



## ISSUE MEMORANDUM

<b>DATE</b>	April 23, 2021
<b>TO</b>	Dispensing Optician Committee (DOC)
<b>FROM</b>	Shara Murphy, Executive Officer <i>Prepared by Natalia Leeper, Lead Licensing Analyst</i>
<b>SUBJECT</b>	Agenda Item 5A – Opticianry Licensing Program Update

### **Applications**

Processing time for initial application review has increased to 8 weeks after the loss of the Board's Opticianry Registration Technician.

### **Staff**

The Board is currently recruiting a new Opticianry Registration Technician. The processing of Opticianry program applications is being divided between the Lead Licensing Analyst and the Licensing Support Technician.

### **BreEZe**

In November, changes were implemented in BreEZe that have greatly decreased the number of deficient applications. Also in November, two new applications were added for Opticianry BreEZe users: the application to change your name on your registration, and the application to update your registration's relationship to other registrations.

### **ABO-NCLE Exams**

The American Board of Opticianry and National Contact Lens Examiners (ABO-NCLE) continue to offer testing monthly. At this time, there has been no announcement indicating when testing will return to a quarterly schedule.



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Population Statistics  
 License Population as of 04/09/2021



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	12	10					22
Optometrist-DPA	101	88					146
Optometrist-TLG	4,022	74		1	1		200
Optometrist-TPA	1,459	83					249
Optometrist-TPG	962	5					46
Optometrist-TPL	940	55		1			104
Statement of Licensure	1,370						663
Fictitious Name Permit	1,415						289
Registered Dispensing Optician	1,089						403
Registered Spectacle Lens Dispenser	2,855		4		4	1	1,281
Registered Contact Lens Dispenser	1,117		1		1		410
Nonresident Contact Lens Seller	15						3



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



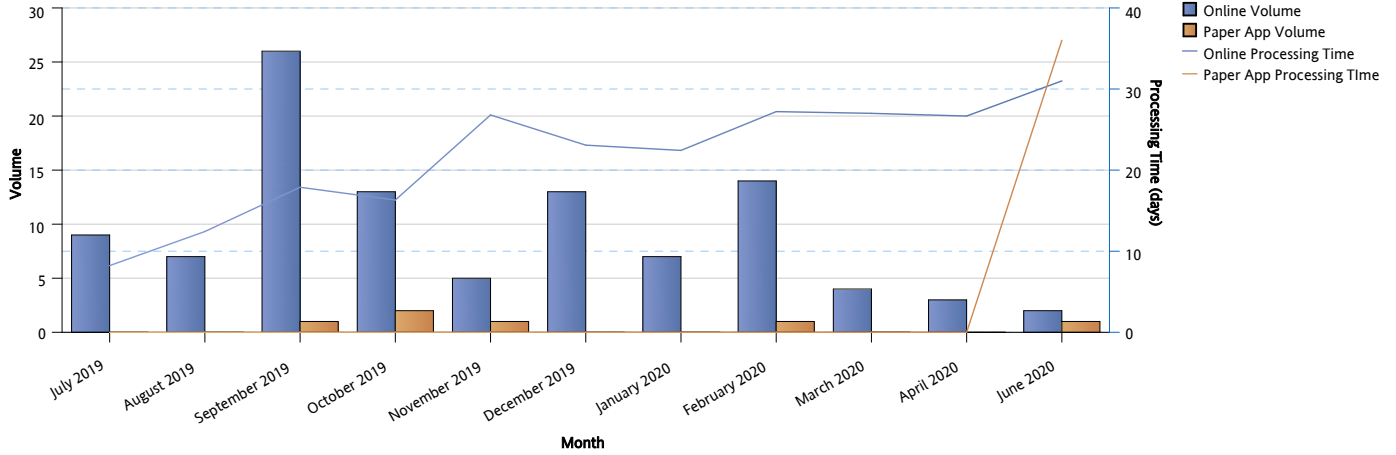
LT - Transaction Description	Online Volume	Average Online Processing Time	Paper App Volume	Average Paper App Processing Time
Registered Dispensing Optician - Initial Application	103	20	6	6
Registered Dispensing Optician - Initial License	60	4	52	20
Registered Spectacle Lens Dispenser - Initial Application	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	



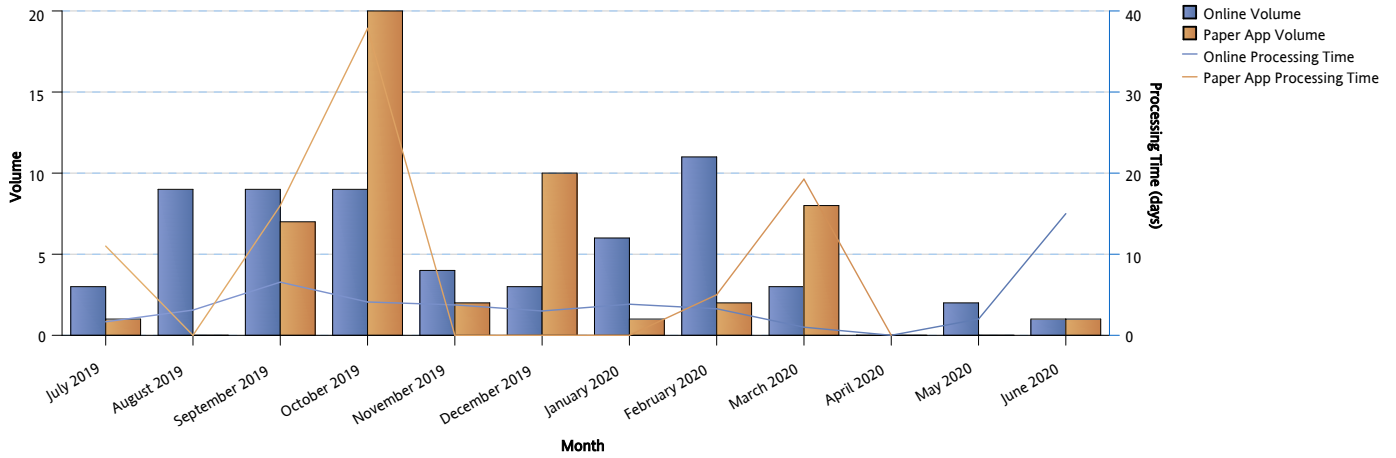
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Monthly Trend  
 Fiscal Year 2020



