

History

In 1927, the Board of Barber Examiners and the Board of Cosmetology were established. The Board of Barber Examiners governed the barbering profession, and the Board of Cosmetology governed the cosmetology profession. The Board of Barber Examiners consisted of five members, two of which were public members. The Board of Cosmetology consisted of seven members, two of which were public members.

Through the years there were minor changes to the laws of each profession, such as, requiring an apprenticeship prior to granting a master barber license and offering separate manicurist, electrology, and esthetician licenses.

In 1992, the Board of Barber Examiners and the Board of Cosmetology were merged to create the Board of Barbering and Cosmetology. Chapter 10, Division 3 of the Business and Professions Code (known and cited as the Barbering and Cosmetology Act) was enacted by AB 3008 (Eastin, Chapter 1672, Statutes of 1990) and became effective July 1, 1992.

In July 1997, the Board of Barbering and Cosmetology (Board) was eliminated by the California Legislature and the duties, powers, and functions of the Board were transferred directly to the Department of Consumer Affairs and were administered by the Bureau of Barbering and Cosmetology.

On January 1, 2003, SB 1482 (Polanco, Chapter 1148, Statutes of 2002) reinstated the Board of Barbering and Cosmetology.

On June 23, 2008, SB 797 (Ridley-Thomas, Chapter 33, Statutes of 2008) was chaptered by the Secretary of State which required the Board to become a bureau from July 1, 2008 until December 31, 2008.

Concurrently, on June 23, 2008, AB 1545 (Eng, Coauthors: Emmerson, Senators Perata and Ridley-Thomas, Chapter 35, Statutes of 2008) was chaptered, which allowed the Bureau of Barbering and Cosmetology to become a board once again, as of January 1, 2009. The Board has remained as such since this date.

Description of the Board*

The Board is responsible for licensing and regulating barbers, cosmetologists, estheticians, electrologists, manicurists, apprentices, and establishments. Title protection is provided for the use of the terms *cosmetologist* and *barber*.

* The term 'Board' in this document refers to the California State Board of Barbering and Cosmetology.

The Board ensures that applicants for licensure have completed the necessary training and passed the written and practical (hands-on) components of the examination. The examination requires individuals to demonstrate that they possess the knowledge and skills required to perform within the scope of their discipline while protecting the public's health and safety. After successfully passing the examination, individuals are issued a license on the same day.

The Board is committed to ensuring that consumers are protected when they receive services from barbers, cosmetologists, estheticians, electrologists, manicurists, apprentices and in the establishments in which they perform their services. This protection is provided through the following program areas:

Licensing and Examination

The Board ensures that individuals possess at least minimal competency to practice barbering, cosmetology, esthetics, electrology independently and safely pursuant to California Business and Professions Code Section 7301. After successful completion of the required courses for each training area from an approved school or apprenticeship program, each individual must pass an examination that includes both a written and practical (hands-on) portion.

Enforcement

One of the Board's mandates is to protect the health and safety of consumers who seek services from its licensees and licensed establishments. To accomplish this, the Enforcement Program receives and investigates complaints from the public and various entities to determine if there has been a violation of the Act and its regulations, and if warranted, takes formal disciplinary action.

Complaints involving allegations of health and safety violations are researched using a combination of desk investigations and field inspections. However, the more egregious cases, including allegations of consumer harm, may result in formal disciplinary action (including probation, suspension, or revocation) against the licensee.

The Board also has the authority to deny licensure if an applicant has prior criminal convictions which are substantially related to the practice of barbering and cosmetology.

Inspections

An essential arm of the Board's enforcement activities is the Inspection Program, whose primary role is enforcing the Board's health and safety regulations. This is accomplished through directed, random, initial and/or targeted inspections of the 50,473 establishments and 283 schools of barbering, cosmetology, and electrology.

Types of Inspections

- Directed – When the Board receives a complaint regarding consumer harm or alleged violations of the health and safety regulations, enforcement staff will request a directed inspection of the establishment.
- Random (Routine) – board inspectors strive to inspect each establishment on a regular basis to ensure that the establishment continues to be in compliance with the Board's health and safety regulations.
- Initial - Business and Professions Code Section 7353 requires an initial inspection be conducted within 90 days of licensure to ensure that the establishment is in compliance with the Board's health and safety regulations.
- Targeted – Should an outbreak of infection occur, or if knowledge becomes available that there are several unlicensed establishments/individuals, the Board will conduct targeted inspections in a specific geographical area.

Education and Outreach

The Board ensures that information is available for consumers, licensees, applicants, students, and other interested parties through the Board's web site, the Consumer Information Center, and by direct consumer contact. Information is also provided through media outlets such as television, radio, Facebook, Twitter, and trade magazine/publications.

Board Members

The Board is comprised of nine members: five public and four professional members. The Senate Rules Committee and the Speaker of the Assembly each appoint one public member. The other seven members (four public members

and three professional members) are appointed by the Governor.

Each year, the Board elects a president and vice president, who each serve a one-year term and can serve for a total of two years. The Board meets quarterly and rotates meeting locations between northern and southern California. These meetings are webcasted and open to the public. The meetings provide an opportunity for the Board to educate licensees and the public about the various topics relating to the practice of barbering and cosmetology.

The Department of Consumer Affairs began officially tracking the webcast matrix in April 2018. Provided below are the webcast viewing statistics since that date.

Board Meeting Date	May 20, 2018	July 23, 2018	August 27, 2018
Viewers	9	38	98
Total Hours Watched	Less than 1 hour	44.83 hours	49.07 hours

Since the Board has started webcasting its meetings, attendance at the public meetings has declined and the Board has not had the level of public interaction it once enjoyed. Nevertheless, all public comments received at board and committee meetings are taken into consideration and are often incorporated into recommendations.

California Business and Professions Code Section 453 requires every new board member to complete a board member orientation provided by the Department of Consumer Affairs within one year of assuming office. In addition to the board member training that encompasses open meeting laws, ethics, conflicts of interest, legislative and regulatory process, reimbursement of expenses, and executive officer's responsibilities, the members also receive on-the-job training in budgets, licensing, examinations, enforcement, and the disciplinary process. The following is a list of the current membership of the Board:

Member Name	Date First Appointed	Date Reappointed	Date Term Ends	Appointing Authority	Type (public or professional)
Bobbie Anderson	10/26/2012	1/27/2015	1/1/2019	Governor	Public
Jacquelyn Crabtree	2/3/2017	N/A	1/1/2021	Governor	Professional
Charles Ching	3/3/2016	N/A	1/1/2019	Speaker of the Assembly	Public
Andrew Drabkin	4/5/2013	2/3/2017	1/1/2021	Governor	Public
Joseph Federico	12/29/2011	1/27/2015	1/1/2019	Governor	Professional
Polly Codorniz	2/24/2015	N/A	1/1/2019	Governor	Professional
Lisa Thong	3/8/2016	2/3/2017	1/1/2021	Governor	Public
Steve Weeks	7/28/2017	N/A	1/1/2021	Senate Rules Committee	Public
Dr. Kari Williams	4/5/2013	2/3/2017	1/1/2021	Governor	Professional

All board members actively participate in board activities. The Board encourages input from all segments of the industry. To accomplish this, advisory committees, working groups, and other forums have been established for various topics.

The appendix contains tables documenting board member appointments, terms, committee assignments and attendance. (Volume 2, Section 12, Table 1a – Board Member Attendance and Table 1b – Board and Committee Roster).

Board Committees and Their Functions

The Board functions cohesively, which allows most of its tasks to be performed at the board level. The Board additionally has five standing committees and utilizes task force ad hoc committees and advisory committees that are formed to examine specific topics, and then disbanded following completion of the task. These committees recommend policies that advance mission-related goals.

The five standing committees (described below) assist the Board in establishing its goals and aids in organizing activities in pursuit of ensuring the health, safety and welfare of the public.

Legislation and Budget Committee

The purpose of the Legislation and Budget Committee is to review and track legislation that affects the Board and recommend positions on legislation. The committee provides information and recommendations to the Board regarding potential policy matters related to the budget.

Current board members: Bobbie Anderson, Jacquelyn Crabtree, Andrew Drabkin, Steve Weeks.

Licensing and Examination Committee

The purpose of the Licensing and Examination Committee is to advise the Board on policy matters related to the licensing and examining of individuals who want to practice barbering, cosmetology, and electrology in California. The committee may also provide information and recommendations to the Board on issues related to curriculum and school approval, examination appeals, laws, and regulations.

Current board members: Jacquelyn Crabtree, Coco LaChine, Lisa Thong, Dr. Kari Williams.

Education and Outreach Committee

The purpose of the Education and Outreach Committee is to provide recommendations to the Board on the development of informational brochures and other publications, plan outreach events for consumers and licensees, prepare articles for submission in trade magazines, and attend trade shows.

Current board members: Jacqueline Crabtree, Coco LaChine, Lisa Thong, Dr. Kari Williams.

Enforcement and Inspections Committee

The purpose of the Enforcement and Inspections Committee is to advise the Board on policy matters related to protecting the health and safety of consumers. This includes recommendations on inspection procedures, the types of violations cited, maintenance of disciplinary guidelines, and other recommendations on the enforcement of the Board's statutes and regulations.

Current board members: Jacquelyn Crabtree, Joseph Federico, Lisa Thong, Steve Weeks.

Disciplinary Review Committee

The purpose of the Disciplinary Review Committee (DRC) is to conduct informal administrative citation review hearings and render decisions regarding appealed citations. The committee has authority to affirm, modify or dismiss the citations, including any fine. The board president annually appoints members of the committee. The appointments are made concurrently with the annual election of officers. Due to the high volume of appeals, all members of the Board are designated as members of the DRC, but only three members attend meetings.

Current board members: Bobbie Anderson, Polly Codorniz, Jacquelyn Crabtree, Andrew Drabkin, Joseph Federico, Coco LaChine, Lisa Thong, Steve Weeks, Dr. Kari Williams.

Technical Advisory Committees

Occasionally, the Board forms a committee of experts to offer input on specific technology, processes or elements within the beauty industry. The technical advisory committee is usually comprised of 3-10 specialized professionals that offer opinions, research and tactical information that is used by the Board to revise regulations or clarify processes related to health and safety. Recent uses of these committees include:

Medical Services Task Force

On May 4, 2015 and August 3, 2015, members of this task force met to discuss improvements that could be made by the Board and regulatory changes that could clarify which services can be performed by licensees. Representatives of the task force were two board members (Richard Hedges and Dr. Kari Williams), the Board's Executive Officer, a board inspector, Board Enforcement Unit staff, Board-licensed estheticians, a Board-licensed establishment owner, a dermatologist, a U.S. Food and Drug Administration regulatory attorney and representative, and representatives from: the California Department of Public Health, the Medical Board of California, Professional Beauty Federation of California, Paramedical Consultants, and AmSpa. These meetings resulted in the development of:

- o Industry Bulletin – 8/14/15 Skin Care Machines/Devices
- o Equipment Evaluation Binder

The Board recommends establishment owners and licensees use these resources to help them stay in compliance with professional standards. Both tools are available on the Board's web site.

Health and Safety Advisory Committee

Business and Professions Code, Section 7314.3 established the Health and Safety Advisory Committee. This Committee provides the Board with advice and recommendations on health and safety issues that impact licensees, including how to ensure licensees are aware of basic labor laws.

Annually, the Board recruits committee members by posting on its web site. Committee participants are appointed for a one-year term (January – December) and are volunteers that do not receive a per diem or travel expense reimbursement. Committee membership includes two board members, one board member alternate, representation from each board license type, industry association representation (these have included representatives by the California Healthy Nail Salon Collaborative, the Professional Beauty Federation of California and Black Women for Wellness), a Department of Public Health representative, a Department of Industrial Relations representative, a U. S. Food and Drug Administration representative, a specialist in physical and sexual abuse awareness training, medical professionals, and a scientist.

2016

The 2016 Health and Safety Advisory Committee met on June 6, 2016 (Sacramento) and August 8, 2016 (Norwalk). Members of the committee met to

discuss current health and safety and workers' rights concerns impacting the industry, including the availability of less toxic disinfectants. The 2016 meetings resulted in:

- Revisions to the Board's *Prohibited Tool Flyer*,
- Implementation of the Board's *Workers' Rights Pocket Guide*,
- Posting of Quick Start Guides offering tips for starting a barbering or beauty business and tips to understanding Safety Data Sheets on the Board's web site,
- Minor revisions to Section 9 of the Health and Safety Course on *Workers' Rights*.

2016 board members: Richard Hedges, Lisa Thong, and Dr. Kari Williams, (alternate).

2017

The 2017 Health and Safety Advisory Committee met on June 26, 2017 (Sacramento) and October 23, 2017 (San Diego). Committee members provided suggested edits to the Board's *Know Your Workers' Rights* publication and regulatory suggestions were made regarding clarification of disinfectants that may be used by licensees.

2017 board members: Richard Hedges, Lisa Thong, and Dr. Kari Williams, (alternate).

2018

The 2018 Health and Safety Advisory Committee met on May 20, 2018 (Santa Ana) and August 28, 2018 (Sacramento). Committee members reviewed and offered revisions on the Board's Health and Safety Course, Section 10 - Physical & Sexual Abuse Awareness. Members directed staff to provide additional information regarding the Dynamex Operations West, Inc. v. The Superior Court of Los Angeles County court decision. Staff arranged for the Director of the Employment Development Department (and staff), the California Department of Tax and Fee Administration and the Professional Beauty Association (lobbyist and labor attorney) to present to the members how the various entities were affected by the Dynamex Decision*. This open dialogue allowed the members to see the possible impact of the decision on the booth rental business model. Upon conclusion of the presentations, the members suggested minor updates to the Board's web site.

*Franchise Tax Board was also invited but declined. Instead they provided the Board with a written statement on the impact of the decision to their department. Their statement was read into the meeting minutes.

Current board members: Lisa Thong, Dr. Kari Williams, Jacquelyn Crabtree (alternate).

Nail Care Scope of Practice Task Force

At the request of Senators Jerry Hill and Janet Nguyen, on September 18, 2017, the Board convened a task force to study the appropriate educational and training requirements for an individual licensed as a manicurist to possibly increase their skill set to safely practice superfluous hair removal while prioritizing public health and well-being. Subject matter experts included two board members (Joseph Federico and Jacqueline Crabtree), board staff, a waxing specialist, a school representative, a public representative, an industry association representative and licensee representation. This meeting resulted in a report of the task force's recommendations. The Board has included the final submitted report in Volume 2, Section 12, Attachment C.

Achieving a Quorum

Article 1, Section 7315 of Barbering and Cosmetology Act specifies that five members of the Board must be present to take action. To minimize scheduling conflicts and secure meeting space, the Board schedules meetings for the coming year typically during the July or August board meeting. Sometimes, the Board needs to reschedule a meeting or schedule an additional meeting to meet emergent issues. Members are polled for their availability to attend a meeting, and based on the information given, the meeting date is set. This method has been effective for the Board.

Since the Board's last Sunset Review, only one Board meeting has been cancelled. On April 24, 2017, a member had a medical emergency at one of the publicly noticed teleconferencing locations. This resulted in the public not being able to access the meeting location, therefore public business had to cease. The cancelled meeting was rescheduled, publicly noticed, and held on May 15, 2017.

Major Changes and Challenges since the Last Sunset Review

Changes in Leadership

Since the Board's last Sunset Review in 2014, there have been several leadership changes. Two new industry members and three new public members were appointed, resulting in retirement of the previous board members.

A Staff Services Manager I was hired for the Glendale, California examination site.

A Staff Services Manager I was hired to oversee Board Inspectors.

BreEZe

The BreEZe system is functioning and effective for the Board's processes. The Board is now able to utilize new reporting mechanisms to streamline and track workloads. The Board continues to work closely with the Department of Consumer Affairs in identifying technical issues within the system. As additional improvements are made, the Board anticipates more benefits.

Language Access

The Board remains in compliance with the Dymally-Alatorre Bilingual Services Act (Government Code § 7290), therefore, the Board translates all informational materials composed by the Board into Korean, Spanish, and Vietnamese.

Language access continues to be one of the Board's top priorities.

As of August 2014, the Board issues all citations and supporting information to manicurists in both English and Vietnamese. The Board also adds language to all correspondence from the enforcement unit that advises individuals to call the Board if an interpreter is needed.

As of November 2015, the Board's licensing unit sends examination admission letters in the applicant's preferred language (English, Korean, Spanish, or Vietnamese).

As of early 2016, the examination sites provide examination orientation materials and written examination instructions for the practical examination in English, Korean, Spanish, or Vietnamese.

As of August 2016, the Board provides interpreter services in Spanish and Vietnamese, free of charge, if requested by the appellant, at all Disciplinary Review Committee hearings. To date, the Board has provided interpretation services to 93 Spanish-speaking appellants and 135 Vietnamese-speaking appellants.

The Board developed a video, *BBC Celebrates Diversity*, which is posted to the Board's web site. This video informs viewers of some of the ways the Board has worked to provide language access to all its diverse consumer and licensee population.

The Board has continued to hold Town Hall meetings for limited English proficient licensees. For example, the Board held a Town Hall meeting for Vietnamese-speaking licensees on September 8, 2014, in Westminster, California. An additional Town Hall in conjunction with Senator Janet Nguyen was held in Garden Grove, California on April 12, 2016.

The Board participated in a Town Hall meeting for predominately Korean-speaking licensees in association with Assembly Member Miguel Santiago's office in Burbank, California on January 30, 2018.

These Town Hall meetings provided licensees the opportunity to learn about the top violations found in establishments, the inspection process, and the appeal process. Board staff were on hand to answer questions and interpreters were available. The Board feels these types of events are successful and are of minimal cost.

In association with the Los Angeles Mexican Consulate and the Department of Consumer Affairs, on March 23, 2017, the Board participated in a Town Hall event to educate Spanish-speaking licensees of their rights under the provisions of Senate Bill 1159 regarding the use of an Individual Taxpayer Identification Number (ITIN). A video recapping the information provided at that Town Hall is posted in Spanish on the Board's web site.

In addition, two Town Hall meetings were held to help licensees and students understand their workers' rights and responsibilities. The Board invited representatives from the Department of Industrial Relations, Cal OSHA, and the Employment Development Department to speak at these events. Spanish and Vietnamese translators were present. The October 24, 2017, Town Hall was held in San Diego, California and the November 6, 2017 Town Hall was held in Sacramento, California. Both events were webcasted on the Board's web site on the respective Town Hall date.

Inspections Process Changes

The Board has made several staffing and procedural changes within the inspections program. A new inspector manager was hired, which has allowed the Board to reassess long-standing procedural standards. The following changes have been implemented to ensure inspections are conducted to the best of the Board's ability:

- Compliance Inspections

Compliance inspections have been implemented to allow an inspector to go into an establishment with the purpose of verifying that a specific violation has been corrected. For example, if an establishment was found to have a foot spa that was not disinfected properly but had little to no other violations, a compliance inspection will be requested for the inspector to go in and only verify that the foot spa violation has been corrected.

This type of inspection is only requested by the Board's Enforcement Unit and allows for a shorter inspection, leaving more time in the day for inspectors to perform additional inspections.

- Blue List

In 2017, utilizing the BreZE system, board staff obtained data on establishments' most recent inspection date. Staff generated reports (referred to as the "Blue List") that were provided to each inspector to indicate establishments within their territory and the last date they were inspected. This has allowed inspectors to focus on inspecting establishments that may have not seen an inspector in many years. In March 2016, there were approximately 14,000 establishments that needed to be inspected and in May 2018 this number was less than 3,500.

- Revised Directed Inspections

Directed inspections are inspections that are requested by the Board's Enforcement Unit. These inspections are either the result of a consumer complaint or a follow-up to a recent inspection. Directed inspections are the top priority for inspectors and are to be completed immediately (no later than 30 days). A new process was recently implemented for requesting directed inspections. Instead of mailing paper requests to each inspector, requests are now emailed. This new email process eliminated mailing time and allows the inspector to often complete the inspection within one to two days.

