

ANNUAL REPORT

OHIO OPTICAL DISPENSERS BOARD

JULY 1, 2015 THROUGH JUNE 30, 2016



The mission of the Ohio Optical Dispensers Board is to protect and serve the public of Ohio by effectively and efficiently regulating the practice of Opticianry and Ocularistry in the State of Ohio

Prepared for The Honorable John Kasich, Governor



OHIO OPTICAL DISPENSERS BOARD

77 SOUTH HIGH ST. 16TH FLOOR
COLUMBUS, OHIO 43215-6108
(614) 466-9709 FAX (614) 995-5392
www.optical.ohio.gov

September 1, 2016

The Honorable John Kasich
Governor, State of Ohio
77 South High Street, 30th Floor
Columbus, Ohio 43215

Dear Governor Kasich,

On behalf of the Ohio Optical Dispensers Board (Board), we are pleased to submit this annual report for fiscal year 2016. This annual report highlights the work of the nine-member Board, supported by a staff of three employees.

The Board continues to meet the obligations specified by Sections 4725.40-4725.99 Ohio Revised Code. All activities have been directed towards fulfillment of the Board's mission, to actively safeguard the optical health of the public through the effective regulation of Opticianry and Ocularistry care in Ohio. Licenses and apprentice registrations were issued to qualified individuals and renewed according to the Board's schedule as outlined in the law. Continuing education programs were approved in accordance with rules of the Board. The Board has taken actions against entities that illegally dispense and sell decorative contact lenses and individual licensees who failed to practice in accordance to standards set forth in the law and rules.

Thank you for your support as the Board administers and enforces Sections 4725.40-4725.99 of the Revised Code.

Respectfully yours,

Brian Miller, President

Nancy Manns, RN, MS, CNS
Executive Director

INTRODUCTION

The Mission of the Ohio Optical Dispensers Board is to protect and serve the public of Ohio by effectively and efficiently regulating the practice of Opticianry and Ocularistry in the state of Ohio. This report will reflect the accomplishments of the Ohio Optical Dispensers Board (Board) toward meeting the mission and the goals of the Board for FY '16.

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BOARD MEMBERS

<u>NAME</u>	<u>CITY</u>	<u>TERM EXPIRES</u>
Brian Miller, President Spectacle Optician/Ocularist	Toledo	3/21/2015
Susan E. Robus, Vice-President Spectacle Optician	Newark	3/21/2012
Jeffrey Rohlf, Treasurer Spectacle/ Contact Lens Optician	Columbus	3/21/2016
Paul King, Spectacle/ Contact Lens Optician	Amelia	3/21/2015
Dr. Jeffrey D. Hutchison Ophthalmologist	Columbus	3/21/2016
Dr. Timothy Fries Optometrist	Columbus	3/21/2012
Thomas Barracato Optician	Akron	3/21/2015
Rebecca Kuhns Public Member	Columbus	3/21/17
VACANCY Public/Senior Member		

Governor-appointed Board members serve for a five-year term and are eligible to serve a second five-year term. The Board currently has one vacancy for a public senior member, as well as three (3) Board members whose terms expired in March, 2012, three (3) members whose terms expired in March, 2015, and two members whose terms expired in March of 2016. Board law permits members to continue to serve until reappointed or replaced.

The Board met five (5) times in Fiscal Year '16.

STAFF

<u>NAME</u>	<u>POSITION</u>
Nancy Manns	Executive Director
Eric Spence	Investigator
Wilma Simmons	Administrative Professional 4

The Workforce Plan for the Board was approved as submitted and is updated as needed. Unless there is a catastrophic unforeseen event, the staffing of the Board will remain stable and is at a level that allows

for meeting the mission and goals of the Board. The Board’s investigator of twenty-two years, William Lehman, retired March 31, 2016. Eric Spence, a veteran of six years with the United States Air Force, was hired and began as the Board’s investigator on April 4, 2016. Mr. Spence has quickly proved himself to be a valuable asset to the Board.

FISCAL OPERATIONS

MBE/EDGE

For the third year in a row, the Board has exceeded the state’s 15% minority business enterprise (MBE) set aside goal. The FY ’16 total expenditures were at 100% as well as the EDGE total expenditures were 100%. The Board is committed to meeting or exceeding the 15% set aside in an effort to support minority owned businesses which in turn helps the state’s economy by increasing the employment rate in the minority community.

