball, Lead Enforcement Analyst

In January, the Enforcement Program welcomed its newest member, Alexander Juarez, as its RDO Program Enforcement Analyst. Mr. Juarez hails from the Inspector General's Office, where he was as an Office Technician charged with maintaining hundreds of case files. Mr. Juarez has already proven to be a valuable asset and we are excited to have him.

The Enforcement Program continues to work through its pending caseload, focusing on oldest cases (cases older than one year) first. These cases often require additional resources (e.g., Division of Investigation, Subject Matter Expert review, etc.) in order to be pushed to the next step. As these cases close, the average age of pending cases will continue to decrease. However, Q3 saw by far the most cases received this fiscal year (especially March) for both Optometry and RDO, which has resulted in an uptick in the number of pending enforcement cases.

Please see attached enforcement statistics for full workload data and a comparison to the Optometry enforcement cases (Attachment 5).

E. Registration Program

Prepared by Rob Stephanopoulos, Assistant Executive Officer

In early January, all paper applications were removed from the Board's Web site, directing all new applicants to the BreEZe online system. This should result in quicker cycle times overall and fewer Board resources expended for paper applications. Additionally, in January and again in March, all licensees/registrants with an open renewal were sent an email advising them to register and renew online via BreEZe. Similar emails will be sent monthly for all newly opened renewals with the hope of getting our entire population registered and utilizing the BreEZe system.

Due to the loss of the Board's RDO Coordinator, RDO application cycle times increased noticeably in Q2 and the beginning of Q3; however, February and March have reported steady decreases in cycle times. As a result, March cycle times for all RDO application types were below the fiscal average and in many cases, significantly below the average (30%-50%). This can be attributed to staff loans the Board has received from DCA as well as the overtime Board staff has put in to deal with the backlog.

During the renewal process, all registrants/licensees with a fingerprint requirement are checked for the presence of fingerprints. This has revealed a significant portion of the RDO population who are missing DOJ fingerprints, FBI fingerprints, or both when they attempt to renew. As a result, Board staff is required to contact the registrant and in many cases, instruct them to have their fingerprints done. All this time dedicated to obtaining fingerprints affects the overall renewal cycle times, which can be seen in the registration statistics (Attachment 6).

Attachments:

1. Strategic Plan Update
2. RDO Program FAQs
3. RDO Content in Spring 2018 Newsletter
4. ABO Candidate Letter
5. Enforcement Statistics
6. Registration Statistics

Goal 1: Licensing

The Board provides applicants and licensees a method for obtaining and maintaining license registration, business licenses, and certifications required to practice optometry in California.

Objective 1.1: Streamline the initial license and renewal process, including paperless options and synchronizing multiple license renewal dates, to improve staff efficiency and licensee compliance.	Status: IN PROGRESS SCD ¹ : March 2018
<ul style="list-style-type: none"> • Conducts monthly meetings discussing timelines and identifying bottlenecks to better streamline the processes. • Identified and raised necessary BreEZe SIRs to improve processes, including independent transaction not requiring staff interaction and board approval (e.g., Statement of Licensure Applications). • Next Steps: <ul style="list-style-type: none"> ○ Create SIR to generate paperless initial and renewal certificates. ○ Conduct outreach informing licensees of the paperless direction of the Board. ○ Research feasibility of synchronizing expiration dates and present findings to the Board 	
Objective 1.2: Review the possibility of including continuing education requirements for both spectacle and contact lens dispenser licenses to protect consumers and maintain licensee competence.	Status: COMPLETED SCD: Dec. 2017
<ul style="list-style-type: none"> • Researched other states' continuing education (CE) requirements for Opticians. • Researched consumer complaints from other state agencies that regulate opticians. • Utilized consumer complaint reports received to research and identify any potential consumer harm. • Presented research to DOC (Dispensing Optician Committee) for consideration. • DOC recommended not pursuing continuing education requirements at this time. While continuing education is important for registrants to stay apprised of technological advances and industry standards, research indicates no immediate or apparent consumer protection need. 	
Objective 1.3: Continue monitoring and exploring opportunities to enhance BreEZe utilization	
<ul style="list-style-type: none"> • Researching BreEZe SIRs to remove the automated printing/ mailing of certificates. Instead, staff is working with the BreEZe team to show pdf documents on licensees' dashboards after initial/renewal/address change etc. applications are processed. • BOARD DISCUSSION: Staff recommends removing the automated remittance coupon on the bottom of renewal notices. Instead, renewal notices would direct licensees to BreEZe. 	

