

Statistics Report - Optometry Program

Case Complexity						
	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1	Q2	Q3	Q4	YTD
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	
Urgent	1	0	2	3		5
High	9	5	1	0		6
Routine	203	58	102	124		284
Total	213	63	105	127		295

Case Category						
	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1	Q2	Q3	Q4	YTD
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	
Mental/Physical Impairment	0	0	1	3		4
Discipline by Another CA Agency	0	0	0	0		0
Contractual	0	0	0	0		0
Fraud	2	2	2	0		4
Health & Safety	2	1	2	3		6
App Investigation	1	1	0	0		1
Non-Jurisdictional	54	13	18	15		46
Incompetence/Negligence	11	3	3	5		11
Personal Conduct	0	0	0	1		1
Product/Service Quality	1	2	1	0		3
Unprofessional Conduct	118	35	38	75		148
Sexual Misconduct	4	2	0	0		2
Discipline by Non-CA State/Agency	3	0	1	0		1
Unlicensed/Unregistered	6	2	39	19		60
Criminal Charges/Convictions	11	2	0	5		7
Unsafe/Unsanitary Conditions	0	0	0	1		1

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

Complaint Intake						
	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1	Q2	Q3	Q4	YTD
		Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	
PM1: Total Complaints Received	203	62	105	119		286
PM1: Total Convictions/Arrest Received	11	2	0	5		7
PM1: Total Received	214	64	105	124		293

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				
	YTD	Q1	Q2	Q3	Q4	YTD
PM2: Intake/Avg. Days	5	3	2	2		2

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

Investigations						
Target: 90 Days	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
PM3: All Investigations Closed	285	96	89	145		330
PM3: Average Cycle Time Investigations	265	202	126	71		133

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

	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
Up to 90 Days	44%	60	62	130		79%
91 - 180 Days	7%	10	4	4		6%
181 Days - 1 Year (364)	16%	6	5	4		5%
1 to 2 Years (365-730)	25%	10	7	4		7%
2 to 3 Years (731- 1092)	5%	5	3	2		3%
Over 3 Years (1093 +)	4%	3	1	1		2%

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				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
Final Citations	17	10	16	15		41
Average Days to Close*	91	548	197	124		290

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				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
PM4: Volume AG Cases	4	0	2	0		2
PM4: Total Cycle Time*	673	0	520	0		173

	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
AG Cases Initiated	5	3	0	4		7
AG Cases Pending	5	6	4	6		6
SOIs Filed	0	0	0	0		0
Accusations Filed	2	2	0	1		3

Total Closed after Transmission	4	0	3	0		3
Revoked	2	0	0	0		0
Voluntary Surrender	1	0	1	0		1
Probation	1	0	1	0		1
License Denied	0	0	0	0		0
Public Reprimand	0	0	0	0		0
Closed w/out Disciplinary Action	0	0	1	2		3

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				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
Up to 90 Days	0%	0	0	0		0%
91 - 180 Days	0%	0	0	0		0%
181 Days - 1 Year (364)	25%	0	1	0		25%
1 to 2 Years (365-730)	25%	0	0	0		0%
2 to 3 Years (731- 1092)	0%	0	1	1		50%
Over 3 Years (1093 +)	50%	0	0	1		25%

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

Probation Statistics Report

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

Vault Health						
	FY 2022/23	Fiscal Year 2023/24				
	FY 2022/23	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
Entered Vault Health	YTD	0	0	0		0

Terminated Vault Health	0
Total Vault Health's Participants	1
Withdrawn (Tolled)	0

0	0	0		0
1	1	1		1
0	0	0		0

Statistics Report - Opticianry Program

Case Complexity					
	FY 2022/23	Fiscal Year 2023/24			
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun
Urgent	0	0	0	0	0
High	1	0	1	0	1
Routine	89	21	31	19	71
Total	90	21	32	19	72

Case Category					
	FY 2022/23	Fiscal Year 2023/24			
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun
Mental/Physical Impairment	0	0	0	0	0
Discipline by Another CA Agency	0	0	0	0	0
Contractual	0	0	0	0	0
Fraud	0	1	1	0	2
Health & Safety	0	0	0	0	0
App Investigation	0	0	0	0	0
Non-Jurisdictional	8	2	5	4	11
Incompetence/Negligence	1	0	1	0	1
Personal Conduct	0	0	0	2	2
Product/Service Quality	0	0	0	0	0
Unprofessional Conduct	24	3	4	3	10
Sexual Misconduct	0	0	0	0	0
Discipline by Non-CA State/Agency	1	0	0	0	0
Unlicensed/Unregistered	11	5	10	4	19
Criminal Charges/Convictions	45	10	11	6	27
Unsafe/Unsanitary Conditions	0	0	0	0	0

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

Complaint Intake					
	FY 2022/23	Fiscal Year 2023/24			
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun
PM1: Total Complaints Received	42	11	21	13	45
PM1: Total Convictions/Arrest Received	51	10	11	6	27
PM1: Total Received	93	21	32	19	72

*Of the Convictions/Arrests, 3 were received on Applicants and 3 were 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			
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun
PM2: Intake/Avg. Days	4	2	2	2	2

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

Investigations						
Target: 90 Days	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
PM3: All Investigations Closed	154	32	38	32		102
PM3: Average Cycle Time Investigations	548	397	373	360		377

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

	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
Up to 90 Days	34%	12	24	20		55%
91 - 180 Days	10%	5	1	2		8%
181 Days - 1 Year (364)	10%	1	1	3		5%
1 to 2 Years (365-730)	14%	6	6	0		12%
2 to 3 Years (731- 1092)	13%	5	0	3		8%
Over 3 Years (1093 +)	19%	3	6	4		13%

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				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
Final Citations	16	6	1	0		7
Average Days to Close	852	375	118	0		164

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				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
PM4:Volume AG Cases	6	0	2	1		3
PM4: Total Cycle Time	433.75	0	407	277		228

	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
AG Cases Initiated	12	3	4	0		7
AG Cases Pending	10	13	12	9		9
SOIs Filed	3	0	0	0		0

Accusations Filed	4	1	1	0		2
Total Closed after Transmission	7	0	3	1		4
Revoked	2	0	0	1		1
Voluntary Surrender	0	0	1	0		1
Probation	3	0	1	0		1
License Denied	1	0	0	0		0
Public Reprimand	0	0	0	0		0
Closed w/out Disciplinary Action	2	0	1	0		1

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	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
Up to 90 Days	0%	0	0	0		0%
91 - 180 Days	0%	0	0	0		0%
181 Days - 1 Year (364)	29%	0	1	1		67%
1 to 2 Years (365-730)	57%	0	1	0		33%
2 to 3 Years (731- 1092)	14%	0	0	0		0%
Over 3 Years (1093 +)	0%	0	0	0		0%

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

Probation Statistics Report

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

Vault Health

	FY 2022/23	Fiscal Year 2023/24				
	YTD	Q1 Jul - Sep	Q2 Oct - Dec	Q3 Jan - Mar	Q4 Apr - Jun	YTD
Entered Vault Health	1	0	1	0		1
Terminated Vault Health	0	0	0	0		0
Total Vault Health Participants	1	3	2	2		2
Withdrawn (Tolled)	1	1	1	1		1