- Redefined Territories

Upon review of existing territories, it was discovered that some inspectors had to drive through another inspector's territory to reach their assigned territory. To solve this issue, staff re-mapped territories to reduce the distance each inspector must drive to conduct inspections. Reducing travel time has resulted in increased inspection time for inspectors.

- Inspectors Taking on Additional Territories

There are several areas in California with vacancies that the Board has been unable to fill due to the high cost of living and the low pay for the inspector classification (for example: San Francisco, Carmel, Santa Barbara). With the creation of the Blue List (discussed above) several inspectors have completed their territories by conducting inspections of all the establishments within their territory. After being current in their own territory, several inspectors offered to take on additional assignments and travel to cover some of the vacant territories. For example, three of the

Board's northern inspectors make regular trips to the San Francisco area to conduct inspections, two of the central inspectors make trips to the central coast to conduct inspections and many other inspectors travel outside of their territory to conduct inspections.

- Specialized Training

On October 28-29, 2014, the Board conducted training in Sacramento with all board inspectors. Inspectors received scenario-based training, cultural awareness training, safety training and enforcement etiquette training.

On July 17, 2016, the Board adopted and implemented the *Inspector Language Access Protocol*. During February and March 2017, all board inspectors received training on how to respond when the inspector has difficulty understanding or communicating with an establishment owner, manager or employee of an establishment, due to a language barrier, while conducting an inspection. In the winter of 2018, inspectors received training in field safety and professionalism, language access and internal procedures.

Several steps have been taken to improve inspector staffing and processes. While the Board has made significant advances, there is still much to be done. Board staff continues to meet with the Department of Consumer Affairs staff to indicate that the current salary for the inspector classification is not sufficient.

Board Approved Schools

The Board has been working closely with the Bureau of Private Postsecondary Education to improve its communication as well as oversight of schools. Over the last two years, the Board has inspected schools and found that many schools were only teaching students to pass the Board's examination or were fraudulently submitting Proof of Training documents for students who had not completed the required number of hours. As a result, the Board is recommending legislative changes that will strengthen the Board's current oversight over approved curriculum and holding schools accountable when fraud has been committed. (Section 11, Issue 9 – Statutory Changes to Strengthen the Board's Authority of Approved Schools).

Health and Safety Course

On January 22, 2017, the Board approved revisions to the "*Health and Safety for Hair Care and Beauty Professionals*" course. The updated publication then became the *Health and Safety Training Course*, and included two new sections:

The California Board of Barbering and Cosmetology, which provides an overview of the Board's activities and how to access the Board's web site and *Understanding Workers' Rights and Responsibilities*, which assists future professionals in identifying their worker classification, understanding their rights and responsibilities and identifying agencies available for workers' rights assistance. On May 31, 2017 a digital copy of the course was distributed to 246 board-approved schools and 35 board-approved apprentice sponsors for use during their student instruction. In addition, the entire course was posted to the Board's web site for free dissemination of the program.

On May 20, 2018 the Board approved further revisions to the Health and Safety Training Course. The publication's title was changed to *Health and Safety Course, Section 10 - Physical and Sexual Abuse* was included, and several revisions were made to the Instructor Guide to facilitate better understanding on how to teach the course. These edits prepared the way for the Board's pilot test of the revised course. Pilot testing began on August 13, 2018 and concluded on October 31, 2018. The publication is being edited based on the results from the pilot test and the publication will be presented to the full Board, for adoption, at the January 2019 board meeting. Upon adoption by the Board, the revised publication will be distributed to all schools and apprenticeship sponsor programs. In addition, the textbook and Student Exam Booklet will be posted to the Board's web site. All course materials will be made available in English, Spanish, Vietnamese and Korean.

Examination Site Changes

The Board's Fairfield examination site has been located on Oliver Road in Fairfield, California since 1992. On July 14, 2014 it was relocated to its current site on Campus Lane in Fairfield, California. Several changes have been made at the Fairfield and Glendale examination sites, including:

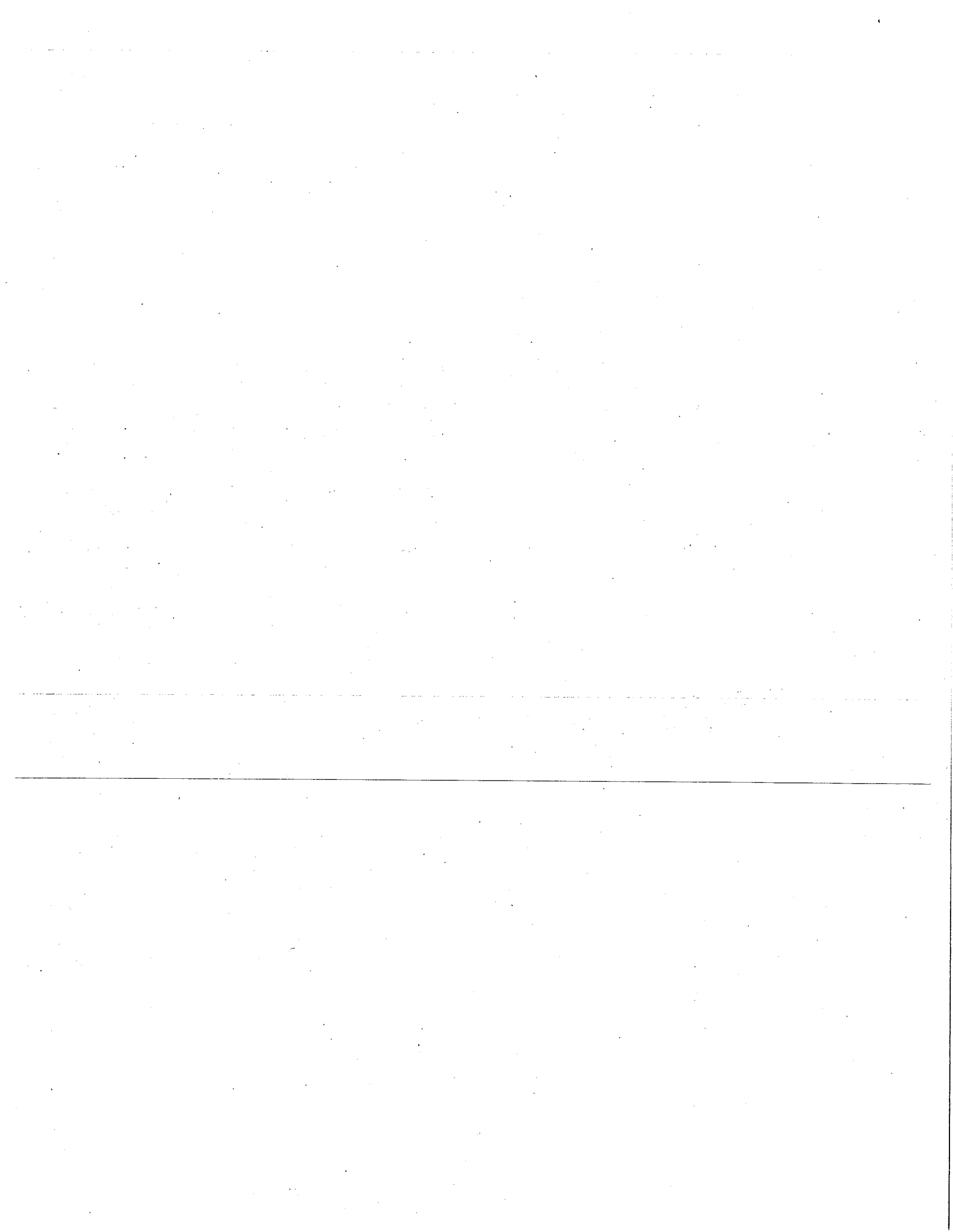
- o Effective October 1, 2014, the Board moved to criterion referenced scoring for all examination types. A passing score of 75% on the written examination and a passing score of 75% on the practical examination must be earned to be licensed.
- o Effective September 23, 2015, new (revised) practical and written examinations for the barber, esthetician and manicurist license types were implemented.
- o Effective March 1, 2015, examination applicant files are scanned and saved into the BreZE database, therefore eliminating paper hard copies.
- o Effective May 1, 2015, the Board removed all styling chairs and barber chairs from the examination sites. Therefore, barber and cosmetologist

candidates must bring a tripod to support the mannequin head for use during the examination. In addition, the Board eliminated the use of models during the barber, cosmetology and esthetic practical examinations. All services for the examination are performed on a mannequin head. Only the electrology examination still uses live models.

- o Effective October 1, 2018, new (revised) practical and written examinations for the barber license type were implemented.

Strategic Planning

The Board's Strategic Plan identifies goals and objectives on the Board's statutory mandates and responds to changes in the barbering and beauty industry. The Board manages, plans, and tracks its operations through its strategic plan, which is periodically reassessed (approximately every four - five years). In October 2017, the Board adopted its plan for the next four years. Refer to Volume 2, Section 12, Attachment E for the Board's 2018-2022 Strategic Plan.



On May 15, 2017, the Board approved the Personal Service Report. This report provides information on the regulatory and implementation progress of the Personal Service Permit. In compliance with California Business and Professions Code Section 7402.5 (e), on June 26, 2017, the Board submitted the report to the California Legislature. The Board has included a copy of the submitted report in Volume 2, Section 12, Attachment C.

Report to Senators Hill and Nguyen on the Nail Care Scope of Practice Task Force

In a letter dated May 24, 2017, Senators Hill and Nguyen respectfully requested the Board to assemble a task force to study the appropriate educational and training requirements for an individual licensed as a manicurist to possibly increase their skill set to safely practice superfluous hair removal while prioritizing public health and well-being. The task force met on September 18, 2017. The report contains the task force's recommendations. This report was provided to the Senators on October 30, 2017. The Board has included a copy of the submitted report in Volume 2, Section 12, Attachment C.

Report to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development on Occupational Analysis of the Cosmetologist Profession

The Board requested that the Department of Consumer Affairs' Office of Professional Examination Services conduct an occupational analysis of cosmetology practice in California. The purpose of the occupational analysis was to define the practice for California cosmetologists in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this occupational analysis provide a thorough description of practice for the cosmetologist profession that was subsequently used to review the National Cosmetology Theory Examination and the National Cosmetology Practical Examination, which were developed by the National-Interstate Council of State Boards of Cosmetology. The occupational analysis was provided to the Board in October 2017 and is included in this report as required by California Business and Professions Code, Section 7303.2 (a). The Board has included the report in Volume 2, Section 12, Attachment C.

Report to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development on the National-Interstate Council of State Boards of Cosmetology (NIC) Examination Review

At the request of the Board, the Department of Consumer Affairs' Office of Professional Examination Services conducted a review of the NIC Cosmetology Theory Examination and the National Cosmetology Practical Examination. The

purpose of this review was to verify compliance with psychometric and legal standards for licensing examinations. The NIC Examination Review was provided to the Board in April 2018. In compliance with California Business and Professions Code, Section 7303.2 (a), the Board has included an Executive Summary of the review in Volume 2, Section 12, Attachment C.

Report to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development on the 1600-Hour Cosmetology Curricula Review

California Business and Professions Code, Section 7303.2 (a) mandates the Board review the 1600-hour training requirement for cosmetologists. For the Board to accurately review the 1600-hour cosmetology curricula training requirement, a working group was established. This group consisted of board members, industry representatives, community college representatives, and private cosmetology school representatives. The working group met on February 5 – 6, 2018. A report on the recommendations of the working group is included in Volume 2, Section 12, Attachment C.

Report to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development on the Review of the Low Pass Rate of Spanish Written Examinations

The Board has experienced low passing rates for candidates that take the cosmetology written examination in Spanish. AB 181, Chapter 430, Statutes of 2016, specifically addressed this issue by requiring the Board to review the Spanish language examination if, by January 1, 2016, the pass rate for Spanish speakers did not increase to the average pass rate for all other language examinations. The pass rates have significantly increased, therefore, in compliance with California Business and Professions Code, Section 7303.2 (b) the Board completed its review. The report is included in Volume 2, Section 12, Attachment C.

National Association Memberships

National-Interstate Council of State Boards of Cosmetology (NIC) was established in 1956 in a merger of the Interstate Council of State Boards of Cosmetology with the National Council of Boards of Beauty Culture.

In 1969, the NIC testing program was established. The testing program was established to create a national standard, to ensure consistency in the profession, and enhance reciprocity among states.

Since May 2009, the Board began using the NIC's national examination for the written portion of the Board's examination. In October 2011, the Board began using the NIC's national examination for the practical portion.

Prior to July 1, 2017, the Board was considered a partial member of NIC. Partial membership did not allow the Board voting privileges. On July 1, 2017, the Board became a full member of NIC and was granted voting privileges. As a full member, the Board has one vote in matters before the association. To exercise the right to vote on by-laws, officer assignments or general policy, a representative of the Board must be present at the annual conference. Payment of full membership allows entry into the annual conference. There are no provisions set up for a vote by proxy. All memberships must be paid and current to exercise voting privileges. On August 4-6, 2017, the Board's Executive Officer attended the annual conference in Charleston, West Virginia. During the annual conference, the Board's Executive Officer participated in the National-Interstate Council of State Boards of Cosmetology Executive Board and voted for the adoption of the *National-Interstate Council of State Boards of Cosmetology - Infection Control Standards*. This document provides specific language that may be used by a state when writing infection control rules.

The contract between the Board and NIC requires NIC to provide valid, reliable, and legally defensible national examinations that comply with generally accepted psychometric standards applicable to professional licensing examinations.

The contract also requires NIC to provide the Board, or its designated representative, with test content to review to ensure that successful candidates have the knowledge and skills necessary to perform as competent licensees. California Subject Matter Experts and/or examination staff are used for occupational analysis and/or examination development.

California Subject Matter Experts and/or examination staff are scheduled to participate in workshops with other Subject Matter Experts from other states along with the National Examination Committee to analyze or develop the proposed examination. For each test development workshop, NIC strives to assemble a group of Subject Matter Experts that is diverse and representative of the population of practitioners for the discipline.

NIC considers demographic data such as: years of experience, geographic region, gender, and practice setting. NIC does not limit Subject Matter Expert recruitment to licensees in states that have adopted NIC examinations. NIC administrative staff continually searches for qualified Subject Matter Experts referrals from other Subject Matter Experts or practitioners, during the annual conference.

From July 2014 through June 2018, NIC held 108 workshops. During this time frame, Subject Matter Experts from California participated in 26 of the workshop activities.

The following table shows the completion years for the current NIC occupational analysis studies and the target years for the next.

Test Title	Current Occupational Analysis Completed	Next Occupational Analysis Target Date
Barber	2017	2022
Cosmetology	2015	2020
Electrology	2017	2024
Esthetics	2012	2018
Nail Technology	2013	2019

Board staff reviewed and approved the current NIC occupational analysis and development process, as well as, reviewed and approved test specifications for each NIC examination title used in California.

Board staff administers and "rates" the candidates for the practical portion of the licensing examination. The staff of Psychological Services, Incorporated administers the written portion of the licensing examination, which is computer-based.

Meetings of National Associations Attended:

2017

National-Interstate Council of State Boards Annual Conference;
August 4-6, 2017; Charleston, West Virginia.

American Electrology Association Annual Convention and Exhibitor Showcase; October 26-29, 2017; San Diego, California

2018

National-Interstate Council of State Boards Annual Conference;
October 3-8, 2018: Seattle, Washington

General Fund Loans

During Fiscal Year 2002/03, the Board provided the state's general fund with a loan of \$9 million. In Fiscal Year 2008/09, the Board provided the state's General Fund with a loan of \$10 million and a loan of \$11 million in 2011/12. The total amount of loans provided to the state's General Fund was \$30 million. The Board has received a partial repayment of these loans in two installments, one payment in Fiscal Year 2005/06 for \$5.5 million, and another payment in Fiscal Year 2006/07 for \$3.5 million. This leaves an outstanding loan balance of \$21 million.

The following chart details the Board's program expenditures.

Table 3. Expenditures by Program Component

(list dollars in thousands)

	FY 2014/15		FY 2015/16		FY 2016/17		FY 2017/18	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Enforcement	\$3,589	\$2,840	\$3,656	\$2,638	\$4,025	\$2,007	\$4,582**	\$2,697**
Examination	\$994	\$2,880	\$937	\$2,816	\$789	\$2,725	\$610**	\$1,977**
Licensing	\$1,447	\$686	\$1,500	\$730	\$1,579	\$454	\$1,625**	\$606**
Administration *	\$925	\$386	\$960	\$411	\$1,002	\$255	\$628**	\$190**
DCA Pro Rata	\$0	\$7,036	\$0	\$10,530	\$0	\$8,595	\$0	\$8,784**
Diversion (if applicable)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTALS	\$6,955	\$13,828	\$7,054	\$17,125	\$7,395	\$14,036	\$7,445**	\$14,254**

*Administration includes cost for executive staff, board, administrative support, and fiscal services (The charts lists are thousands i.e. \$2,947,563 will be \$2,948).

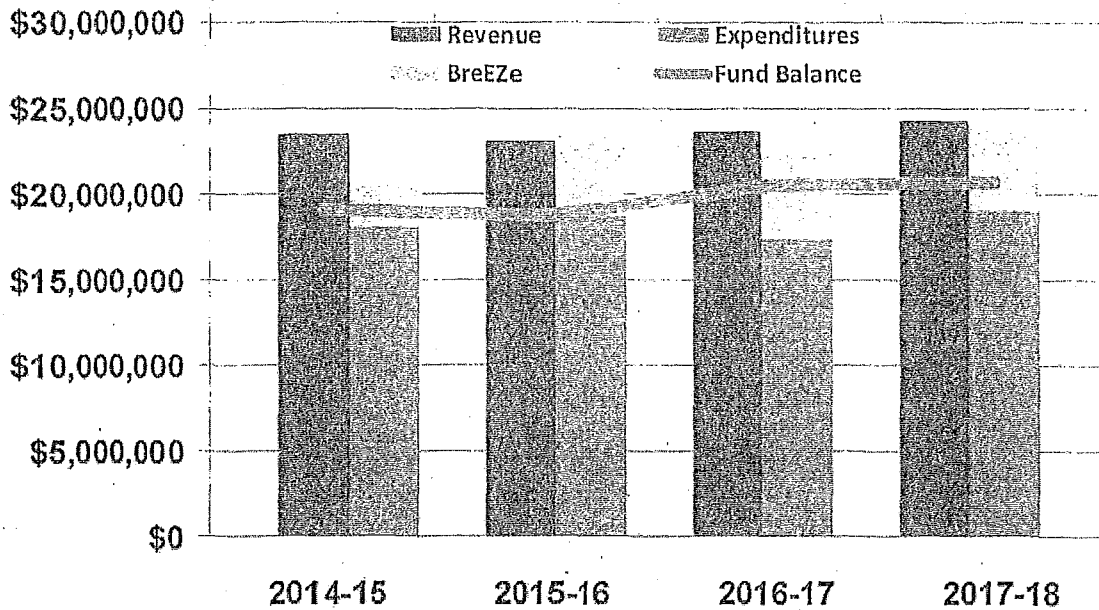
**Fiscal FM 12 06/30/18. Numbers not finalized as of 10/01/2018. DCA will be unable to close the fiscal year and produce official financial year-end statements until later this fiscal year (currently estimated for March 2019).