Goal 2: Examination

Objective 2.1: Recruit more subject matter experts to create examination questions in order to	Status: COMPLETED ONGOING SCD: Dec. 2017
<ul style="list-style-type: none"> • Increased utilization of email, social media and newsletters. • Worked with DCA to design enticing flyer highlighting free CE opportunities. • Partnered with California Optometric Association (COA). • Provided recruitment flyers to continuing education events and other COA events. • Significantly increased SME pool. 	
Objective 2.2: Analyze the examination requirements to evaluate for competency and the	Status: IN PROGRESS SCD: Mar. 2019
<ul style="list-style-type: none"> • Collaborated with the Office of Professional Examination Services (OPES) to conduct an occupational analysis and a linkage study. • OA/Linkage Study in Progress; OPES will present to the Board upon completion. 	
Objective 2.3: Create a budget change proposal to secure funds so the Board can perform an	SCD: Dec. 2018
<ul style="list-style-type: none"> • OPES and DCA Budgets presented to DOC regarding the RDO's fund condition and recommendations for proceeding with OAs for ABO and NCLE exams 	

<ul style="list-style-type: none"> Working with DCA Budgets to prepare/submit BCP Concept; final BCP due in June. 	
<p>Objective 2.4: Consider the feasibility of developing a state law exam for opticians to verify their familiarity with California laws.</p>	
<ul style="list-style-type: none"> DOC DISCUSSION: The DOC and staff identified a significant need to provide outreach to registrants about the Board, registration, and renewal requirements. In addition, the DOC is working to streamline registration processes and revise applications. Due to this need, staff recommends holding off on considering new registration requirements for one year. This will allow time for stabilizing the existing program. 	<p>Status: NOT STARTED SCD: Jun. 2018</p>
<p align="center">Goal 3: Law and Regulation</p> <p><i>The Board works to establish and maintain fair and just laws and regulations that provide for the protection of consumer health and safety and reflect current and emerging, efficient and cost-effective practices.</i></p>	
<p>Objective 3.1: Review federal law to identify methods that will strengthen existing California legislation regarding the sale of contact lenses and eye glasses as a means of improving enforcement and enhancing consumer protection.</p>	
<ul style="list-style-type: none"> Made various connections within the FTC regarding the Federal Eyeglass and Contact Lens laws. FTC currently working on improving the applicable sections. No staff recommendations on legislation at this time. 	<p>Status: IN PROGRESS SCD: Jun. 2018</p>
<p>Objective 3.2: Contact members of congress and the Federal Trade Commission regarding the current 48 hour law to obtain information that would assist in closing existing loopholes.</p>	
<ul style="list-style-type: none"> BOARD/DOC DISCUSSION: Please clarify for staff what “loopholes” currently exist. 	<p>Status: NOT STARTED SCD: Jun. 2018</p>
<p>Objective 3.3: Continue prioritization for review and updates to existing statutes, legislation, and regulations, for both optometry and dispensing opticians, in order to identify whether or not they are the cause of enforcement delays and determine promulgation of new regulations.</p>	
<ul style="list-style-type: none"> Legislative proposals have been submitted for consideration in omnibus bill; proposal includes combining the practice acts for easier review. DOC and Board working on regulatory amendments to create RDO Program Disciplinary Guidelines and improve existing Optometry Disciplinary Guidelines. DOC and Board approved regulatory amendments to improve applications. Board sponsored SB 1386 which includes additional enforcement provisions to hold owners accountable for standard of care within optometry practices. 	<p>Status: IN PROGRESS SCD: Dec. 2018</p>
<p>Objective 3.4: Continue partnering with the Medical Board of California to identify potential loopholes regarding online and kiosk refraction administration to enhance consumer protection.</p>	
<ul style="list-style-type: none"> Attended the Medical Board of California (MBC) board meeting. Provided MBC with materials developed from the board’s communication plan. Working closely with MBC on joint-jurisdiction enforcement matters involving online and kiosk refractions. 	<p>Status: COMPLETED AND ONGOING SCD: Dec. 2017</p>
<p>Objective 3.5: Review current methods and explore new opportunities to increase access to care (e.g. scope of practice, mobile clinics, new technology, tele-medicine).</p>	
<ul style="list-style-type: none"> Established mobile clinic workgroup to develop legislation increasing access to quality optometric care to homebound patients. Full Board discussed various mobile practices with stakeholders and DCA entities in November 2017 to gain a better understanding of current methods of regulating mobile practices. Various mobile clinic stakeholders attended LRC meeting in March 2018; recommendations presented to Full Board in April 2018. 	<p>Status: IN PROGRESS SCD: Dec. 2017</p>
<p>Objective 3.6: Review and identify existing practice requirements with regards to unnecessary licensing barriers in an effort to reduce barriers to entry, enhance consumer access to care, and maintain consumer protection.</p>	
<ul style="list-style-type: none"> Reviewed the Little Hoover Report Researched all relevant practice requirements and identify possible licensing barriers and worked with legislature to remove barriers in AB 1708. Sponsored SB 1386 to repeal BPC § 3077 – an unnecessary license barrier that was created for the profession and for “the avoidance of the evils of competition.” Researched other potential license barriers. 	<p>Status: IN PROGRESS SCD: DEC. 2018</p>
<p>Objective 3.7: Explore the feasibility of proposing legislation to synchronize the expiration dates of all license types for a given individual.</p>	<p>Status: NOT STARTED</p>