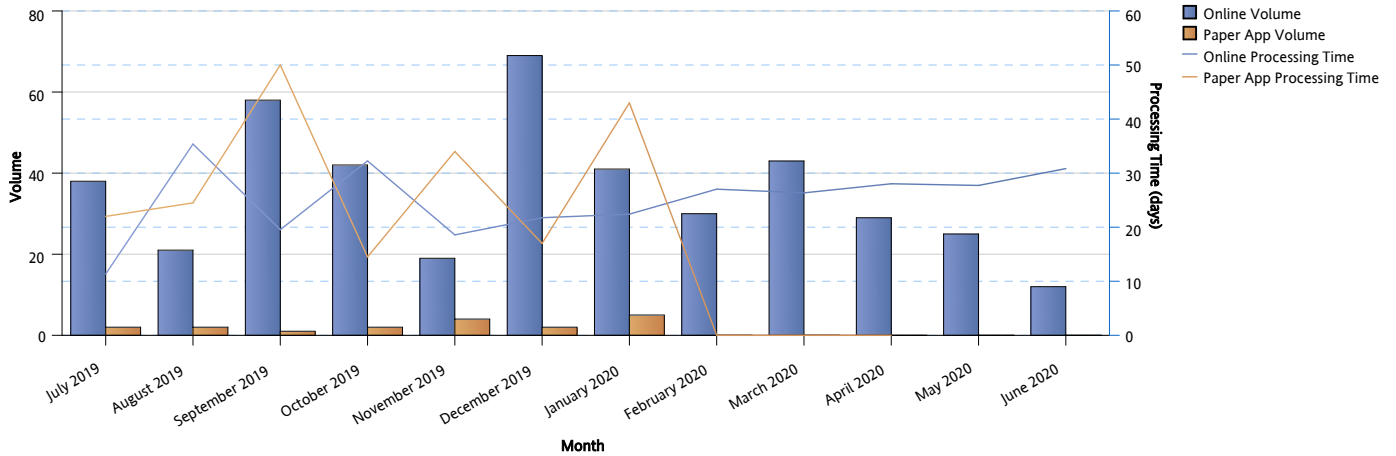
Registered Dispensing Optician - Initial Application



Registered Dispensing Optician - Initial License



Registered Spectacle Lens Dispenser - Initial Application

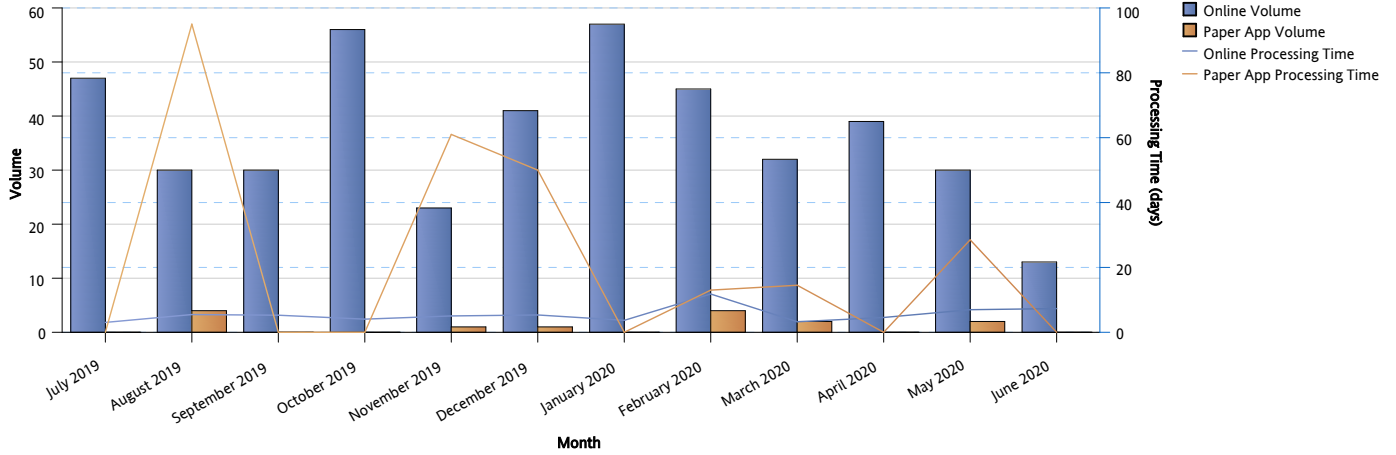




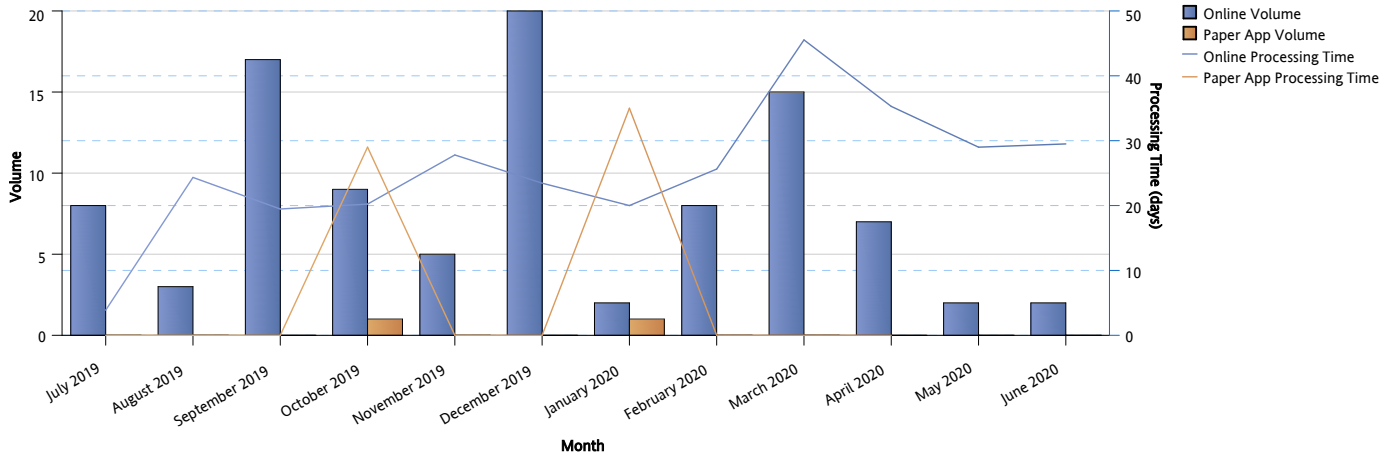
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Monthly Trend  
 Fiscal Year 2020