BreEZe Program Costs

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Beginning Fund Balance (Including Prior Year Adjustments)	\$ 16,274,000	\$ 19,717,000	\$ 19,349,000	\$ 20,565,000
Total Revenue	\$ 23,557,000	\$ 23,129,000	\$ 23,642,000	\$ 24,313,000*
Transfer/General Fund Loans	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Total Expenditures	\$ 20,706,000	\$ 24,125,000	\$ 22,426,000	\$ 24,186,000*
BreEZe Cost	\$ 2,571,592	\$ 5,399,849	\$ 5,050,442	\$ 5,118,000*
Expenditures (less BreEZe)	\$ 18,134,408	\$ 18,725,151	\$ 17,375,558	\$ 19,068,000*
Ending Fund Balance	\$ 9,125,000	\$ 18,721,000	\$ 20,565,000	\$ 20,692,000*
Months in Revenue	9.5	10	10.2	10.6

*Fiscal FM 12 06/30/18. Numbers not finalized as of 10/01/2018. DCA will be unable to close the fiscal year and produce official financial year-end statements until later this fiscal year (currently estimated for March 2019).

BreEZe Cost Comparison Chart



* Projected years assume full budget appropriation is expended.

Highlights

\$21.0 million General Fund loan repayment outstanding.

Renewal Cycles and Fee History

The Board has a continuous renewal cycle for all of its license categories with one exception, the apprenticeship license, which is not renewable. The renewal cycle is biennial and expires at midnight on the last day of the month of issuance. A license that has expired may renew within five years following expiration, upon payment of all accrued renewal fees, and delinquency fees. If a licensee fails to renew within the five years, the license is cancelled and is no longer renewable.

The Board rarely amends its fee statutes. The Board does not anticipate any fee increases in the near future. There have only been two amendments to the Board's fee structure in the last eleven years, one in 2007 to establish an application and examination fee and one in 2011, to update the fee for a dishonored check. Statutory authority for these fee changes are Business and Professions Code Sections 7337.5, 7421, 7423, 7425 and Section 1719 of the Civil Code and Section 6157 of the Government Code.

Table 4. Fee Schedule and Revenue

Fee	Current Fee Amount	Statutory Limit	FY 2014/15 Revenues	FY 2015/16 Revenues	FY 2016/17 Revenues	FY 2017/18 Revenues	% Total Revenue
Apprenticeship Fee	\$25.00	Yes	26,075	32,000	36,370	43,970	0.20%
Barber Delinquency Renewal	\$20.00	Yes	0	0	0	0	0.00%
Barber Delinquency Renewal	\$25.00	Yes	52,765	61,870	63,015	66,415	0.35%
Barber Exam Fee	\$75.00	Yes	244,974	339,950	337,971	337,086	1.83%
Barber License Fee	\$50.00	Yes	118,344	140,020	134,126	145,176	0.78%
Barber Renewal	\$40.00	Yes	0	0	0	0	0.00%
Barber Renewal	\$50.00	Yes	487,455	490,744	526,555	555,910	2.99%
Non-Sufficient Funds Check Fee	\$25.00	Yes	15,769	9,894	10,392	7,697	0.06%
Certification Fee	\$10.00	Yes	5	0	0	0	0.01%
Cosmetology Exam Fee	\$75.00	Yes	1,407,348	1,177,801	1,111,716	1,025,082	6.86%
Cosmetology Renewal	\$40.00	Yes	20	0	0	0	0.00%
Cosmetology Licensee Fee	\$50.00	Yes	665,014	600,981	527,007	462,819	3.28%
Cosmetology Renewal	\$50.00	Yes	6,323,612	6,063,483	6,485,403	6,306,724	36.58%
Cosmetology Delinquency Renewal	\$20.00	Yes	20	0	0	0	0.01%
Cosmetology Delinquency Renewal	\$25.00	Yes	621,065	694,698	680,143	672,292	3.88%
Duplication Fee	\$10.00	Yes	158,674	168,990	169,860	161,220	0.96%
Electrologist Delinquency Renewal	\$20.00	Yes	0	0	0	0	0.00%
Electrologist Delinquency Renewal	\$25.00	Yes	2,075	2,650	2,200	2,075	0.01%
Electrologist Exam Fee	\$75.00	Yes	4,050	4,275	2,700	3,000	0.02%
Electrologist License Fee	\$50.00	Yes	2,050	2,601	1,439	1,500	0.01%
Electrologist Renewal	\$40.00	Yes	0	0	0	0	0.00%
Electrologist Renewal	\$50.00	Yes	36,750	32,050	35,375	30,600	0.20%
Establishment Delinquency Renewal	\$20.00	Yes	61,372	53,430	61,740	65,174	0.35%

Fee	Current Fee Amount	Statutory Limit	FY 2014/15 Revenues	FY 2015/16 Revenues	FY 2016/17 Revenues	FY 2017/18 Revenues	% Total Revenue
Establishment License Fee	\$50.00	Yes	337,210	359,670	369,135	386,960	2.11%
Establishment Renewal	\$40.00	Yes	734,133	691,855	732,320	760,920	4.24%
Esthetician Delinquency Renewal	\$20.00	Yes	0	0	0	0	0.00%
Esthetician Delinquency Renewal	\$25.00	Yes	147,255	160,065	162,035	157,920	0.91%
Esthetician Exam Fee	\$40.00	Yes	225,589	216,395	226,560	230,849	1.31%
Esthetician Exam Fee	\$75.00	Yes	523,458	486,641	528,940	531,970	3.01%
Esthetician License Fee	\$50.00	Yes	0	0	0	0	0.00%
Esthetician Renewal	\$40.00	Yes	0	0	0	0	0.00%
Esthetician Renewal	\$50.00	Yes	1,491,705	1,458,385	1,629,385	1,610,825	8.99%
Manicurist Delinquency Renewal	\$20.00	Yes	0	0	0	0	0.00%
Manicurist Delinquency Renewal	\$25.00	Yes	171,185	195,340	173,370	166,895	1.03%
Manicurist Exam Fee	\$75.00	Yes	755,227	759,031	815,269	561,110	4.20%
Manicurist License Fee	\$35.00	Yes	233,460	247,944	269,600	185,740	1.36%
Manicurist Renewal	\$40.00	Yes	0	0	0	0	0.00%
Manicurist Renewal	\$50.00	Yes	2,383,345	2,281,435	2,434,150	2,407,150	13.81%
Mobile Delinquency Renewal	\$20.00	Yes	40	20	80	60	0.00%
Mobile Unit App Fee	\$50.00	Yes	600	450	150	440	0.00%
Mobile Unit Inspection/License Fee	\$100.00	Yes	1,050	1,000	150	800	0.00%
Mobile Unit Renewal	\$40.00	Yes	320	200	400	360	0.00%
Pre-Application Fee Barber	\$9.00	Yes	9,675	10,444	9,054	9,855	0.06%
Pre-Application Fee Cosmetologist	\$9.00	Yes	68,931	53,626	41,076	34,663	0.29%
Pre-Application Fee Electrologist	\$9.00	Yes	261	252	180	171	0.00%

Fee	Current Fee Amount	Statutory Limit	FY 2014/15 Revenues	FY 2015/16 Revenues	FY 2016/17 Revenues	FY 2017/18 Revenues	% Total Revenue
Pre-Application Fee Esthetician	\$9.00	Yes	27,573	26,293	26,797	30,799	0.16%
Pre-Application Fee Manicurist	\$9.00	Yes	22,149	22,932	21,500	17,469	0.12%
*Miscellaneous Revenue			1,284	4,754	2,694	2,597	0.02%
Total			\$17,361,887	\$16,852,169	\$17,628,857	\$16,984,248*	100.00%

*Fiscal FY 12 06/30/18. Numbers not finalized as of 10/01/2018. DCA will be unable to close the fiscal year and produce official financial year-end statements until later this fiscal year (currently estimated for March 2019).

Budget Change Proposals

The Board believes its staffing levels for all programs, with the exception of the inspections program, are adequate. The Board has submitted Budget Change Proposals (BCPs) to increase its inspector positions but has not retained approval. The Board will continue to pursue BCP's until the inspections program is adequately staffed.

Table 5. Budget Change Proposals (BCPs)

BCP ID #	Fiscal Year	Description of Purpose of BCP	Personnel Services				OE&E	
			# Staff Requested (include classification)	# Staff Approved (include classification)	\$ Requested	\$ Approved	\$ Requested	\$ Approved
N/A	N/A	N/A	N/A	N/A	\$0	\$0	\$0	\$0
N/A	N/A	N/A	N/A	N/A	\$0	\$0	\$0	\$0

Organizational charts for the last four years are provided in Volume 2, Section 12, Attachment D – Year-end Organizational Charts for the Last 4 Years.

Board Staffing

The Board has minimal staffing issues. The most challenging issue is the classification of inspectors. The Board currently has 22 inspector positions; 3 of which are supervisor positions. There are currently 7 vacancies. The inspectors are responsible for conducting random, initial and targeted inspections of over 51,264 licensed establishments.

The inspector positions are considered hard-to-fill as the pay is equivalent to an entry-level clerical position. The Board conducted a classification study on the inspector class and it was determined that the positions are classified correctly, but that the pay should be reviewed during the bargaining process.

The Board has very little turnover and staff retention is excellent. As the Board looks ahead, there are individuals that will retire. Steps are being taken to recruit new staff prior to these individual's retirement, so training can take place and there will be a smooth transition.

Staff Development

The Board supports and encourages training opportunities to improve or enhance performance, as well as, training that promotes learning and development for future career growth, ideally, within the Board. During employee performance reviews, managers and staff work together to identify training opportunities that will promote desired goals. Each staff member is encouraged to develop an Individual Development Plan (IDP). The IDP is then used as a road map for success, outlining areas of accomplishment, as well as, areas for improvement. IDPs are updated annually. Additionally, over the past several years, the Department of Consumer Affairs (DCA) has developed a robust training program that is offered at no cost to board staff. The courses include training on upward mobility; developing stronger analytical skills, improving writing skills, and general customer service.

The Board worked with the DCA's training unit to provide Diversity Training to board inspectors. The Board also provides training to inspectors during regular staff meetings, and annual all-inspector meetings. The Board holds regular (twice annual) inspector trainings, which includes training on verbal communication, consistency in job performance, and language access training.

The executive staff and management encourage staff to take advantage of the free web-based training provided to the Board via the DCA web site and have found it to be efficient and effective.

Below are the Board's expenditures related to training:

2014/15	2015/16	2016/17	2017/18
\$403.00	\$0.00	\$296.00	\$1,126*

*Fiscal FM 12 06/30/18. Numbers not finalized as of 10/01/2018. DCA will be unable to close the fiscal year and produce official financial year-end statements until later this fiscal year (currently estimated for March 2019).

Examination Title		National-Interstate Council of State Boards of Cosmetology INITIAL AND RETAKE PRACTICAL EXAMINATION RESULTS COMBINED Examination Pass Results by Language				
License Type		Barber	Cosmetology	Esthetician	Electrology	Manicurist
FY 2014/15	# of Candidates	2,307	13,790	5,779	37	8,033
	Pass %	83%	84%	83%	95%	68%
FY 2015/16	# of Candidates	2,818	12,518	5,337	37	8,319
	Pass %	83%	85%	93%	100%	80%
FY 2016/17	# of Candidates	2,679	10,876	5,288	25	8,551
	Pass %	85%	80%	96%	100%	78%
FY 2017/18	# of Candidates	3,091	9,587	5,045	27	5,253
	Pass %	76%	74%	95%	96%	70%
Date of Last OA		2015	2017	2013	2012	2017
Name of OA Developer		National-Interstate Council of State Boards of Cosmetology (NIC)				
Target OA Date		2020	2022	2019	2018	2024

Note: National practical examination administered effective October 3, 2011.

In 2017, with the aid of the Office of Professional Examination Services, the Board conducted an Occupational Analysis on the Cosmetology profession a copy of the analysis is included in Volume 2, Section 12, Attachment C.

The Board is currently conducting an Occupational Analysis on the Barbering profession. The analysis is scheduled for completion by July 1, 2019.

School Approvals

Business and Professions Code Section 7362 states that a school that is approved by the Board is one that is first approved by the Board and subsequently approved by the Bureau for Private Postsecondary Education (BPPE) or is a public school in this state, and provides a course of instruction approved by the Board. Upon approval, the Board issues a code to the school, that must be provided on an applicant's Proof of Training document. To receive approval from the Board, a school must meet the following requirements:

- Possess minimum equipment
- Possess minimum floor space
- Utilize text books approved by the Board
- Obtain board approval of the curriculum to be offered
- Provide a list of potential bona fide students

PRACTICAL EXAMINATION

Examination Title		National-Interstate Council of State Boards of Cosmetology INITIAL PRACTICAL EXAMINATION RESULTS Examination Pass Results by Language				
		License Type	Barber	Cosmetology	Esthetician	Electrology
FY 2014/15	# of Candidates	1,844	10,600	4,653	33	5,578
	Pass %	86%	86%	84%	97%	69%
FY 2015/16	# of Candidates	2,217	9,557	4,544	34	6,081
	Pass %	86%	97%	94%	100%	80%
FY 2016/17	# of Candidates	2,003	8,013	4,741	23	6,444
	Pass %	89%	84%	97%	100%	79%
FY 2017/18	# of Candidates	2,214	6,730	4,474	23	3,518
	Pass %	80%	76%	95%	96%	71%

Examination Title		National-Interstate Council of State Boards of Cosmetology RETAKE PRACTICAL EXAMINATION RESULTS Examination Pass Results by Language				
		License Type	Barber	Cosmetology	Esthetician	Electrology
FY 2014/15	# of Candidates	463	3,190	1,126	4	2,455
	Pass %	73%	78%	79%	75%	64%
FY 2015/16	# of Candidates	601	2,961	793	3	2,238
	Pass %	75%	76%	86%	100%	77%
FY 2016/17	# of Candidates	676	2,863	547	2	2,107
	Pass %	75%	71%	90%	100%	75%
FY 2017/18	# of Candidates	877	2,857	571	4	1,735
	Pass %	65%	69%	92%	100%	67%

WRITTEN EXAMINATION

Table 8. Examination Data

National-Interstate Council of State Boards of Cosmetology INITIAL AND RETAKE WRITTEN EXAMINATIONS RESULTS COMBINED Examination Pass Results by Language								
	English		Spanish		Vietnamese		Korean	
FY 2014/15	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	2,482	65%	113	60%	72	74%	3	0%
Cosmetology	14,926	73%	1,107	30%	1,201	72%	126	67%
Esthetician	4,355	84%	31	52%	1,386	85%	121	91%
Electrology	40	68%	1	0%	7	57%	0	0%
Manicurist	2,389	74%	69	52%	5,585	76%	103	84%
FY 2015/16	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	3,338	52%	365	39%	104	41%	10	0%
Cosmetology	10,915	77%	1,541	33%	1,086	87%	151	71%
Esthetician	4,180	79%	25	52%	1,289	78%	134	93%
Electrology	47	72%	0	0%	0	0%	0	0%
Manicurist	2,216	68%	80	51%	5,978	72%	84	82%
FY 2016/17	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	3,367	58%	391	46%	129	55%	14	57%
Cosmetology	9,427	67%	1,902	31%	1,305	57%	183	63%
Esthetician	4,787	73%	33	58%	1,470	77%	131	85%
Electrology	34	68%	0	0%	0	0%	0	0%
Manicurist	2,289	60%	104	61%	6,294	82%	79	65%
FY 2017/18	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	3,073	68%	421	57%	61	82%	12	58%
Cosmetology	8,669	64%	1,936	34%	647	67%	193	68%
Esthetician	5,239	74%	34	44%	562	76%	120	88%
Electrology	35	66%	0	0%	0	0%	0	0%
Manicurist	1,830	64%	119	50%	3,095	69%	73	62%

Note: National written examination administered effective May 1, 2009.

As directed by the Legislature, the Board has reviewed and reported on the pass/fail rate of the Cosmetology Spanish examination. Volume 2, Section 12, Attachment C, contains a full report on the review process and conclusions of the review. The report presents strategies the Board is currently using to alleviate the concern as well as, suggestions for future actions the Board may take.

Table 8. Examination Data

National-Interstate Council of State Boards of Cosmetology WRITTEN RETAKE EXAMINATIONS Examination Pass Results by Language								
	English		Spanish		Vietnamese		Korean	
FY 2014/15	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	738	48%	29	45%	19	47%	3	0%
Cosmetology	5,274	55%	760	24%	433	58%	55	53%
Esthetician	881	67%	16	50%	302	69%	20	85%
Electrology	11	64%	0	0%	3	100%	0	0%
Manicurist	773	56%	33	39%	1,697	56%	22	73%
FY 2015/16	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	1,341	36%	168	34%	49	39%	8	0%
Cosmetology	2,831	48%	891	26%	230	63%	50	36%
Esthetician	727	54%	12	42%	310	48%	14	71%
Electrology	13	46%	0	0%	0	0%	0	0%
Manicurist	584	47%	26	38%	1,614	45%	20	65%
FY 2016/17	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	1,549	42%	216	39%	67	42%	9	44%
Cosmetology	2,850	37%	1,197	24%	506	42%	68	43%
Esthetician	1,226	50%	11	27%	398	53%	21	67%
Electrology	9	44%	0	0%	0	0%	0	0%
Manicurist	821	36%	36	47%	1,458	58%	25	36%
FY 2017/18	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	1,118	55%	186	47%	11	64%	7	71%
Cosmetology	3,138	40%	1,234	28%	239	47%	65	49%
Esthetician	1,281	51%	11	36%	159	49%	21	81%
Electrology	13	46%	11	36%	0	0%	0	0%
Manicurist	667	43%	37	54%	927	46%	28	46%

WRITTEN EXAMINATION

Table 8: Examination Data

National-Interstate Council of State Boards of Cosmetology INITIAL WRITTEN EXAMINATIONS Examination Pass Results by Language								
	English		Spanish		Vietnamese		Korean	
FY 2014/15	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	1,744	72%	84	65%	53	83%	0	0%
Cosmetology	9,652	83%	347	45%	768	80%	71	79%
Esthetician	3,474	89%	15	53%	1,084	89%	101	92%
Electrology	29	69%	1	0%	4	25%	0	0%
Manicurist	1,616	82%	36	64%	3,888	84%	81	88%
FY 2015/16	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	1,997	63%	197	43%	55	44%	2	0%
Cosmetology	8,084	88%	650	42%	856	93%	101	88%
Esthetician	3,453	84%	13	62%	0	0%	120	95%
Electrology	34	82%	0	0%	979	87%	0	0%
Manicurist	1,632	75%	54	57%	4,364	83%	64	88%
FY 2016/17	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	1,818	71%	175	55%	62	69%	5	80%
Cosmetology	6,577	80%	705	41%	799	66%	115	76%
Esthetician	3,561	80%	22	73%	1,072	85%	110	89%
Electrology	25	76%	0	0%	0	0%	0	0%
Manicurist	1,468	73%	68	68%	4,836	90%	54	78%
FY 2017/18	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	1,955	76%	235	64%	50	86%	5	40%
Cosmetology	5,531	77%	702	45%	408	79%	128	78%
Esthetician	3,958	81%	23	48%	403	86%	99	90%
Electrology	22	77%	0	0%	0	0%	0	0%
Manicurist	1,163	76%	82	49%	2,168	79%	45	71%

personnel to waive licensing renewal fees. These requests have been rejected as the law applies to military personnel only.

Examinations

The Board requires applicants for licensure as a cosmetologist, barber, manicurist, electrologist, and esthetician to pass both a practical (hands-on) and written examination. The Board adopted the national written examination in May 2009 and adopted the national practical examination in October 2011. The Board offers the examinations in English, Spanish, Vietnamese and on September 1, 2012, examinations in Korean became available.

The Board maintains two examination facilities that operate Monday through Friday: one in Fairfield (Northern) and one in Glendale (Southern). The Board participates in the computer-based testing program. Each examination facility is sub-leased to the vendor for the administration of the written examination as this is necessary to facilitate same-day licensure for successful candidates. Candidates can take the written portion at one of the thirteen computer-based testing sites in California.