	SCD: Mar. 2018
Objective 3.8: Explore the feasibility of proposing legislation to merge the RDO and Optometry funds to stabilize the long-term Optometry fund condition.	Status: NOT STARTED SCD: Jun. 2018
Objective 3.9: Explore the feasibility of proposing legislation to merge the RDO program into the Optometry Practice Act.	Status: IN PROGRESS SCD: Jan. 2019
<ul style="list-style-type: none"> Worked with legal counsel to prepare legislative amendments combining the practice acts. LRC and Board approved legislative approval in January 2018. Submitted legislative proposal to Senate B&P and accepted for omnibus bill. 	
Objective 3.10: Work in conjunction with all stakeholders to ensure consumer protection is weighed equally with consumer choice so legislation and/or regulation promotes fair access to goods and services while informing consumers of the risks and benefits such goods and services afford.	Status: IN PROGRESS SCD: Jun. 2020
<ul style="list-style-type: none"> Worked with stakeholders regarding mobile optometric practice, repealing Branch Office law, sponsoring legislation devoted to children’s vision, and improving the RDO Program . 	
Objective 3.11: Develop and implement a new inspection program using best practices from other existing programs within DCA. If necessary, sponsor/approve legislation or regulatory amendments to improve inspection authority language.	Status: IN PROGRESS SCD: Dec. 2018
<ul style="list-style-type: none"> Board proposed legislative amendments included in AB 1708 to improve inspection authority language. Full Board heard from existing DCA inspection programs to learn best practices. CPC held additional committee meetings reviewing available data and soliciting feedback from stakeholders on the Board’s inspection program. Full Board to discuss inspection program again at the April 2018 meeting. 	
Goal 4: Enforcement	
<i>The Board protects the health and safety of consumers of optometric services through the active enforcement of the laws and regulations governing the safe practice of Optometry in California.</i>	
Objective 4.1: Review enforcement timing between initial offense and when it is conveyed to the Board to act upon in order to protect the consumer and maintain patient access to care.	Status: NOT STARTED SCD: Jan. 2019
Objective 4.2: Explore the feasibility of participating in the FBI rap back program to expedite and enhance enforcement efforts.	Status: IN PROGRESS SCD: Mar. 2018
<ul style="list-style-type: none"> Discussed participation requirements with the FBI and DOJ Requested assistance from the DCA Discussed during January 2018 Director’s Meeting DOJ starting stakeholders meeting to determine project plan and resources needed. 	
Objective 4.3: Research the possibility of changing the statute to require licensees to self-report to the Board within thirty days of conviction or other disciplinary action as a means of expediting and enhancing enforcement efforts.	Status: NOT STARTED SCD: Jun. 2018
Objective 4.4: Research the possibility of requiring licensees to enroll in the national practitioner’s databank to expedite and enhance enforcement efforts.	Status: COMPLETED Jan. 2018
<ul style="list-style-type: none"> Included in Board’s Sunset Bill (AB 1708) effective January 1, 2018. As of July 1, 2018, all applicants and licensees will be enrolled in NPDB and be charged \$2 for initial applications and \$4 during renewal to support NPDB. 	
Objective 4.5: Develop proactive methods to enforce the unlicensed sale and distribution of cosmetic contact lenses.	Status: NOT STARTED SCD: Jun. 2018
Objective 4.6: Establish a partnership with DCA Boards and county and state organizations to identify and address unlicensed activity (e.g. contact lens sales and expired prescriptions) in an effort to protect consumers.	Status: NOT STARTED SCD: Sept. 2018
Objective 4.7: Review the corrective action for compliance (and revise if necessary) in order to deter unlicensed activity	Status: NOT STARTED SCD: Dec. 2018