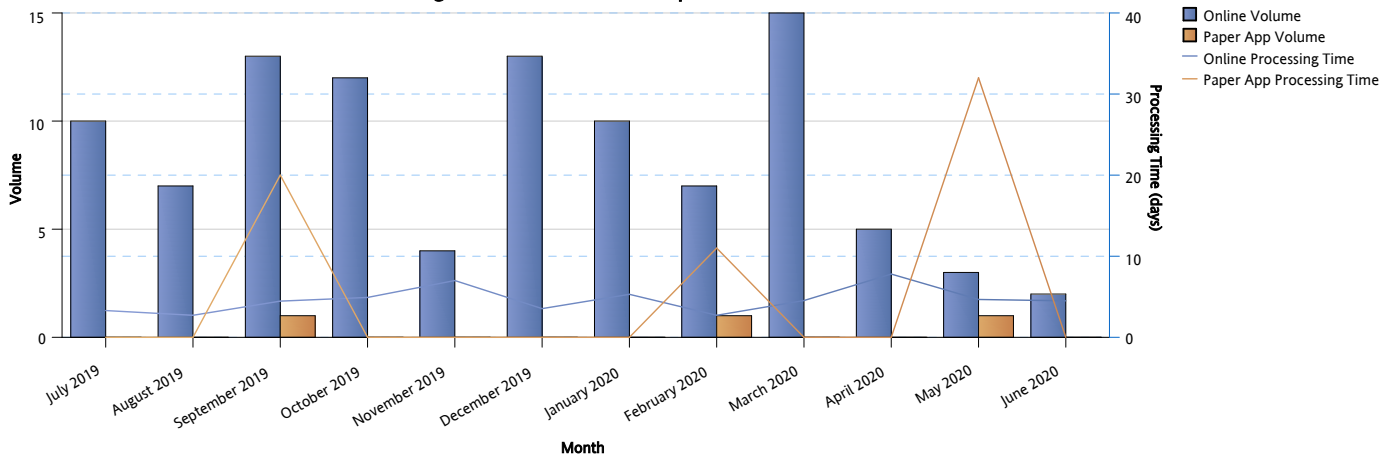
Registered Spectacle Lens Dispenser - Initial License



