

Arizona State Board of Dispensing Opticians

Board has generally met its statutory objective and purpose but should ensure that dispensing optician license applicants submit required lawful presence documentation, provide written notice of application deficiencies to license applicants, and periodically review the appropriateness of its fees

Audit purpose

To evaluate the Board's processes for issuing and renewing licenses, handling complaints, and providing information to the public, and provide responses to the statutory sunset factors.

Key findings

- Although the Board ensured that optical establishment applicants for initial and renewal licensure met key statutory requirements for the applications we reviewed, such as ensuring optical establishments have a licensed dispensing optician on-site, it did not ensure that 8 of 17 dispensing optician initial licensure applicants provided adequate documentation to verify lawful presence.
- The Board did not send written notice to applicants of identified application deficiencies. By not doing so, licensees might contest Board licensing decisions.
- Contrary to best practices for government fee setting, the Board has not periodically reviewed the appropriateness of its fees.
- The Board has adopted rules when statutorily required, but some Board practices, such as the information it requests on its initial licensing applications and its complaint-investigation process, do not align with rule and statute, respectively.

Key recommendations

The Board should:

- Continue to ensure that initial dispensing optician applicants submit the required documentation to demonstrate lawful presence.
- Provide written documentation of application deficiencies identified during the application review process to applicants.
- Establish and implement a process to periodically review the appropriateness of its fees.
- Conduct its planned comprehensive rules review and align its practices with current rule requirements and/or work with its Assistant Attorney General to determine whether and when it should revise its rules.
- Review its statutes and align its practices with current requirements and/or work with the Legislature to amend its statutes.