Objective 4.8: Analyze the 2012 disciplinary guidelines for optometrists and revise where necessary, to promote consistency and fairness with enforcement decisions and enhance consumer protection	Status: IN PROGRESS SCD: Dec. 2018
<ul style="list-style-type: none"> • Consumer Protection Committee’s workgroup developed recommendations for CPC consideration during March 23, 2018 meeting • Recommendations to be considered by full Board during April 20 Board meeting 	
Objective 4.9: Adopt disciplinary guidelines for opticians to promote consistency and fairness with enforcement decisions and enhance consumer protection.	Status: IN PROGRESS SCD: July. 2018
<ul style="list-style-type: none"> • Discussed multiple times during DOC meetings; held various workgroup meetings • DOC workgroup proposing recommendations during April 19 DOC meeting 	
Objective 4.10: Improve working relationships with the Attorney General’s Office, Division of Investigation, District Attorneys and other Government Agencies to identify and fix enforcement bottlenecks and streamline enforcement processes.	Status: IN PROGRESS SCD: July. 2018
<ul style="list-style-type: none"> • Working with DAG Liaison to streamline processes, update transmittal memos, and improve communication throughout all AG Offices • Met with Northern Area Commander at DOI to discuss concerns and improve investigation quality; requesting additional meetings with Southern Area Commander and the Division Chief 	
Objective 4.11: Develop and implement a new inspection program using best practices from other existing programs within DCA.	Status: IN PROGRESS SCD: July. 2018
<ul style="list-style-type: none"> • Researched existing inspection programs and presented information during Dec. 2017 CPC meeting • Inspection “tools” being discussed/developed during March 23, 2018 meeting 	
Goal 5: Outreach	
<i>The Board proactively educates, informs and engages consumers, licensees, students and other stakeholders on the practice of optometry and the laws and regulations which govern it.</i>	
Objective 5.1: Review and educate licensees about the scope of practice for optometric assistants, opticians, RDO’s, CLD’s and SLD’s to mirror the letter and chart sent to optometrists clarifying privileges for specific licensing certifications in order to enhance consumer protection.	Status: IN PROGRESS SCD: July 2019
<ul style="list-style-type: none"> • Content developed as part of Spring 2018 Newsletter • Pending PROC review • Next Steps: Develop Scope of Practice FAQ 	
Objective 5.2 Educate practitioners about current federal law regarding contact lens prescription release (48 hour law).	Status: NOT STARTED SCD: Sept. 2018
BOARD/DOC DISCUSSION: Please clarify for staff what “loopholes” currently exist.	
Objective 5.3 Educate licensees and registrants about advertising requirements (e.g. free eye exams, free 2nd pair of glasses, etc.) to avoid misleading the public and reduce licensee confusion.	Status: IN PROGRESS SCD: Dec. 2019
<ul style="list-style-type: none"> • Content developed as part of Spring 2018 Newsletter • DCA finalizing Spring 2018 Newsletter for publication in late April. 	
Objective 5.4 Educate the public on how to adequately fill contact lens prescriptions based on expiration dates and quantity limits to increase awareness and enhance consumer protection.	Status: NOT STARTED SCD: Apr. 2019
Objective 5.5 Develop a public relations campaign to educate unlicensed sellers regarding contact lens distribution laws to mitigate future violations, therefore protecting consumers.	Status: NOT STARTED SCD: Dec. 2018
Objective 5.6 Promote BreZE’s online renewal capability to licensees to decrease manual entries and improve staff efficiency.	Status: COMPLETED AND ONGOING
<ul style="list-style-type: none"> • Increased social media usage to specifically promote BreZE • Distributed courtesy emails to those up for renewal with link to BreZE • Replaced paper applications on Board’s website with links to BreZE • Working with stakeholders to promote BreZE 	