Registered Contact Lens Dispenser - Initial Application



Registered Contact Lens Dispenser - Initial License

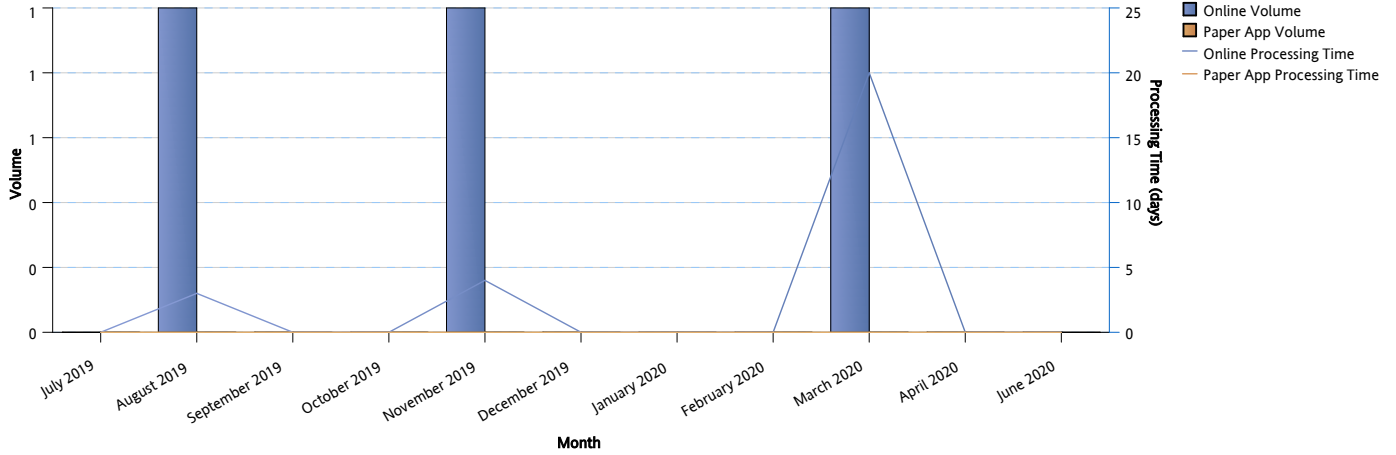




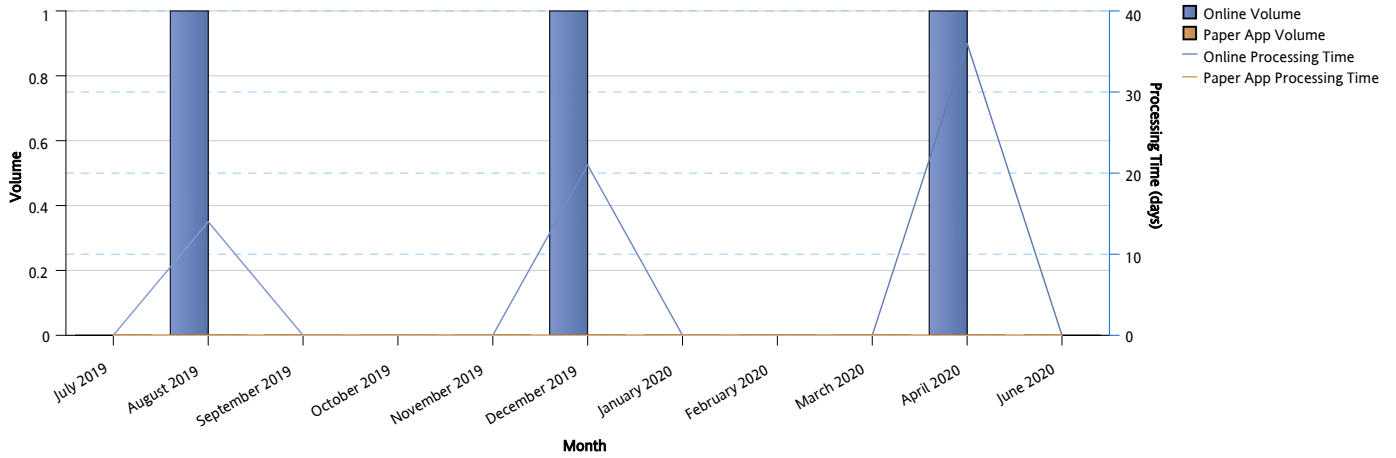
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Monthly Trend  
 Fiscal Year 2020



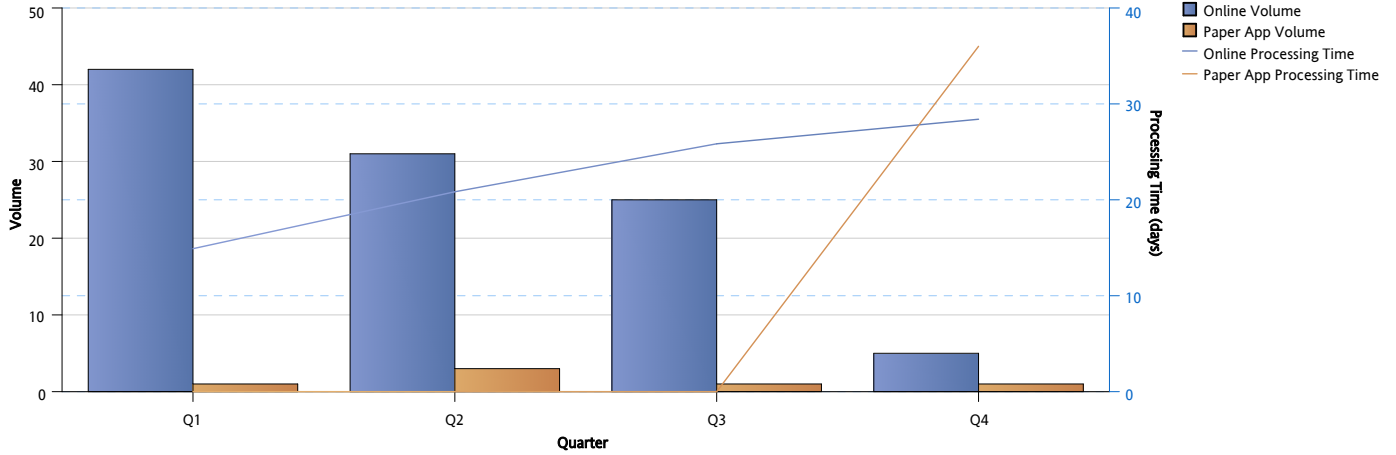
Nonresident Contact Lens Seller - Initial Application



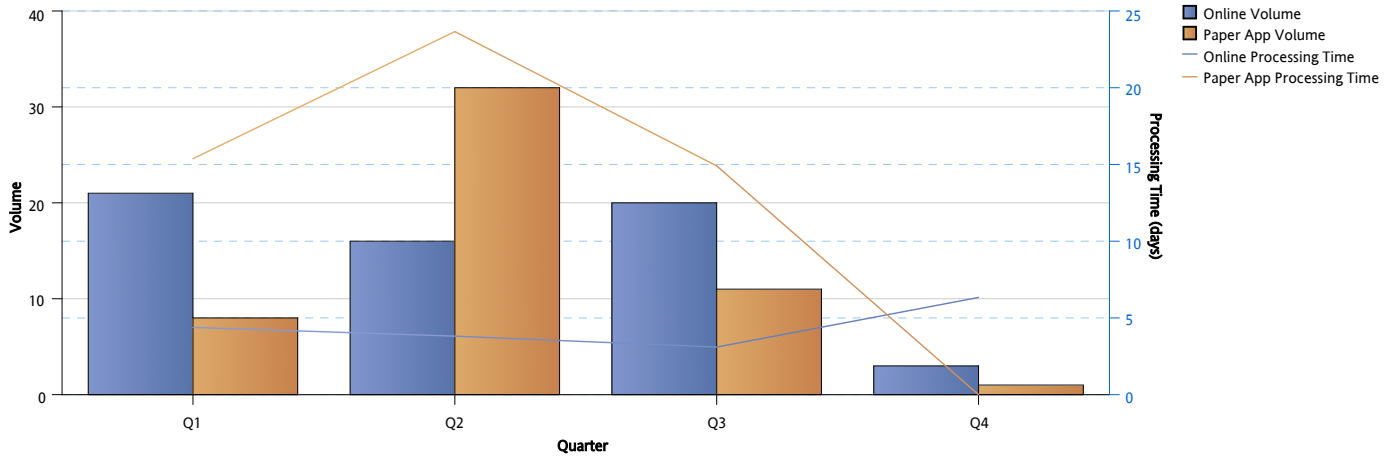
Nonresident Contact Lens Seller - Initial License



