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**DISPENSING OPTICIAN COMMITTEE  
TELECONFERENCE MEETING AGENDA**

**MEMBERS OF THE COMMITTEE**

Adam Bentley, SLD, Chair  
William Kysella, Jr, Vice Chair  
Glenn Kawaguchi, OD  
Anna Watts, SLD  
Vacant, Public Member

**Thursday, September 17, 2020  
1:00 p.m. until close of business**

**This public meeting will be held via WebEx Events. To participate in the Webex meeting, please log on to this website the day of the meeting using this link:**

**<https://dca-ca.webex.com/dca-ca/onstage/g.php?MTID=e01d1602f14d8823e0d3591ba5b51e7e7>**

**Event Number: 145 434 4392    Event Password: CSBO91720**

**NOTICE: Pursuant to Governor Gavin Newsom’s Executive Order N-29-20, in response to the COVID-19 pandemic, the meeting is being held entirely electronically. No physical public location is being made available for public participation. Members of the public may observe or participate using the link above. Due to potential technical difficulties, please consider submitting written comments via email prior to the meeting:**

**[optometry@dca.ca.gov](mailto:optometry@dca.ca.gov)**

**ORDER OF ITEMS SUBJECT TO CHANGE. ACTION MAY BE TAKEN ON ANY ITEM ON THE AGENDA.**

- 1. Call to Order/Roll Call**
- 2. Public Comment for Items Not on the Agenda**  
*Note: The committee may not discuss or take action on any matter raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting [Government Code §11125, §11125.7(a)].*
- 3. Welcome and Introduction of New Committee Member - Dr. Glenn Kawaguchi**
- 4. Discussion and Possible Approval of Meeting Minutes**
  - A. June 18, 2020 Dispensing Optician Committee Meeting**
  - B. July 23, 2020 Dispensing Optician Committee Meeting**
- 5. Executive Officer’s Report**
  - A. Optician Licensing Program**
  - B. Optician Enforcement Program**
  - C. Opticianry Program Fund Condition**

**6. Presentation by Optician Training Programs and Professional Associations; Discussion and Possible Action**

- A. Ruby Garcia, California State Society of Opticians**
- B. Stephanie Kriebel, San Mateo Adult School**
- C. Karina Casteneda, American Career College**
- D. Gary Bazlen, California Association of Dispensing Opticians**
- E. Other Training Programs or Professional Associations**

**7. Review, Discussion and Possible Action on Draft 2021 Optometry Board Strategic Plan**

**8. Future Agenda Items**

**9. Adjournment**

The mission of the [California State Board of Optometry](#) is to protect the health and safety of California consumers through licensing, registration, education, and regulation of the practice of Optometry and Opticianry.

Meetings of the California State Board of Optometry and its committees are open to the public except when specifically noticed otherwise in accordance with the Bagley-Keene Open Meeting Act. Public comments will generally be taken on agenda items at the time the specific item is raised. Time limitations will be determined by the Chairperson. The Board or its committees may take action on any item listed on the agenda unless listed as informational only. Agenda items may be taken out of order to accommodate speakers and to maintain a quorum.

The meeting is accessible to the physically disabled. A person who needs a disability-related accommodation or modification to participate in the meeting may make a request by contacting the Board at 916-575-7170, email: [optometry@dca.ca.gov](mailto:optometry@dca.ca.gov) or mailing a written request to Kristina Eklund at the California State Board of Optometry, 2450 Del Paso Road, Suite 105, Sacramento, CA 95834. Providing your request at least five (5) business days before the meeting will help ensure availability of the requested accommodation.

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Vacant, Professional Member  
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**DISPENSING OPTICIAN COMMITTEE  
DRAFT MEETING MINUTES  
Thursday, June 18, 2020  
This public meeting was held via WebEx Events.**

<b>Members Present</b>	<b>Staff Present</b>
Adam Bentley, SLD, Chair	Shara Murphy, Executive Officer
William Kysella, Jr, Vice Chair	Cheree Kimball, Assistant Executive Officer
Anna Watts, SLD	Marc Johnson, Policy Analyst
	Natalia Leeper, Opticianry Program Coordinator
	Alex Juarez, Optician Enforcement Analyst
	William Maguire, Legal Counsel
<b>Members Absent</b>	
None	

**Link to audio of meeting:**

<https://www.youtube.com/watch?v=xwhdjCyaUic&feature=youtu.be>

**1. Call to Order/Roll Call**

*Audio of Discussion: 1:20 / 1:47:19*

Mr. Bentley called the meeting to order at 10:00 a.m. and a 3-0 quorum was established. The meeting was conducted online via the services of WebEx Events. Ms. Murphy announced that Martha “Ruby” Garcia and Kanchan Mattoo were not reappointed to the committee and thanked the two former members for their service. She also noted Mr. Bentley has been appointed as committee chair by Board President Mark Morodomi.

**2. Public Comment for Items Not on the Agenda**

There were no public comments.

### **3. Update, Discussion and Possible Action on Spectacle Lens Dispenser Occupational Analysis – Dr. Heidi Lincer, Chief, Office of Professional Examination Services**

*Audio of Discussion: 5:49 / 1:47:19*

Dr. Lincer provided a presentation of the Spectacle Lens Dispenser (SLD) Occupational Analysis. She explained that Business and Professions Code (BPC) 139 requires that boards conduct an occupational analysis (OA) for each examination every five to seven years; and that boards submit a report annually that provides a status of their OA and their examination development work. The purpose is to ensure that board's and bureau's examination remain valid and current. OPES staff researched the profession and conducted interviews with licensed SLDs working in locations throughout California to identify the tasks performed by SLDs and to specify the knowledge required to perform those tasks in a safe and competent manner. Using the information gathered from the research and the interviews, OPES test specialists developed a preliminary list of tasks performed in SLD practice, along with statements representing the knowledge needed to perform those tasks.

Dr. Lincer noted that the standards for educational and psychological testing require evidence of validity for test content must be based on a thorough and explicit description of the content and what is being measured. The exam contents are primarily focused on what it takes to receive a license and on consumer protection. A close link between test content and job content must be established. Two workshops were held in August 2019 and November 2019 comprised of licensed SLDs, or SMEs with diverse background in the profession. These SMEs also identified changes and trends in SLD practice, determined demographic questions for the OA questionnaire, and performed a preliminary linkage of the task and knowledge statements to ensure that all tasks had a related knowledge statement and all knowledge statements had a related task. Additional task and knowledge statements were created as needed to complete the scope of the content areas of the description of practice.

Dr. Lincer explained that another part of BPC 139 requires that the national examination be developed in accordance with testing industry standards. OPES is in the process of performing this currently. The Contact Lens Registry Examination and the National Opticianry Competency Examination (NOCE) are being reviewed against testing industry standards, and against the OA to ensure that they test what California licensees do on the job. Dr. Lincer assured that the Committee will be provided reports very soon which summarize their findings.

Mr. Kysella noted the six critical areas: 1) prescription assessment, 2) eyewear selection and ordering, 3) manufacturing, 4) quality control, 5) dispensing, 6) advertising and supervising. He asked Dr. Lincer and Mr. Bentley if these are representative of the tasks they perform; Mr. Bentley replied that they are a great representation of a day in the life of an optician and expressed surprise about the weight percentage allocations.

As a consumer protection agency, he would expect quality control and prescription assessment to be the most important areas; he found it interesting that they were weighted less than some of the other areas. Dr. Lincer explained that the weights are determined 1) by the ratings of frequency and importance and 2) the number of knowledge and tasks involved in each area. Regarding eyewear selection and ordering, opticians have much more knowledge and tasks in that area, which is the reason for the higher rating and not that quality control is less important.

Ms. Murphy requested a timeline for the results of the comparisons reports. Dr. Lincer replied they are almost completed and expected to be provided by the end of the fiscal year.

There were no public comments.

#### **4. Executive Officer's Report**

*Audio of Discussion: 35:37 / 1:47:19*

##### **A. Optician Licensing Program**

Ms. Leeper provided an update on the opticianry program. She reported that the applications are being processed at the normal 4-6 - week processing time despite current world events, for applications with no deficiencies. Initially, there were some issues with obtaining live scans due to many of the live scan sites closing; However, the Department of Justice provided a list of open live scan sites which has been extremely helpful. If applicants are not comfortable with visiting a live scan site at this time, their application will simply be placed in a hold status.

The ABO contacted the Board to inform staff that the May exam had been restricted to a limited availability. The number of those who passed was about one third of what is usually received for May. She believes they will continue testing through June and July. There has not been any update on what the August exam will look like. Ms. Murphy added that the change to the application was derived from Ms. Leeper's experience with licensees and recognizing the need to have a license prior to gaining employment; the requirement to state an employer was a clear barrier to registration.

##### **B. Optician Enforcement Program**

Mr. Juarez provided an update on enforcement statistics. The 3<sup>rd</sup> quarter (Jan-Mar) of fiscal year 2019-2020 had a total of 22 new cases; 33 cases were closed with no action. Five cases remained pending with the Attorney General's (AGs) Office; and two disciplinary orders were processed. Mr. Juarez explained that it is too soon to obtain a clear objective on how the pandemic lock-down has affected enforcement numbers. Most of the cases received were criminal conviction cases (50%). The second-largest case complaint type was unlicensed/unregistered cases (23%). The remaining cases included unprofessional conduct (18%) and non-jurisdictional cases (9%). 60% of case closures for the Opticianry program occurred within one year of the receipt of the initial

case. Mr. Juarez reported on recent statistics he received this morning for quarter four (April – June). 19 new cases were received for the opticianry program and 14 of those were closed.

Mr. Bentley asked what type of cases typically leads to no action? Mr. Juarez replied that one example would be a case where a subsequent arrest occurred and the individual has not gone through the court procedures yet, staff would open a case for a subsequent arrest; and it would be closed initially while waiting upon the criminal disposition. Ms. Murphy added that if the crime is of such a nature, that a suspension action and interruption of practice is needed, it is important for staff to open that case, evaluate all documents and available and the remaining arrest reports, and then close if there is not a situation where the criminal action was egregious or personally pertaining to work.

C. Opticianry Program Fund Condition

Ms. Murphy reported on the optometry program fund. She provided the expenditures throughout this fiscal year and year-end projections (next two weeks). She was pleased to report that despite budget pressures prior to the stay-at-home order and the needed cuts within spending of profits, we are on schedule to revert a surplus of \$12,446 back to the Board’s savings account. She reminded members and staff that should a need arise that requires use of any of the savings fund dollars, a budget change proposal (BCP) would be utilized. Ms. Murphy explained that the Board is within the mandated solvency in the savings fund; and staff does not foresee any need for fee increases or other adjustments. The fund is healthy and running on budget.

There were no public comments.

**5. Discussion and Approval of Committee Minutes from January 30, 2020**

*Audio of Discussion: 1:12:10 / 1:47:19*

Committee members has no changes. There were no public comments.

**William Kysella approved the January 30, 2020 minutes. Anna Watts seconded. The Committee voted unanimously (3-0) and the motion carried.**

Member	Aye	No	Abstain	Absent	Recusal
Bentley	X				
Kysella	X				
Watts	X				

**6. Discussion on Comparison of Pass Rates of the American Board of Opticianry Exam in Other States**

*Audio of Discussion: 1:20:08 / 1:47:19*

At the request of the committee, Ms. Leeper reported on the American Board of Opticianry (ABO) pass rates comparisons. In January of 2020 the pass rate for the ABO

was 48%. On average, she found that states who had licensed opticians had better passing rates. The only exceptions are California and Hawaii. Another exception is Texas who has unlicensed opticians and a particularly good passing rate. She explained that the high passing rates were at least 60%. These came from licensed states that had education and some type of apprenticeship program. Although the time for education and apprenticeship vary among states, the typical time frame is two years of education followed by one year of apprenticeship (or the equivalent thereof in hours). Very few states had slightly lower passing rates; and it was discovered that these states, like Florida for example, have their own ABO exam; Their passing rate is probably lower due to the additional information covered in their exam.

Ms. Leeper noted that this information reinforces the Committee's concern about the need for education and apprenticeship. Mr. Bentley noted from these findings that states utilizing an apprenticeship program in addition to education do not produce much higher pass rates. Mr. Kysella commented that Texas is extremely interesting in that it is unlicensed without education and/or apprenticeship, and yet has an extremely high pass rate. He is not sure that requirements increase the score. Mr. Bentley stated that Ohio really jumps out at him in that they have no requirements and are scoring an average of 63%. He questions if applicants are taking an exam that caters to Ohio which may explain the higher results? He is also curious as to what kind of experience the test takers have. Ms. Leeper clarified that she researched Ohio and they do require a two-year optical degree or an apprenticeship; and they do not have a state specific exam.

Ms. Watts recalled previous discussions three years back about this issue of so many Californians failing their test (four out of five failing). She explained that applicants would admit to her that they did not study; they figured the test would pertain to what they do in their daily practice and consequently assumed that they would pass based on their working experience. When Ms. Watts took the test, much of the material did not pertain to what opticians were doing in their places of employment. However, she noted, from her personal experience, that if an individual chooses to study all of the various concepts and applies them to his or her everyday job it will make the individual a much better optician.

Public comment was made by Ruby Garcia. She announced the California State Society for Opticians has developed learning modules, and all of the folks taking the modules are passing the first time around; regardless of whether they have been in the industry for ten years or just a couple of months. Ms. Garcia would like to be able to report the results to staff. Ms. Murphy thanked Ms. Garcia and responded that staff would greatly appreciate and welcome her expertise.

Ms. Murphy asserted that another interesting part of the research staff is doing would be to look deeply at the content of the apprenticeship programs. There is a need to pair the foundational knowledge with day to day duties. In her opinion, this is what an apprenticeship program is supposed to do. Mr. Bentley agreed, and expressed his interest in researching the apprenticeship programs.