Objective 5.7 Develop a communication plan utilizing technology to communicate more effectively with stakeholders, patients, and licensees.	Status: COMPLETED
<ul style="list-style-type: none"> • Communications plan adopted by the Board • Currently implementing; developing videos, articles, op-eds • Social Media: Facebook, Twitter • New DCA License Lookup for mobile devices • DCA Blog: Glaucoma Awareness Month, O's for the Eyes • Consumer Connection Magazine (O's for the Eyes included) 	
Objective 5.8 Develop a communication plan to raise awareness of the importance of children's vision health and wellness.	Status: COMPLETED
<ul style="list-style-type: none"> • Communications plan adopted by the Board • Currently implementing; developing videos, brochures, op-eds • Video: Children's Vision Screenings: A False Sense of Security • Article: For Some Kids, Four Eyes Than Two • Brochure: Kids Eye Health is Not Child's Play (Attachment 3) • Reaching out to high profile "YouTubers" to solicit support for #ShowOffYourFrameGame campaign 	
Objective 5.9 Conduct an in depth review the Board's website and update information for consumers, licensees, and registrants.	Status: IN PROGRESS SCD: Dec. 2018
<ul style="list-style-type: none"> • Completed committee review of website and updated information • Developing various FAQs for licensees/registrants • Website re-design initiating August 2018 	
Goal 6: Organizational Effectiveness	
<i>The Board works to develop and maintain an efficient and effective team of professional and public leaders and staff with sufficient resources to improve the Board's provision of programs and services.</i>	
Objective 6.1: Provide customer service training for staff to improve communication with stakeholders.	Status: IN PROGRESS SCD: Jan. 2019
<ul style="list-style-type: none"> • Board management encourages customer service training for staff; staff to complete training at least every two years. 	
Objective 6.2: Investigate technology options for conducting committee and special meetings to broaden access to stakeholders and consumers.	Status: COMPLETED SCD: Sep. 2019
<ul style="list-style-type: none"> • Held various committee and stakeholder meetings using WebEx and provided call-in numbers for stakeholders throughout the US to participate in stakeholder meetings. • Broadcasted DOC meetings using Facebook Live. 	
Objective 6.3: Provide teambuilding training or exercises to Board members to improve Board functioning.	Status: COMPLETED AND ONGOING SCD: Mar. 2018
<ul style="list-style-type: none"> • Rather than specific teambuilding training or exercises, Board members opted for lunches and dinners during various meetings. 	
Objective 6.4: Provide teambuilding exercises between Board members and staff to improve relationships.	Status: COMPLETED AND ONGOING SCD: Jun. 2018
<ul style="list-style-type: none"> • Rather than specific teambuilding training or exercises, Board members opted for coffee breaks, lunches and dinners during various meetings. 	
Objective 6.5: Improve communication and build relationships between the Governor's office, legislators, and the Board to effectively achieve the Board's objectives.	Status: IN PROGRESS SCD: Sep. 2019
<ul style="list-style-type: none"> • Board staff held various meetings with legislatures regarding Board sponsored legislation and legislative proposals for omnibus bill consideration. • Children's Vision Workgroup participated in various meetings with author's office to achieve Board objectives. 	

Registered Dispensing Optician Program – Frequently Asked Questions

Q: Should I apply before or after I take the American Board of Opticianry (ABO)/National Contact Lens Examiners (NCLE) examinations?

A: After. Passing the applicable examination is required. Applications submitted without passing the required examinations are deemed incomplete.

Q: Should I get the live scan done before or after submitting my application?

A: After. The Board is only authorized to obtain criminal background history on known applicants/registrants. Submitting fingerprints (through live scan or hard card) prior to your application may also delay processing.

Q: How will I know to submit the \$200.00 license fee?

A: A computer generated letter will be sent to your address of record; we also try to call the applicant once approving the *initial* application.

Q: How will I know when my application review is completed?

A: If approved, your registration will show online the same day it was issued. Your registration will also be sent to the address of record or mailing address indicated on the application.

Q: Do I need to complete continuing education to renew my registration?

A: No. Continuing education is not a requirement to renew your registration with the Board. To renew, you must complete the renewal form and pay the renewal fee. If you are registered on BreEZe, you can renew online.

- [Register Here](#)
- [BreEZe](#)

Q: How can I obtain a replacement registration certificate?

A: If you are registered on BreEZe, you can log into your account and request one online.

RDO, CLD, SLD, OA.... What's the difference?!

After obtaining the Registered Dispensing Optician Program from the Medical Board of California, it became clear that many registrants/licenseses do not know the difference between the registrations and how the registrations are any different than an optometric assistant. They all have very different scopes! Here's a quick breakdown:

Registered Dispensing Optician (RDO)(BPC § [2550](#)):

- Individuals, corporations, and firms registered to:
 - Fill lens prescriptions written by physician and surgeons or optometrists
 - Take facial measurements, fit and adjust lenses and frames*

**Must be duly registered as SLD (BPC § [2559.1](#)) and/or CLD (BPC § [2560](#))*

Spectacle Lens Dispenser (SLD) (BPC § [2559.1](#))

- Individual who fits and adjusts spectacle lenses

Contact Lens Dispenser (CLD) (BPC § [2560](#))

- Individual who fits and adjusts contact lenses

Optometric Assistants (OA) (BPC § [2544](#))

Under the **direct responsibility and supervision of an optometrist or ophthalmologist**, an optometric assistant in any setting where optometry or ophthalmology is being practiced may do the following:

- Prepare patients for examination.
- Collect preliminary patient data, including taking a patient history.
- Perform simple noninvasive testing of visual acuity, pupils, and ocular motility.
- Perform automated visual field testing.
- Perform ophthalmic photography and digital imaging.
- Perform tonometry.
- Perform lensometry.
- Perform non-subjective auto refraction in connection with subjective refraction procedures performed by an ophthalmologist or optometrist.
- Administer cycloplegiacs, mydriatics, and topical anesthetics that are not controlled substances, for ophthalmic purposes.
- Perform pachymetry, keratometry, A scans, B scans, and electrodiagnostic testing.

