

Statistics Report - Optometry Program

Case Complexity

	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		
Urgent	0	1	0	0	0	1	
High	0	1	1	1	6	9	
Routine	0	58	33	53	59	203	
Total	0	60	34	54	65	213	

Case Category

	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		
Mental/Physical Impairment	0	0	0	0	0	0	
Discipline by Another CA Agency	0	0	0	0	0	0	
Contractual	0	0	0	0	0	0	
Fraud	0	1	0	1	0	2	
Health & Safety	0	0	0	0	2	2	
App Investigation	0	0	0	0	1	1	
Non-Jurisdictional	0	21	10	12	11	54	
Incompetence/Negligence	0	2	2	2	5	11	
Personal Conduct	0	0	0	0	0	0	
Product/Service Quality	0	1	0	0	0	1	
Unprofessional Conduct	0	26	20	32	40	118	
Sexual Misconduct	0	1	1	1	1	4	
Discipline by Non-CA State/Agency	0	0	1	1	1	3	
Unlicensed/Unregistered	0	4	0	1	1	6	
Criminal Charges/Convictions	0	4	0	4	3	11	
Unsafe/Unsanitary Conditions	0	0	0	0	0	0	

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

Complaint Intake

	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		
PM1: Total Complaints Received	209	57	34	50	65	206	↓ -1%
PM1: Total Convictions/Arrest Received	14	4	0	3	3	10	↓ -29%
PM1: Total Received	223	61	34	54	65	216	↓ -3%

*Of the Convictions/Arrests, 1 was received on an Applicant and 2 were received on Licensees

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

Intake

Target: 7 Days	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		
PM2: Intake/Avg. Days	7	6	5	4	3	5	↓ -31%

PM3 Cycle Time - Average Number of Days to complete the entire enforcement process for complaints investigated and not transmitted to the AG for formal discipline. (Includes intake, investigation, and case outcome or non-AG formal

Public Reprimand	0	0	0	0	0	0	⇒	0%
Closed w/out Disciplinary Action	0	0	0	0	0	0	⇒	0%

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

Total Orders Aging/Final Decision								
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			
Up to 90 Days	0%	0	0	0	0	0%	⇒	0%
91 - 180 Days	0%	0	0	0	0	0%	⇒	0%
181 Days - 1 Year (364)	0%	0	1	0	0	25%	↑	25%
1 to 2 Years (365-730)	33%	0	0	0	1	25%	↓	-8%
2 to 3 Years (731- 1092)	0%	0	0	0	0	0%	⇒	0%
Over 3 Years (1093 +)	67%	0	1	1	0	50%	↓	-17%

Other Legal Actions								
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			
PC 23 Ordered	0	0	0	0	0	0	⇒	0%
Interim Suspension	0	0	0	0	0	0	⇒	0%

Probation Statistics Report

Probation								
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			
Entered Probationer	0	0	0	1	1	2	↑	100%
Completed Probation	0	0	0	0	0	0	⇒	0%
Probation Terminated	0	0	0	2	0	2	↑	100%
Non-Compliant w/Probation (violations)	0	0	0	2	1	3	↑	100%
Tolling (Out of State)	0	0	0	0	0	0	⇒	0%
Surrenders/Revocation	0	0	0	1	2	3	↑	100%
Total Probationers	0	0	0	6	5	5	↑	100%

Vault Health								
	FY 2021/22	Fiscal Year 2022/23					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			
Entered Vault Health	0	0	0	0	0	0	⇒	0%
Terminated Vault Health	0	0	0	0	0	0	⇒	0%
Total Vault's Health Participants	0	0	0	2	1	1	↑	100%
Withdrawn (Tolled)	0	0	0	0	1	1	↑	100%

Statistics Report - Opticianry Program

Case Complexity

	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		
Urgent	0	0	0	0	0	0	
High	0	1	0	0	0	1	
Routine	0	24	22	27	16	89	
Total	0	25	22	27	16	90	