## **7. Update, Discussion and Possible Action on Title 16, §§1399.270 – 1399.285 of California Code of Regulations (Optician Program Regulations); Possible Referral to Full Board**

*Audio of Discussion: 1:07 / 2:28:27 (Webcast Part 2 of 2)*

Mr. Johnson highlighted the proposed changes to the optician regulations. The changes would be limited in scope to placing currently used registration forms within BreZE into regulation, codifying existing fees and making other non-substantive changes. He detailed the following changes:

- Throughout Article 1 and beginning on page 153, staff proposes to change the word “division” to “board”.
- 1399.220 (a) - This proposed subsection sets out requirements for the Registered Dispensing Optician Initial Application for registration.
- 1399.220 (b) is the proposed section which sets out requirements for an initial application for contact lens dispenser (CLD) registration.
- 1399.220 (c) sets out requirements for an initial application for a Spectacle Lens Dispenser (SLD) registration.
- 1399.220 (d) proposes requirements for an initial application for a Nonresident Contact Lens Dispenser (NCLD) registration.
- 1399.222 (a) - requests the same information for a Registered Dispensing Optician renewal application as in §1399.220 (a).
- 399.220 (b) -This proposed section requests the same information for a Registered Dispensing Optician renewal application as in §1399.220 (a).
- 1399.222 (c) - This proposed section requests the same information for a CLD renewal application as in §1399.220 (b).
- 1399.222 (d) - This proposed section requests the same information for a NCLD renewal application as in § 1399.220(d).
- 1399.260 - Fees have been updated to reflect the current statute and current fees charged through Breeze. Application and delinquent fees were added. Registration and renewal fees were corrected.
- 1399.261 - Fees have been updated to reflect the current statute and current fees charged through Breeze. Application and delinquent fees were added. Registration and renewal fees were corrected.
- 1399.262 - This text has been deleted, as per Department of Consumer Affairs policy, the Board no longer offers refunds.

Public Comment was made by Joe Neville. Mr. Neville asked about 1399.220 (a); with respect to the RDO application, he noted that under entity type there is no space for any other type of corporation other than a professional corporation. Ms. Murphy explained that this is an issue which staff made a huge outreach effort regarding towards the end of last year; according to Government Corporations Code, health services providers are required to be a professional corporation. Ms. Murphy explained that Ms. Leeper worked with all the RDO business to assist them through the incorporation process and re-register them with new numbers within our database, so that the corporation changes



would be noted. Ms. Leeper cleared up a misunderstanding that according to the regulation it does appear that regulation C-Corps and D-Corps should have been allowed on the list, but for some reason they are not there. This oversight will be adjusted.

**William Kysella moved to recommend to the full board approval of the regulation changes made to Sections 1399.200 through 1399.285 of the California Code of Regulations based on the discussion and materials presented here today, and direct staff and Legal Counsel to make any conforming changes prior to presentation to the full board. Anna Watts seconded. The Committee voted unanimously (3-0) and the motion carried.**

<b>Member</b>	<b>Aye</b>	<b>No</b>	<b>Abstain</b>	<b>Absent</b>	<b>Recusal</b>
<b>Bentley</b>	X				
<b>Kysella</b>	X				
<b>Watts</b>	X				

**8. Update, Discussion and Possible Action on Changes to Dispensing Optician Statutes**

- a. Chapter 5.4, Division 2 (Prescription Lens) of the Business and Professions Code**
- b. Chapter 5.45, Division 2 (Nonresident Contact Lens Sellers) of the Business and Professions Code**
- c. Chapter 5.5, Division 2 (Registered Dispensing Opticians) of the Business and Professions Code**

*Audio of Discussion: 14:50 / 2:28:27*

Ms. Leeper reviewed the history of the changes to the optician statute and brought members' attention to comments were made by Board Members at the May 15<sup>th</sup> Board meeting. Staff also received public comments from the National Association of Optometry and Opticians (NAOO) and other stakeholders.

2545(b)(1): Dr. Kawaguchi supports raising the limit of the fine to \$50,000, but is concerned about the possible risk of consistency in the application of the fines over the years, and asked if it would make sense to include a base fine and use multipliers based on the number of violations or number of business locations? Staff notes that fine levels can potentially be handled in regulation. Mr. Bentley asked (hypothetically) if an optical store committed a violation and it was one store out of 500 company stores in California, would the multiplier impact the corporation based on how many stores it has? Ms. Leeper clarified that if the violation was committed by one specific manager at one specific location, the fine would impact that one specific store. If the violation was a decision by regional management and multiple stores committed the violation, then the multiplier would take effect.

Mr. Kysella stated that he feels the Committee made their recommendation already. He believes the range of fines already recommended is appropriate. Ms. Murphy stressed that this has gone under extensive review by staff and Members. It is completely valid to determine that the previous discussion and determinations should stand. If this Committee is clear to the Board about what it is recommending, she does not foresee a continued red lining of what the Committee has suggested. Additionally, she stressed that she wants to ensure that the text given to the Board to adopt is in fact representative of how the Committee wishes to approach it. The committee did not change this section.

2550.1(c): The NAOO feels this definition does not make sense as written and suggests that certain acts will be listed but no such list of acts is included. The suggestion is to reword this section to match 2550(d). Committee made no changes.

2550.1(e): NAOO suggests the terms “registered optician” and “registered dispensing optician” are confusing and recommends the terms be removed from statute and replaced with definitions from subsection 1-4. Mr. Bentley asked if it can simply state “registrant”? Ms. Leeper noted that this program has been called “registered dispensing optician program since the beginning and this is what much of the licensing population knows themselves as. Committee made no changes.

2550.1(g): Text was changed to “Unregistered Optician Trainee” to remove confusion with unregistered assistants working under optometrists; Dr. Kawaguchi does not feel subsection (3) and (4) are needed as it makes the statute more confusing. Mr. Bentley does not find it confusing and appreciates how detailed it is. Committee made no changes.

2555(u): NAOO feels this proposed section would be posing an “unmeetable” standard on an optician and feels an optician would not be trained to know when/how to refer. The California Optometric Association recommends “observation” in place of “examination”. Mr. Bentley suggested removing “pathology examination” and focusing on prescription. Ms. Murphy suggested: “the failure to refer patients to optometrist or ophthalmologist to obtain current prescription” noting that the recent SLD occupational analysis set this out within the knowledge statements for and SLD. Failure to do so is a violation of the act. Committee agrees with this change.

2559.15: Several stakeholders, including Warby Parker and NAOO, have expressed concern with the removal of the words “allowing for usual and customary absences”. NAOO notes this section has existed for decades and feels no harm has been identified and the removal may harm small optician businesses. Dr. Kawaguchi feels the proposed ratio of three unregistered assistants to one registered spectacle lens dispenser is unnecessary and proposes a ratio of six to one.

Mr. Bentley commented that he recalls that regarding supervision there were two different perspectives; there is 3:1 and 6:1. Most states require either 2:3 or just only requires that there be a licensed or registered professional in the business, and

everyone in the business is under the supervision of that one individual. In Mr. Bentley's opinion there should be one registered person on-site, always. He does not believe the Committee needs to decide on a ratio; just as long as there is one registered person present on site would be his suggestion. Ms. Murphy reminded members that there were extensive discussions about this previously about what supervision should really look like and Ms. Leeper noted the 3:1 ratio was pulled from our own statutes.

Mr. Bentley asked Ms. Watts, based on her experience with other retailers, within the staffing side and how the store operates, does she typically see retailers' and all staff performing all optician duties, or only certain individuals perform optician duties? Ms. Watts responded that she has worked in environments where they had a minimum of three unregistered trainees, and she has worked in environments where there is almost 40. In the environments with 40 unregistered trainees there was only two licensed opticians. She mentioned a situation where the measurements were completely off and the trainee just wanted to send the patient off. Mr. Bentley suggested keeping it at 3:1. Committee agrees.

2559.2: This section describes ABO/NCLE requirements for continuing education every three years, and the 18 other states that require opticians to maintain ABO/NCLE certification throughout the use of a state-issued license. Dr. Kawaguchi disagrees with this change. NAOO also opposes, feeling that the change is being made without evidence of need. Ms. Murphy added that this is the period when a registrant is not practicing. If you are a registrant and you cease practicing, the Board currently allows five-years of lapse time. The optician will have passed the ABO and NCLE at some time which may have been 15 years ago, and has not been practicing for 5 years. Ms. Leeper added that if a registrant has been keeping up with their certification on their own, she accepts that as valid proof that the registrant has been keeping up with their profession and does not have to retake the test after five years. Mr. Kysella suggested adding that if an applicant is not renewed or has not engaged in the full-time or substantial part-time practice of fitting and adjusting spectacle lenses including practicing in another state, within the last three years then you must retake the examination. Committee agrees.

2559.2(e): Staff proposes changes to (e), based on NAOO's comments that the original phrasing of "a licensed ophthalmologist or optometrist" location was confusing. This is just a rephrasing of what was written. Committee agrees.

2564.5: NAOO opposes this new requirement, feeling the cost to be prohibitive. They note the CDC guidelines only require cold water as being sufficient. Ms. Murphy noted that if the CDC is comfortable with cold water, disinfectant soap and adequate drying devices, then it would be acceptable in our statute. Mr. Kysella suggested simply saying "running water". Committee agrees.

Article 2.5: NAOO opposes the expansion of online contact lens seller registration to include online sellers of any prescription optical devices, including eyeglasses. They ask where the demonstrated need for expansion into eyeglasses and note only one other

state has imposed such a requirement. Staff notes, and the committee has discussed, the current unregulated sale of eyeglasses within California. Staff suggests that this committee err on the side of consumer protection rather than unregulated distribution. Ms. Watts stated that when the Board decided to do the expansion, it was mainly because online businesses have started to boom and there is a lot of shipping from outside of the country, especially with online mediums like Etsy stores, Shopify, Amazon, etc. She noted the point is that if online contact lens sellers are not regulated then you must consider the harm that may occur, especially if they ship something that is counterfeit, which occurs frequently. No changes were made to this section.

2564.74: NAOO suggests it be the company's designated signatory as opposed to these specific officers. Staff rejects this suggestion. NAOO asked what registration # does this refer to? How can the company have a registration # if they are just making application? Staff proposes adding "if applicable" for clarity. Committee agrees.

2564.74(c): NAOO suggests limiting this requirement to California. Ms. Leeper explained that staff added the requirement for all online companies to list their registration number on their website and advertisements. Ms. Murphy pointed out that advertisements that are intended for other regions may be accessed by California residents, due to the viability of electronic communications. Mr. Bentley asked with NAOO's comment about limiting this requirement to California, what it would look like? Ms. Leeper assumes that when NAOO speaks to this issue, they are talking about only adding this registration number to their advertisements in California. No changes were made to this section.

2564.76(2): Dr. Kawaguchi feels federal laws may be too lenient and create a loophole. Ms. Leeper explained that this is talking about the eight business hours as it relates to receiving prescriptions. Mr. Bentley believes that during the Committee's last discussion, Members agreed to match whatever the federal guidelines are for, which he is still fine with.

2564.76(c): Dr. McIntyre feels the text could be misinterpreted to mean that a color of a packaged lens could be altered by a dispenser. Staff recommends the removal of this text. Committee agrees.

2564.80: Same concern as set out in 2545(b) regarding the fee increase to \$50,000. No changes were made to this section.

Article 3.5: The NAOO recommends that these sections be moved back to the beginning of the optician sections in the 2550 area. They feel this provided needed basic information to applicants and registrants and provide a more logical flow. Legal Counsel had initially reviewed this change and did not feel the creation of this new article was inappropriate. Ms. Leeper reminded Members that the reason this subsection was created is because the Board had a license type within the general section of the Act that was confusing to applicants, staff, and the general-public. No changes were made to this section.

2568.2(c): NAOO suggests adding in limited liability companies back into these sections. Staff rejects this change, as the Attorney General’s office has determined that optical companies must be professional corporations, as defined by Corporations Code Section 13401. Ms. Leeper clarified that limited liability companies (LLC’s) were never in statute. This was an error; LLCs should never have been allowed to apply for a registration. Ms. Murphy added that this underground regulation was a clerical error inherited from the Medical Board. No changes were made to this section.

Public comment was made by Joe Neville, who expressed appreciation for the discussion. Mr. Neville would like to follow up (later) on the discussion regarding LLCs as Attorney General Lockyer seems to disagree with the approach the Board is taking. Mr. Neville wonders if in light of the fact that a registered dispensing optician (RDO) business is not engaged in a learned profession does and not require any particular education or other criteria to obtain the registration for the RDO, the Committee is not missing an opportunity.

**William Kysella moved to recommend to the full board to approve the proposed changes to the optician statutes as discussed and amended today. Anna Watts seconded. The Committee voted unanimously (3-0) and the motion carried.**

Member	Aye	No	Abstain	Absent	Recusal
Bentley	X				
Kysella	X				
Watts	X				

**9. Review, Discussion and Possible Action on Optometry Strategic Plan**

- **Presentation by SOLID on Strategic Planning**
- **Existing 2017-2020 Optometry Strategic Plan Items**
- **Potential 2021 Optometry Strategic Plan Items**

*Audio of Discussion: 2:02:04 / 2:28:27*

Ms. St. Clair presented on the Board’s Optometry Strategic Plan process. She explained that when the Department of Finance performs an audit on a board or bureau, they require the board or bureau to have a strategic plan. Therefore, the DCA requires the various boards/bureaus to have a strategic plan. The offices then reach out to SOLID planning for which she works and SOLID staff represent an objective third party; assisting boards with team building, organizing efforts of the strategic plan, and helping boards accomplish success through drafting the strategic plan; as well as, following up with action planning. In Ms. St. Clair’s presentation, she covered what strategic planning looks like, the development roadmap process, environmental analysis, and survey objectives. Ms. Murphy directed Members’ attention to a list staff compiled on DOC accomplishments from 2019 - 2020. She noted that they are a great starting place in

identifying what to look for as the Committee suggests objectives and goals for the coming years.

There were no public comments.

#### **10. Future Agenda Items**

*Audio of Discussion: 2:14:13 / 2:28:27*

Ms. Murphy requested the committee hold a special meeting to make a recommendation to the full Board about an appointment of a Board member to the DOC, pursuant to BPC 3020(c). Members decided to schedule the special meeting for Thursday, July 23<sup>rd</sup> at 1:00 p.m.

There were no public comments.

#### **11. Adjournment**

Meeting adjourned at 12:28 p.m.