The testing procedure is quite simple. Once the Board receives an application for examination and evaluates it for accuracy, staff schedules a written and a practical examination for the applicant. Both portions are generally scheduled to be taken on the same day. The written test may be administered in the morning and the practical examination in the afternoon, or vice versa. Once the applicant has passed both the written and practical portions of the examination, the license is issued immediately at the examination facility. If an applicant fails either part of the examination (written or practical) he or she must pay another examination fee to schedule a re-examination. The new application and fee must be submitted to the Board within one year, as examination scores are only valid for a one-year period.

Pass Rates

Listed below are the pass rates for the Board's examinations. As noted above, an applicant must pass both the written and practical portions of the examination. If an applicant fails one portion, he or she is only required to re-take the failed portion.

regulatory changes to include the other license types (cosmetologist, manicurist, esthetician, and electrologist) for proof of training acceptance of the Verification of Military Experience and Training Records. These regulatory changes were completed July 1, 2016. The Board has received 3 applications since 2014, all of which were approved. The Board does not expect to receive many applications for other license types as barbering is the dominant license type within the military.

With the implementation of the BreEZe database, the Board is now able to track veteran status. The Board has changed its applications to inquire, "Have you ever served in the United States Military?"

The Board has been proactive in addressing changes applicable to military personnel on its web site. The following notice has been posted:

"On January 1, 2013, AB 1588 and AB 1904 went in to effect, which allows the Board to extend the following accommodations:

AB 1588

The Board of Barbering and Cosmetology will waive the renewal fees for a licensee if the licensee is serving on active duty in the Armed Forces or the California National Guard. Please use the following forms when making your request:

Armed Forces Personnel Application for Exemption from Payment of Renewal Fees
Application to Restore License to Active Status

AB 1904

The Board of Barbering and Cosmetology will expedite the Reciprocity licensure process for spouses and domestic partners of those on active duty in the Armed Forces or the California National Guard. Please use the following form when making this request:

Application for Reciprocity and Initial License Fee

Since the implementation of these provisions on February 11, 2013, the Board has expedited 263 reciprocity applications for the spouses of military personnel. All were processed in compliance with Business and Professions Code Section 115.5.

Since 2014, the Board has received and processed under 10 requests for waiver of renewal fees. It should be noted that the Board has received additional requests by the spouses of military

Out of State Licensing

Business and Professions Code Section 7331 specifies the requirements for the Board to issue a license via reciprocity. The Board issues licenses to individuals who meet the following requirements:

- Submit an application and the licensing fee; and
- Submit proof of a current license issued by another state that has not been revoked, restricted, or suspended, is in good standing, and has been active for three of the past five years.

The Board has issued 23,137 licenses since implementing reciprocity in 2007.

Out of Country Licensing

Business and Professions Code Article 3 specifies qualifications for admittance to the examination and states that, for each license type, the Board shall admit to the examination an individual that has:

“Practiced outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed equivalent of 100 hours of training for qualification as specified in the chapter.”

Applicants applying to take the examination based on education abroad must contact an independent evaluation company to review and determine the equivalency of their education. Upon receipt of the application and supporting documentation, the examination is scheduled.

Military

The Board values and appreciates the service offered by this country's military personnel. The Board has worked hard to become compliant with recent statutory changes regarding military personnel and veterans.

Currently, Business and Professions Code Section 7321.5 (d) (6) allows the Board to accept completed “Verification of Military Experience and Training Records” for training documentation for the barber licensing examination. After review of the application and documentation, Board staff schedules the applicant for examination. The Board initiated

Calendar Year	Licenses Disciplined Due to Criminal Convictions	Enforcement Cases	Percent Disciplined Due to Criminal Convictions
2014	0	58	0%
2015	3	54	5.6%
2016	0	45	0%
2017	0	100	0%
Total	3	257	1.16%

All applicants that are denied by the Board have the option of requesting an appeal review by an Administrative Law Judge.

There is no national databank relating to disciplinary actions and the Board does not require primary source documentation.

Examinations in State Correctional Facilities

The Board works with the Department of Corrections and Rehabilitation to make sure inmates do not face barrier to entry issues upon prison release by conducting examinations in state correctional facilities. The Board works closely with the California Department of Corrections and Rehabilitation to schedule and administer these examinations in the correctional facilities.

To administer these examinations, board staff travels to the correctional facility and provides both the written and practical portions of the examination. The examinations are graded, and written examination results are provided on the same day the examination is administered. The National-Interstate Council of State Boards of Cosmetology practical examination scores are provided within two weeks.

Date of Examination	Type of Examination	# of Examinees	# Passed Written	# Passed Practical
5/19/2015	Cosmetology	7	7	7
6/4/2015	Cosmetology	6	6	6
6/4/2015	Manicuring	1	1	1
5/17/2016	Cosmetology	5	5	4
5/24/2016	Cosmetology	7	7	7
4/25/2017	Cosmetology	4	4	4
6/20/2017	Cosmetology	5	5	5
7/25/2018	Cosmetology	4	4	1
7/31/2018	Cosmetology	2	2	2
Total		41	41	37

During the 2014/18 reporting period, the Board administered 41 examinations and licensed 37 individuals.

FY 2014 through 2018 Licensure Denials and Criminal Convictions

FY 2014/15 (2 denials)	PC 208(D) Kidnapping, 264. 1 Rape, Abduction, Carnal Abuse of Children, and Seduction, 220 Assaults with Intent to Commit Felony, Other Than Assaults with Intent to Murder, 288A(D) Bigamy, Incest, and the Crime Against Nature	PC 288A(b)(1) Bigamy, Incest, and the Crime Against Nature and 286(b)(1) Bigamy, Incest, and the Crime Against Nature		
FY 2015/16 (1 denial)	PC 288A(b)(1) Bigamy, Incest, and the Crime Against Nature, PC 261.5 Rape, Abduction, Carnal Abuse of Children, and Seduction, 209(b)(1) Kidnapping			
FY 2016/17 (4 denials)	PC 261.5 Rape, Abduction, Carnal Abuse of Children, and Seduction	PC 261(a)(2) Rape, Abduction, Carnal Abuse of Children, and Seduction, PC 264.1 Rape, Abduction, Carnal Abuse of Children, and Seduction, PC 209 Kidnapping, PC 288 Bigamy, Incest, and the Crime Against Nature, PC 211 Robbery, PC 182(a)(1) Conspiracy	PC 261(a)(2) Rape, Abduction, Carnal Abuse of Children, and Seduction, PC 264.1 Rape, Abduction, Carnal Abuse of Children, and Seduction, PC 209 Kidnapping, PC 288 Bigamy, Incest, and the Crime Against Nature, PC 211 Robbery, PC 182(a)(1) Conspiracy	264.1(5) Rape, Abduction, Carnal Abuse of Children, and Seduction
FY 2017/18 (2 denials)	243.4(e)(1) Assault and Battery (Sexual Battery)	O.C.G.A. 16-6-16 Masturbation for hire, O.C.G.A. 16-6-17 Giving massages in place used for lewdness, prostitution, assignation, or masturbation for hire, O.C.G.A. 43-24A-15 Massage Therapy Practice Unlawful acts, PC 647(b) Prostitution		

The Board makes the following informal option available to applicants with criminal convictions:

- Prior to starting school, the applicant may submit their criminal history, have it reviewed by enforcement unit staff, and be informed if the criminal convictions would prevent the Board from approving his/her licensing application.

On an average, the Board does not deny, revoke or suspend more than 62 licenses per year. Rarely have these denials, revocations or suspensions been based solely on a criminal conviction.

At this time, the Board must rely on the applicants to honestly disclose prior convictions on their applications for licensure, as the Board does not have interfacing with the Department of Justice and is unable to use Live Scan/fingerprinting. Therefore, the Board does not submit No Longer Interested Notifications to the Department of Justice.

Once a prior conviction is disclosed, the application is forwarded to the Enforcement Program for further review. The applicant may be required to submit court documents regarding the conviction, along with any mitigation and/or rehabilitation information he or she may have.

Over the last 4 years, the Board has not denied any licenses based on the applicant's failure to disclose information on the application.

Very rarely does it become necessary to deny a licensing applicant due to a criminal conviction (see table below). Applicant denials represent .006% of the licensing examination applications received over the last four calendar years.

Calendar Year	Initial Applications Received	Application Denials Due to Criminal Convictions	Percent of Application Denials Due to Criminal Convictions
2014	27,484	1	.003%
2015	26,264	2	.007%
2016	25,296	1	.003%
2017	23,830	3	.125%
Total	102,874	7	.006%

The Board currently reviews licensing applications and licensure denials, revocations and suspensions on a case-by-case basis. The Board takes a big picture approach and considers numerous facets and complexities surrounding the individual's circumstances, prior to deciding to revoke or suspend a license or deny a licensing examination application.

During the *FY 2014 through 2018, reporting period*, the Board denied 9 applications for licensure based on criminal convictions that were substantially related to the qualifications, functions and/or duties of the profession. Each item in the table below represents the criminal record of the denied applicant.

Table 7b. Total Licensing Data

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Initial Licensing Data:				
*Initial License/Initial Examination Applications Received	52,635	50,477	52,110	47,110
*Initial License/Initial Examination Applications Approved	49,840	46,761	46,968	42,708
*Initial License/Initial Examination Applications Closed	11,389	3,140	4,113	4,657
Licenses Issued	32,994	32,063	30,401	26,552
Initial License/Initial Exam Pending Application Data:				
Pending Applications (total at close of FY)	3,252	3,500	4,771	5,080
Pending Applications (outside of board control) *	510	1,681	2,544	3,987
Pending Applications (within the board control) *	2,742	1,819	2,227	1,093
Initial License/Initial Exam Cycle Time Data (WEIGHTED AVERAGE):				
Average Days to Application Approval (all - complete/incomplete)	20	24	23	26
Average Days to Application Approval (incomplete applications) *	24	57	64	74
Average Days to Application Approval (complete applications) *	20	22	19	20
License Renewal Data:				
Licenses Renewed	227,649	223,840	236,569	234,274

*Optional. List if tracked by the board.

NOTE: The values in Table 7b are the aggregates of values contained in Table 7a.

Application Verification

Barbering and cosmetology regulations establish the requirements for licensure. The Board provides applicants with detailed instructions on the application process and the requirements to obtain licensure. For applicants who have received training in California from a board-approved school, the Board provides the school a Proof of Training document (POT) that is completed by the school's administration. The POT verifies how many hours of training were completed. To verify submitted POT documents, a representative from the school is required to sign, under the penalty of perjury, that the information is true and correct.

Criminal History

The Board requires all applicants to sign, under penalty of perjury, that all statements that are provided on the application are true and correct. Applicants are required to disclose all misdemeanor and felony convictions, and if they have ever had a professional or vocational license or registration denied, suspended, revoked, placed on probation, or if any other disciplinary action was taken.

Table 7a Licensing Data by Type (con't)

					Pending Applications			Cycle Times			
Application Type	Received	Approved	Closed	Issued	Total (Close of FY)	Outside Board Control	Within Board Control	Complete Applications	Incomplete Applications	Combined, IF unable to separate out	
FY 2016/17	Barber	5,235	4,611	592	2,199	447	312	135	17	56	21
	Barber Apprentice	670	665	15	665	24	16	8	17	85	25
	Cosmetology	17,907	16,043	1,826	8,416	1,573	807	766	19	64	23
	Cosmetology Apprentice	768	793	22	793	41	20	21	19	98	31
	Electrology	42	37	11	26	3	1	2	16	28	16
	Electrology Apprentice	0	0	0	0	0	0	0	0	0	0
	Esthetician	7,871	7,023	500	4,837	817	340	477	21	120	27
	Manicurist	11,901	10,913	600	6,584	1,097	707	390	20	56	22
	Establishments	7,709	6,876	543	6,874	768	340	428	18	43	21
	Mobile Units	7	7	4	7	1	1	0	0	140	140
FY 2017/18	Barber	5,138	4,584	629	2,275	388	298	90	19	69	24
	Barber Apprentice	869	885	14	885	22	0	22	19	88	25
	Cosmetology	16,322	14,864	1,636	7,151	1,576	1,165	411	19	74	25
	Cosmetology Apprentice	701	727	17	727	11	3	8	20	121	28
	Electrology	43	36	5	2	4	2	2	18	56	19
	Electrology Apprentice	1	1	0	1	0	0	0	14	0	14
	Esthetician	7,819	7,176	658	4,499	913	710	203	23	66	27
	Manicurist	8,267	6,821	1,085	3,399	1,617	1,467	150	21	108	33
	Establishments	7,939	7,610	612	7,609	542	335	207	20	49	25
	Mobile Units	11	4	1	4	7	7	0	0	88	88

Table 7a Licensing Data by Type

Application Type	Received	Approved	Closed	Issued	Pending Applications			Cycle Times			
					Total (Close of FY)	Outside Board Control	Within Board Control	Complete Applications	Incomplete Applications	Combined, IF unable to separate out	
FY 2014/15	Barber	3,768	3,465	648	1,715	280	72	208	43	43	43
	Barber Apprentice	434	409	24	397	31	3	28	28	0	28
	Cosmetology	21,842	20,547	5,570	12,703	1,465	276	1,189	24	21	24
	Cosmetology Apprentice	625	565	34	543	61	5	56	25	0	25
	Electrology	73	58	68	34	4	1	3	15	0	15
	Electrology Apprentice	0	0	1	0	0	0	0	0	0	0
	Esthetician	7,858	7,422	2,096	5,061	487	62	425	17	25	17
	Manicurist	11,145	10,712	2,658	5,879	509	47	462	24	20	24
	Establishments	6,878	6,654	290	6,654	408	44	364	19	21	19
	Mobile Units	12	8	0	8	7	0	7	138	0	138
FY 2015/16	Barber	5,092	4,542	423	1,954	403	233	170	21	55	23
	Barber Apprentice	537	511	20	511	32	18	14	22	98	26
	Cosmetology	18,460	16,928	1,444	10,837	1,464	829	635	34	58	36
	Cosmetology Apprentice	724	652	40	650	72	42	30	21	96	25
	Electrology	75	57	15	35	8	6	2	17	10	17
	Electrology Apprentice	0	0	0	0	0	0	0	0	0	0
	Esthetician	7,266	6,826	440	4,772	472	190	282	46	49	46
	Manicurist	10,957	10,240	475	6,301	657	216	441	30	62	31
	Establishments	7,356	6,998	277	6,996	387	143	244	18	47	20
	Mobile Units	10	7	6	7	5	4	1	139	236	195

As noted in the chart above, the Board meets and exceeds its performance measures, except for the processing of reciprocity applications. Every effort is made by staff to complete these applications as quickly as possible. Delays result when other state boards do not forward licensing certifications to the Board in a timely manner, which is out of the Board's control.

Application Processing

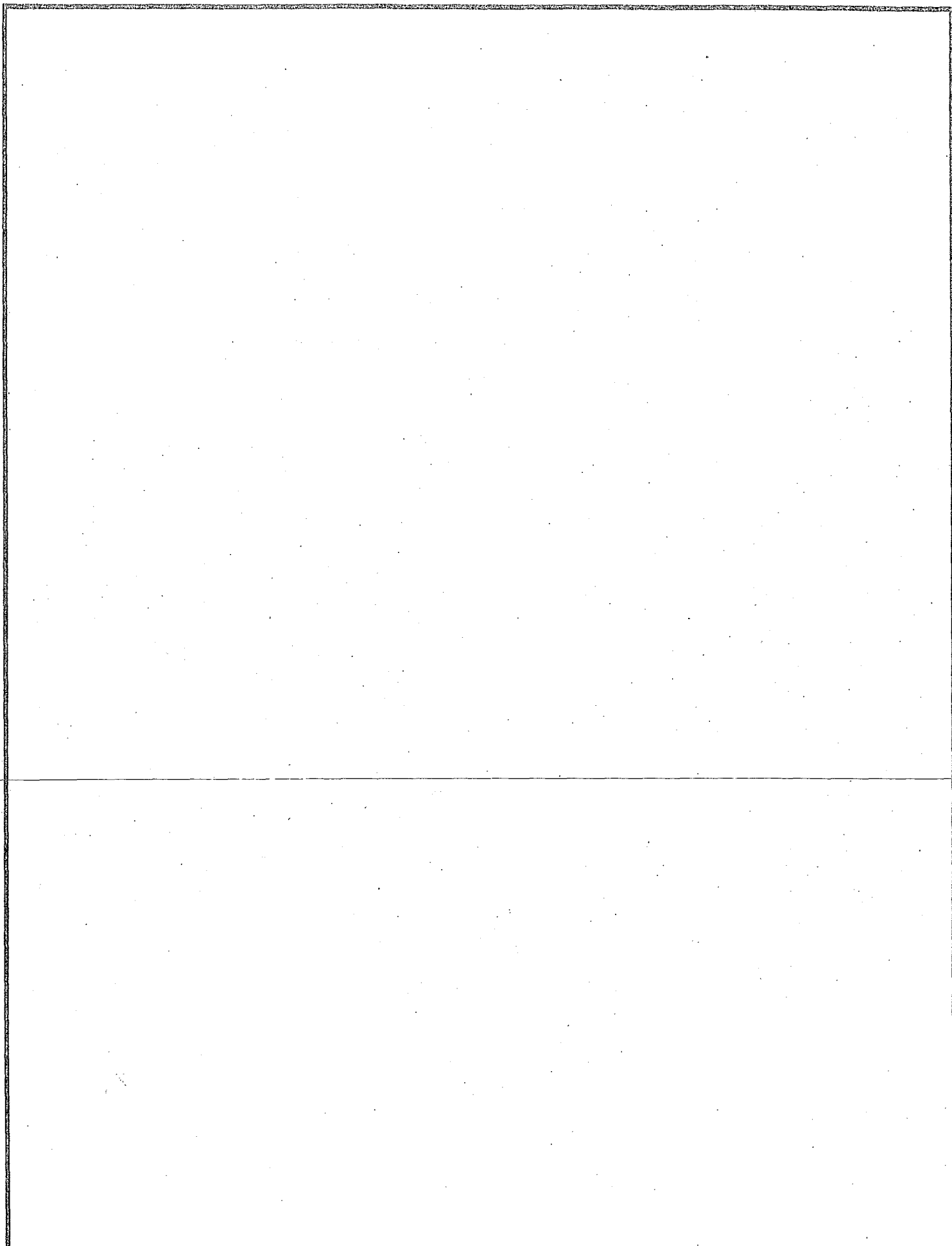
As part of the review process, each application and corresponding documentation is evaluated to determine if the applicant meets the minimum qualifications for licensure, as specified in statute and regulation.