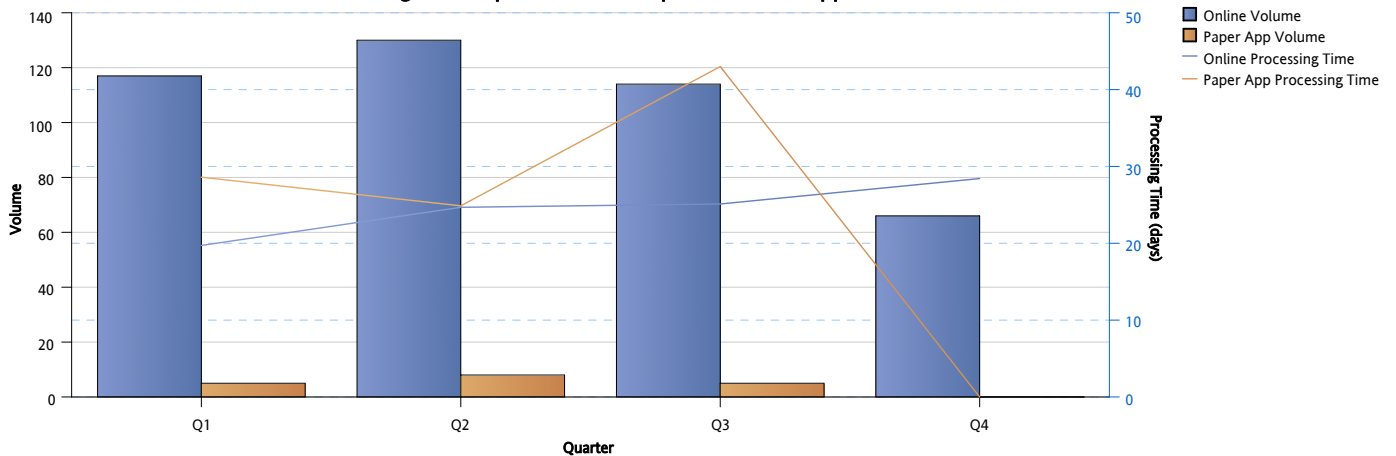
Registered Dispensing Optician - Initial Application



Registered Dispensing Optician - Initial License



Registered Spectacle Lens Dispenser - Initial Application

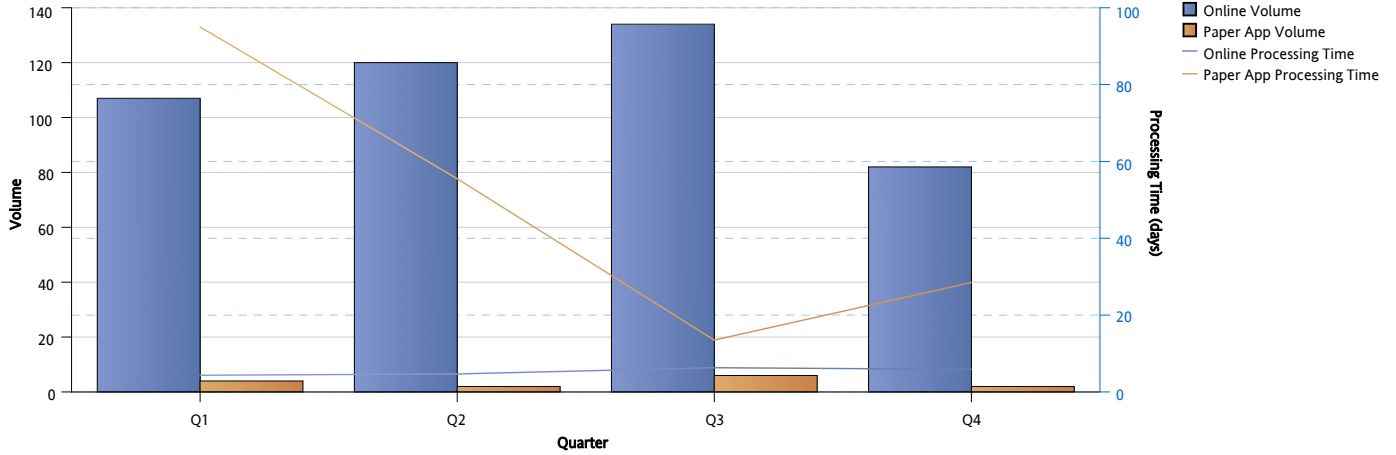




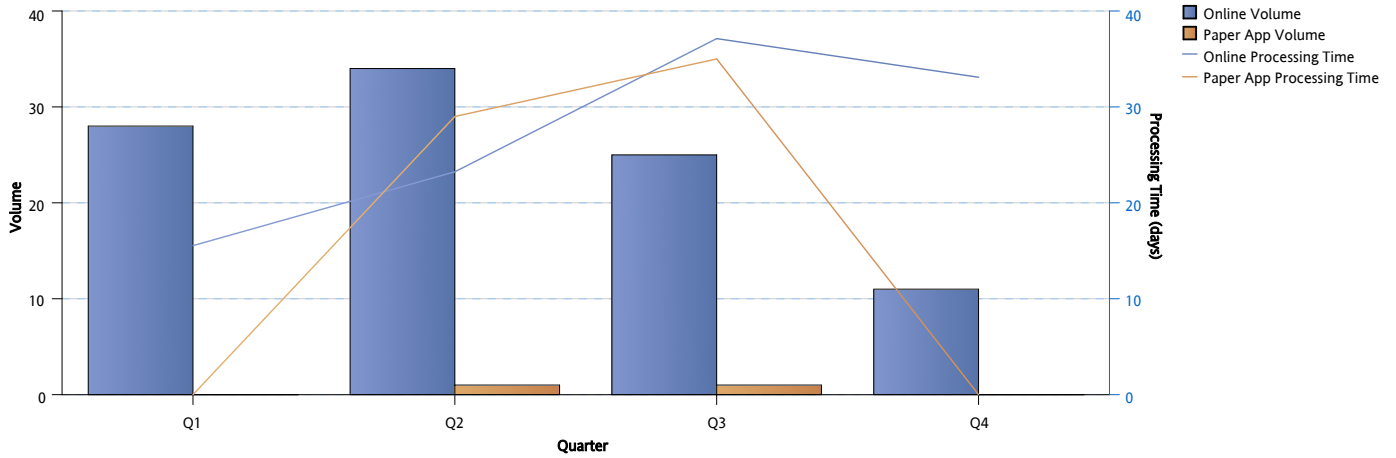
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
 BREEZE SYSTEM  
 Licensing Application Volume and Processing Time  
 Quarterly Trend  
 Fiscal Year 2020