Case Category

	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		
Mental/Physical Impairment	0	0	0	0	0	0	
Discipline by Another CA Agency	0	0	0	0	0	0	
Contractual	0	0	0	0	0	0	
Fraud	0	0	0	0	0	0	
Health & Safety	0	0	0	0	0	0	
App Investigation	0	0	0	0	0	0	
Non-Jurisdictional	0	2	1	4	1	8	
Incompetence/Negligence	0	0	0	1	0	1	
Personal Conduct	0	0	0	0	0	0	
Product/Service Quality	0	0	0	0	0	0	
Unprofessional Conduct	0	5	8	8	3	24	
Sexual Misconduct	0	0	0	0	0	0	
Discipline by Non-CA State/Agency	0	0	0	1	0	1	
Unlicensed/Unregistered	0	2	3	4	2	11	
Criminal Charges/Convictions	0	16	10	9	10	45	
Unsafe/Unsanitary Conditions	0	0	0	0	0	0	

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

Complaint Intake

	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		
PM1: Total Complaints Received	61	7	11	18	13	49	↓ -20%
PM1: Total Convictions/Arrest Received	57	21	9	7	10	47	↓ -18%
PM1: Total Received	118	28	22	27	23	96	↓ -19%

*Of the Convictions/Arrests, 8 were received on Applicants and 2 was received on Licensees.

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

Intake

Target: 7 Days	FY 2021/22	Fiscal Year 2022/23					Year → Year Change
	YTD	Q1	Q2	Q3	Q4	YTD	
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun		
PM2: Intake/Avg. Days	6	3	2	9	2	4.0	↓ -33%

PM3 Cycle Time - Average Number of Days to complete the entire enforcement process for complaints investigated and not transmitted to the AG for formal discipline. (Includes intake, investigation, and case outcome or non-AG

Investigations							
Target: 90 Days	FY 2021/22	Fiscal Year 2022/23				Year → Year Change	
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		YTD
PM3: All Investigations Closed	120	29	46	28	54	157	↑ 31%
PM3: Average Cycle Time Investigations	313	632	688	331	541	548	↑ 75%

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

	FY 2021/22	Fiscal Year 2022/23				Year → Year Change	
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		YTD
Up to 90 Days	58%	11	13	15	21	39%	↓ -19%
91 - 180 Days	7%	3	2	2	9	10%	↑ 4%
181 Days - 1 Year (364)	9%	1	7	2	8	12%	↑ 2%
1 to 2 Years (365-730)	8%	1	6	3	6	10%	↑ 3%
2 to 3 Years (731- 1092)	9%	4	3	4	7	12%	↑ 2%
Over 3 Years (1093 +)	10%	9	15	2	1	17%	↑ 7%


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

Citations							
	FY 2021/22	Fiscal Year 2022/23				Year → Year Change	
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		YTD
Final Citations	7	4	3	3	6	16	↑ 129%
Average Days to Close	717	980	680	819	929	852	↑ 19%

PM4 Cycle Time-Discipline Average number of days to close cases transmitted to the AG for formal disciplinary action. This includes formal discipline, and closures without formal discipline. (e.g. withdrawals, dismissals, etc.)

Transmittals to Attorney General (AG)							
Target: 540 Days	FY 2021/22	Fiscal Year 2022/23				Year → Year Change	
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		YTD
PM4:Volume AG Cases	3	0	1	2	3	6	↑ 100%
PM4: Total Cycle Time	860	0	570	690	475	434	↓ -50%

	FY 2021/22	Fiscal Year 2022/23				Year → Year Change	
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		YTD
AG Cases Initiated	6	2	2	3	5	12	↑ 100%
AG Cases Pending	7	7	8	9	10	10	↑ 43%
SOIs Filed	0	2	0	1	0	3	↑ 100%
Accusations Filed	0	1	0	2	1	4	↑ 100%
Total Closed after Transmission	4	1	1	2	3	7	↑ 75%

Total Vault Health Participants	0	0	0	1	1	1	 100%
Withdrawn (Tolled)	0	0	0	1	0	1	 100%