The chart below depicts the income collected by the Board from licensing and other fees. The majority of Optician renewals (\$100.00 renewal fee) and Ocularist renewals (\$100.00 renewal fee) occur during November and December of each year. The majority of the apprentice renewals (\$20 renewal fee) occur during May and June of each year. Due to the disproportionate amount of the Optician/Ocularist fees to the amount of the apprentice fees, the Board experiences an irregular flow of income throughout the year making it possible for the Board to expend more than it takes in during a six-month period of time. The Board anticipates continued increases in its operational costs due to the expected increases in payroll, inflation and increased CSA/DAS costs such as rent, eLicensing3, and other OIT related expenses.

Revenue FY ‘16

<u>SOURCE OF REVENUE</u>	<u>TOTAL COLLECTED</u>
	\$
Apprentice Registration /Renewal Fee	42,560
Optician Renewal	305,600
Ocularist Renewal	800
Penalty Fee	8,100
New Optician/Ocularist License	8,400
Ocularist Exam/ Application Fee	0
License by Endorsement	350
Duplicate Licenses/Replacements	375
Fines	250
Rosters/Misc.	150
Total Revenue FY’16	366,585

The total revenue collected for FY ’16 reflects a decrease of less than 2% in revenue from FY’15. The drop in revenue is due in large part to a 2% drop in the number of licensees who renewed their respective licenses. However, this was offset somewhat by a 20% increase in the number of newly registered apprentices in FY ’16.

Operational Costs FY'16

<u>Description of Expenditure</u>	<u>\$ Amount</u>	<u>% of Operational Costs</u>
Staff and Board Member Payroll	296,575	82%
Office Maintenance	63,121.	17.5%
Equipment	1,800	0.5%
Refunds	0	0
Total Expenditures	361,496	100%

Payroll accounts for 82% of the total budget. The percentage for payroll costs have remained consistently at 82% of the total budget. The Board purchased three (3) new computers in FY'16 to replace the older computers in order to be able update to new software that would allow the Board to utilize upgraded programs recommended by the Office of Information Technology.

INFORMATION TECHNOLOGY (IT)

The Board works diligently to keep pace with the changing IT needs of the office and advantages offered through technological innovations.

- The Board continues to review and implement data security measures to ensure safety and security of sensitive employee, Board member and licensee information in accordance with State of Ohio requirements.
- The Board continues a service contract with the Department of Administrative Services, IT Services Division. The IT Services Division continues to provide desk-top services support, shared drive services, secure storage, and encryption of data at a cost savings to the Board of approximately \$250/year.
- The Board maintains its contract with the DAS Cost-per-Copy program machine that prints color, black and white, scans and faxes. Maintenance and toner costs are included in the monthly fee.
- The Board leases three phones for use with the VoIP system.
- The Board continues to use on-line renewal for opticians, ocularists and Apprentices. Ninety-eight per cent (98%) of licensees renewed using the on-line system; and Ninety seven percent (97%) of apprentices renewed on-line. On-line renewal is a cost-effective approach to renewal for licensees and apprentices, greatly decreases the amount of paper work, staff time, and issuance of the renewed license.

COMMUNICATIONS

Throughout the year, the Board continues to inform the public, licensees, apprentice registrants and other interested parties about the laws and rules governing practice and other issues regulating the practice of Opticianry and Ocularistry. The Board is now sending e-blasts to all licensees and apprentices via "e-mail blasts" concerning changes to law and rules, and renewal information. These emails reach approximately 95% of all licensees, apprentices and other interested parties.

The Board's web page, www.optical.ohio.gov, continues to be an excellent source of information for employers and licensees and is a repository of the Board's current publications, applications, forms, as well as past and future Board meeting information. The web page also continues to be a source of information for the military applicants, and those licensed military members going through the renewal process.