Optometric Assistants are NOT regulated, however, they can only operate under licensed optometrists or ophthalmologists.

CONGRATULATIONS!

Congratulations on passing your certification examination! The California State Board of Optometry (Board) has asked the American Board of Opticianry (ABO) to include this letter with your certification, so that you understand the difference between ABO certification and Board registration.

Here's what the Board wants you to know:

What's the difference between ABO "certification" and Board "registration"?

Certifications are issued and maintained by the ABO. According to the ABO, certification can benefit you in the following areas: public recognition; employment opportunities and increased earning power; job mobility; and the potential role of certification under managed care.

However, ABO certification is NOT a registration to practice in California.

Your certification through the ABO is a great start; you're able to fit and adjust spectacle and/or contact lenses under the direct responsibility and supervision of a registered spectacle lens dispenser and/or a registered contact lens dispenser. In order to fit and adjust lenses without direct supervision, you're required to obtain a registration from the Board.

How do I register with the Board and obtain Board information?

The Board has made registration a simple process through the California Department of Consumer Affairs BreEZe platform. Visiting www.breeze.ca.gov will give you access to an online portal for your initial license application, your renewals, updating your address of record, and many other services available right at your fingertips.

For more information, you can visit our website, www.optometry.ca.gov. There you'll find easy access to BreEZe Online Services, as well as dates for upcoming board meetings, links to our newsletter, Board contact information, and much more.

What does my Board registration allow me to do?

It depends on what type of practice you'll be performing. In California, we separately register Spectacle Lens Dispensers (SLDs), Contact Lens Dispensers (CLDs), Registered Dispensing Opticians (RDOs), and Non-resident Contact Lens Sellers (NCLS). The separate registrations are straightforward. SLDs are those registered to fit and adjust spectacle lenses. CLDs are registered to do the same for contact lenses. RDOs are the individuals, corporations, or firms who are registered primarily to fill prescriptions for lenses written by ophthalmologists and optometrists. NCLSs are those persons outside of California who intend to deliver contact lenses to patients at a California address.