Licensing Data				
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Total Licenses Issued	32,994	32,063	30,401	26,552
Total Licenses Renewed	227,649	223,840	236,569	234,274

Table 6: Licensee Population					
		FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Establishments	Active	43,623	44,175	45,586	46,999
	Delinquent	8,359	8,406	6,239	4,265
	Retired	N/A	1	2	1
	Out of State	N/A	N/A	N/A	0
	Out of Country	N/A	N/A	N/A	0
Mobile Unit	Active	28	29	34	32
	Delinquent	7	10	11	12
	Retired	N/A	0	0	0
	Out of State	N/A	N/A	N/A	0
	Out of Country	N/A	N/A	N/A	0
Barber	Active	20,969	22,090	23,524	24,896
	Delinquent	4,781	4,948	4,971	5,079
	Retired	N/A	7	7	7
	Out of State	N/A	N/A	N/A	1,625
	Out of Country	N/A	N/A	N/A	3

		FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Barber Apprentice	Active	679	797	1,064	1,410
	Delinquent	375	15	0	0
	Retired	N/A	N/A	N/A	N/A
	Out of State	N/A	N/A	N/A	0
	Out of Country	N/A	N/A	N/A	0
Cosmetology	Active	257,689	258,348	260,232	260,069
	Delinquent	49,903	52,951	53,726	54,485
	Retired	N/A	32	33	33
	Out of State	N/A	N/A	N/A	27,716
	Out of Country	N/A	N/A	N/A	248
Cosmetology Apprentice	Active	950	1,123	1,382	1,411
	Delinquent	544	9	0	0
	Retired	N/A	N/A	N/A	N/A
	Out of State	N/A	N/A	N/A	0
	Out of Country	N/A	N/A	N/A	0
Electrology	Active	1,442	1,397	1,369	1,335
	Delinquent	471	463	454	437
	Retired	N/A	1	1	1
	Out of State	N/A	N/A	N/A	199
	Out of Country	N/A	N/A	N/A	7
Electrology Apprentice	Active	1	0	0	1
	Delinquent	0	0	0	0
	Retired	N/A	N/A	N/A	N/A
	Out of State	N/A	N/A	N/A	0
	Out of Country	N/A	N/A	N/A	0
Manicurist	Active	100,259	102,098	104,518	103,981
	Delinquent	27,316	25,712	88,783	25,939
	Retired	N/A	9	9	9
	Out of State	N/A	N/A	N/A	16,336
	Out of Country	N/A	N/A	N/A	271
Esthetician	Active	63,710	66,078	68,915	71,333
	Delinquent	12,648	13,391	13,755	14,166
	Retired	N/A	2	2	2
	Out of State	N/A	N/A	N/A	7,249
	Out of Country	N/A	N/A	N/A	71

NOTE: "Out of State" and "Out of Country" are two mutually exclusive categories. A licensee should not be counted in both.



Licensing and Examination Program

The Board's licensing program is responsible for reviewing and processing all individual and establishment licensing applications received by the Board. The Board has one of the highest workloads in the state. The Board's licensing and examination program is unique in that examinations are administered Monday through Friday, and an individual who passes the examinations obtains a license on the same day.

Performance Targets

The Board has internal performance measures for application processing as listed below:

Performance Measure	Definition	Target	Actual*
Initial Applications	Average days from receipt of application to examination scheduling.	42 days	25 days
Establishment Applications	Average days from receipt of application to license issuance.	28 days	21 days
Apprentice Applications	Average days from receipt of application to license issuance.	28 days	21 days
Reciprocity Applications	Average days from receipt of application to license issuance.	28 days	29 days
Examination Scheduling	Average number of days from date of approval of qualifications to examination date.	60 days	47 days

*Data obtained via manual tracking.

The Board monitors its licensing performance on a weekly basis. Due to the high volume of applications, statistics are provided every Monday by licensing staff on the processing timeframes for the applications on their desks. In addition to the Board's internal licensing statistics, statistics are also provided from the Department of Consumer Affairs' (DCA) cashiering unit. These numbers include the date of the oldest application being cashiered and the date incoming mail is being processed.

Implementation of the BreZE database has allowed the Board to significantly reduce its licensing processing times as more online transactions are completed. Cashiering times have also been reduced, so applications are processed more quickly.

The Board provides copies of approval letters to the BPPE. The BPPE cannot issue their approval prior to the Board's approval. The BPPE will issue an Intent to Approve letter to a school that is pending Board approval. Once the Board has the intent to approve, a school approval letter is generated by the Board and a copy is provided to the BPPE.

The Board also forwards complaints to the BPPE. Students often submit complaints to the Board, as they are more familiar with this government agency. The Board processes these complaints as non-jurisdictional and forwards them to the BPPE. In addition, the Board also attempts to work in conjunction with the BPPE on inspections and investigations.

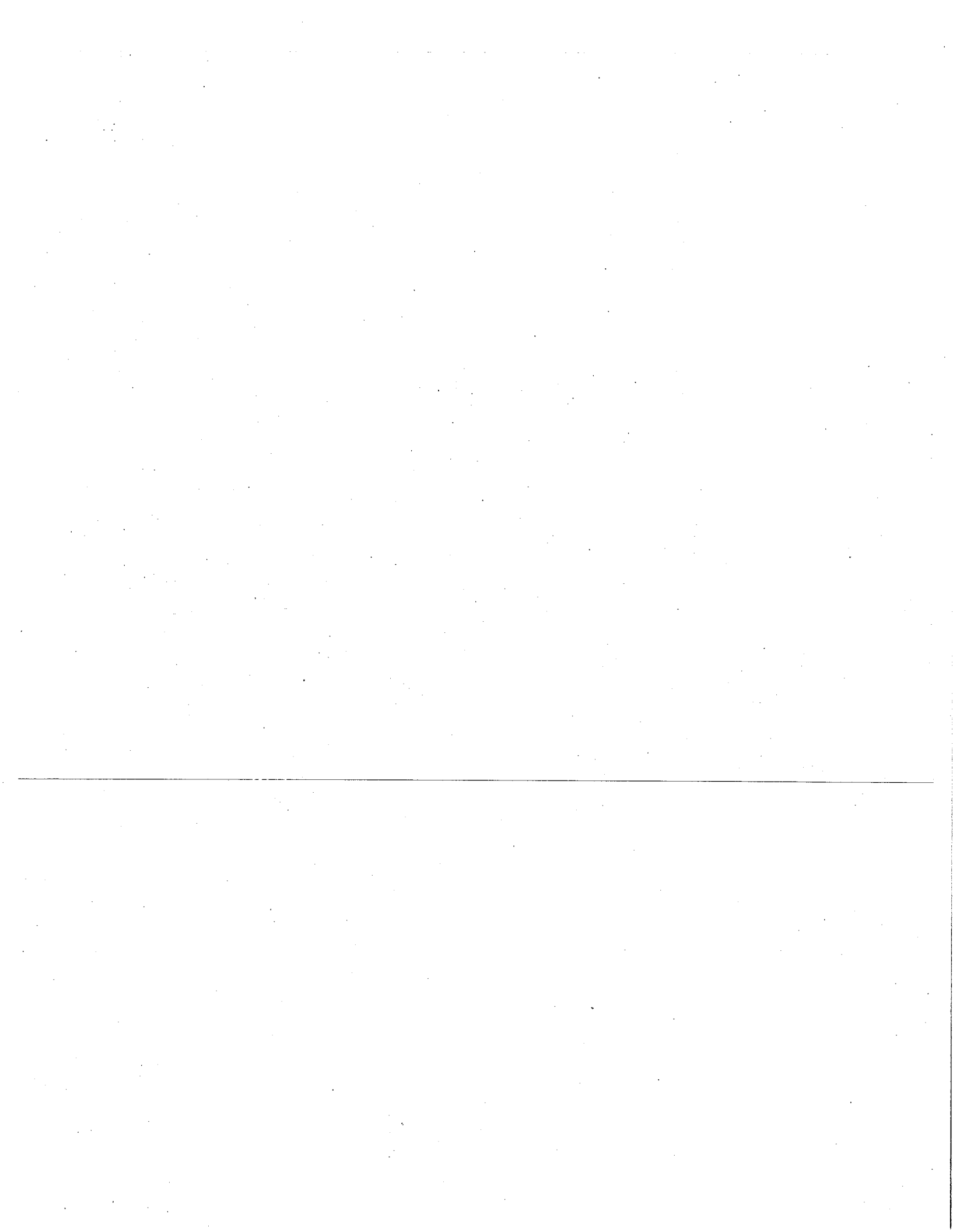
The Board currently has 283 approved schools. The Board only issues an initial approval. An approved school does not need to renew its approval. The Board conducts health and safety inspections at schools and attempts to complete those inspections on an annual basis.

California Business and Professions Code, Section 7362 (c), provides the Board with the authority to revoke, suspend, or deny approval of the school.

The Board has no legal requirement for approving international schools.

Continuing Education/Competency Requirements

The Board does not require continuing education.



Enforcement Program

The Board's Enforcement Program opens complaint cases submitted internally by staff, consumers, and other agencies. To ensure the health and safety of the consumer, all cases are investigated.

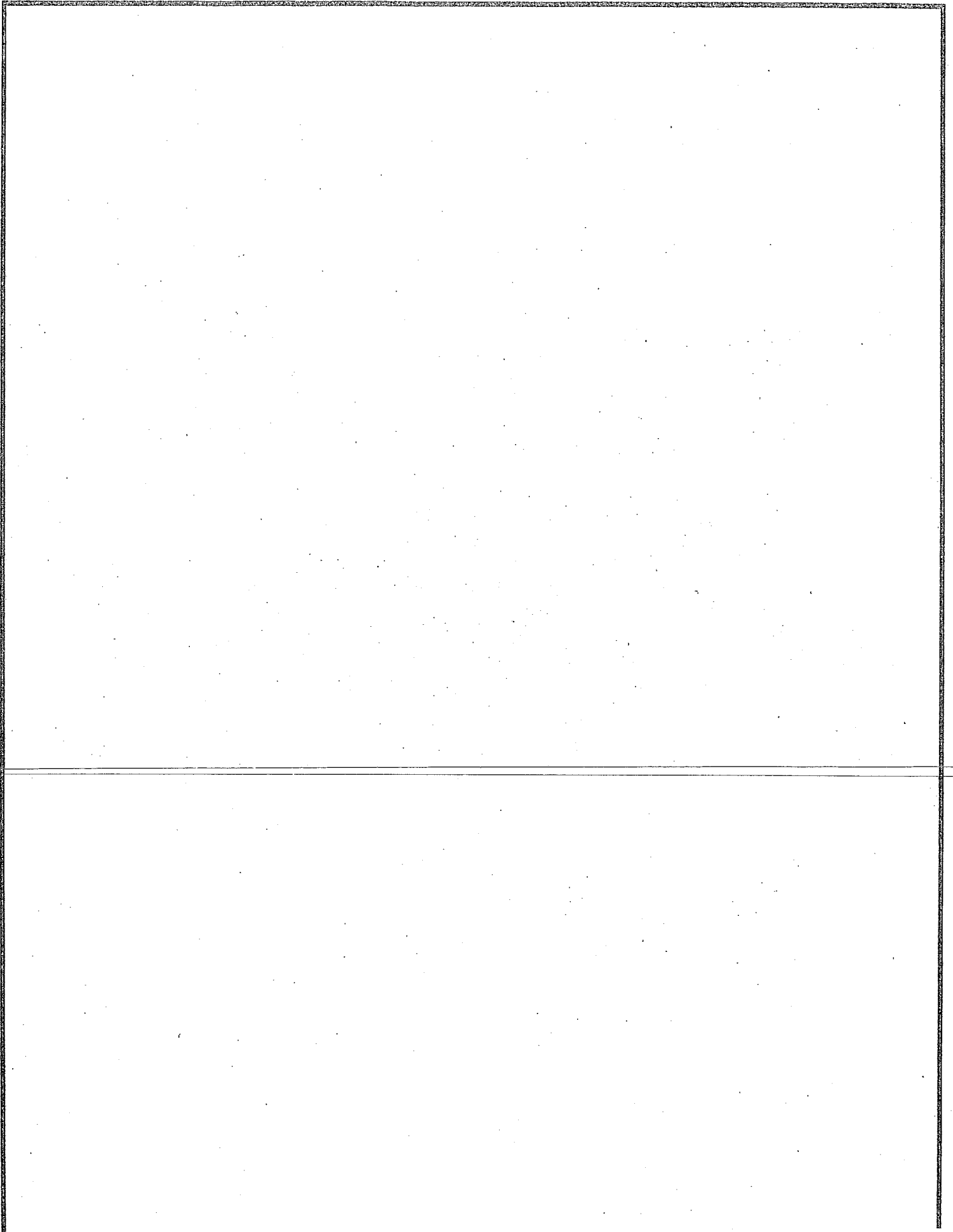
Investigations may include an inspection of the establishment, requests for additional information from the consumer or licensee, assistance from the Division of Investigation (DOI), or an evaluation by an expert. Complaint cases are closed after the investigation has revealed insufficient evidence to proceed, compliance with the Board's rules and regulations has been demonstrated, or disciplinary action has been taken against the licensee.

Complaints regarding the health and safety of barbering and cosmetology schools are processed by the Enforcement Program's designated school analyst.

To ensure proper oversight of the Apprentice Program and to ensure apprentices are properly trained in their chosen profession and taught proper health and safety standards, the Enforcement Program works with the Division of Apprenticeship Standards (DAS), Local Education Agencies (LEA), and Apprenticeship Program Sponsors.

Performance Measures

In 2010, the Department of Consumer Affairs (DCA) developed standard performance measures for each board and bureau to assess the effectiveness of their enforcement programs. The DCA established an overall goal to complete complaints filed with the Attorney General within 12 to 18 months. Each board or bureau is responsible for determining its performance target for each performance measure. The following table indicates the Board's targets:



Performance Measure	Definition	Target	Actual FY 2017/18
PM1 Volume	Number of complaints received.	*	5,431
PM2 Cycle Time	Average number of days to complete complaint intake.	10 days	4 days
PM3 Cycle Time	Average number of days to complete closed cases not resulting in formal discipline.	120 days	88 days
PM4 Cycle Time	Average number of days to complete cases resulting in formal discipline.	540 days	642 days
PM5 Efficiency (cost)	Average cost of intake and investigation for complaints not resulting in formal discipline.	**	N/A
PM6 Customer Satisfaction	Customer satisfaction with the service received during the enforcement process.	75% Satisfaction	***
PM7 Cycle Time (probation monitoring)	Average number of days from the date a probation monitor is assigned to a probationer to the date the monitor makes first contact.	15 days	1 day
PM8 Initial Contact Cycle Time (probation monitoring)	Average number of days from the time a violation is reported to the program to the time the monitor responds.	5 days	1 day

* Complaint volume is counted but is not a measurement.

** The Board does not track the cost of intake or investigations.

*** Due to lack of consumer response, data is not available for this measure.

Trends

The average number of complaints received per year in the previous reporting period (FY 2011 through 2014) was 4,990. During the current reporting period (FY 2014 through 2018) the average number of complaints received is 4,627.

During September of 2015, the Board stopped opening a Criminal Convictions complaint case for every applicant that disclosed a criminal conviction. Previously, most Criminal Conviction complaint cases were closed at the time they were created because the convictions were not substantially related to the qualifications, functions, or duties of our licensees. Since September of 2015, the Board only opens Criminal Conviction complaint cases if additional information is needed to determine whether the crime is substantially related to the qualifications, functions, or duties of our licensees or if the application is being denied. The change in this process has resulted in an average of 1,000 fewer cases being opened per year.

In FY 2017/18, 1,539 cases were opened as the result of investigations into the validity of documents submitted from various schools and out of state and out of country applicants. At the end of FY 2017/18, these cases resulted in 444 applications being denied. During the current reporting period (FY 2014/15 to FY 2017/18) the Board has also disciplined licensees who submitted fraudulent documents when they applied for licensure. These cases resulted in 31 licenses being revoked and 12 licenses being surrendered.

The number of complaints submitted by external stakeholders has increased by approximately 200 complaints each year during this reporting period. The number of analysts in the Enforcement Program has remained constant. The Board hired a student assistant to provide support with the additional cases.

Trends by Case Type				
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Complaints Received* Intake	3,563	3,731	4,103	5,502
Criminal Convictions Cases Opened	1,376	214	9	11
Application Cases Opened for Fraudulent Documents	28	29	36	1,539
Exam Applications Denied	33	32	16	444
Licenses Revoked Fraudulent Documents	1	0	28	2
Licenses Surrendered Fraudulent Documents	0	0	10	2
Complaints Received from External Stakeholders	2,549	2,734	2,951	3,196

*See table 9 (b).

Performance Barriers

The Board's enforcement performance barriers include internal and external entities. Staffing and workload issues affecting the Department of Investigations, the Office of Administrative Hearings, the Deputy Attorney General's office, and the District Attorney's office increased processing times and resulted in an increase in the age of the Board's cases.

An inspection request involves the Board's Inspection and Cite and Fine programs. Inspectors run into barriers with inspections that require travel or Department of Investigations (DOI) assistance. Because the Board has 5 territories that do not have assigned inspectors, inspectors from surrounding territories must travel to conduct these requested inspections. Also, some inspectors are assigned to territories which cover a large geographical area. Both instances require the inspector to travel. In order to travel, inspectors must submit a Request to Travel document, which must go through an approval process, further delaying the date of inspection. Requests for inspection that include DOI assistance are coordinated according to the DOI investigator's schedule, so joint board/DOI inspections can take several months to complete.

The processes of the Office of Administrative Hearings (OAH), the District Attorney General's (DAG) office, and the District Attorney (DA) offices are beyond the Board's control. Board analysts provide these offices with as much information as possible when cases are submitted. The submission of complete cases eliminates requests for information and decreases turn-around times. Case analysts regularly check case statuses to ensure cases are processed as quickly as possible.

Table 9a. Enforcement Statistics

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
COMPLAINT				
Intake				
Received	3,563	3,731	4,103	5,502
Closed	1	0	0	1
Referred to Investigator	3,563	3,712	4,109	5,401
Average Time to Close	3	3	4	3
Pending (close of FY)	4	23	17	35
Source of Complaint				
Public	2,632	2,707	2,928	3,179
Licensee/Professional Groups	4	4	8	5
Governmental Agencies	13	23	15	12
Other	914	997	1,152	2,306
Conviction/Arrest				
Conviction Received	1,376	214	9	11
Conviction Closed	0	0	0	0
Average Time to Close	1	1	2	1
Conviction Pending (close of FY)	0	0	0	0
LICENSE DENIAL				
License Applications Denied	32	32	16	444
Statement of Issues Filed	0	3	3	5
Statement of Issues Withdrawn	0	0	0	0

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Statement of Issues Dismissed	0	0	0	0
Statement of Issues Declined	0	0	0	0
Average Days Statement of Issues	0	0	0	0
ACCUSATION				
Accusations Filed	46	36	106	65
Accusations Withdrawn	0	0	1	5
Accusations Dismissed	1	0	1	1
Accusations Declined	1	2	1	0
Average Days Accusations	551	1,002	511	631
Pending (close of FY)	28	75	20	33
DISCIPLINE				
Disciplinary Actions				
Proposed/Default Decisions	25	20	44	29
Stipulations	41	26	36	38
Average Days to Complete	816	772	541	651
AG Cases Initiated	45	90	63	91
AG Cases Pending (close of FY)	63	107	69	78
Disciplinary Outcomes				
Revocation	31	22	42	30
Voluntary Surrender	8	4	21	16
Suspension	0	1	2	0
Probation with Suspension	69	42	47	43
Probation	16	10	17	12
Probationary License Issued	0	0	0	0
Other	1	0	1	0
PROBATION				
New Probationers	59	43	53	50
Probations Successfully Completed	63	33	42	64
Probationers (close of FY)	127	137	149	135
Petitions to Revoke Probation	2	8	13	20
Probations Revoked	1	0	7	12
Probations Modified	0	0	0	0
Probations Extended	0	0	2	2
Probationers Subject to Drug Testing	N/A	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A	N/A
Petition for Reinstatement Granted	4	12	13	2
DIVERSION				
New Participants	N/A	N/A	N/A	N/A
Successful Completions	N/A	N/A	N/A	N/A
Participants (close of FY)	N/A	N/A	N/A	N/A
Terminations	N/A	N/A	N/A	N/A
Terminations for Public Threat	N/A	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A	N/A

Table 9b. Enforcement Statistics

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
INVESTIGATION				
All Investigations				
First Assigned	4,939	3,925	4,118	5,412
Closed	4,779	3,907	4,073	4,836
Average days to close	63	111	73	89
Pending (close of FY)	968	990	1,033	1,633
Desk Investigations				
Closed	4,904	3,910	3,803	5,066
Average days to close	23	31	34	49
Pending (close of FY)	311	335	645	1,041
Non-Sworn Investigation				
Closed	1,652	1,936	1,294	1,223
Average days to close	113	122	154	104
Pending (close of FY)	624	639	332	511
Sworn Investigation				
Closed	13	18	20	17
Average days to close	299	163	253	198
Pending (close of FY)	11	14	10	10
COMPLIANCE ACTION				
ISO & TRO Issued	0	0	0	0
PC 23 Orders Requested	1	0	0	2
Other Suspension Orders	0	0	0	0
Public Letter of Reprimand	0	0	0	0
Cease & Desist/Warning	0	0	0	0
Referred for Diversion	0	0	0	0
Compel Examination	0	0	0	0
CITATION AND FINE				
Citations Issued	17,081	19,002	18,116	12,459
Average Days to Complete	26	44	37	36
Amount of Fines Assessed	\$6,865,991	\$7,421,263	\$6,321,078	\$4,745,162
Reduced, Withdrawn, Dismissed	N/A	N/A	N/A	N/A
Amount Collected	\$6,101,849	\$6,190,577	\$5,874,698	\$4,918,344
CRIMINAL ACTION				
Referred for Criminal Prosecution	3	1	3	4

Table 10. Enforcement Aging

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18	Cases Closed	Average %
Attorney General Cases (Average %)						
Closed Within:						
0 - 1 Year	1	7	30	8	46	17%
1 - 2 Years	33	14	33	36	116	44%
2 - 3 Years	21	17	17	19	74	28%
3 - 4 Years	6	6	4	2	18	7%
Over 4 Years	5	2	1	2	10	4%
Total Attorney General Cases Closed	66	46	85	67	264	N/A
Investigations (Average %)						
Closed Within:						
90 Days	3,610	2,383	2,876	3,047	11,916	68%
91 - 180 Days	580	786	674	1,034	3,074	17%
181 - 1 Year	477	536	385	624	2,022	11%
1 - 2 Years	106	170	116	115	507	3%
2 - 3 Years	4	32	18	12	66	.004%
Over 3 Years	2	0	4	4	10	.006%
Total Investigation Cases Closed	4,779	3,907	4,073	4,836	17,595	N/A

Board Enforcement Cases - DAG Case Statistics				
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Referred	45	90	63	91
Accusations Filed	46	36	106	65
Statements of Issues Filed	0	3	3	5
Average Days to Complete	816	772	541	651

The number of cases referred to the District Attorney General's (DAGs) office has fluctuated over this reporting period. In FY 2014/15, the Board only referred 45 cases to the DAG's office, which represented the fewest cases referred, since 1997. In FY 2015/16, of the 90 cases referred to the DAG's office, 44 cases were referred for discipline of licensees that submitted fraudulent documents, stating they were licensed or educated in Puerto Rico.