**MEMBERS OF THE BOARD**

Mark Morodomi, President  
Glenn Kawaguchi, OD, Vice President  
Debra McIntyre, OD, Secretary  
Cyd Brandvein  
Jeffrey Garcia, OD  
David Turetsky, OD  
Lillian Wang, OD  
Vacant, Public Member  
Vacant, Public Member  
Vacant, Professional Member  
Vacant, Public Member



**DISPENSING OPTICIAN COMMITTEE  
DRAFT MEETING MINUTES**

**Thursday, July 23, 2020  
1:00 p.m.**

**MEMBERS OF THE COMMITTEE**

Adam Bentley, SLD, Chair  
William Kysella, Jr, Vice Chair  
Glenn Kawaguchi, OD  
Anna Watts, SLD  
Vacant, Public Member

This public meeting was held via WebEx Events.

Members Present	Staff Present
Adam Bentley, SLD, Chair	Shara Murphy, Executive Officer
William Kysella, Jr, Vice Chair	Cheree Kimball, Assistant Executive Officer
Anna Watts, SLD	Marc Johnson, Policy Analyst
	Natalia Leeper, Optician Program Coordinator
	Alex Juarez, Optician Enforcement Analyst
	William Mcguire, Legal Counsel

**Link to webcast of meeting:**

<https://www.youtube.com/watch?v=xD5BG61dJs0&feature=youtu.be>

**1. Call to Order/Roll Call**

*Audio of Discussion: 00:07 / 33:57*

Mr. Bentley called roll and a 3-0 quorum was established at 1:00 pm; the meeting was conducted remotely via WebEx platform.

**2. Public Comment for Items Not on the Agenda**

*Audio of Discussion: 00:49 / 35:57*

There were no public comments.

**3. Discussion and Possible Action on Recommendation to the Board Regarding Which Board Member Should be Appointed to Serve on the Committee Pursuant to Business and Professions Code Section 3020**

*Audio of Discussion: 02:26 / 35:57*

Ms. Murphy suggested making two recommendations that may be ranked by choice. She noted that the President intends to reevaluate the appointment once a new registered dispensing appointee is appointed to the Board. Committee members agree.

Mr. Bentley stated again that he and Mr. Kysella recommend a professional member to serve of this Committee. Ms. Watts stated that she agrees a professional member is needed. Her recommendations are based on those who are currently serving upon the Board and upon outreach. Mr. Bentley asked Mr. Kysella if he has a certain professional

member in mind to recommend; or if he would prefer to just state “professional member”? Mr. Kysella stated that he does not have a specific professional member in mind. He is also fine with the recommended professional member serving for 3-4 years. Mr. Bentley clarified that his professional member recommendation is Dr. Kawaguchi, and Ms. Watts recommended Dr. McIntyre. Mr. Kysella noted that he would rather have a professional member who wants to serve on the Committee.

There were no public comments.

**William Kysella moved for the Committee recommend Drs. Kawaguchi and McIntyre for the vacant position on the Dispensing Optician Committee and recommend that the Member representing the Board of Optometry on the Dispensing Optician Committee be a professional member. Anna Watts seconded. The Committee voted unanimously (3-0) and the motion carried.**

Member	Aye	No	Abstain	Absent	Recusal
Bentley	X				
Kysella	X				
Watts	X				

**4. Future Agenda items**

*Audio of Discussion: 33:58 / 35:57*

Members did not have any future agenda items to request.

There were no public comments.

**5. Adjournment**

Meeting adjourned.





## ISSUE MEMORANDUM

<b>DATE</b>	September 17, 2020
<b>TO</b>	Dispensing Optician Committee (DOC)
<b>FROM</b>	Shara Murphy, Executive Officer <i>Prepared by Natalia Leeper, Interim Lead Licensing Analyst</i>
<b>SUBJECT</b>	Agenda Item 5A – Opticianry Licensing Program Update

### **New Staff**

The Board hired a new Optician Program Coordinator at the beginning of July. This will help maintain processing times after staff was moved from the Optician program to assist with new optometry applications. Michelle Blankenship comes to the Board from the Department of Health and is eager to learn.

### **Applications**

Processing time for initial application approvals is still stable at 4-6 weeks if the applications have no deficiencies. Per Executive order applications will remain open while applicants are awaiting testing availability. Staff does not anticipate this will affect our applications since our applicants do not apply for licensure till they have passed their exam. The training of new staff has extended the processing time of applications this will be temporary.

### **BreEZe**

Staff will be making adjustments to Breeze in the coming months. Staff will be looking at eliminating the second application where applicants are required to pay the \$200 registration fee. The fee will be folded into the first application instead. While intended to lessen the costs for applicants, having the fees separated into two applications has confused new applicants.

Staff is continuing to work on redoing portions of the Breeze applications to be more streamlined and user friendly in the coming months.

### **ABO/NCLE Exams**

Testing for the August exam has finished. The impact of the exam was limited since testing was spread out over several months. ABO has not communicated its testing plan for the next exam in November. Staff anticipates the exam will still be offered at a limited capacity, only allowing 8 in the testing center and will still be conforming to the Governor's orders.



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Population Statistics  
 License Population as of 09/10/2020



License Status (20-45)

License Type	20 - Current	21 - CurrentInactive	22 - CurrTmp FamSupp	28 - Military-Active	31 - Fam Supp Susp	32 - Fam Supp Dend	45 - Delinquent
Optometrist	13	8					28
Optometrist-DPA	112	87					156
Optometrist-TLG	3,929	67		1			215
Optometrist-TPA	1,502	80					237
Optometrist-TPG	973	5					42
Optometrist-TPL	964	51		1			104
Statement of Licensure	1,361						631
Fictitious Name Permit	1,505						212
Registered Dispensing Optician	1,155						342
Registered Spectacle Lens Dispenser	2,860		2		3	1	1,241
Registered Contact Lens Dispenser	1,131				1		383
Nonresident Contact Lens Seller	17						1



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Fiscal Year 2020



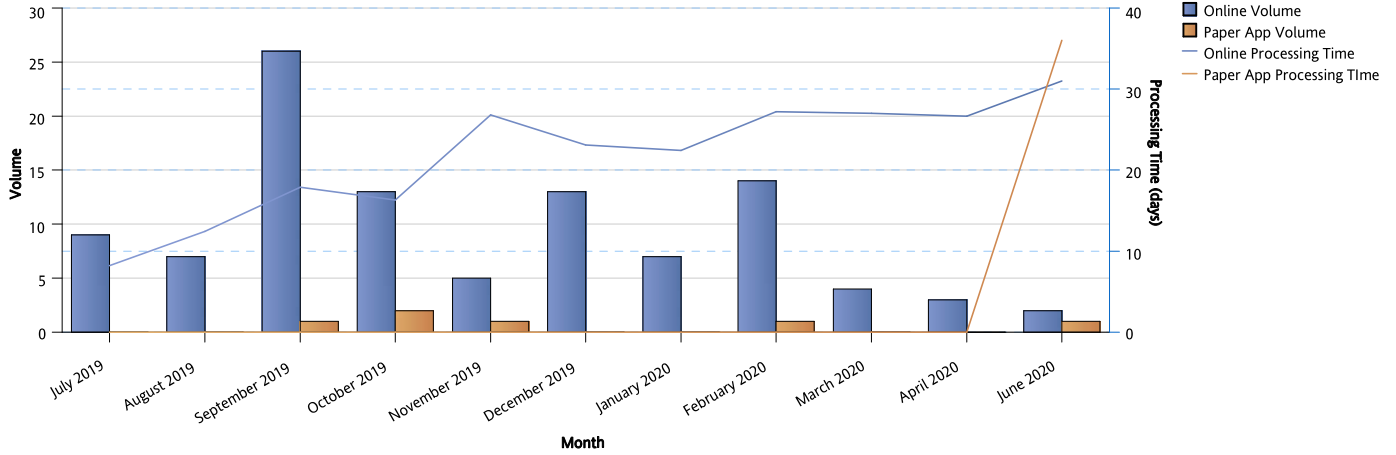
LT - Transaction Description	Online Volume	Average Online Processing Time	Paper App Volume	Average Paper App Processing Time
Registered Dispensing Optician - Initial Application	103	20	6	6
Registered Dispensing Optician - Initial License	60	4	52	20
Registered Spectacle Lens Dispenser - Initial Application	427	24	18	31
Registered Spectacle Lens Dispenser - Initial License	443	5	14	45
Registered Contact Lens Dispenser - Initial Application	98	26	2	32
Registered Contact Lens Dispenser - Initial License	101	4	3	21
Nonresident Contact Lens Seller - Initial Application	3	9	0	
Nonresident Contact Lens Seller - Initial License	3	24	0	



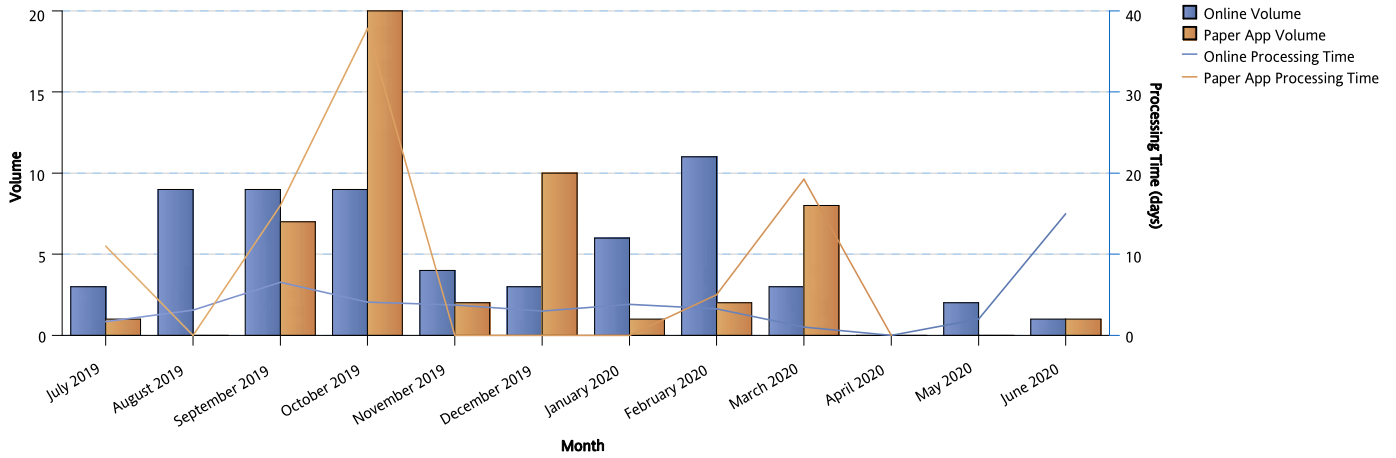
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Monthly Trend  
 Fiscal Year 2020



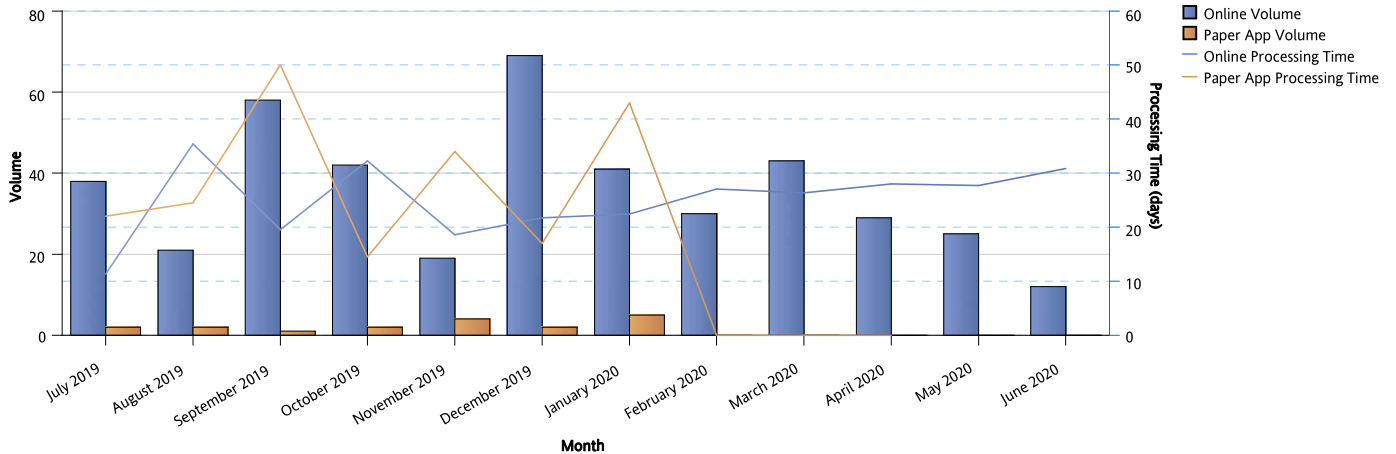
Registered Dispensing Optician - Initial Application