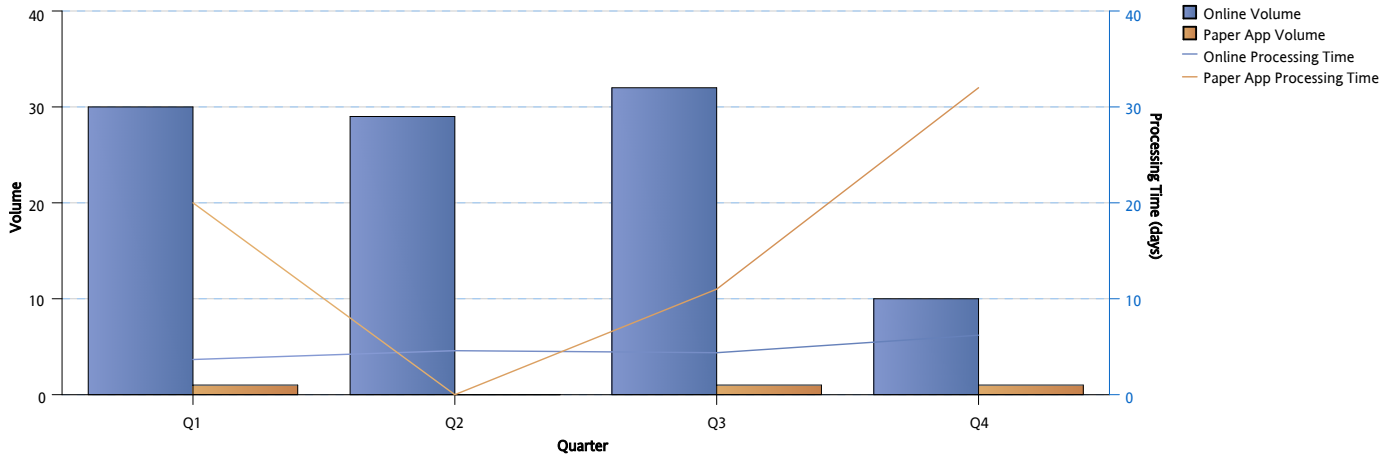
Registered Spectacle Lens Dispenser - Initial License



Registered Contact Lens Dispenser - Initial Application



Registered Contact Lens Dispenser - Initial License



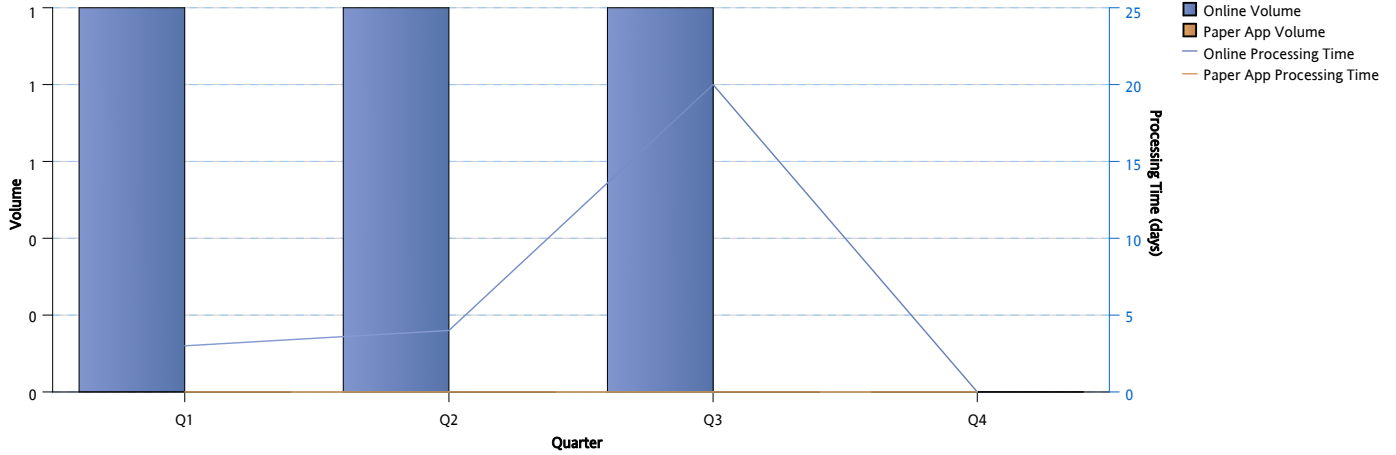




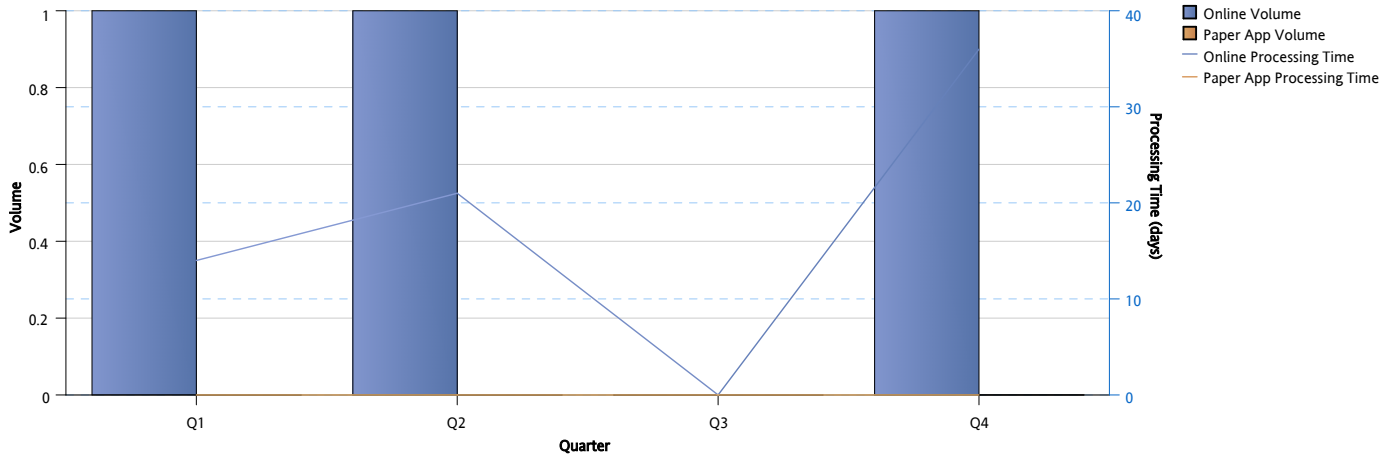
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
BREEZE SYSTEM  
Licensing Application Volume and Processing Time  
Quarterly Trend  
Fiscal Year 2020