Prioritization

Complaint cases are prioritized using guidelines similar to those found in the DCA's *Complaint Prioritization Guidelines for Health Care Agencies*. Complaints are prioritized according to the most egregious violation alleged in the complaint. Consumer harm, gross negligence and incompetence, or similar violations, are considered the highest priority.

The highest priority cases are distributed to specified analysts who "specialize" in the type of violation alleged. The processing of similar complaints allows the analyst to identify trends in the industry and identify violations more efficiently. Complaints alleging health and safety, or unlicensed activity violations are considered high priority. Cases opened as the result of inspection reports indicating egregious health and safety violations or unlicensed activity are also considered high priority.

Mandatory Reporting

The Board has no mandatory reporting requirements.

Settlements of the Board

At the time an accusation is filed, the enforcement analyst also submits settlement terms to the District Attorney General's (DAGs) office. Cases with allegations of egregious consumer harm, cases initiated as the result of an examination candidate cheating, and criminal conviction cases are not offered settlement terms.

The Board does not settle cases pre-accusation. During this reporting period, the Board entered into 145 (55%) post-accusation stipulated settlements and 33 (13%) cases resulted in a hearing and proposed decision. The remaining 86 (33%) cases resulted in default decisions.

Complaint Case Final Decision Types						
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18	Total	Percent
Default Decisions	20	11	34	21	86	33%
Proposed Decisions	5	9	11	8	33	13%
Stipulated Settlement Decisions	41	26	40	38	145	55%
Grand Total	66	46	85	67	264	N/A

Statute of Limitations

The Board does not operate with a statute of limitations.

Unlicensed Activity

Unlicensed activity violations are considered a high priority by the DCA and the Board. As the result of an inspection, owners who are operating unlicensed establishments and owners who employ unlicensed individuals are fined up to \$1,000.00. Each unlicensed individual is also cited and fined \$1,000.00. Cases involving licensed owners who have been

repeatedly cited for employing unlicensed individuals are forwarded to the DAG's office for license discipline. Discipline may include license suspension, probation, and/or revocation.

Complaint cases opened as the result of allegations regarding unlicensed activity continue to account for 40% of the most common allegations. Complaints received that allege both health and safety and unlicensed activity violations are categorized as health and safety, so the number of complaints received including unlicensed activity is higher than reflected in the chart below.

Most Common Complaint Allegations										
	FY 2014/15		FY 2015/16		FY 2016/17		FY 2017/18		Total	
Health and Safety	1,347	39%	1,310	37%	1,616	41%	1,604	41%	5,877	39%
Non-Jurisdictional	312	9%	294	8%	284	7%	319	8%	1,209	8%
Incompetence/Negligence	303	9%	333	9%	270	7%	438	11%	1,344	9%
Unlicensed	1,523	44%	1,651	46%	1,817	46%	1,555	40%	6,546	44%
Total	3,485		3,588		3,987		3,916		14,976	

The Board has no disciplinary recourse for owners and individuals who are performing services without a Board license. Administrative citations are issued to unlicensed individuals, but 55 percent of these citations go unpaid. Collecting the fines for these citations provides a challenge for the Board. To process a citation for collections, the Franchise Tax Board requires a Social Security number and the collections agency the Board has contracted with requires a valid ID number. Unlicensed individuals often do not provide their legal name, current address, or any type of valid photographic identification. Without proper identification, the Board cannot gather identifying information, such as a California Identification number or Driver's License number, birth date, or Social Security information.

To enforce the Board's licensing rules and regulations, beginning July 1, 2010, cases which involve unlicensed establishments and unlicensed activity are referred to Department of Investigations (DOI) for assistance. The Board requests that during a joint board inspector/DOI investigator inspection the DOI investigators issue misdemeanor citations to unlicensed owners and unlicensed individuals. Those cases are forwarded to the District Attorney's (DAs) office for prosecution, which could result in probation, board fine recovery, and/or jail time, depending on the county.

Some establishment owners continue to operate their business without complying with the Board's licensing regulations. The cited owners and

operators do not pay their fines and because the DA's office does not always prosecute cases, the issuance of misdemeanor citations is not a strong deterrent. The cycle of inspections and non-compliance continues, and the safety of the Board's inspectors becomes an issue.

Board inspectors and DOI investigators are experiencing instances where the workers in the establishments are refusing the inspection. Most of the establishments that refuse inspection have previously been cited for unlicensed activity. Even though Business and Professions Code Section 7313 authorizes the inspection of an establishment during business hours or at any time Board-regulated services are being performed, the inspector cannot force operators to unlock the doors or allow entry for an inspection. The assistance of DOI investigators does not help in these situations because DOI investigators cannot use force for entry during inspections either. The Board has no recourse except to issue a citation for Inspection Refusal (Business and Professions Code Section 7313) which carries a fine of up to \$750.00.

Situations like these make future inspections uncomfortable for inspectors and investigators. Board inspector safety must be considered when requesting follow-up inspections at these locations. The Board cannot ensure compliance if inspections cannot be conducted due to inspector safety concerns.

To decrease the number of establishment owners cited for operating unlicensed establishments, the Board's Enforcement Program has designated an analyst to work with the establishment owners and bring them into compliance. This education-based approach began in the spring of 2014, and establishment owners are being brought into compliance. Cases in which establishment owners are refusing to comply are referred to local licensing or code enforcement entities for follow-up. The Board has established working relationships with several local licensing enforcement contacts throughout the state.

The Board uses many tools to enforce licensing rules and regulations, but if the establishment owner does not come into compliance by licensing the establishment and hiring licensed operators, the Board does not have licenses to discipline. If there are no licenses to discipline, the Board must rely on the DOI and local DA's office to cite and prosecute unlicensed owners and operators. Unfortunately, the DOI and the DA's office have higher profile cases that take up their resources and unlicensed activity cases do not result in an impact that may persuade owners to comply.

Cite and Fine

To ensure compliance with the Board's health and safety and licensing regulations, random and directed inspections of establishments are conducted. Administrative fines are assessed for violations of the Board's rules and citations are issued to establishment owners and individual operators.

The inspectors provide any operators found at the establishment with a copy of an inspection report as a record of the inspection. The original inspection report, photographs taken during the inspection, and any inspector comments are then forwarded to the Board's main office. The Board's Cite and Fine Program reviews the material for accuracy, issues a citation and enters the citation information into the BreEZe system. Citations with egregious health and safety violations or unlicensed activity are forwarded to the Enforcement Program for further investigation.

Cite and Fine Program Statistics					
	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Establishments Inspected	11,979	13,712	14,346	14,151	11,061
Citations Issued to Establishments	8,257	10,026	10,844	10,437	6,007
Citations Issued to Individuals	6,452	8,140	8,633	8,034	5,842
Total Citations Issued	14,709	18,166	19,477	18,471	12,776
Establishments with No Violations Cited	3,046	2,958	2,832	4,056	2,957

Fines are assessed according to how many times the operator was cited for the same violation within the last five years. For example:

Violations	
Section 981(a)	2018
1st Occurrence	\$100
2 nd Occurrence	\$150
3 rd Occurrence	\$200

In 2004, the Department of Consumer Affairs was given authority to increase the maximum amount of a fine from \$2,500 to \$5,000. Any citations with fines totaling more than \$5,000 are modified so the fine total does not exceed \$5,000.

	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Citations Modified Down to \$5,000	3	9	7	1	2

The five most commonly cited violations are California Code of Regulations (CCR) Section 979: Non-electrical instruments not disinfected or stored properly, Section 988: Storage and labeling of liquids, creams, powders, and cosmetics, Section 981(a): No disposal of instruments and supplies that cannot be disinfected, Section 965: Proper display of license, and Section 986: Neck dusters and brushes not disinfected or stored properly.

The health and safety violations cited most often are violations of regulations regarding the disinfection and storage of tools, implements, instruments, and products. The most common health and safety violation is CCR Section 979 Non-electrical instruments – not disinfected properly. The most common non-health and safety-related violation is CCR Section 965 Proper display of license. This can be for an establishment license or individual license.

Number of Violations by Fiscal Year					
Violation	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
CCR §979 Non-electrical instruments - not disinfected properly	12,611	12,412	12,169	10,269	8,116
CCR §988 Storage and labeling of liquids, creams, powders and cosmetics	6,638	6,541	6,008	4,921	4,286
CCR §981(a) No disposal of instruments and supplies that cannot be disinfected	5,779	5,263	5,683	4,189	3,854
CCR §965 Proper display of license	4,700	4,943	4,701	3,651	3,019
CCR §986* Neck duster and brushes not disinfected or stored properly	30	705	4,727	4,106	3,513

*CCR §986 Verbiage was updated effective January 1, 2016.

Anyone who is issued a citation by the Board has the right to appeal any or all the violations cited. In 2007, the Administrative Fine Schedule was updated to reflect a single fine amount for each violation regardless of how many times the licensee had been cited for the same violation.

However, the Board found that as a result, they were modifying a large number of appealed fine amounts. In 2011, the Board reviewed and revised the Administrative Fine Schedule again and returned to an escalating fine scale. Fines are now assessed according to how many times the licensee was cited for the same violation within the last five years. During this reporting period, the average fine per citation before an appeal is \$876 and the average fine amount per citation after an appeal decision by the Disciplinary Review Committee is \$608.

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Average fine amount pre-appeal	\$898	\$943	\$789	\$873
Average fine amount post-appeal	\$623	\$677	\$540	\$589

Disciplinary Review Committee

Business and Professions Code Section 7410 established the Board's Disciplinary Review Committee (DRC). The DRC allows an individual who has been cited and fined to appeal the violation by appearing in person or, under rare extenuating circumstances, submitting in writing their evidence relating to the facts and circumstances of the citation. Per CCR Section 974.2(d), the cited individual can contest or appeal any of the following aspects of the citation:

- The occurrence of a violation
- The period of time for correction
- The amount of the fine

The DRC is comprised of three members of the Board (Section 974.1(a), CCR). The board president appoints members to the DRC on an annual basis; however, due to the volume of appeals, members that do not serve on a regular basis on the DRC are selected as alternates. These members are called upon, should the need arise. All meetings of the DRC are held in accordance with the Open Meetings Act and are noticed on the Board's web site. In addition, statistical updates on the DRC are provided at each board meeting and the public is encouraged to attend the hearings.

The DRC hearings are held monthly. The only time there is difficulty in scheduling these meetings is if there is not an approved state budget and therefore, staff is not able to travel. While that has happened over the years, the hearings are held in Sacramento to ensure the work flow continues.

To provide all appellants with equality and in the interest in educating

licensees to success, the Board now provides interpreters for Spanish and Vietnamese languages, upon request by the appellant, at all DRC hearings. On July 31, 2016, the Board secured a contract with a professional interpretation service that provides time tested, quality interpreters for the hearings. Interpreter pay is now included in the costs associated with the DRC hearings.

The Board makes every effort to minimize the costs associated with conducting the DRC hearings. All meetings are attempted to be held at state facilities and the number of staff attending the hearings has been reduced. Costs for DRC meetings can average, monthly, anywhere from \$2,000 to \$3,000 depending on the location of the hearings. Costs are primarily related to the costs of travel for members and staff. Listed below are the annual costs for the DRC.

DRC Annual Costs				
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Travel Expenses	\$41,029	\$29,296	\$36,875	\$26,008
Board Member Wages	\$18,300	\$16,100	\$14,900	\$16,700
Staff Wages	\$25,623	\$20,279	\$20,574	\$16,691
Total Cost	\$84,952	\$65,675	\$72,349	\$59,399

During the FY 2014/18 reporting period, the Board's DRC held 141 hearings. The monthly hearings of the DRC are for two - four days at a time. An average of 60 cases are heard at each session (180 cases a month). There are currently 314 cases pending. The Board has addressed the previously high workload by scheduling a higher number of cases each month as well as an additional day, when necessary. Currently, there is no backlog in appeal hearings to be scheduled. The DRC is now operating without a backlog for the first time in many years.

DRC Statistics				
Statistics as of June 30, 2018				
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Total Appeals Received	2577	2039	1959	1157
Appeals Pending at FY End	655	572	620	314
Scheduled	3415	1954	1857	1450
Appeared	1493	1282	1205	885
Defaulted	748	374	370	340
Withdrawals	434	298	282	225

Appeals to the Administrative Law Judge

During the FY 2014/18 reporting period, the Board's Enforcement Unit

scheduled 166 appeals to an Administrative Law Judge (ALJ). ALJ hearings are scheduled upon the request of an appellant after a DRC decision has been mailed to the appellant. If the appellant does not agree with the decision, it is their right to have the opportunity to appeal to an ALJ and have their case heard. There are currently 17 ALJ cases pending.

Administrative Law Judge (ALJ) Appeals				
Statistics as of June 30, 2018				
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Total Appeals Referred to ALJ	45	30	41	22
Appeals Pending at FY End	34	24	24	17
Scheduled	56	40	41	29
Appeared	33	30	27	20
Defaulted	6	4	2	3
Withdrawals	17	6	12	6
Hearings	34	34	30	22
Affirmed	22	23	24	14
Modified	7	11	5	6
Dismissed	5	1	1	2

Franchise Tax Board

The Board allows 30 days for the payment of fines before the fines become delinquent. Request for Payment Notices are issued for citations which have assessed fines that have not been paid in a timely manner. Three Requests for Payment Notices are issued per citation before the citation is forwarded to Fidelity Creditor Service, Inc.

FTB Intercepts

Prior to 2012, respondents that failed to respond to a request for payment, or who stopped complying with a payment plan, or a petition to revoke probation resulted in a default decision and the case was referred to the FTB intercept program to collect any outstanding cost recovery. In 2012, the Board stopped sending Franchise Tax Board (FTB) intercepts for collection of administrative fines. Currently, the Board has 94 cases in the FTB intercept program. As of June 30, 2018, the FTB intercept program has collected \$45,112.44 of the \$291,784.48 total amount due for cases referred.

The intercepted amounts, for any case, are typically nominal, intercepted one time during the calendar year, and funds are usually only intercepted

once. This minimal success with the FTB program prompted the Board to seek other solutions to collect cost recovery. After reviewing the success of using Fidelity Creditor Service, Inc. to collect fine payments, the Board now uses this agency to collect outstanding cost recovery when other collection measures fall short.

Cost Recovery

Business and Professions Code, Section 125.3(a) provides the Board the authority to recover the reasonable costs of investigation and adjudication of a case. The Board seeks cost recovery regardless of whether the case is heard in an administrative hearing or is settled by stipulation.

If revocation and cost recovery are ordered due to an administrative hearing, the Board makes three written attempts to contact the respondent to request full payment or develop a payment plan. If the respondent fails to respond, the case is referred to Fidelity Credit Service Inc.

Additionally, the Board has the authority to deny reinstatement of the license of any licentiate who has failed to pay all ordered cost recovery. In cases where the respondent is placed on probation, cost recovery, including compliance with a payment schedule, is generally a condition of probation. Non-compliance with this term may result in transmittal of the case to the Attorney General's office to seek revocation or extend the probation until the costs are paid in full. This however, results in additional enforcement costs. In October 2010, the Board revised the Disciplinary Guidelines, including many of the terms of probation. The guidelines now provide that probation shall not terminate until full cost recovery payment has been made, that any order for payment of cost recovery shall remain in effect regardless of whether probation is tolled, and that the filing of bankruptcy shall not relieve the respondent of the responsibility to reimburse the Board for costs. These changes close the loophole on those probationers leaving the state or filing bankruptcy and ensure that cost recovery will be paid by every probationer. In addition, these revisions will result in fewer probation cases referred to collections and eliminate the cost of having a stipulation prepared by the DAG extending the probation period until costs are paid in full.

Cost Recovery Ordered FY 2014 through FY 2018		
Revocation	Surrenders	Probationers
11 cases	4 cases	125 cases
\$157,353.50	\$42,039.50	\$352,265.10

During the last four fiscal years, the total amount of cost recovery ordered is \$551,658.10. The table below shows the amount ordered for license revocations, surrenders, and probationers. Approximately \$199,393.00

may be uncollectable. This estimated total represents cost recovery assessed to individuals whose license was revoked or surrendered. In most cases, payment of cost recovery is not required unless the licensee reapplies or petitions for reinstatement of licensure with the Board. Additionally, any case in which the Board loses jurisdiction after the licensee is placed on probation may be uncollectable. However, in those cases, the Board requests payment and subsequently refers the case to the FTB intercept program or a collection agency.

The Board seeks cost recovery in all formal disciplinary actions. Most cases referred to the Office of the Attorney General have the potential for a cost recovery order. The Board seeks cost recovery in every case, although ALJ's often reduce the amount of cost recovery or reject it entirely. To reduce the cost of prosecution and hearings, (hearings create expenses that cannot be recovered by the Board), the Board may reduce the actual cost recovery amount due as an incentive to settle a case prior to a hearing. The Board cannot order cost recovery for cases which are categorized as "default decisions." These cases involve respondents that fail to file a 'Notice of Defense' or fail to appear at the scheduled hearing. As noted above, only an ALJ can award costs, unless a stipulated settlement is reached.

