

## Statistics Report - Optometry Program

Case Complexity						
	FY 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
Urgent	1	0				0 ↓ -100%
High	9	5				5 ↓ -44%
Routine	203	59				59 ↓ -71%
Total	213	64	0	0	0	64 ↓ -70%

Case Category						
	FY 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
Mental/Physical Impairment	0	0				0
Discipline by Another CA Agency	0	0				0
Contractual	0	0				0
Fraud	2	2				2 → 0%
Health & Safety	2	2				2 → 0%
App Investigation	1	1				1 → 0%
Non-Jurisdictional	54	12				12 ↓ -78%
Incompetence/Negligence	11	3				3 ↓ -73%
Personal Conduct	0	0				0
Product/Service Quality	1	2				2 ↑ 100%
Unprofessional Conduct	118	35				35 ↓ -70%
Sexual Misconduct	4	2				2 ↓ -50%
Discipline by Non-CA State/Agency	3	0				0 ↓ -100%
Unlicensed/Unregistered	6	3				3 ↓ -50%
Criminal Charges/Convictions	11	2				2 ↓ -82%
Unsafe/Unsanitary Conditions	0	0				0

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

Complaint Intake						
	FY 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
PM1: Total Complaints Received	203	62				62 ↓ -69%
PM1: Total Convictions/Arrest Received	11	2				2 ↓ -82%
PM1: Total Received	214	64				64 ↓ -70%

\*Of the Convictions/Arrests, 0 were 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 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
PM2: Intake/Avg. Days	5	3				3 ↓ -40%

**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

Investigations						
Target: 90 Days	FY 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
PM3: All Investigations Closed	285	96				96 ↓ -66%
PM3: Average Cycle Time Investigations	265	202				202 ↓ -24%

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

	FY 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
Up to 90 Days	44%	60				64% ↑ 20%
91 - 180 Days	7%	10				11% ↑ 4%
181 Days - 1 Year (364)	16%	6				6% ↓ -9%
1 to 2 Years (365-730)	25%	10				11% ↓ -15%
2 to 3 Years (731- 1092)	5%	5				5% ↑ 1%
Over 3 Years (1093 +)	4%	3				3% ↓ -1%

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

Citations						
	FY 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
Final Citations	17	10				10 ↓ -41%
Average Days to Close	91	548				548 ↑ 502%

**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 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
PM4:Volume AG Cases	4	0				0 ↓ -100%
PM4: Total Cycle Time	673	0				0 ↓ -100%

	FY 2022/23	Fiscal Year 2023/24				Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	
AG Cases Initiated	5	3				3 ↓ -40%
AG Cases Pending	5	6				6 ↑ 20%
SOIs Filed	0	0				0 → 0%
Accusations Filed	2	2				2 → 0%
Total Closed after Transmission	4	0				0 ↓ -100%
Revoked	2	0				0 ↓ -50%
Voluntary Surrender	1	0				0 ↓ -100%
Probation	1	0				0 ↓ -100%
License Denied	0	0				0 → 0%

Public Reprimand	0	0				0	⇒	0%
Closed w/out Disciplinary Action	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 2022/23	Fiscal Year 2023/24					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			
Up to 90 Days	0%	0						
91 - 180 Days	0%	0						
181 Days - 1 Year (364)	25%	0						
1 to 2 Years (365-730)	25%	0						
2 to 3 Years (731- 1092)	0%	0						
Over 3 Years (1093 +)	50%	0						

Other Legal Actions								
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			
PC 23 Ordered	0	1				1	↑	100%
Interim Suspension	0	0				0	⇒	0%

## Probation Statistics Report

Probation								
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			
Entered Probationer	2	0				0	↓	-50%
Completed Probation	0	1				1	↑	100%
Probation Terminated	2	0				0	↓	-50%
Non-Compliant w/Probation	3	0				0	↓	-33%
Tolling (Out of State)	0	0				0	⇒	0%
Surrenders/Revocation	3	0				0	↓	-33%
Total Probationers	5	4				4	↓	-20%

Vault Health								
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change	
	YTD	Q1	Q2	Q3	Q4	YTD		
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun			
Entered Vault Health	0	0				0	⇒	0%
Terminated Vault Health	0	0				0	⇒	0%
Total Vault Health's Participants	1	1				1	⇒	0%
Withdrawn (Tolled)	1	1				1	⇒	0%

# Statistics Report - Opticianry Program

Case Complexity							
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
Urgent	0	0				0	
High	1	0				0	↓ -100%
Routine	89	21				21	↓ -76%
Total	90	21	0	0	0	21	↓ -77%