REGULATORY ACTION/ LEGISLATIVE ACTION

The Board has been the subject of the Sunset Review Committee (Committee). The recommendation to combine the Optical Dispensers Board with the state Board of Optometry along with elimination and/or combination of other state agencies was included originally in HB 64. The proposal was removed from HB64 and sent to the Sunset Review Committee, Chaired by Senator Kris Jordan. At the May 26, 2016 meeting of the Committee, the Committee members voted 5-4 to combine the Optical Dispensers Board with the Board of Optometry. The Board members of the Optical Dispensers Board is opposed to the combining of the two Boards. There has been no additional activity regarding this action at the time of publication of this document. It is expected that any action regarding the recommendation would be accomplished through legislative action.

Opticianry and Ocularistry Education

Another initiative of the Board in its mission to promote public safety and the safe practice of Opticianry and Ocularistry in Ohio is to approve basic Opticianry education programs in schools of higher learning. As of June 30, 2016, there remain two Board-approved pre-licensure Opticianry programs in Ohio:

- ◆ Hocking College, New Lexington
- ◆ Cuyahoga Community College, Cleveland

And the following out-of-state schools:

- ◆ Indiana University, Bloomington, IN
- ◆ Hillsboro Community College, Tampa FL.
- ◆ Camden County College, Blackwood, NJ
- ◆ J. Sergeant Reynolds Community College, Richmond, VA.

The majority of the licensed opticians in Ohio have completed a two-year on the job "earn-as you-learn" apprenticeship under the supervision of a licensed optician.

All applicants for licensure are required to take the American Board of Opticianry (ABO) and/or the National Contact Lens Examiners (NCLE) as a prerequisite for licensure in Ohio. These exams are nationally recognized, psychometrically sound and legally defensible examinations. The exams are currently offered four times per year.

Continuing Education

To assure compliance with the continuing education requirements, all Opticians and Ocularists are expected to provide verification of completion of the continuing education requirements for licensure renewal by sending to the Board documentation of courses taken during the renewal period or to report the obtained hours on the on-line licensure renewal form. A post-renewal audit was conducted of

approximately 15% of those who renewed on-line to determine that those individuals had, indeed, completed the courses as reported. Individual licensees who did not meet the continuing education requirements within the specified time were not issued a license until the required documentation and any applicable late fees were received at the Board office.

LICENSURE

TYPE OF LICENSEE	NUMBER AS OF 6/30/14	NUMBER AS OF 6/30/15	NUMBER AS OF 6/30/16
Optician	3159	3117	3063
Ocularist	8	8	8
Apprentice	2,048	2,222	2128

The number of licensed Opticians decreased from FY'15 to FY'16 by about 0.5%. The number of apprentice registrations also decreased by 0.5% over the past fiscal year. The numbers of licensed opticians are expected to remain stable over the next year and/or increase due to a number of different factors including: stable numbers of apprentice registrations over the last year and an increased number of times that the national qualifying licensure exam is being offered each year. Apprentices complete a two-year-on-the-job training after which they are required to pass a national certifying exam in order to apply for licensure as a dispensing Optician.

The chart below depicts the average time it takes currently for approval of a completed license application.

Application	REC'D TO COMPLETE # DAYS	COMPLETE TO APPROVED /#DAYS	REC'D TO APPROVED #DAYS
Average	13.08	1.33	14.13

DISCIPLINE

An additional strategic initiative of the Board is to promote public safety and the safe practice of Opticianry and Ocularistry by providing timely and effective investigatory and adjudication processes while preserving the individual's right to due process under the law. There were a total of 39 cases investigated for alleged violations of the law and rules during FY'15.

The chart below outlines the types and numbers of investigations for FY'16.

Type of Investigation	FY'16
Illegal sales/dispensing of contact lenses	3
Repeat offenders sales/dispensing of contact lens resulting in permanent injunctions	0
Consumer complaints	0
Practice issues	5
Misc. (Unlicensed practice, etc.)	19
TOTAL	27

SUMMARY

The Optical Dispensers Board has demonstrated in FY'16 effective regulation of Ohio's licensed Opticians, Ocularists, and registered apprentices by:

- ▶ Adopting and implementing fiscally responsible practices;
- ▶ Maintaining current knowledge of the OAKS Financial, HCM, Time and Labor management programs and other statewide initiatives;
- ▶ Implementing effective electronic, personal, and written communication with licensees, employers and consumers; and,
- ▶ Ensuring accessible continuing education programs and information related to the practice of opticianry and ocularistry for licensees and consumers.