Registered Dispensing Optician - Initial License



Registered Spectacle Lens Dispenser - Initial Application

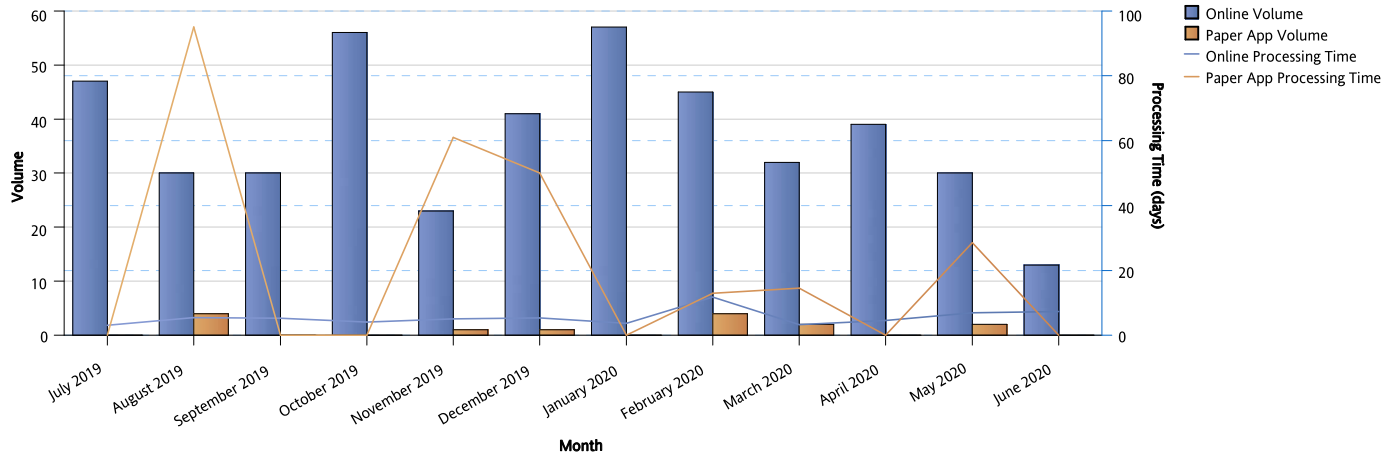




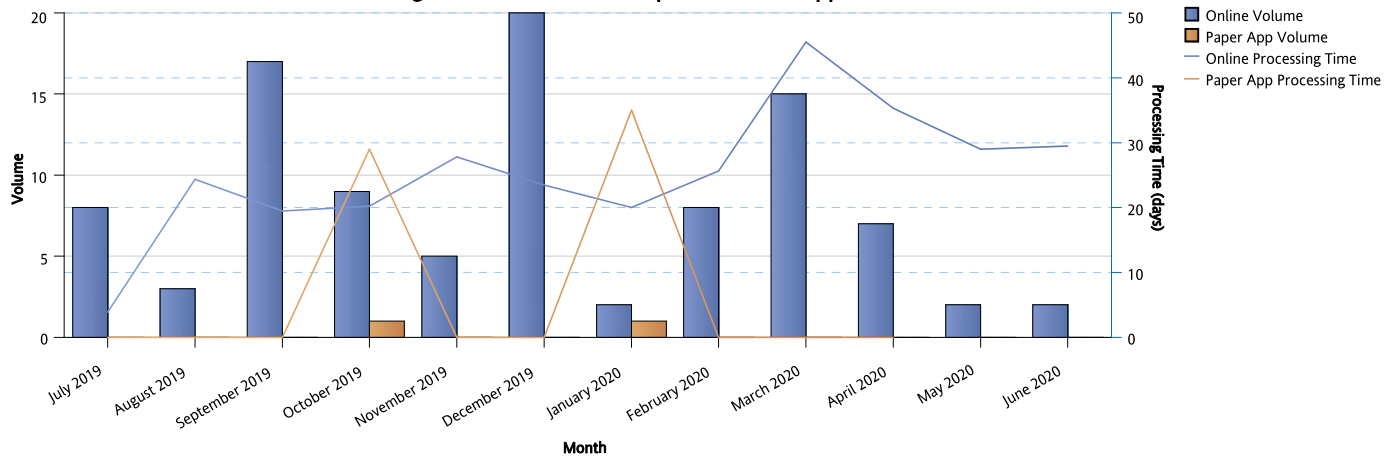
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Monthly Trend  
 Fiscal Year 2020



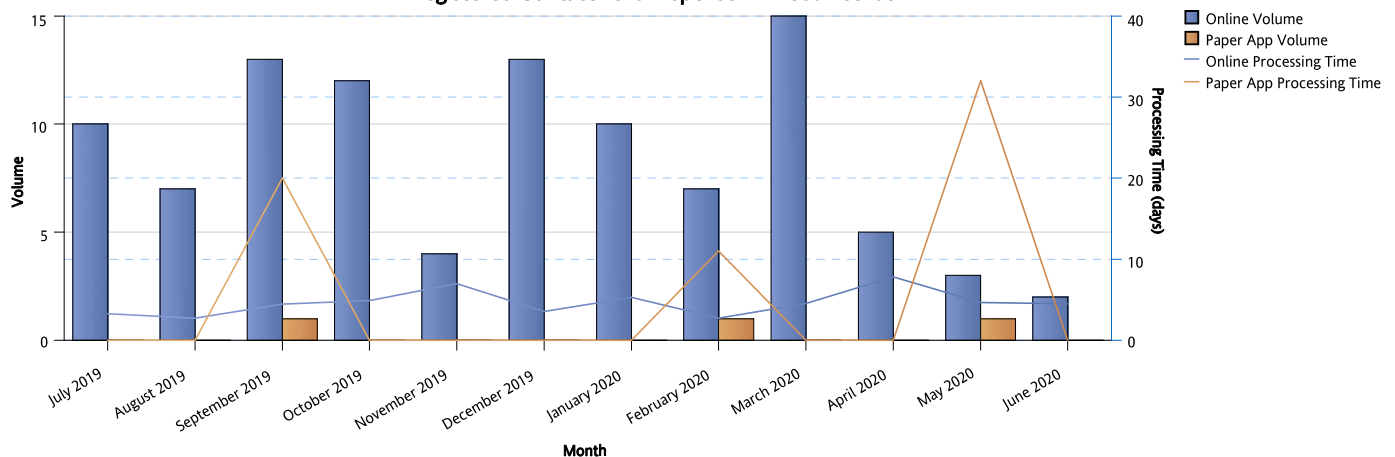
Registered Spectacle Lens Dispenser - Initial License



Registered Contact Lens Dispenser - Initial Application



Registered Contact Lens Dispenser - Initial License

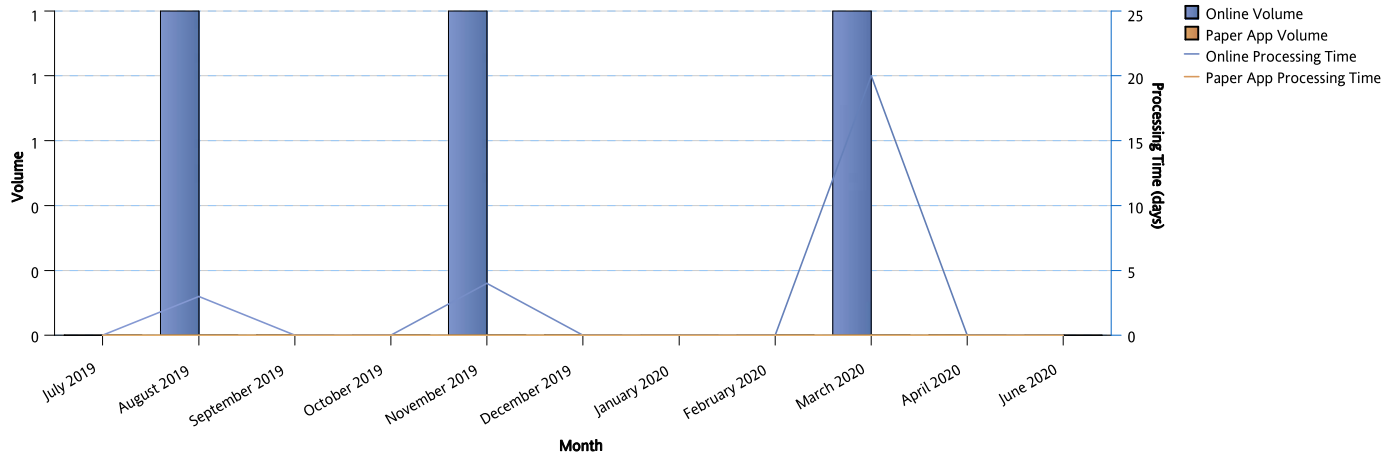




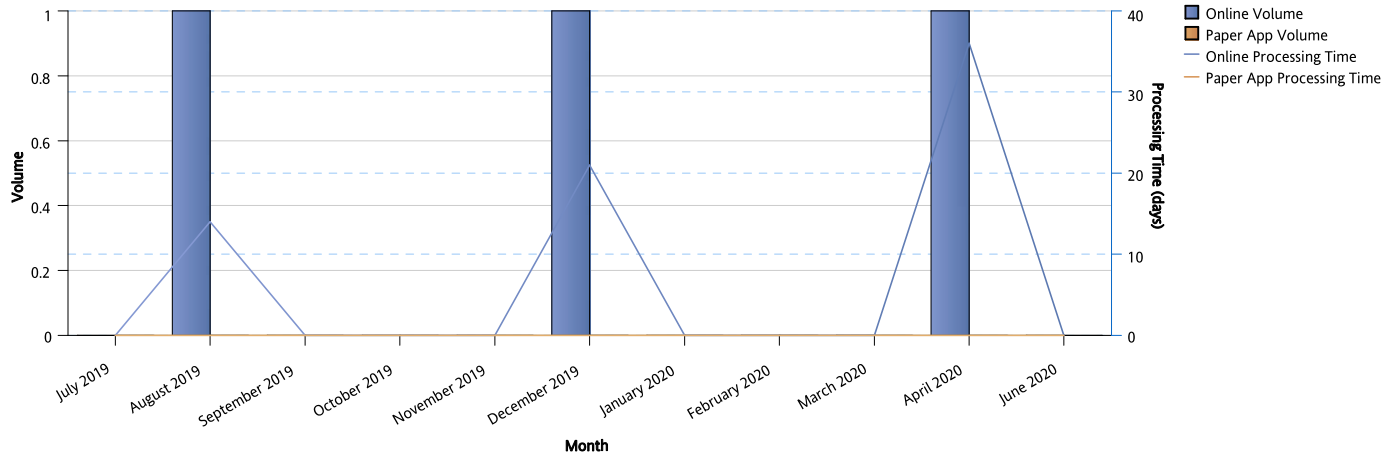
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
BREEZE SYSTEM  
Licensing Application Volume and Processing Time  
Monthly Trend  
Fiscal Year 2020



Nonresident Contact Lens Seller - Initial Application



Nonresident Contact Lens Seller - Initial License

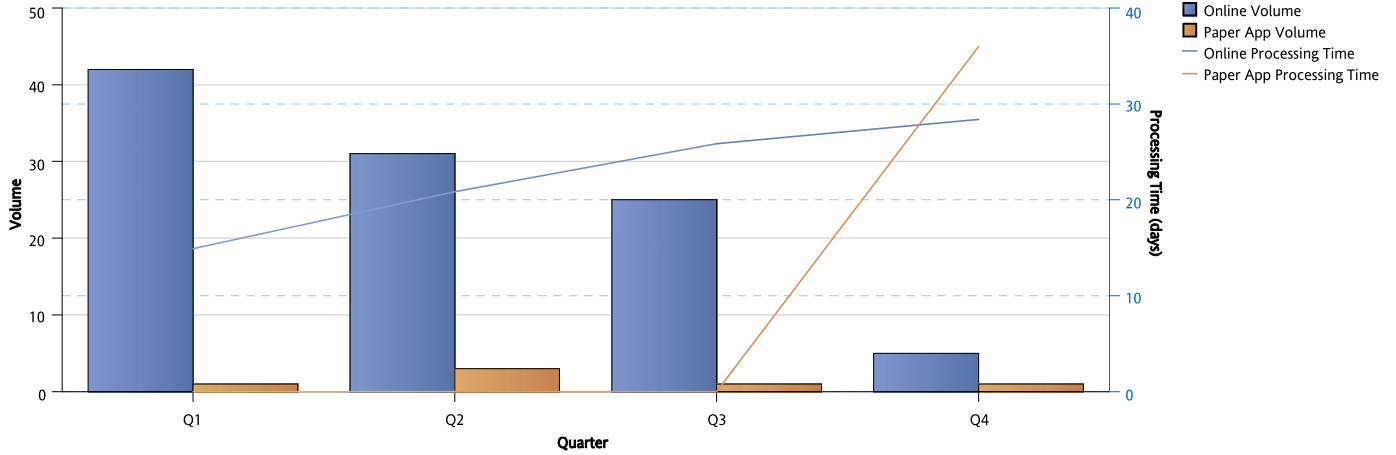




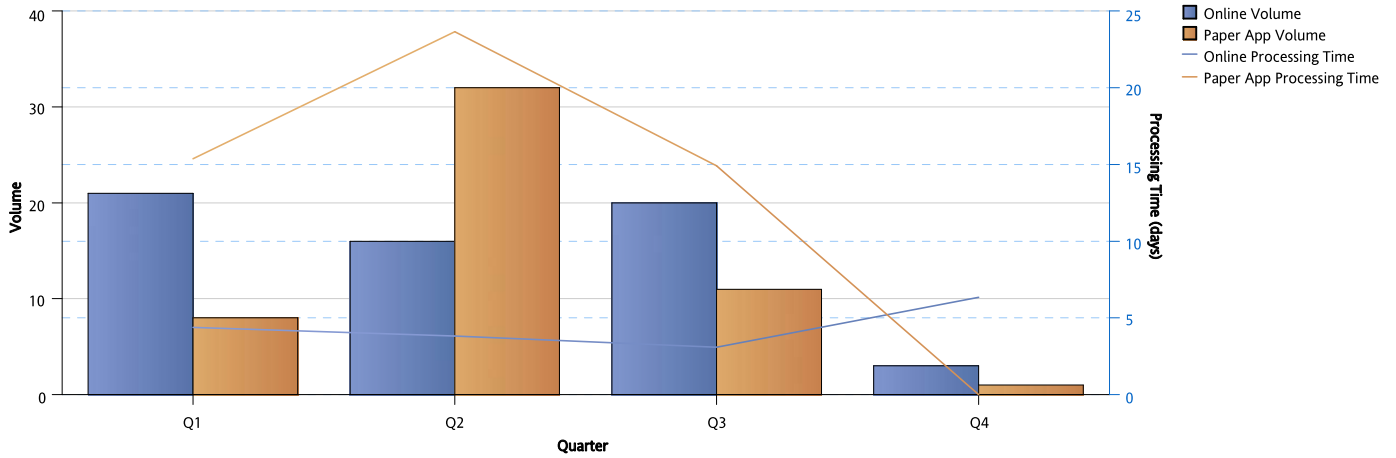
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Quarterly Trend  
 Fiscal Year 2020