Table 11. Cost Recovery (list dollars in thousands)					
	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Total Enforcement Expenditures	\$838,662	\$1,048,857	\$858,486	\$881,474	\$808,034**
Potential Cases for Recovery*	53	66	46	85	67
Cases Recovery Ordered	25	39	31	38	32
Amount of Cost Recovery Ordered	\$72,150	\$245,675	\$113,870	\$105,656	\$91,841
Amount Collected	\$63,388	\$81,356	\$81,356	\$76,488	\$82,555
* Potential Cases for Recovery" are those cases in which disciplinary action has been taken base on violation of the license practice act. ** FI\$Cal FM 12 06/30/2018 Accounts 5340310, 5340320, 5340510, 5340540, 5340540, 5340580, 5342500. Numbers not finalized as of 10/01/2018					

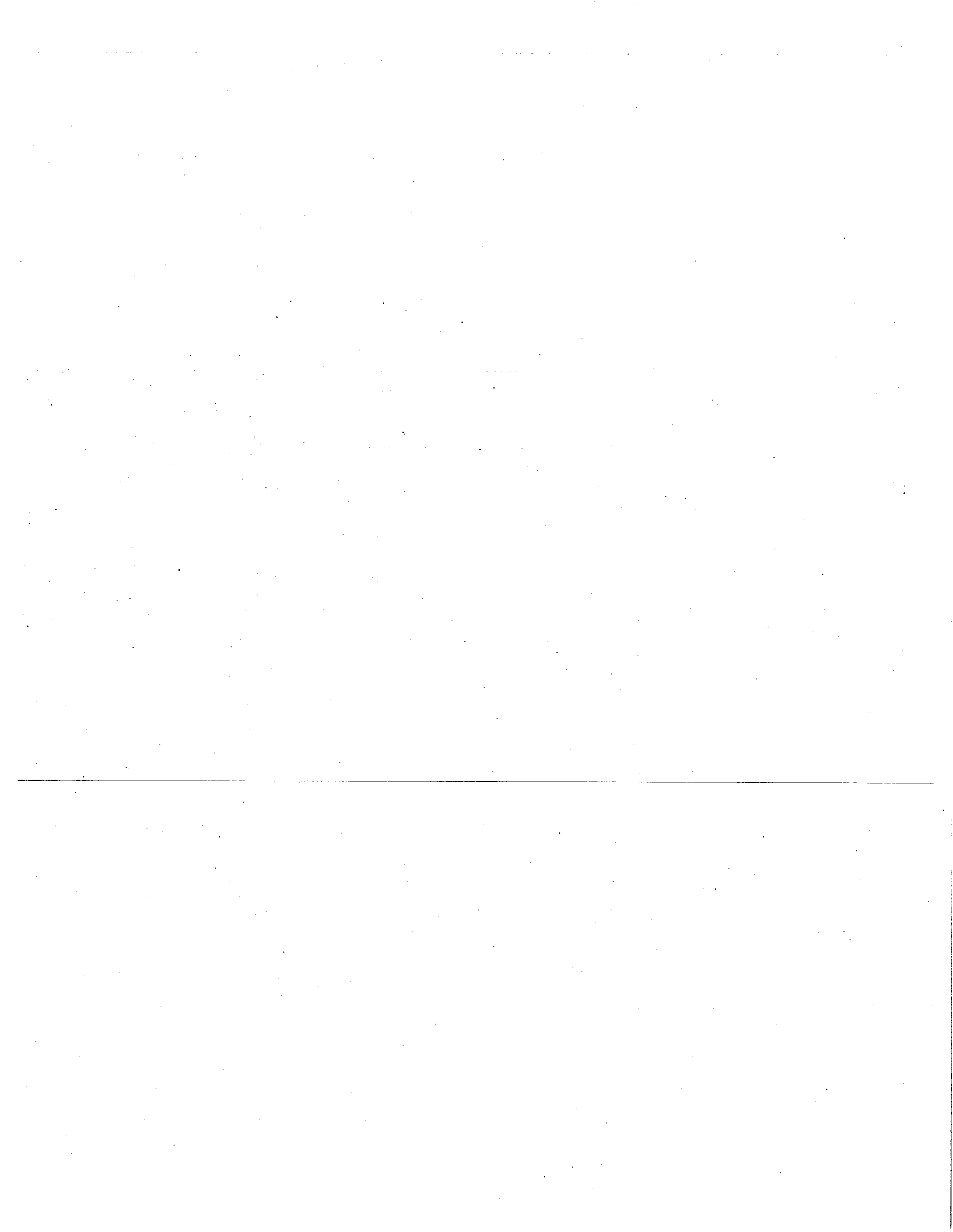
Consumer Restitution

The Board may consider seeking restitution for the complainant as part of a proposed decision or stipulated agreement which contains probation terms (Government Code Section 11519*). The Board may impose a probation term requiring restitution if it is appropriate to the nature and circumstances of the particular violation. Restitution can be ordered in

*(d) As used in subdivision (b), specified terms of probation may include an order of restitution. Where restitution is ordered and paid pursuant to the provisions of this subdivision, the amount paid shall be credited to any subsequent judgment in a civil action.

consumer harm cases involving the practice of medicine, use of metal instruments, illegal instrument methods, or incompetent/gross negligence when providing services. Evidence relating to the amount of restitution is introduced at the administrative hearing or provided during settlement negotiations. Failure to pay restitution is considered a violation of probation and can result in further discipline or license revocation. To date, the Board has not requested restitution in any case.

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Amount Ordered	0	0	0	0
Amount Collected	0	0	0	0



Public Access

The Board is a public agency and performs its activities publicly. The Board makes every effort to be as transparent as possible and complies with all code requirements, as well as, the Bagley Keene Open Meetings Act.

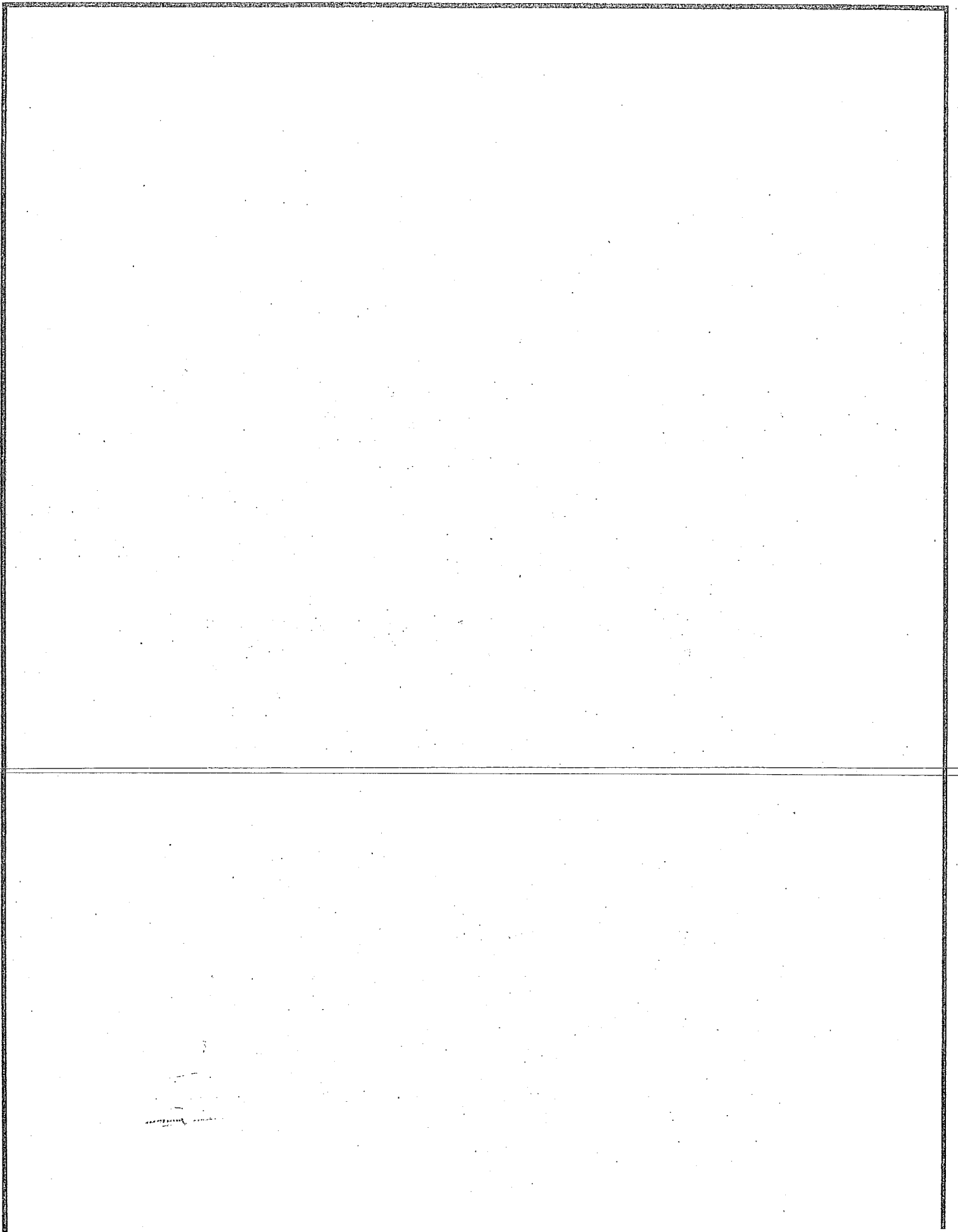
The Board primarily educates and informs the public and licensees about board activities and methods to participate in board activities through its web site. Letters, calls, emails, in-person discussions and public presentations compose a portion of staff workdays, but the Board reaches more individuals through email blasts, and information posted online. The Board's web site provides general information about the Board, instruction on how to file a complaint, consumer brochures and informational fact sheets, barbering and cosmetology law, and licensing and enforcement information. The web site has grown as a communication medium and contains more information than ever before.

Internet Hits		
FY 2015/16	FY 2016/17	FY 2017/18
2,439,903	2,394,141	2,503,763

The web site conforms to the design templates established by the Department of Consumer Affairs (DCA) and staff work hard to ensure the site is relevant to consumers, applicants and licensees alike.

In recent years, the Board has utilized a listserv to alert interested parties when new materials are added to the web site or to ensure the parties receive immediate notification of regulatory changes, board meeting dates, and legislative updates. Over the last couple of years, staff has actively campaigned to encourage licensees to sign up for the listserv.

The Board also makes use of social media and maintains a Facebook page and accounts with Twitter and YouTube. With more than 974 million and 2.2 billion registered users respectively, Twitter and Facebook are seen by the Board as important communication tools. The Facebook page is a quick and efficient way to disseminate current information and updates. The Board realizes this is not a primary method of information dissemination and often refers consumers to the Board's web site. The Board currently has 397 followers on Twitter and 6,082 "likes" on Facebook.



Board and Committee Meetings

The Board posts dates and locations of all meetings on its web site in advance to allow licensees and the public adequate notification. In addition, an email alert is sent out to all interested parties notifying them of the date, time and location of the meeting. At the July board meetings, members are given a proposed set of dates and locations for board meetings for the next calendar year. Members vote if the dates/locations are acceptable and staff begins securing meeting site locations. The proposed meeting dates can be found by the public in the meeting materials provided within the July meeting packet. When locations are contractually secured, the confirmed locations and dates are posted on the Board's web site.

The Board posts agendas for all board, committee and subcommittee meetings on its web page. Agendas are posted at least ten days in advance of any meeting. The agenda includes a brief description of each topic, so the public has a general idea of what will be discussed in advance. Then, typically seven to ten days before a meeting, meeting background materials are also posted. These are the same materials provided to board members. This provides the public with more specific information about board activities and permits the public to be fully prepared to participate in discussions before the Board. Meeting materials provided by the Board are thorough and generally provide background information, a summary or history of the item, as well as, any recommendations or action items. Board packets also include draft minutes from the previous meeting. Board minutes serve as a helpful resource for those interested in following board activities.

A concerted effort has been made to encourage public input. The Board begins and ends each board meeting with an invitation for public comments that are not specifically addressed on the agenda.

The Board maintains information for each meeting for a minimum of 20 years, consistent with the Board's records retention policy, and maintains its web site information based on the determinations of the current Executive Officer. Final board meeting minutes are posted approximately two weeks after the Board approves the minutes.

Webcasting

The Board routinely webcasts its board meetings. This includes meetings held in all California locations. The Board relies upon the staff of the Department of Consumer Affairs to provide the webcast services. Copies of all webcasts are posted for viewing on the Board's web site and on

DCA's YouTube account. Webcasts are archived annually according to board meeting date. Webcasts remain on the Board's web site for 20 years, consistent with the board's records retention policy for meeting information.

Complaint Disclosure Policy

The Board's complaint disclosure policy follows the *DCA's Recommended Minimum Standards for Consumer Complaint Disclosure*.

License History and Status Information

The Board posts a significant amount of information about licensees on its web site. Using the web site's license verification feature, a consumer can find:

- Licensee's name
- License number
- County of residence
- Issue date
- Expiration date
- Current status, including a notation if the individual is currently on probation, has an accusation pending final decision or if the individual was previously disciplined. In addition, the Board provides a link to the accusations and decisions on individual and establishment licenses.

The availability of this information ensures that consumers have immediate access to information about industry professionals, and allows employers, other governmental agencies and other licensees to quickly access license status information about any licensee. The licensure verification feature is a valuable tool for reducing unlicensed activity and provides consumers with status information about their community beauty care providers.

Any formal discipline taken against an individual or establishment is listed, along with a link to the public documents.

Disciplinary action information remains public for 20 years. The Board does not provide additional personal information about licensees regarding their education, degree, etc.

To supplement the information available on the web site, the Board also responds to requests in writing. Such public information includes what is

available on the Board's web site, but also includes some information that is not posted there. For instance, a licensee may request a copy of the photographs taken by a board inspector during an inspection.

Consumer Outreach

The Board has a strong outreach and education program. The Board has separated the outreach program into two facets, consumer outreach and industry outreach. The Board has tremendous success in both avenues of outreach.

Listed below are a few highlights of the outreach program.

- The Board routinely participates in wellness fairs, Town Hall meetings, workshops and seminars to educate the public on health and safety issues.
- The Board customarily has a booth at trade shows throughout California.
- The Board visits beauty colleges within the state to help students become familiar with Board regulations and to help establish student solidarity within their new career.

On April 26, 2011, Executive Order B-06-11 was imposed upon the Board. This, as well as, other budget restrictions have limited the Board's presence at some of the above-mentioned events. The Board, however, has continued to pursue other outreach opportunities.

Over the years, the Board has developed a series of consumer and licensee materials covering a wide range of topics. These materials were developed by board staff to educate the public on health and safety topics. In recent years, an innovative approach to develop consumer education materials involved development of a series of board publications divided into two categories, Consumer Publications and Licensee Publications. These two categories are prominently displayed on the web site.

Below is a listing of the publications the Board currently produces, disseminates to consumers and licensees, and posts on its web site for download. These items are also available in Spanish, Vietnamese and Korean.

Consumer Fact Sheets

- Chemical Hair Services

- Complaint Process
- Infection Control in the Salon
- In-Home Services
- Medical Spas
- Skin Tags/Mole removal
- Whirlpool Foot Spa Safety

Consumer Publications

- About the Board
- Barbering
- Chemical Exfoliation Safety Tips
- Cosmetology
- Electrology
- Esthetics
- Eyelash Extensions Safety Tips
- Manicuring
- Pedicure Safety Tips
- Waxing Safety Tips

Consumer Videos

- BBC Celebrates Diversity
- #SafeSandalSeason
- BBC Shows a Dramatization of a Properly Cleaned Foot spa
- BBC Warns Consumers of the Dangers of Improperly Cleaned Foot spas

Licensee Fact Sheets

- Disciplinary Review Committee Hearing
- Disinfection
- Electrology Safety Tips
- Becoming an Establishment Owner
- Artificial Nails
- Hair Chemicals
- Disinfectants
- Hair Bleaches
- Hair Color
- Manicuring
- Permanent Waving
- Shampoos and Conditioners
- Thermal Hairstyling

The Board also posts publications, brochures, videos and photo galleries on its web site to encourage safety and promote a healthy working environment. These include the following:

Licensee Publications

A Study from the California Department of Toxic Substances Control

Equipment Evaluation Binder

FDA Fact Sheets

- Hair Dye and Hair Relaxers
- Cosmetics
- Eye Cosmetics Safety

Illegal Instrument Flyer

Medical Pedicure

Most Common Violations Cited During an Inspection

OSHA Quick Card – Hazard Communication Safety Data Sheets

Protecting the Health of Nail Salon Workers

Quick Start Guide for Barber Shop and Beauty Salons

Self-Inspection Worksheet

What to Expect When You are Inspected

Licensee Videos

CASafeSalon – Proper Use of Disinfectants

CASafeSalon - Tips to Stay Fine Free

Foot Spa Cleaning and Disinfecting Video

- Foot Spa Logs (sample)
- Instructions and Foot Spa Log
- Probationary Foot Spa Logs

Mexican Consulate Town Hall March 23, 2017

Mobile Units – Instructional Video

Industry bulletins that provide the Board's official position on various topics are posted on the web site. The bulletins are divided up by license type to aid in easy access and are available in English, Spanish, Vietnamese and Korean. The Board currently offers bulletins on the following subjects:

Cosmetology

- Ear Candling/Coning
- Eyelash-Eyebrow Services

Establishments

- Disinfecting and Storing Client-Owned Tools
- Establishment Owner Responsibility
- Interference and Refusal of Inspection
- Licensee in Charge
- Nursing/Rehabilitation Homes
- Salon Suites
- Unlicensed Mobile Activity

Esthetics

- Dermaplaning
- Electrical Muscle Stimulators
- Eyelash-Eyebrow Services
- Lasers
- LED
- Microblading
- Micro Needling/Derma Rolling
- Needles Are Prohibited
- Skin Care Machines/Devices

Manicuring

- Callus Removal
- Detox Foot Spas
- Disinfecting Nail Files
- Fish Pedicures
- Methyl Methacrylate Monomer (MMA)
- Use of Ultra Violet Sterilizer Units

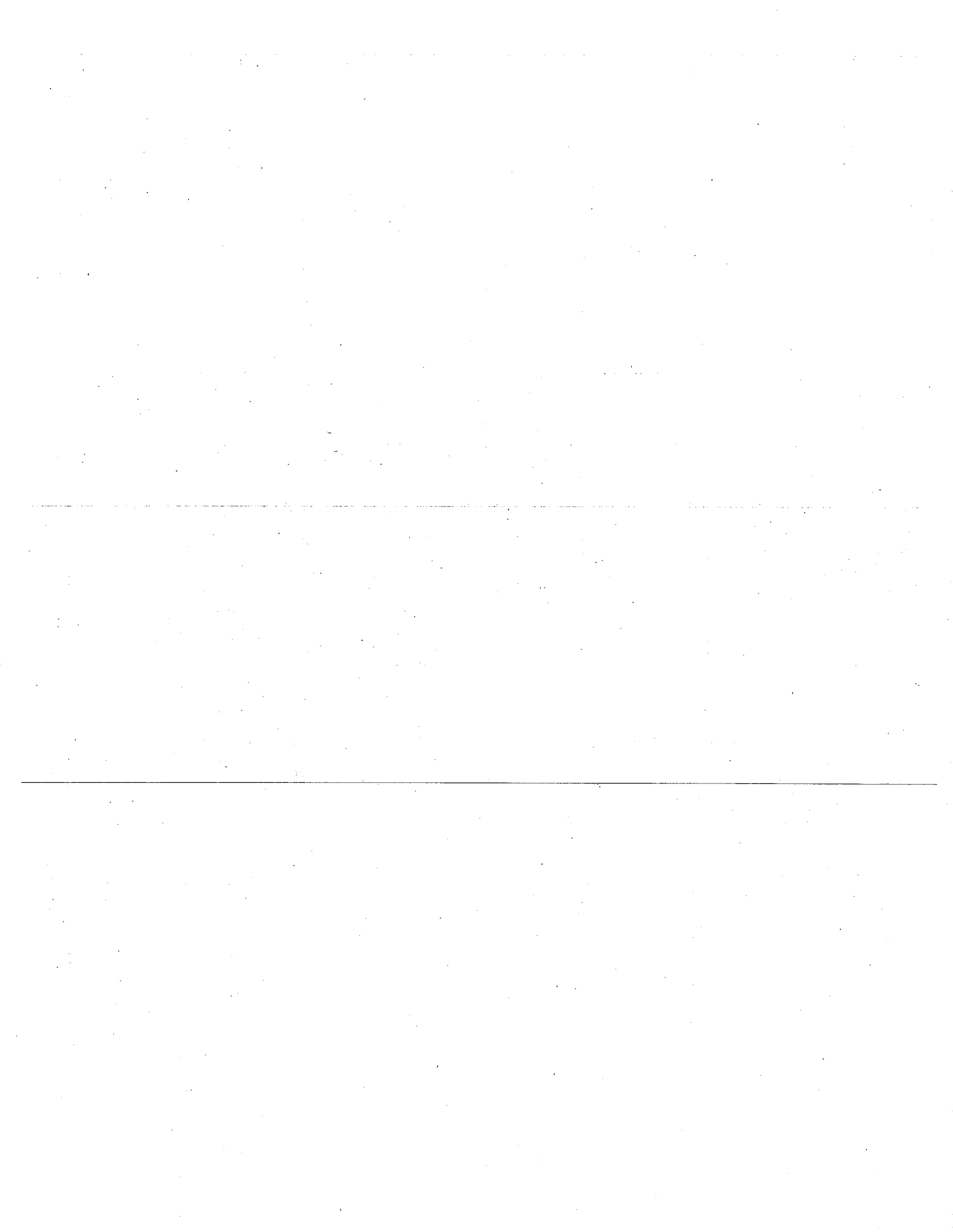
Schools

- Transfer of Credits and Qualifications for Examination

The Board also produces a column for the monthly industry newspaper, "The Stylist" that is distributed to all licensed establishments in California. Topics include everything from "Meet the Board President" to "BBC's Top Ten Violations."