Nonresident Contact Lens Seller - Initial Application



Nonresident Contact Lens Seller - Initial License





## ISSUE MEMORANDUM

<b>DATE</b>	April 23, 2021
<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 #4B – Optician Enforcement Program

### Fiscal Year 20/21 Quarter 1-3

Enforcement staff has achieved the following between July 1, 2020 and March 31, 2021:

- Opened 65 Opticianry cases
- Closed 53 Opticianry cases
- Sent 3 Opticianry cases to the Attorney General's Office
- Took Disciplinary Action in 4 Opticianry cases
- Developed comprehensive procedure manuals for the tasks performed by enforcement staff
- Recruited, hired, and trained an enforcement technician

### Disciplinary Actions

The following Disciplinary Actions were taken against Opticians in the first three quarters of fiscal year 2020-2021, all four were based on criminal convictions.

#### **Trippi, Lisa Antoinette (SLD 6469) Redding, CA**

Effective September 24, 2020, the registration of Lisa Antoinette Trippi (SLD 6469), with an address of record in Redding, CA, was voluntarily surrendered for a Conviction of a Substantially Related Crime (BPC §§2555.1, and 2559.3). [Click here to obtain a copy of the action or view the registrant's profile](#)

#### **Hall, Steven Wayne**

Effective September 24, 2020, the application for registration as a Registered Spectacle Lens Dispenser of Steven Wayne Hall is denied based on a Conviction of a Substantially Related Crime, Misstatement on a License Application, Dishonest Acts, and Conduct Warranting Licensee Discipline (BPC §§480(a)(1), (a)(2), (d), (a)(3)(A), (a)(3)(B), and CCR title 16 §1399.270). [Click here to view the action.](#)

#### **Caliwag, Filip B. (SLD 6243) Anaheim, CA**

Effective January 6, 2021, the registration of Filip B. Caliwag (SLD 6243), with an

address of record in Anaheim, CA was revoked for Criminal Convictions (BPC §§490, 2555.1, 2559.3, and CCR title 16 §1399.270). [Click here to obtain a copy of the action or view the registrant's profile](#)

**Nalbandyan, Ara (SLD 4222, CLD 1263)**

**Glendale, CA**

Effective January 6, 2021, the registrations of Ara Nalbandyan (SLD 4222, and CLD 1263), with an address of record in Glendale, CA, was revoked for the Unlicensed Practice of Optometry, Holding Oneself Out as an Optometrist, and Violations of the Optometry Practice Act (BPC §§2555, 2556(a), 2559.3, 2563, 3040(a), (b), 3041(a), (b)(1), (b)(2),(c)(8), 3110(s), 4040, HSC §11150, CCR title 16 §§1399.270, and 1567) [Click here to obtain a copy of the action or view the registrant's SLD profile](#) and [CLD profile](#)

Cases by Priority	Q1 – FY20/21						Q2 – FY20/21						Q3 – FY 20/21						FY Total	
	Routine		High		Urgent		Routine		High		Urgent		Routine		High		Urgent		OPT	OPN
	OPT	OPN	OPT	OPN	OPT	OPN	OPT	OPN	OPT	OPN	OPT	OPN	OPT	OPN	OPT	OPN	OPT	OPN		
Received	53	19	2	0	0	0	52	27	1	1	0	0	47	18	1	0	0	0	156	65
Closed	47	7	2	0	0	0	35	14	1	0	0	0	45	32	3	0	0	0	133	53
Average Age (days) - Closed	149	307	1038	0	0	0	85	223	470	0	0	0	174	438	242	0	0	0	360	323
Pending	111	128	12	0	0	0	127	141	10	1	0	0	134	113	8	1	0	0	142	114
Average Age (days) – Pending	604	507	370	0	0	0	581	653	415	24	0	0	541	680	531	114	0	0	541	675
Referred to AG	0	3	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	3	3
Pending at AG	3	28	1	0	0	0	4	26	3	0	0	0	3	26	3	0	0	0	7	24
Final Disciplinary Orders	2	2	1	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	4	4