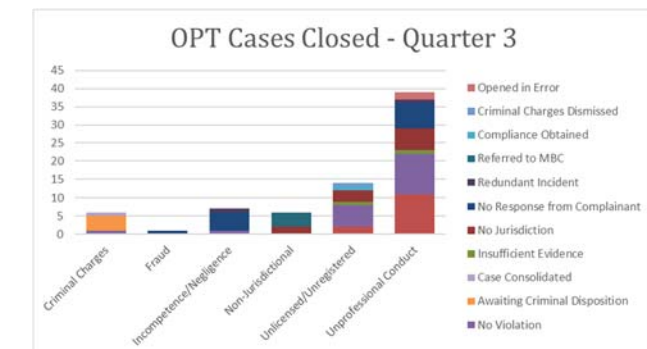
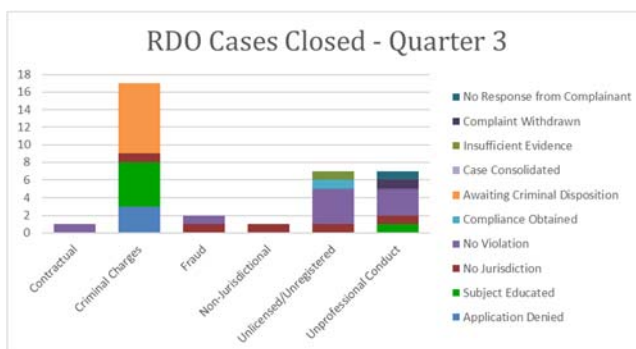
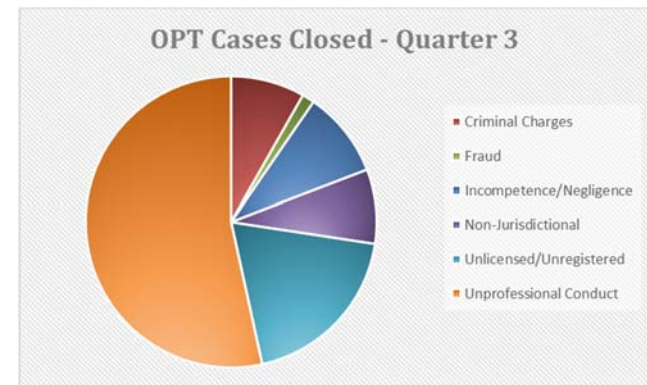
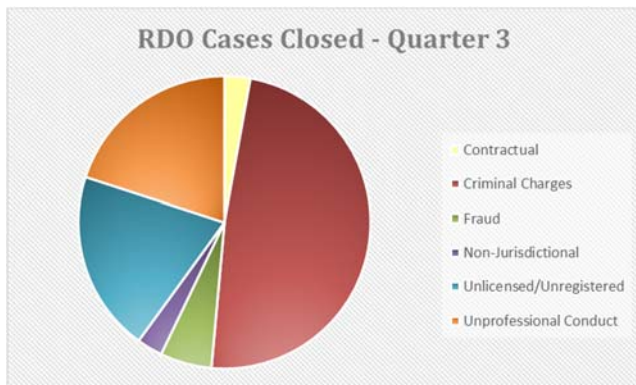
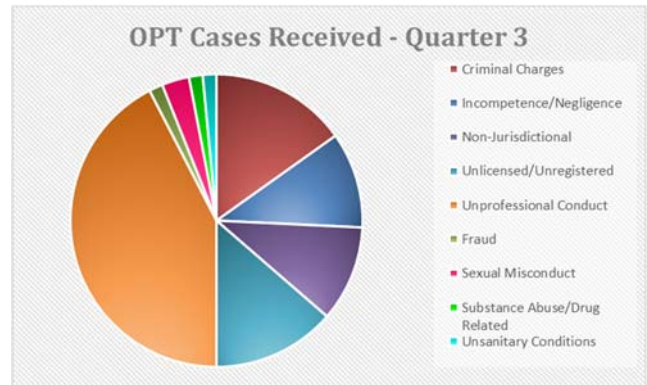
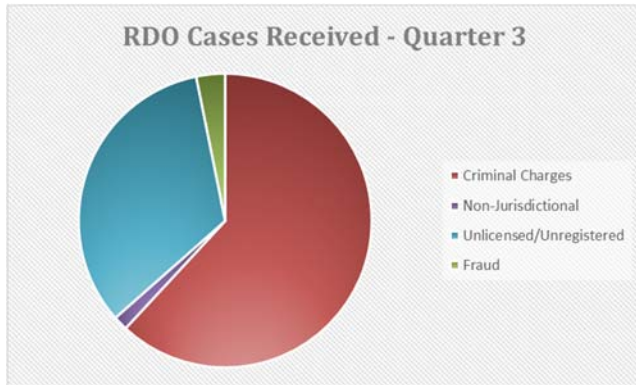
Who can I contact if I have more questions?

For registration and/or practice-related questions in California, contact the Board at rdoprogram@dca.ca.gov or toll free at (866) 585-2666.

For questions about your certification, contact the ABO at mail@abo-ncle.org.

Enforcement Statistics Q3 FY 2017/2018

	Q1 – FY17/18						Q2 – FY17/18						Q3 – FY17/18						FY Total	
	Routine		Expedite		High		Routine		Expedite		High		Routine		Expedite		High		OPT	RDO
Cases by Priority	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO	OPT	RDO
Received	46	51	0	0	4	1	45	41	0	0	3	0	57	63	0	0	9	0	164	156
Closed	65	37	0	0	2	0	41	36	0	0	0	0	71	35	0	0	1	0	180	108
Average Age (days) - Closed	273	82	0	0	22	0	271	260	0	0	0	0	295	204	0	0	1	0	295	204
Pending	149	69	0	0	6	0	153	74	0	0	7	0	132	100	0	0	15	1	147	101
Average Age (days) - Pending	346	278	0	0	81	0	337	217	0	0	127	0	279	155	0	0	156	106	266	142
Referred to AG	1	1	0	0	0	1	2	19	0	0	0	0	9	3	0	0	1	0	13	24
Pending at AG	8	13	0	0	0	1	9	31	0	0	0	1	16	35	0	0	1	1	17	19
Final Disciplinary Orders	4	1	0	0	0	0	0	1	0	0	0	0	3	0	0	0	0	0	7	2



Registered Dispensing Optician Applications FY 16/17-17/18

RDO: Registered Dispensing Optician

CLD: Contact Lens Dispenser

SLD: Spectacle Lens Dispenser

NRCLD: Non-Resident Contact Lens Dispenser

		FY 16/17	Q1			Q2			Q3			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
RDOs	Paper Applications Received	124	2	16	6	7	0	3	3	2	8	47
	Online Applications Received	0	3	10	10	9	11	3	13	14	20	93
	Paper Applications Approved	81	7	16	4	4	10	6	23	3	1	74
	Online Applications Approved	0	0	0	7	0	1	0	4	19	2	33
	Avg. Cycle Time (Paper)	103	101	102	145	165	92	113	199	68	64	135
	Avg. Cycle Time (Online)	N/A	N/A	N/A	30	N/A	84	N/A	132	80	57	75
	Expired/Withdrawn/Cancelled	32	0	2	0	1	0	2	5	12	1	23
	Pending Apps	45	43	51	56	67	67	65	49	31	55	55