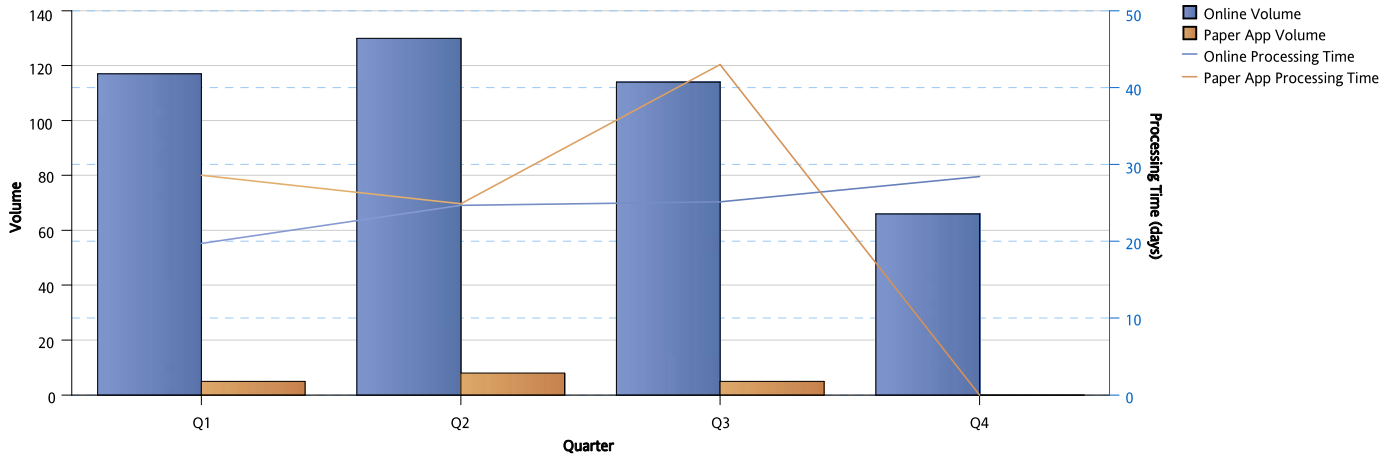
Registered Dispensing Optician - Initial Application



Registered Dispensing Optician - Initial License



Registered Spectacle Lens Dispenser - Initial Application

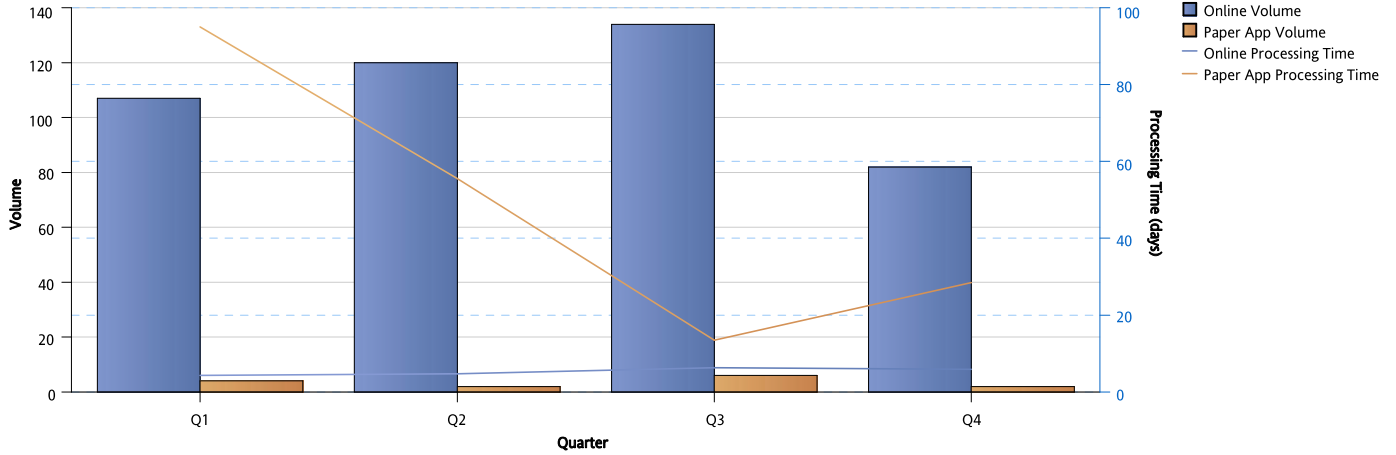




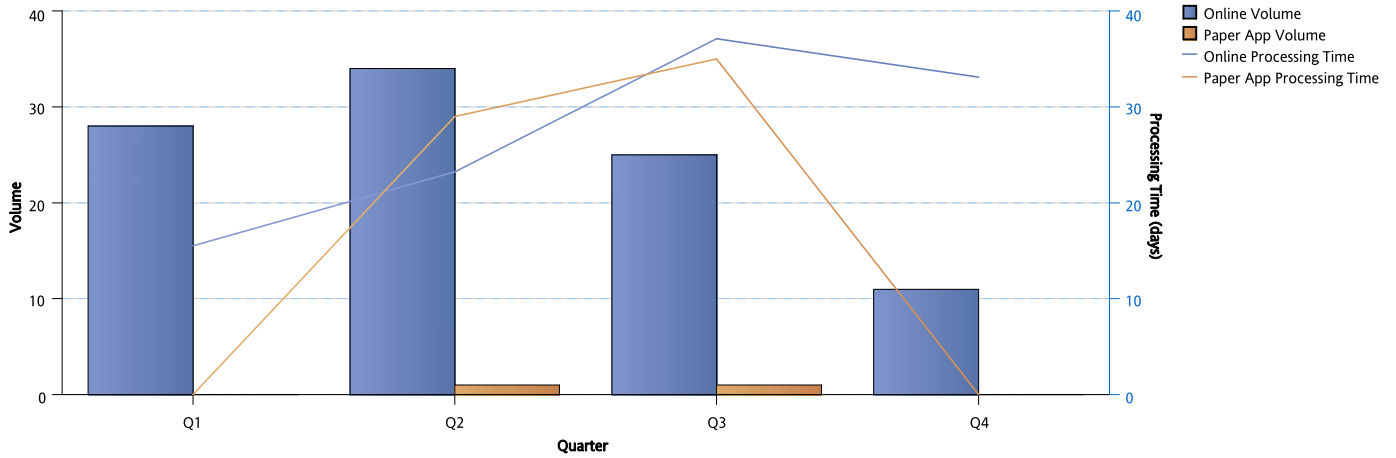
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Quarterly Trend  
 Fiscal Year 2020



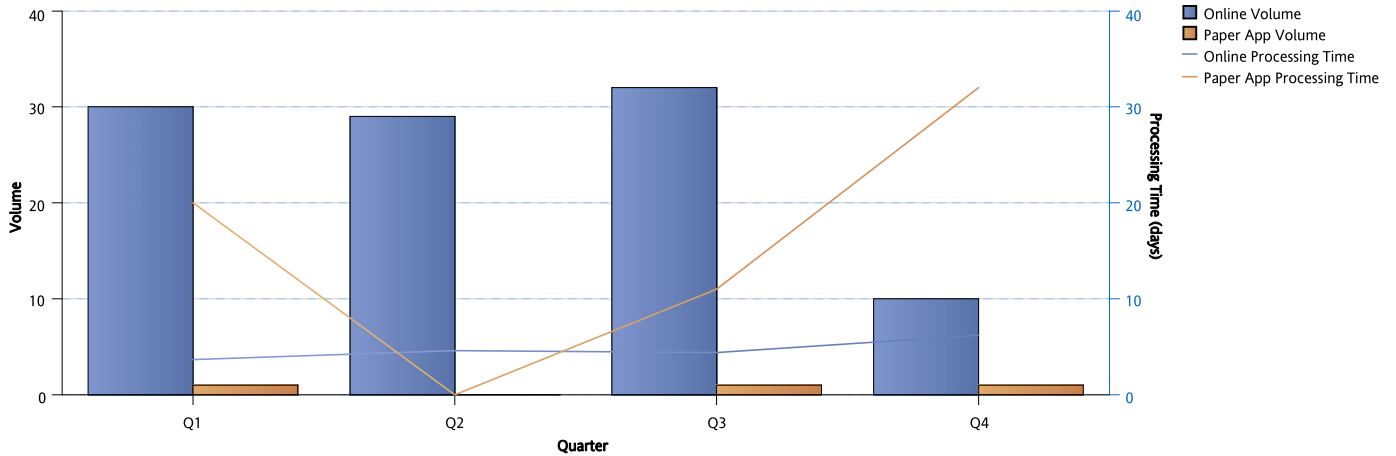
Registered Spectacle Lens Dispenser - Initial License



Registered Contact Lens Dispenser - Initial Application

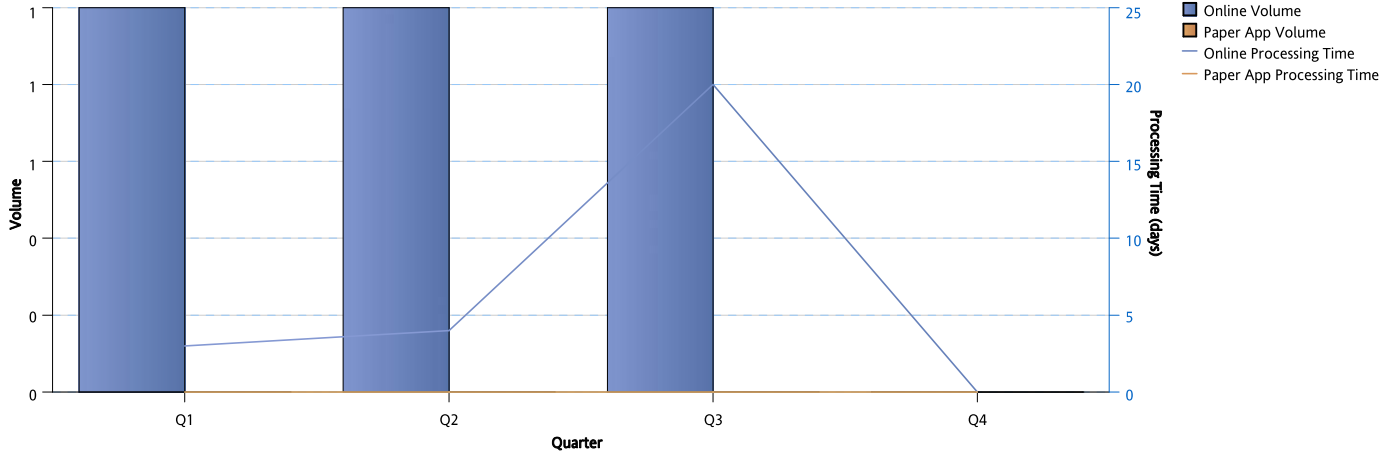


Registered Contact Lens Dispenser - Initial License

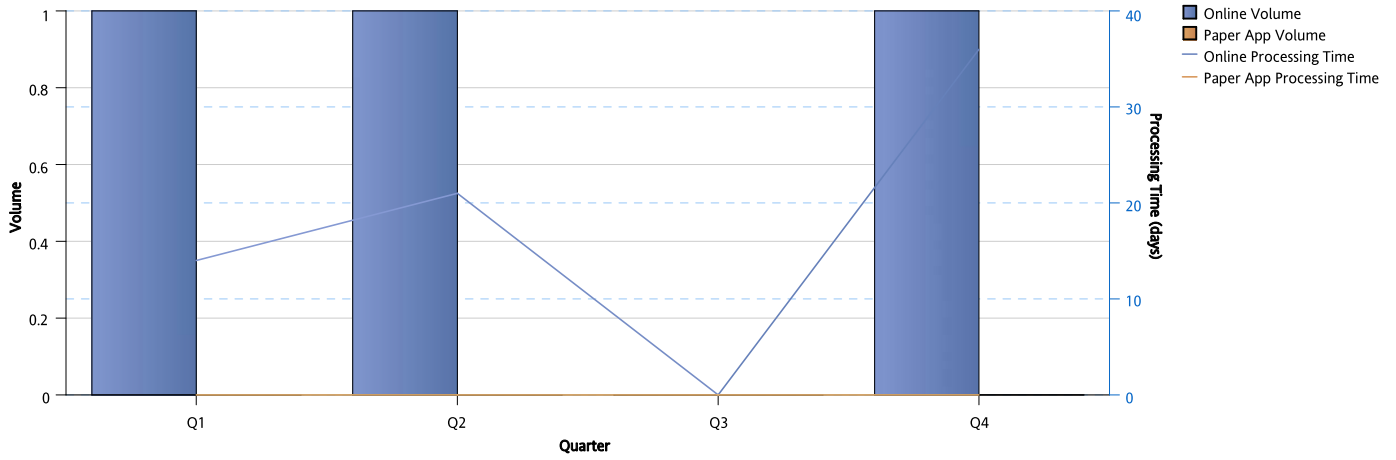




Nonresident Contact Lens Seller - Initial Application



Nonresident Contact Lens Seller - Initial License





## ISSUE MEMORANDUM

<b>DATE</b>	September 17, 2020
<b>TO</b>	Members, Dispensing Optician Committee (DOC)
<b>FROM</b>	Shara Murphy, Executive Officer <i>prepared by Alexander Juarez, Enforcement Analyst</i>
<b>SUBJECT</b>	Agenda Item #5B – Optician Enforcement Program

### Fiscal Year 2019-2020 Wrap Up

On June 30<sup>th</sup>, we closed out fiscal year 2019-2020. In that year, enforcement staff did the following:

- Opened 130 Opticianry cases
- Closed 133 Opticianry cases
- Sent 5 Opticianry cases to the Attorney General's Office
- Took Disciplinary Action against 6 Opticians
- Developed a Disciplinary Guidelines draft for the Opticianry program
- Updated procedure manuals for the tasks performed by enforcement staff
- Recruited, hired, and trained a new lead enforcement analyst
- Worked on the comprehensive review of the statutes and regulations governing the practice of Opticianry, and the draft language for changes that will improve consumer protection and the enforcement process

### Disciplinary Actions

The following Disciplinary Actions were taken against Opticians in fiscal year 2019-2020, all four were based on criminal convictions.

