



ISSUE MEMORANDUM

DATE	December 8, 2023
TO	Board Members, California State Board of Optometry (CSBO)
FROM	Randy Love, Administration & Licensing Manager
SUBJECT	Agenda Item 7C: Executive Officer’s Report – Examination and Licensing Programs

1. BreEZe Updates

Board staff work continually with staff from the Department of Consumer Affairs to improve the functionality of BreEZe and make updates required by changes to the law and to improve the user and staff experience. Updates to BreEZe are put into production once a month, and each BreEZe update can only include a limited number of changes.

The updates for the first quarter of fiscal year 2023/24 included:

- The ability for optometrists to apply for a Letter of Verification from the BreEZe dashboard – we received 35 applications in quarter 1.
- Revising publicly viewable disciplinary information to ensure status is correctly displayed.
- BreEZe applications for Retired Optometrist and Retired Volunteer status.
- Enable BreEZe duplicate certificate functionality for optician registrations.

Staff are beginning a project to review and potentially revise all the letters that are distributed to applicants and licensees via BreEZe. Along with this, all licensing applications are also being reviewed for consistency and accuracy. Each item that needs a fix will require a separate ticket with the DCA BreEZe team, so staff will prioritize the more frequent letters, such as renewal notices, with updates being rolled out over subsequent release cycles.

Future BreEZe updates will include:

- Application and form updates to correct inaccurate error messages.
- Revisions to Renewal and other notices to include relevant information.
- License Type name changes: Nonresident Contact Lens Seller to Nonresident Ophthalmic Lens Dispenser.
- More mailing address functionality.

2. Statistical Review, Quarter 1, Fiscal Year 2023-2024

A statistical review of the first quarter of the current fiscal year (2023-2024) is provided as Attachment 7Ci.

Attachment A shows the number of applications received and approved by type. Also included are the totals for the prior fiscal year (2022-2023).

Attachment B shows the total number of licenses by license type and by license status. This data is as of September 30, 2023.

Attachment C contain graphs that illustrate the number of applications processed along with the average processing time. These are shown by month and then by quarter.