		FY 16/17	Q1			Q2			Q3			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
CLDs	Paper Applications Received	101	8	7	6	5	5	2	4	4	3	44
	Online Applications Received	2	4	3	8	2	9	8	6	8	4	52
	Paper Applications Approved	70	14	12	1	6	4	8	3	6	1	55
	Online Applications Approved	0	1	0	1	2	0	2	8	6	6	26
	Avg. Cycle Time (Paper)	87	83	48	84	87	100	101	147	81	61	83
	Avg. Cycle Time (Online)	N/A	33	N/A	98	87	N/A	101	103	79	87	89
	Expired/Withdrawn/Cancelled	9	1	2	0	0	1	1	3	4	1	13
	Pending Apps	34	30	26	38	37	46	45	41	37	36	36

Registered Dispensing Optician Applications FY 16/17-17/18

RDO: Registered Dispensing Optician

CLD: Contact Lens Dispenser

SLD: Spectacle Lens Dispenser

NRCLD: Non-Resident Contact Lens Dispenser

		FY 16/17	Q1			Q2			Q3			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
SLDs	Paper Applications Received	365	16	32	9	22	8	12	6	4	11	120
	Online Applications Received	4	9	16	15	13	14	23	23	23	13	149
	Paper Applications Approved	304	24	25	9	20	13	18	20	11	4	144
	Online Applications Approved	N/A	0	0	2	8	0	11	15	17	11	64
	Avg. Cycle Time (Paper)	89	81	99	89	99	116	111	186	79	72	108
	Avg. Cycle Time (Online)	N/A	N/A	N/A	85	78	N/A	94	121	63	68	85
	Expired/Withdrawn/Cancelled	18	2	8	2	1	3	4	6	8	1	35
	Pending Apps	99	98	113	124	130	136	138	126	117	125	125

		FY 16/17	Q1			Q2			Q3			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
NRCLDs	Paper Applications Received	5	0	0	0	0	0	0	0	1	0	1
	Online Applications Received	0	0	0	0	0	0	0	0	0	1	1
	Paper Applications Approved	2	0	0	0	0	0	0	0	0	0	0
	Online Applications Approved	0	0	0	0	0	0	0	0	0	0	0
	Avg. Cycle Time (Paper)	86	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
	Expired/Withdrawn/Cancelled	2	0	0	0	0	0	0	0	0	0	0
	Pending Apps	2	2	2	2	2	2	2	2	3	4	4

Registered Dispensing Optician Renewals FY 16/17-17/18

RDO: Registered Dispensing Optician

CLD: Contact Lens Dispenser

SLD: Spectacle Lens Dispenser

NRCLD: Non-Resident Contact Lens Dispenser

		FY 16/17	Q1			Q2			Q3			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
RDOs	Paper Renewals Approved	454	8	53	45	31	29	47	65	33	81	392
	Online Renewals Approved	0	6	7	7	2	3	11	1	7	7	51
	Avg. Cycle Time (Paper)	68	27	61	27	124	10	293	25	8	28	68
	Avg. Cycle Time (Online)	N/A	10	148	148	0	0	462	0	5	0	162

		FY 16/17	Q1			Q2			Q3			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
CLDs	Paper Renewals Approved	445	19	28	42	19	2	9	11	14	10	154
	Online Renewals Approved	3	17	17	9	8	9	11	11	23	37	142
	Avg. Cycle Time (Paper)	26	107	71	52	22	57	64	54	42	111	62
	Avg. Cycle Time (Online)	97	1	0	18	0	0	29	99	40	47	30

		FY 16/17	Q1			Q2			Q3			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
SLDs	Paper Renewals Approved	987	41	61	68	50	1	33	44	32	28	358
	Online Renewals Approved	9	28	28	38	37	28	30	42	48	60	340
	Avg. Cycle Time (Paper)	30	43	49	46	44	7	49	61	92	84	55
	Avg. Cycle Time (Online)	82	2	4	11	0	1	33	26	30	42	19

		FY 16/17	Q1			Q2			Q3			FY 17/18
		Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
NRCLDs	Paper Renewals Approved	7	0	0	0	0	0	0	0	0	0	0
	Online Renewals Approved	0	0	0	0	0	0	0	0	0	1	1
	Avg. Cycle Time (Paper)	51	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Avg. Cycle Time (Online)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0