#### **Guerrero, Adina Cassondra (SLD 6374, CLD 2112)**

##### **Buena Park, CA**

Effective July 18, 2019, registration(s) of Adina Cassondra Guerrero (SLD 6374 CLD 2112.), with an address of record in Buena Park, CA was revoked for Conviction for Driving with a BAC of .08% or more and Evading a Peace Officer (BPC §§490, 2555.1, and 2559.3). [Click here to obtain a copy of the action or view the Spectacle Lens Dispensers Registration.](#)

[Click here to obtain a copy of the action or view the Contact Lens Dispensers Registration.](#)

#### **Perez, David (SLD 6776)**

##### **Corona, CA**

Effective July 18, 2019, the registration of David Perez (SLD 6776), with an address of record in Corona, CA, was revoked for Criminal Convictions for DUI (BPC §§490,

2555.1, 2559.3, and CCR Title 16 §1399.270). [Click here to obtain a copy of the action or view the Spectacle Lens Dispensers Registration.](#)

**Savage, Rebecca Janine (SLD 6065)**

**Riverbank, CA**

On September 5, 2019, Rebecca Janine Savage (SLD 6065), with an address of record in Riverbank, CA filed a Petition for Early Termination of Probation (Petition).

Respondent's Spectacle Lens Registration was placed on probation for three years effective April 20, 2018. A quorum of the California State Board of Optometry heard the Petition on October 25, 2019. The Petition was granted and is effective November 22, 2019. [Click here to obtain a copy of the action or view the doctor's profile](#)

**Chavez, Elizabeth (SLD 40475)**

**Camarillo, CA**

Effective December 4, 2019, the registration of Elizabeth Chavez (SLD 40475), with an address of record in Camarillo, CA was revoked for a Criminal Conviction for DUI (BPC §§ 490, 2555.1, 2559.3 and CCR, title 16 §1399.270). [Click here to obtain a copy of the action or view the doctor's profile.](#)

**Sanford, Angelica Maria (SLD 41917)**

**Azusa, CA**

Effective January 8, 2020, Spectacle Lens Dispenser Application is granted and SLD 41917 is issued to Angelica Maria Sanford, with an address of record in Azusa, CA, was immediately revoked, the order of revocation stayed, and respondent's registration placed on probation for three years for a Conviction of a Substantially Related Crime (BPC §§480(a)(1), 480(a)(3)(A), 480(a)(3)(B) in conjunction with 2559.3). [Click here to obtain a copy of the action or view the registrant's profile](#)

**Dawson, Martin Earl (SLD 42036 and CLD 8596)**

**San Diego, CA**

Effective April 2, 2020, the Spectacle Lens Dispenser Application and Contact Lens Dispenser Application are granted and SLD 42036 and CLD 8596 are issued to Martin Earl Dawson, with an address of record in San Diego, CA were immediately revoked, the revocations were stayed, and his registrations placed on probation for three years for Criminal Convictions of Murder and Robbery, and a Conviction of Robbery- Acts Involving Dishonesty, Fraud, or Deceit (BPC §§480(a)(1), 480(a)(2), in conjunction with 2559.2(b)). [Click here to obtain a copy of the action or view the registrant's Spectacle Lens Dispenser profile.](#) [Click here to obtain a copy of the action or view the registrant's Contact Lens Dispenser profile.](#)

Cases by Priority	Q4 – FY19/20			FY Total
	Routine	High	Urgent	
	OPN	OPN	OPN	OPN
Received	24	0	0	130
Closed	14	0	0	133
Average Age (days) - Closed	58	0	0	131
Pending	116	0	0	102
Average Age (days) – Pending	555	0	0	555
Referred to AG	0	0	0	5
Pending at AG	30	0	0	28
Final Disciplinary Orders	2	0	0	4

Fig. 1: Opticianry Case Statistics, Q4, FY 2019-2020

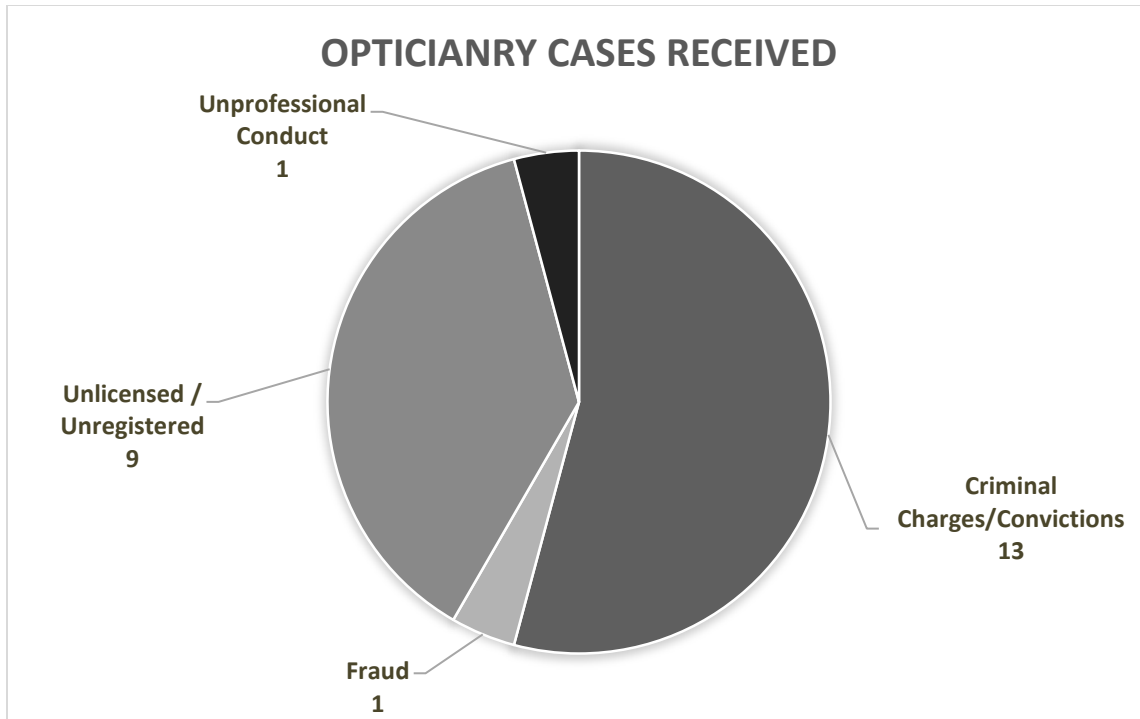


Fig. 2: Opticianry Cases Received by Classification, Q4, FY 2019-2020

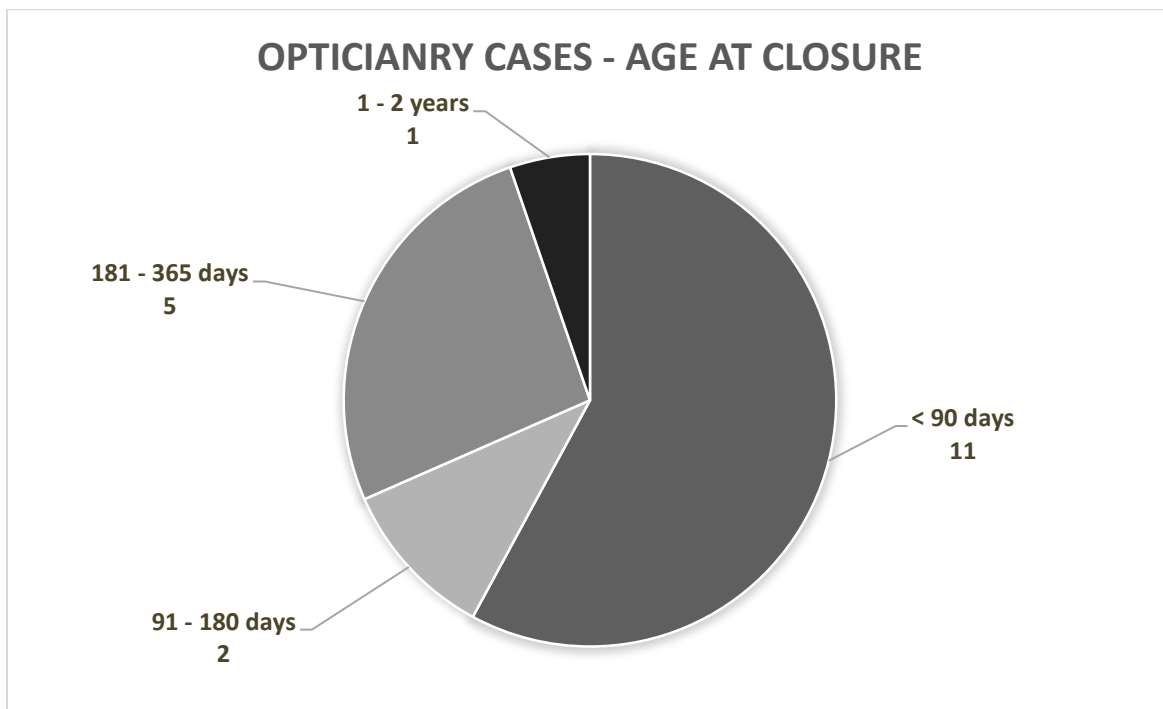


Fig. 3: Opticianry Cases – Age at Closure, Q4, FY 2019-2020

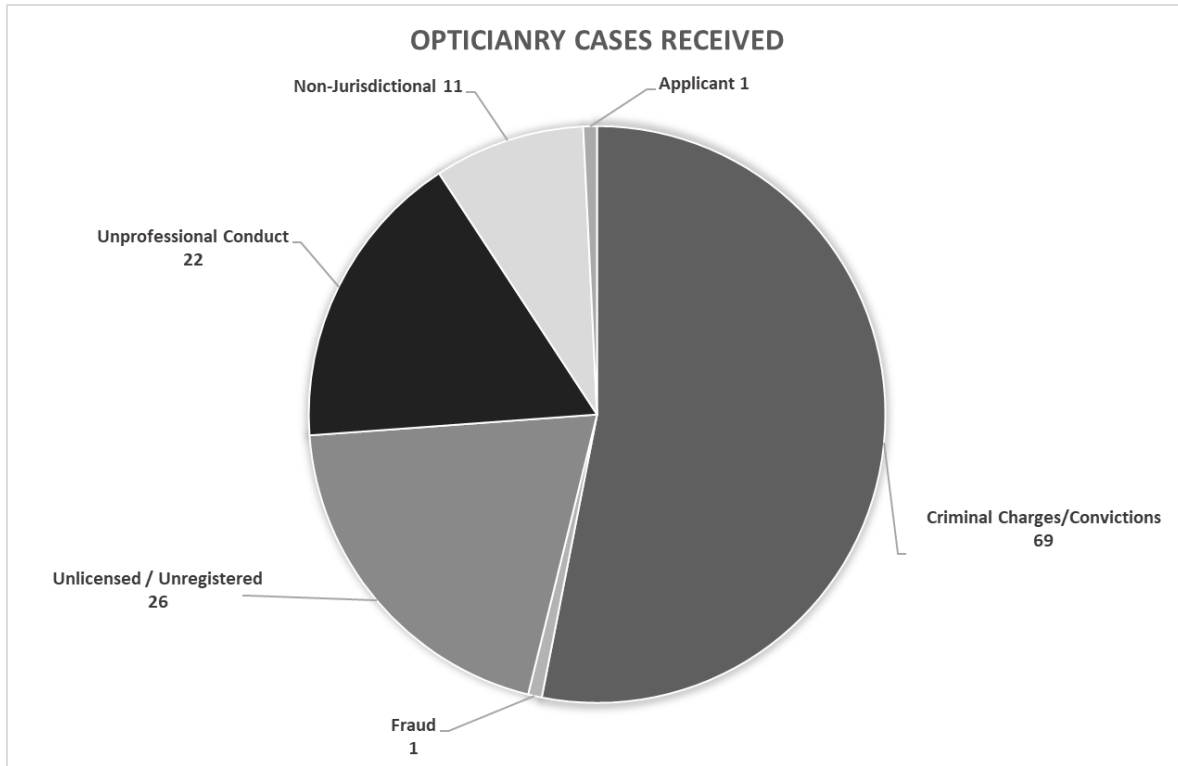


Fig. 8: Opticianry Cases Received by Classification – Fiscal Year 2019/2020

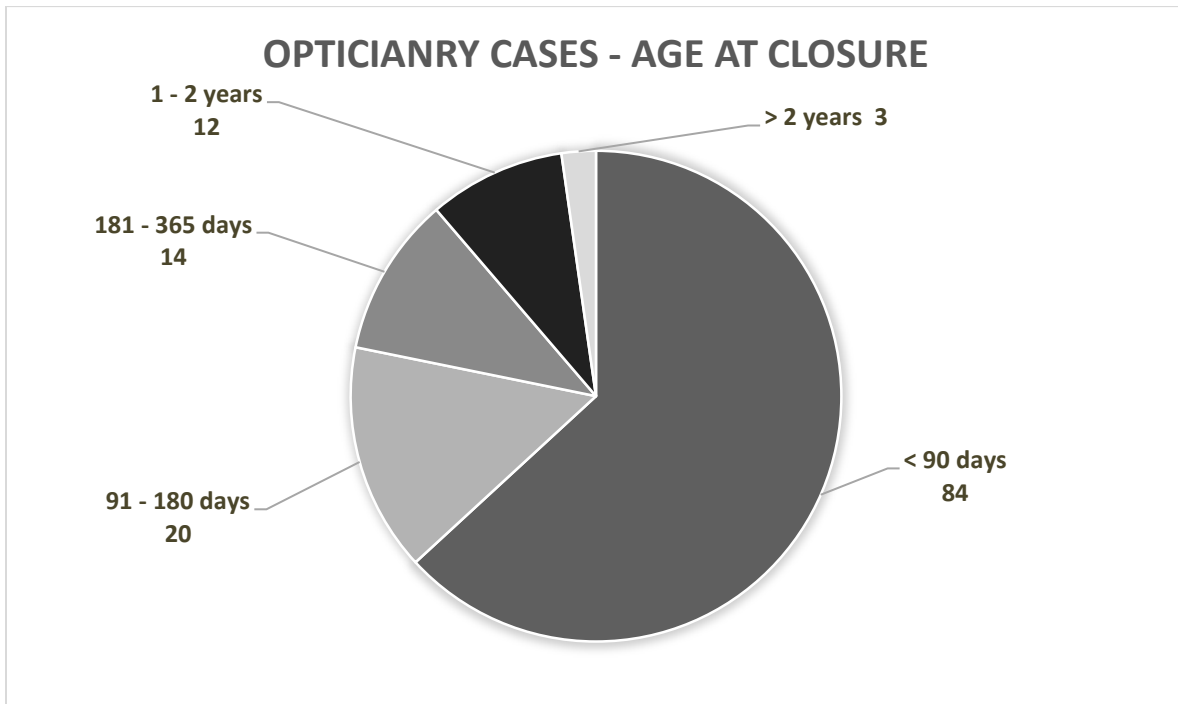


Fig. 9: Opticianry Cases Closed by Age – Fiscal Year 2019-2020



## ISSUE MEMORANDUM

<b>DATE</b>	September 17, 2020
<b>TO</b>	Members, Dispensing Optician Committee (DOC)
<b>FROM</b>	Marc Johnson, Policy Analyst
<b>SUBJECT</b>	Agenda Item #6: Presentation by Optician Training Programs and Professional Associations; Discussion and Possible Action

As part of the DOC's statutorily mandated duties under [BPC §3020](#), the DOC is charged with recommending registration standards and criteria for the registration of dispensing opticians, nonresident contact lens sellers, spectacle lens dispensers, and contact lens dispensers. A critical component of these duties is to understand the issues surrounding educational programs and job requirements in the field.