Case Category							
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
Mental/Physical Impairment	0	0				0	
Discipline by Another CA Agency	0	0				0	
Contractual	0	0				0	
Fraud	0	1				1	
Health & Safety	0	0				0	
App Investigation	0	0				0	
Non-Jurisdictional	8	2				2	↓ -75%
Incompetence/Negligence	1	0				0	↓ -100%
Personal Conduct	0	0				0	
Product/Service Quality	0	0				0	
Unprofessional Conduct	24	3				3	↓ -88%
Sexual Misconduct	0	0				0	
Discipline by Non-CA State/Agency	1	0				0	↓ -100%
Unlicensed/Unregistered	11	5				5	↓ -55%
Criminal Charges/Convictions	45	10				10	↓ -78%
Unsafe/Unsanitary Conditions	0	0				0	

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

Complaint Intake							
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
PM1: Total Complaints Received	42	11				11	↓ -74%
PM1: Total Convictions/Arrest Received	51	10				10	↓ -80%
PM1: Total Received	93	21				21	↓ -77%

\*Of the Convictions/Arrests, 5 were received on Applicants and 5 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 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
PM2: Intake/Avg. Days	4	2				2.0	↓ -50%

**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

Investigations							
Target: 90 Days	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
PM3: All Investigations Closed	154	32				32	↓ -79%
PM3: Average Cycle Time Investigations	548	397				397	↓ -28%

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

	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
Up to 90 Days	34%	12				38%	↑ 4%
91 - 180 Days	10%	5				16%	↑ 5%
181 Days - 1 Year (364)	10%	1				3%	↓ -7%
1 to 2 Years (365-730)	14%	6				19%	↑ 5%
2 to 3 Years (731- 1092)	13%	5				16%	↑ 3%
Over 3 Years (1093 +)	19%	3				9%	↓ -9%

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

Citations							
	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
Final Citations	16	6				6	↓ -63%
Average Days to Close	852	375				375	↓ -56%

**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 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
PM4:Volume AG Cases	6	0				0	↓ -100%
PM4: Total Cycle Time	433.75	0				0	↓ -100%

	FY 2022/23	Fiscal Year 2023/24					Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD	
AG Cases Initiated	12	3				3	↓ -75%
AG Cases Pending	10	13				13	↑ 30%
SOIs Filed	3	0				0	↓ -33%
Accusations Filed	4	1				1	↓ -75%
Total Closed after Transmission	7	0				0	↓ -100%
Revoked	2	0				0	↓ -50%
Voluntary Surrender	0	0				0	⇒ 0%

Probation	3	0			0	↓	-100%
License Denied	1	0			0	↓	-100%
Public Reprimand	0	0			0	⇒	0%
Closed w/out Disciplinary Action	2	0			0	↓	-100%

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

Total Orders Aging/Final Decision							
	FY 2022/23	Fiscal Year 2023/24				YTD	Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		
Up to 90 Days	0%	0				#DIV/0!	
91 - 180 Days	0%	0				#DIV/0!	
181 Days - 1 Year (364)	29%	0				#DIV/0!	
1 to 2 Years (365-730)	57%	0				#DIV/0!	
2 to 3 Years (731- 1092)	14%	0				#DIV/0!	
Over 3 Years (1093 +)	0%	0				#DIV/0!	

Other Legal Actions							
	FY 2022/23	Fiscal Year 2023/24				YTD	Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		
PC 23 Ordered	0	0				0	⇒ 0%
Interim Suspension	0	0				0	⇒ 0%

## Probation Statistics Report

Probation							
	FY 2022/23	Fiscal Year 2023/24				YTD	Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		
Entered Probationer	3	0				0	↓ -33%
Completed Probation	1	0				0	↓ -100%
Probation Terminated	0	0				0	⇒ 0%
Non-Compliant w/Probation	3	1				1	↓ -67%
Cease Practice Order	1	0				0	↓ -100%
Tolling (Out of State)	1	1				1	⇒ 0%
Surrenders/Revocation	0	0				0	⇒ 0%
Total Active Probationers	3	2				2	↓ -33%

Vault Health							
	FY 2022/23	Fiscal Year 2023/24				YTD	Year → Year Change
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun		
Entered Vault Health	1	0				0	↓ -100%
Terminated Vault Health	0	0				0	⇒ 0%
Total Vault Health Participants	1	3				3	↑ 200%
Withdrawn (Tolled)	1	1				1	⇒ 0%