Fig. 1: Opticianry Case Statistics, Q1-Q3, FY 2020-2021

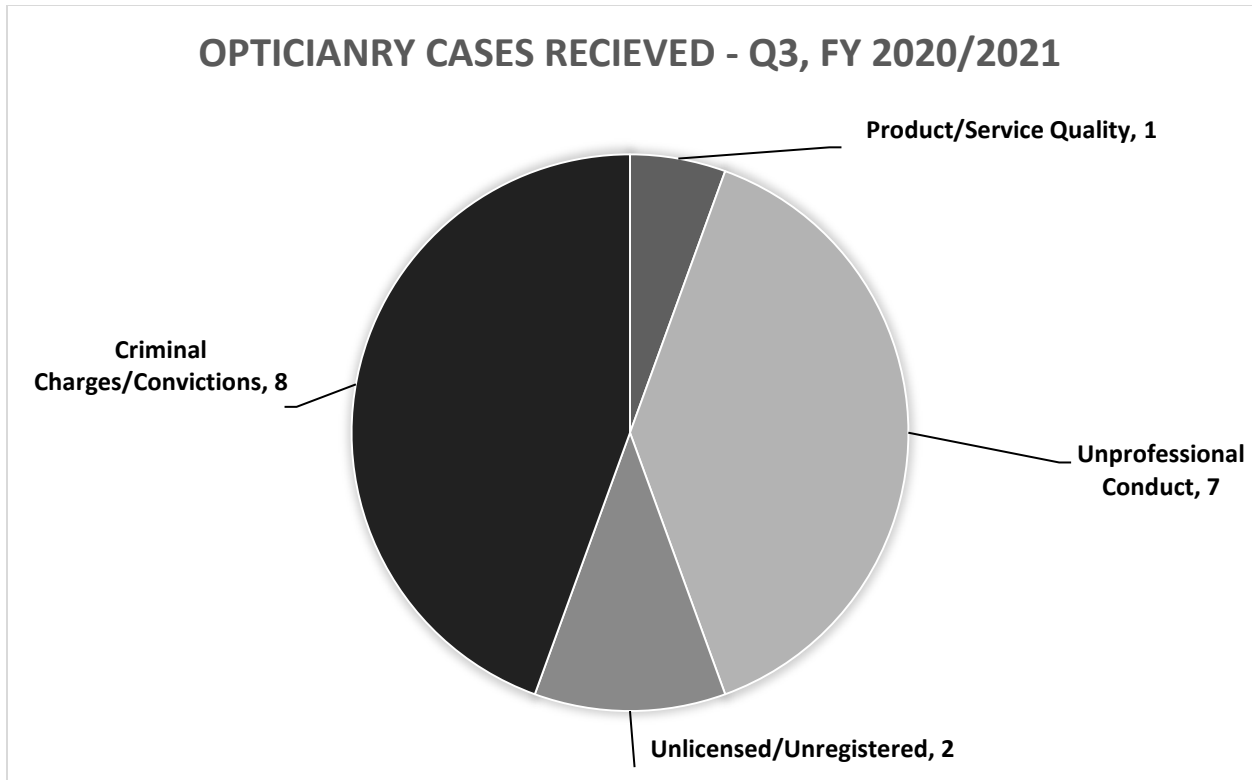


Fig. 2: Opticianry Cases Received by Classification, Q3, FY 2020-2021

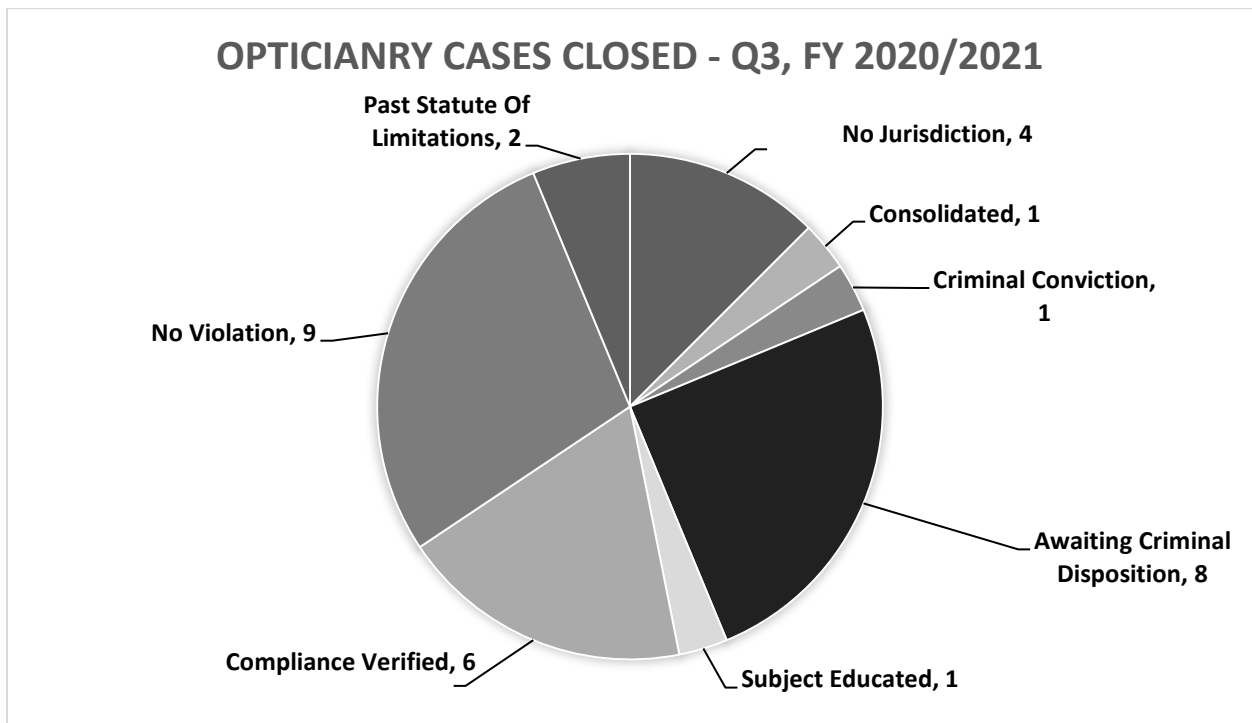


Fig. 3: Opticianry Cases Closed by type, Q3, FY 2020-2021



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<b>TO</b>	Members, Dispensing Optician Committee (DOC)
<b>FROM</b>	Shara Murphy, Executive Officer
<b>SUBJECT</b>	Agenda Item #4C – Opticianry Program Fund Condition Update

Budget Analyst, Bikram Dhaliwal, will offer updates on the Opticianry Program fund condition.



# ISSUE MEMORANDUM

<b>DATE</b>	April 23, 2021
<b>TO</b>	Members, Dispensing Optician Committee (DOC)
<b>FROM</b>	Shara Murphy, Executive Officer
<b>SUBJECT</b>	Agenda Item #4D: 2021-2025 Strategic Plan Update

In today's materials, members and the public received the final version of the [2021-2025 Strategic Plan](#) as approved by the Board.

The Board has advised the DOC to monitor the following action plan objectives:

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.

2.1 Consider the feasibility of developing a state law exam for opticians to verify their familiarity with California laws.

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.

3.5 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.

On March 5 and March 29, staff met to develop pre-action plans for each objective in the Strategic Plan. Another staff planning session is scheduled for Mat. Each of the plan objectives received individual review and development using the chart below.

Major Tasks to Accomplish	Responsible Party	Completion Date	Objective Success Measurement