Previously, the DOC indicated a desire for various optician schools and professional associations to present on their programs and issues they face. As a result, staff invited optician education programs and professional associations to make a short presentation, providing an overview of their programs, history and views on the practice of opticianry in California. The following programs/associations are scheduled to present:

- Ruby Garcia, California State Society of Opticians
- Stephanie Kriebel, San Mateo Adult School
- Karina Casteneda, American Career College
- Gary Bazlen, California Association of Dispensing Opticians
- Other Training Programs or Professional Associations

Additional information or materials provided by the program/association is included as attachment A.

A background image showing a group of people sitting around a wooden table in a meeting or classroom setting. One person in the foreground is writing in a notebook. The image is partially obscured by a white diagonal overlay on the right side.

# California State Society for Opticians



Educational  
Resources



# California State Society for Opticians

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CSSO ABO Master Review  
CSSO NCLE Master Review

CSSO ABO Advanced Review  
CSSO NCLE Advanced Review

CSSO ABO Review  
CSSO NCLE Review

CSSO Modules

CSSO Beginnings

# Designing College Optician Programs

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**Cañada College  
ABO Certificate**

**More Colleges to Open  
ABO & NCLE Certificate Programs**

**2-Year Degree Programs**

**Master Optician Programs**

# College Instructors Professional Advancement Programs

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**Cañada College  
American Career College**

**Instructor Awards**

**Innovative & Collaboration**

**Instructors Working Together**

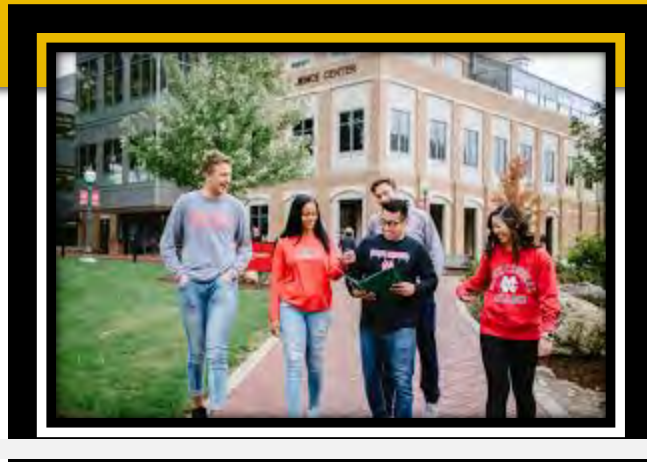


# College Awards

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## College Awards

**Community & Collaboration  
RDO's & Private Practices  
Working Together**



**Annual Recognition by  
California Board of Optometry**

# Application Process

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## SLD & CLD Application Process

### Student Internship: Screening Process

Background Check  
Work Experience

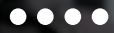
California Board of Optometry  
Board Staff Review  
October 15, 2020



Virtual Museum

Research & Innovation

# THANK YOU



Ruby Garcia, Executive Officer



805-263-9765



California.Society.Opticians@gmail.com



<https://cssoo.co>

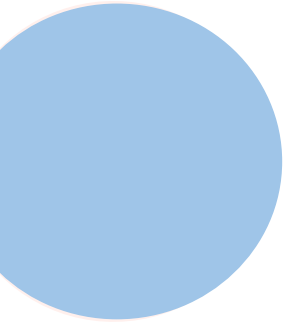




# Phil Weber

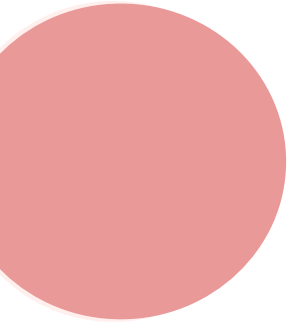
# Lynnette Garcia

# Our Mission





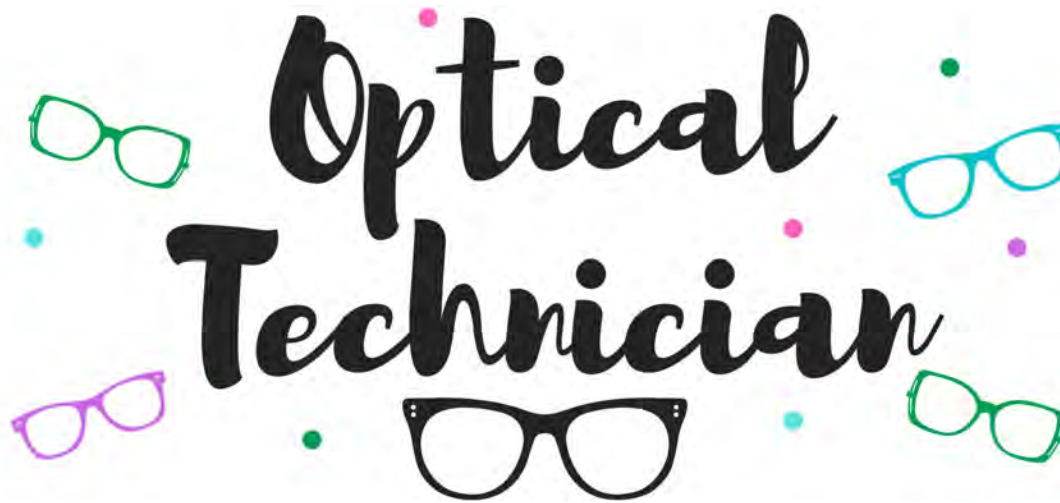




# Contact Us



# Optical Technician

The title 'Optical Technician' is written in a large, black, cursive font. It is surrounded by several pairs of colorful glasses (green, blue, purple, black) and small colored dots (green, blue, purple) scattered around the text.

American Career College is a private vocational college that specializes in health care training programs. It was founded by David Pyle in 1978.

# Program Objective

The Optics program prepares students to become employable in entry level positions as opticians, lab technicians and contact lens fitters.

Prepare students to take the certification tests administered by the American Board of Opticianry (ABO) and the National Contact Lens Examiners (NCLE)



AMERICAN BOARD  
OF OPTICIANRY



NATIONAL CONTACT  
LENS EXAMINERS



# Program Structure

## Program Wheel

Module		Clock	Credit
OPT 1	Light and Single Vision	80	6.0
OPT 2	Multifocals	80	6.0
OPT 3	Frames/ Lenses	80	6.0
OPT 4	Soft Contact Lenses	80	7.0
OPT 5	Rigid Contact Lenses	80	7.0
OPT 6	Anatomy/ Physiology / Prisms	80	6.0
OPT 7	Optical Office Procedures	80	6.0
OPT-EXT	Externship	200	6.5
	<b>Total</b>	<b>760</b>	<b>50.5</b>

- 36 weeks, with 200 hours of externship

# Program Delivery

## *Blended*

- 2 days a week on Campus (hands on) 5 hours
- 2 days online – Blackboard Platform
  - Lectures Course Content
  - Assignments
  - Quizzes
  - Test



# ACC Life during COVID 19

- Students are on Campus Once a week for 2.5hrs groups of <10 students at a time.
- Students are in full PPE gear during time in lab.
  - Cleaning Protocols are taking place before and after class.
  - Face shield, Face mask, gloves
- Students are practicing important lab skills
  - Lensometry
  - Edging
  - Patient and Frame Measurements
  - Repairing Eyewear



# ABO & NCLE Certification Pass Rates



2019	ABO Pass Rate	NCLE Pass Rate
Feb 2019	3/5 = 60%	0/0
May 2019	9/10 = 90%	3/3 = 100%
Aug 2019	8/9 = 88%	2/3 = 66%
Nov 2019	1/1 = 100%	0/0

2020	ABO Pass Rate	NCLE Pass Rate
Feb 2020	2/2 = 100%	2/2 = 100%
May 2020	2/3 = 66%	0/0
Aug 2020		
Nov 2020		



# Instructors-ONT Campus

**Karina Castaneda, ABOC, NCLEC**

**Optical Program Director**



**Victor Camacho, ABO-AC, NCLE-AC**

**Optical Instructor**



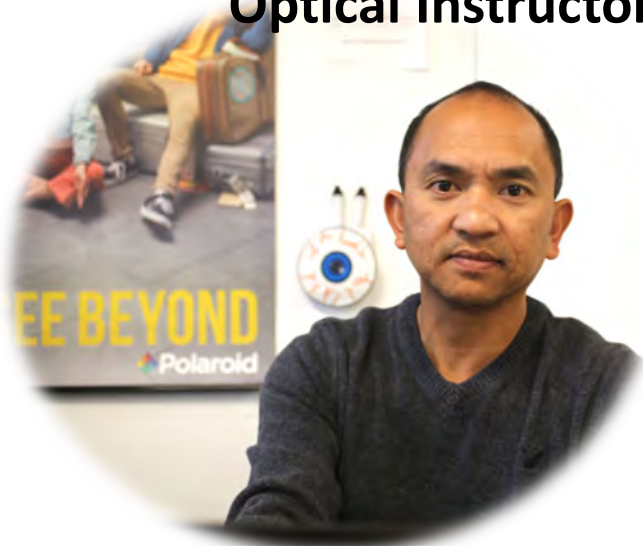
**one change  
changes everything**



# Instructors-LA Campus

**Benny Calauastro, ABOC, NCLEC**

**Optical Instructor**



**Adrianna Arias, ABOC, NCLEC**

**Optical Instructor**



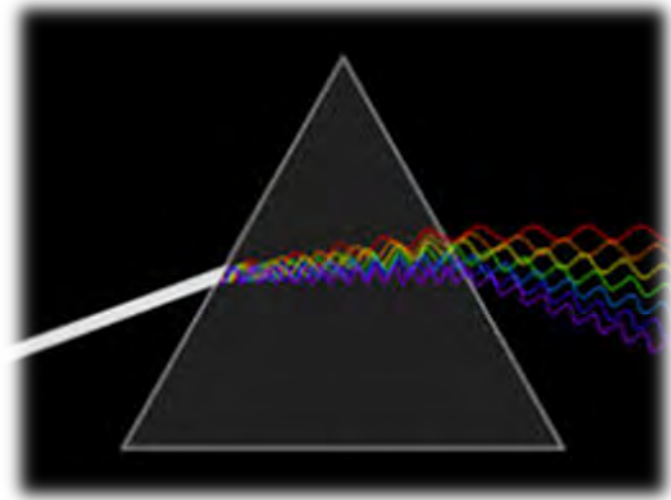
**Rhona Cleary, B.SC. Optom, ABOC, NCLEC**

**Optical Lead Instructor**



# OPT 1: Light and Single Vision

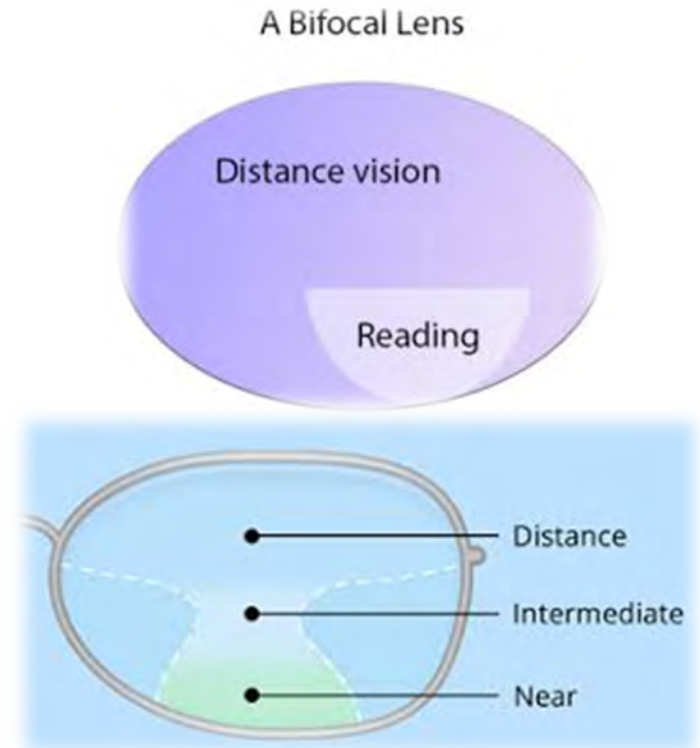
- Light, refraction, reflection, UV damage
- Low Vision
- ANSI standards
- PD measurements
- Prentice Rule Introduction
- Lens designs, prescriptions, true powers





# OPT 2: Multifocals

- Multifocal options: Bifocals, trifocals, progressives
- Converting multifocal Rx to Reading Rx & Intermediate Rx
- Vertical imbalance & Slab – off
- Image jump
- Lensometry of multifocals



# OPT 3: Frames/Lenses

- Frame and Lens materials
- Frame measurements
- Decentration calculations
- Standard alignment
- Personalized adjustments / proper dispensing
- Repairs



# OPT 4: Soft Contact Lenses

- Anatomy - Eyelids, Tear film, Corneal layers
- Contact lens terminology and materials
- Converting Spec Rx to CL Rx
- CL patient fitting & training
- Keratometer use
- Contraindications to wear



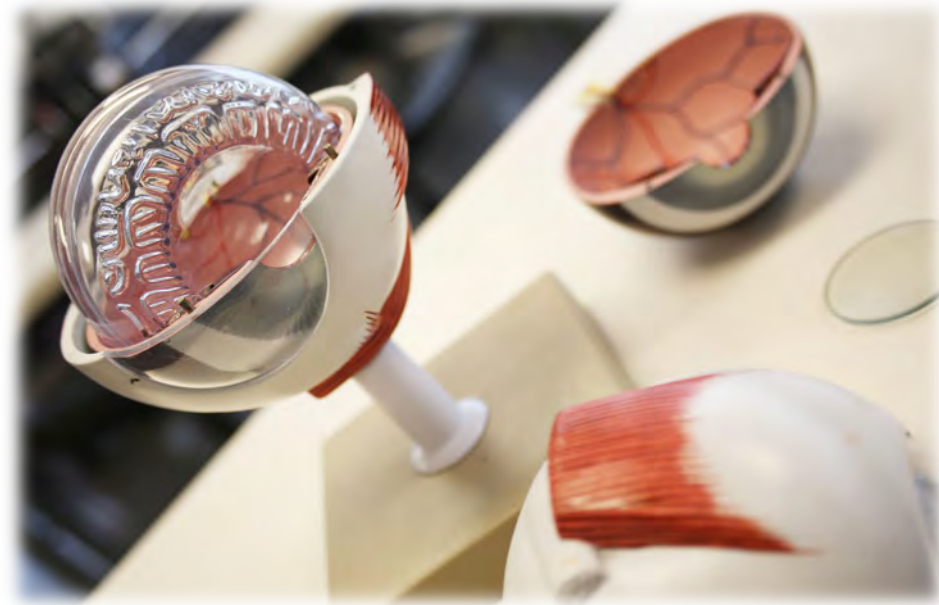
# OPT 5: Rigid Contact Lenses

- Fitting & Dispensing
- Contact lens materials
- Converting Spec Rx to CL Rx
- RGP verification tools
- Keratoconus & specialty CLs



# OPT 6: Anatomy/Physiology/Prisms

- Anatomy of the eye
- Refractive errors
- Medical conditions
- Unwanted and Prescribed prism
- Prentice's Rule



# OPT 7: Optical Office Procedures

- Vision Insurance & Billing
- Customer Service
- Regulations
- Salesmanship
- Pre-Testing: VA's, Autorefractor, Tonometer



# Externship

- Students are placed in an office to complete 200 hours
- Demonstrate and apply skills learned in class
- Learn new skills in a real office setting
- Potential for hire



# Blackboard Learning platform



Blackboard





## Week 1

OPT2 Multifocals  
OPT2019 B3200429

## Getting Started

Announcements

Virtual Office

Syllabus and  
Acknowledgments

## Course Materials

E Text

Discussion Board

Week 1

OPT Resources

## Resources

Institutional Resources

Calendar

Course Messaging

Getting Started With  
Kaltura

## Grades

My Grades

## Welcome to Week 1

## Lenses and Curves



## Weekly Objectives

1. Understand characteristics of plus- and minus-powered lenses.
2. Understand characteristics of lenses and prisms.
3. Use the lensometer to neutralize lenses and record the prescription.
4. Calculate a prescription's true powers.
5. Identify lens curvatures.
6. Perform frame and patient measurements.



## Assigned Reading

## The Ophthalmic Assistant: A Text for Allied and Associated Ophthalmic Personnel

- Chapter 3 (pp. 27–36)
  - Physical optics
  - Geometric optics
- Chapter 13 (pp. 217–218)
  - Lenses



## Getting Started

Announcements

Virtual Office

Syllabus and Acknowledgments


## Course Materials

E-Text

Discussion Board

Week 1

Week 2 

Week 3 

Week 4 

OPT Resources

## Resources

Institutional Resources

Calendar

Course Messaging

Getting Started With Kaltura

## Content/Resources



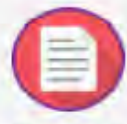
[Contact Lenses Introduction](#)

Click the link to download this week's PowerPoint presentation to review information on contact lenses.



[The Cornea](#)

Click the link to download a reference sheet about the cornea, which includes images.



[Neovascularization](#)

Click the link to download a reference sheet showing images of neovascularization.



[Polymegathism](#)

Click the link to download a reference sheet that shows images comparing polymegathism and normal endothelium cells.



[The Punctum](#)

Click the link to download a reference sheet about the punctum, which includes images.



[RGP Lens](#)

Click the link to open a graphical image that shows the architecture of a hard contact lens.



[Blepharitis Treatment Tips \(Video 3:14\)](#)

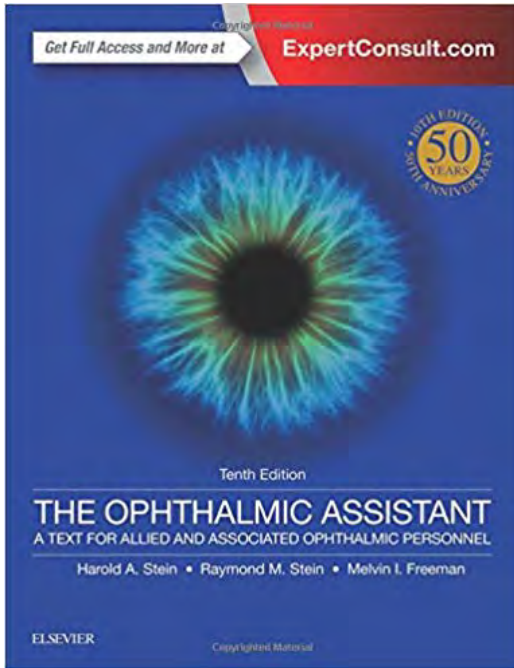
Click the link to view a video about blepharitis.



[Chalazion of the Eyelid \(Video 1:05\)](#)

# Text & Tools

## The Ophthalmic Assistant



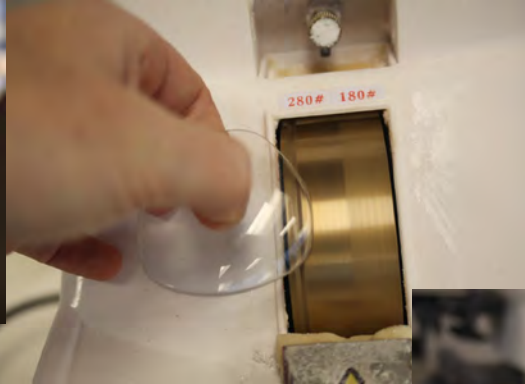
## Laptop



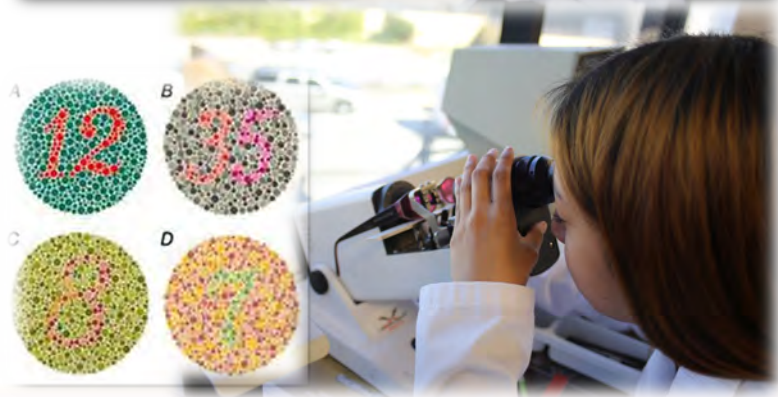
## Hand Tools Issued to student



# Finishing lab



# Lab Skills Practice



# Contact Lens Practice



# Volunteering

Back to School Screening



August 2019

# Volunteering

California Lions Club-  
Friends in Sight



California Lions  
FRIENDS IN SIGHT  
"Together, We Make Tomorrow Look Better"



- Patient Check in
- Patient Pretesting
- Patient Measurements
- Patient Adjustments
- Patient Interaction



September 2019





# 2019 VEGAS

**V** VISION EXPO

EDUCATION SEPTEMBER 18-21 EXHIBIT HALL SEPTEMBER 19-21 SANDS EXPO LAS VEGAS

ABO & NCLE OptiCon Hub



BETSEY  
JOHN/son

#2019VEWBETSEY

September 2019

# Program Outcomes

## Ontario

- Retention Rate
  - 2018 – 2019 = 96%
  - 2019 - 2020 = 89%
- Approved Placement Rate
  - 2018 – 2019 = 82%
  - 2019 -2020 = 81%
- Student Satisfaction
  - 2018 – 2019 = 96%
  - 2019 – 2020 = 96%



# Program effectiveness/ Surveys

- Student Externship Satisfaction

- 2018 – 2019 = 92%
- 2019-2020 = 100%

- Externship Site Satisfaction

- 2018 – 2019 = 88%
- 2019 – 2020 = 92%

- Graduate Satisfaction

- 2018 – 2019 = 94%
- 2019 -2020 = 96%

- Employer Satisfaction

- 2018 – 2019 = 91%
- 2019 – 2020 = 80%



# Program Outcomes

## Los Angeles

- Retention Rate

2018 – 2019 = 92%

- Approved Placement Rate

2018 – 2019 = 86%

- Student Satisfaction

2018 – 2019 = NPS 56



# Program effectiveness/ Surveys

- Student Externship Satisfaction  
2018 – 2019 = 90%
- Externship Site Satisfaction  
2018 – 2019 = 84%
- Graduate Satisfaction  
2018 – 2019 = 92%
- Employer Satisfaction  
2018 – 2019 = 90%



ANY  
QUESTIONS  
?



## Mission, Vision, and Values

### Our Mission

To protect the health and safety of California consumers through licensing, registration, education, and regulation of Optometry and Opticianry.

### Our Vision

The highest quality optometric and optical care for the people of California

### Our Values

#### Consumer Protection

We make effective and informed decisions in the best interest and for the safety of Californians.

#### Integrity

We are committed to honesty, ethical conduct, and responsibility.

#### Transparency

We hold ourselves accountable to the people of California. We operate openly so that stakeholders can trust that we are fair and honest.

#### Professionalism

We ensure qualified, proficient, and skilled staff provides excellent service to the State of California.

#### Excellence

We have a passion for quality and strive for continuous improvement of our programs, services, and processes through employee empowerment and professional development.

## Goal 1: Licensing and Registration

*The Board provides applicants and licensees a method for obtaining and maintaining licensing and registration, business licenses, and certifications for optometry and opticianry in California.*

- 1.1 Review licensing processes to improve staff efficiency as well as licensee and registration compliance.
- 1.2 Explore the possibility of requiring continuing education for both spectacle and contact lens dispenser registrations to protect consumers and high application standards throughout licensure.
- 1.3 Continue exploring opportunities to enhance BreEZe utilization to increase staff productivity and promote licensee compliance with continuing education requirements.
- 1.4 Deliver service excellence that exceeds applicant, licensee, and registrant expectations to improve application turnaround time and safely expedite market entry.
- 1.5 Secure adequate funding to allow for regular occupational analysis and linkage studies of pre-licensure examinations to provide a fair and consistent process for applicants and ensure consumers receive the highest quality of care.



## Goal 2: Examination

*The Board works to promote a fair, valid and legally defensible exam process and licensing exam (California Law and Regulation Examination) to ensure that only qualified and competent individuals are licensed or registered to provide optometric or opticianry services in California.*

- 2.1** Consider the feasibility of developing a state law exam for opticians to verify their familiarity with California laws.
- 2.2** Re-imagine the examination processes to reflect the state's high-quality eye care standards and the evolution of test-taking at eye care, health, and educational institutions.
- 2.3** Continue evaluating the examinations used in the licensure process to confirm the measurement of entry-level competence and the prevention of artificial barriers to licensure.
- 2.4** Research the possibility of alternative competency verification of application in states of emergency.

DRAFT

## Goal 3: Law and Regulation

*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.*

- 3.1** Advocate for the adoption of new opticianry statutes and regulations (using data from occupational analyses) that seek to clarify the principles of the profession and provide better consumer protection for those who are seeking opticianry services.
- 3.2** Promulgate rulemakings to effectively regulate practice within mobile clinics and home settings to provide better consumer protection for those who are seeking optometric services.
- 3.3** Explore current and emerging methods, opportunities, and technology to increase access to care while maintaining a world-class standard of optometric care (e.g., scope of practice, mobile clinics, telemedicine).
- 3.4** Pursue Sunset Review Legislation that modernizes language and concepts in light of current and future practice, that synchronizes the expiration dates of fictitious name permits to align with renewals of general licensure and statements of licensure, and that implements an endorsement fee to support unfunded staff work.
- 3.5** Monitor changes in federal law to identify methods that will strengthen existing California legislation regarding the sale of contact lenses and eyeglasses to improve enforcement and enhance consumer protection.

## Goal 4: Enforcement

*The Board protects the health and safety of consumers through the active enforcement of laws and regulations governing the safe practice of optometry and opticianry in California.*

- 4.1** Refine enforcement processes to simplify reporting and verify infractions.
- 4.2** Consider whether the Board staff should consult with a Board-approved expert regarding enforcement actions that could result in probation or revocation of a license to ensure the process focuses on consumer protection and probationer rehabilitation, not punishment.

DRAFT

## Goal 5: Outreach

*The Board proactively educates, informs, and engages consumers, licensees, students, and other stakeholders about the practices of optometry and opticianry and the laws and regulations which govern them.*

- 5.1** Assess outside resources available to expand outreach.
- 5.2** Collaborate with continuing education providers and associations to explore online discussions/updates regarding legislation and regulations to expand outreach and generate awareness of the current state of practice.
- 5.3** Create and enact an outreach plan with opticianry schools regarding California registration requirements for the use of the title "Optician" to enhance compliance with California law and encourage registration.
- 5.4** Conduct an in-depth review and re-design of the Board's website and update information for consumers, licensees, and registrants to provide up-to-date and accurate information (e.g. seasonal issues, changes in regulations and laws, etc.).
- 5.5** Accelerate a plan to improve the utilization of technology to enhance communication to reach all Californians.
- 5.6** Publish and disseminate enforcement actions to illustrate the consequences of infractions (DUI, malpractice, and unlicensed activity).
- 5.7** Develop the communication plan regarding the importance of children's vision health and wellness.
- 5.8** Develop proactive methods to inform the public about the dangers of the unlicensed sale and distribution of cosmetic contact lenses to promote consumer safety.