Throughout the years, the Board has developed outreach campaigns designed to educate consumers on how they can protect their health and safety when receiving services from a licensee. A typical campaign will include an article written in the Consumer Connection and the Stylist magazine. Staff will set up interviews with statewide television and radio stations. All board staff utilize an email banner on their work emails, that directs recipients to information on the campaign. Staff flood the Board's Facebook and Twitter accounts with postings on the information. Additionally, at times videos are produced and posted to the Board's web site. Campaigns such as, CASafeSalon, SafeSandalSeason and NoViolenceinBeauty have proved successful.

Since July 1, 2017, the Board of Barbering and Cosmetology is required to provide information on basic labor laws (Workers' Rights) to its applicants and licensees (California Business and Professions Code §§ 7314.3, 7337, & 7347). In keeping with this mandate, the Board has posted the publication, *Know Your Workers' Rights and Responsibilities*, on the home page of its web site. This publication has been translated and distributed to all the Board's media contacts including media contacts that speak Vietnamese, Spanish and Korean. In addition, a portion of the CASafeSalon campaign "Know Your Workers' Rights", provides additional information and links where individuals can go for information on basic labor laws.



Workforce Development and Job Creation

The Board completed an occupational analysis of the cosmetology profession in October 2017. Currently, the Board is conducting an occupational analysis of the barbering profession which is scheduled for completion by June 2019. Part of the Board's strategic plan is to complete occupational analyses on the following professions along with the projected completion dates:

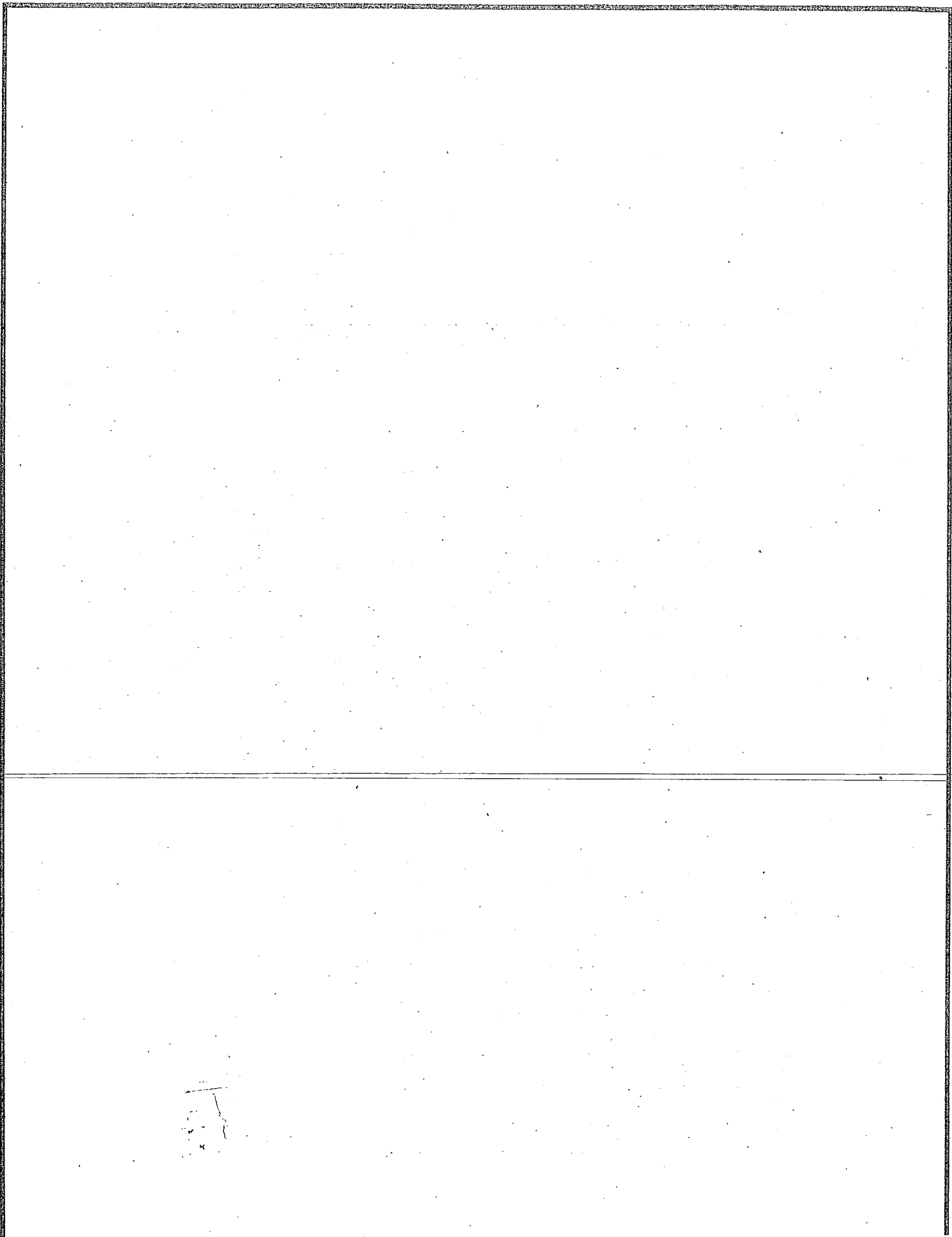
Electrology: June 2020
Esthetics (Skin Care): June 2021
Manicuring (Nail Care): June 2022

The Board continues to monitor trends within the industry and workforce development. This is being accomplished by utilizing an internal tracking system that organizes and stores trend information. In 2018, a standing agenda item was added to all Enforcement and Inspections Committee agendas for the discussion of these trends. Recommendations from the committee are heard by the full Board at regularly scheduled board meetings.

The Board convenes biannual meetings of the Health and Safety Advisory committee (once in Northern California and once in Southern California). The purpose of these meetings is for members to advise the Board on industry related health and safety issues, workers' rights issues and domestic violence/sexual abuse concerns facing the industry. Many times, industry participants will advise the Board on job related issues affecting board-licensed establishments and licensees. The Board uses this valuable information when considering educational materials, web site postings and proposed regulatory language.

Impact of Licensing Delays on Job Creation

The Board continues to adopt procedures to ensure a more streamlined process, which allows establishment and individuals to enter the barbering and beauty workforce without delay. The Board monitors all aspects of its licensing and enforcement operations, consistently addressing issues to ensure the most relevant process contributing to workforce development, both internally (for employees) and externally (for consumers, licensees and local government). Central to this focus, the Board has updated many of its forms and applications and continues to monitor efficacy and make changes as they are needed.



The Board has not had to conduct any assessment regarding the impact of licensing delays. Since the implementation of the new BreEZe database, the Board has not had any licensing/examination delays due to a lack of operational necessity.

Delays in licensing can prevent individuals from working and establishments from opening. In rare cases, where the Board has delayed granting a license examination date while investigating the applicant or school, the job intended for that applicant may be given to someone else.

Failure to grant an establishment a license in a timely manner can cause the owner to lose prospective employees who are forced to seek work elsewhere.

The Board administers examinations Monday through Friday. Approximately 80 examinations are scheduled per day. The most common delay, at the Board, is an applicant who has been approved to take the examination but is awaiting his or her scheduled examination date. The Board schedules examinations 30 days in advance.

The Board strives to ensure establishments can open on the date they desire, even when owners submit applications very close to their desired opening date.

Licensing renewals are immediately processed and examination applications, upon receipt, are immediately evaluated and scheduled for examination. The Board has streamlined its evaluation processes and current BreEZe technology has helped mitigate any previous licensing backlog.

Outreach to Schools

The Board is always seeking new ways to positively influence future barbering and cosmetology professionals. The Board maintains a school listserv to notify school owners, managers and instructors who are interested in receiving important information regarding school and examination information, such as:

- Circular Letters
- Exam Q & A's and Clarification

Additionally, the Board utilizes Facebook, Twitter and YouTube accounts to reach out to students with current information that will help them with their new careers.

One the web site, the Board posts information designed to assist students in preparing for the licensing examination such as, photographs on how to properly drape a mannequin head, candidate informational bulletins and industry bulletins. Since the last reporting period, the Board has conducted six webcasts (September 19, 2014, June 18, 2015, September 9, 2015, June 15, 2016, July 2, 2018 and September 24, 2018) designed to answer questions students and California school instructors had on details of the National Practical Examination. These webcasts are posted to the Board's web site for viewing and future reference by students and instructors.

The Board develops circular letters that provide current information directly related to students and school activities. These letters are mailed to each school and posted on the Board's web site. Recent letter topics have included:

- Important Information and Reminders
- Invitation to the Board's, *Understanding Your Workers' Rights and Responsibilities* Town Hall.
- Notification of Changes to the Examination
- Health and Safety Course

In addition, the Board is periodically asked to lecture at California cosmetology and barbering schools regarding the role of the Board, its licensing and enforcement programs, the duties of the licensee in charge, and other topics. These presentations are intended to ensure that potential licensees understand the Board's role and activities. For example, during presentations about the Board's enforcement program, staff highlights the most commonly cited violations during an inspection. These discussions are designed to help students better understand how to avoid getting cited and fined, while at the same time help to protect consumers.

In 2017, at the direction of the Legislature (California Business and Professions Code, Section 7389), the Board updated its *Health and Safety for Hair Care and Beauty Professionals* course which became, the *Health and Safety Course*. One of the notable changes made to the course was the inclusion of a section that provides an overview of the California Board of Barbering and Cosmetology. Within this unit, students are shown what can be found on the Board's web site, including information on how to use the BreZE system (for licensing and renewal) and how to stay compliant with Board regulations.

Licensing Barriers

Within the last year, there have been numerous legislative and industry discussions on perceived barriers to licensure. Various reports have noted perceived licensing barriers such as, student loan costs, length of time needed to complete pre-licensure schooling, application denials, license suspensions, revocation and denials based on criminal convictions. The Board works hard to mitigate these perceived licensing barriers. Listed below are actions the Board is using to ensure these perceived barriers do not exist.

Prison Examinations

The Board works with the Department of Corrections in the administration of the licensing examinations while inmates are incarcerated so that upon release, they can already be licensed and ready to work.

Low Licensing Application Denials Based on Criminal Convictions

It is extremely rare for the Board to deny a licensing applicant due to a criminal conviction (see table below). Applicant denials represent .006% of the licensing examination applications received over the last four calendar years.

Calendar Year	Initial Applications Received	Application Denials Due to Criminal Convictions	Percent of Application Denials Due to Criminal Convictions
2014	27484	1	.003%
2015	26264	2	.007%
2016	25296	1	.003%
2017	23830	3	.125%
Total	102,874	7	.006%

The Board currently reviews licensing applications and licensure denials, on a case-by-case basis. The Board considers numerous facets and complexities surrounding the individual's circumstances, prior to deciding to deny a licensing examination application.

Additionally, the Board makes the following informal option available to applicants with criminal convictions:

- Prior to starting school, the applicant may submit their conviction history and documentation, and have it reviewed by enforcement staff. At that time, prior to enrolling in school and sustaining

student costs, they would be informed if the criminal convictions would prevent the Board from approving his/her licensing application.

When considering whether an applicant with criminal convictions is suitable for licensure, the Board evaluates the following factors:

1. The requirements of public protection;
2. Relationship between the practice of the licensed profession and public protection;
3. Time since the conviction;
4. Age of the applicant at the time of the offense(s);
5. Seriousness and specific circumstances of the offense(s);
6. The number of offenses;
7. Whether the applicant/licensee has pending charges;
8. Any relevant evidence of rehabilitation or lack thereof;
9. Submission of false information on an application for licensure or on an application and/or failure to provide required notice of new information;
10. Whether the applicant is currently classified as a Sex Offender by the Sex Offender Registry Board and if so, the applicant's level of classification and compliance with applicable laws; and
11. Any other relevant information, including information submitted by the applicant or requested by the Board.

After reviewing the above factors, the Board may, in its discretion, deny the applicant's application, or take any other action permitted by law.

All applicants that are denied by the Board have the option of requesting an appeal review by an Administrative Law Judge.

Low Licensing Denials, Revocations and Suspensions Based on Criminal Convictions

It is uncommon for the Board to deny, revoke or suspend a license due to a criminal conviction (see table below). On an average, the Board does not deny, revoke or suspend more than 62 licenses per year. Licensees disciplined due to criminal convictions represent 1.16% of the total number of licensees disciplined over the last four calendar years.

Calendar Year	Licenses Disciplined Due to Criminal Convictions	Enforcement Cases	Percent Disciplined Due to Criminal Convictions
2014	0	58	0%
2015	3	54	5.6%
2016	0	45	0%
2017	0	100	0%
Total	3	257	1.16%

The Board evaluates each disciplinary case individually based on the complexities of the case, utilizing much of the same criteria as outlined above for applicant denials.

Proposed Hairstylist License

The 1600-hour Cosmetology Curriculum Review working group has formally recommended for consideration to the Board the institution of a hairstylist license. The working group believes that by instituting this type of license, individuals who do not want to perform skin and nail care services, will save on student loan costs and time spent away from work while attending school. The report as submitted by the 1600-Hour Cosmetology Curriculum Review working group is included in Section 12, Attachment C of this report. The Board is in support of this recommendation, see the Board's legislative proposal, *Hairstylist Licensure*, in Section 11, New Issues.

Workforce Development Data

Recently the Bureau of Labor Statistics' Occupational Outlook Handbook reported:

"Employment of barbers, hairstylists, and cosmetologists is projected to grow 13 percent from 2016 to 2026, faster than the average for all occupations. Population growth will lead to greater demand for hair care services. The median hourly wage for barbers was \$12.33 in May 2017. The median hourly wage for hairdressers, hairstylists, and cosmetologists was \$11.95 in May 2017."

"Employment of skincare specialists is projected to grow 14 percent from 2016 to 2026, faster than the average for all occupations. The median hourly wage for skincare specialists was \$14.46 in May 2017."

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Barbers, Hairstylists, and Cosmetologists, on the Internet at <https://www.bls.gov/ooh/personal-care-and-service/barbers-hairstylists-and-cosmetologists.htm> (visited June 06, 2018).

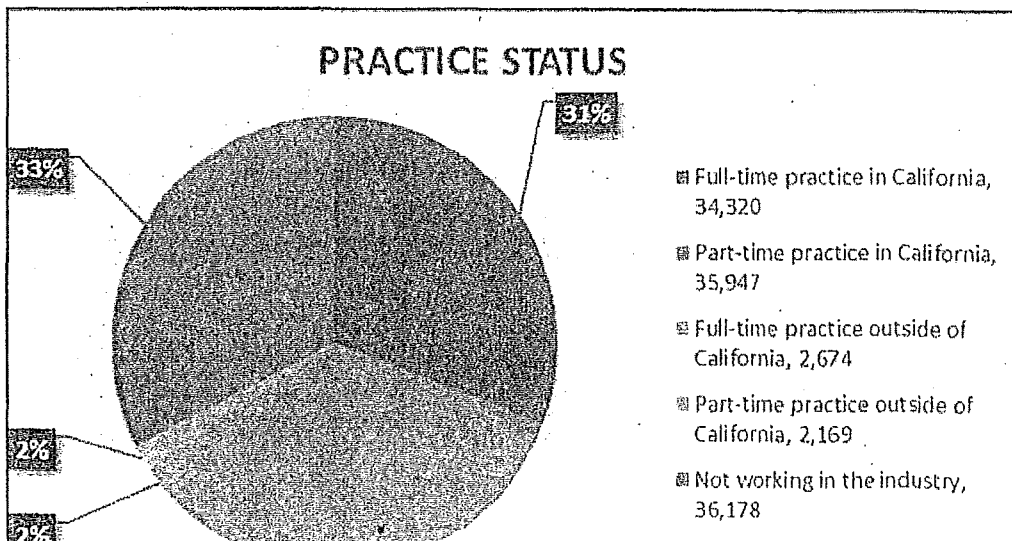
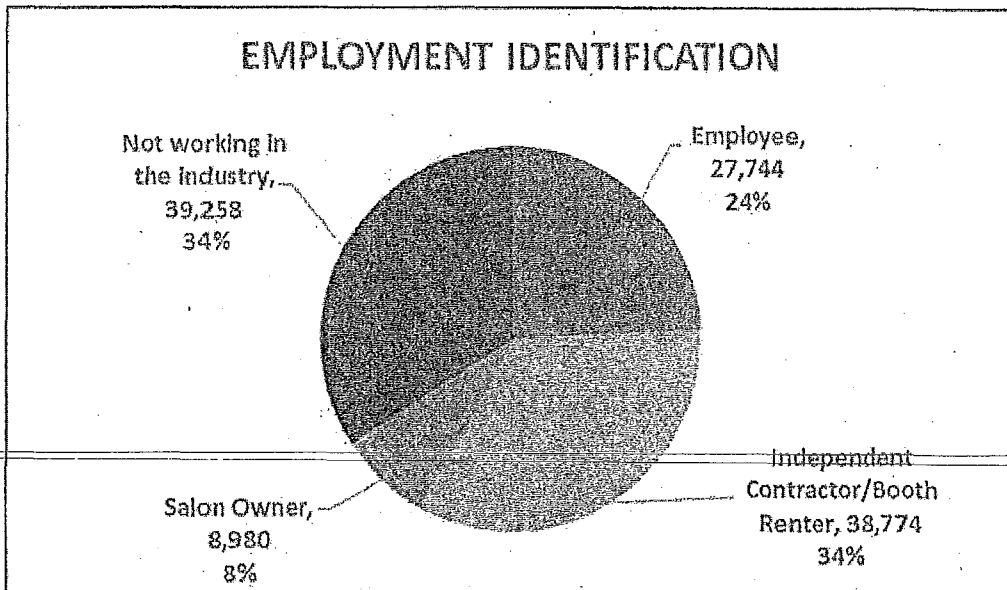
The Board is thrilled to be part of this dynamic industry. The Board's work focuses on ensuring that individual's entering the barbering and beauty industry possess the requisite skills and knowledge to provide services to the diverse population of Californians who seek hair, skin and nail services.

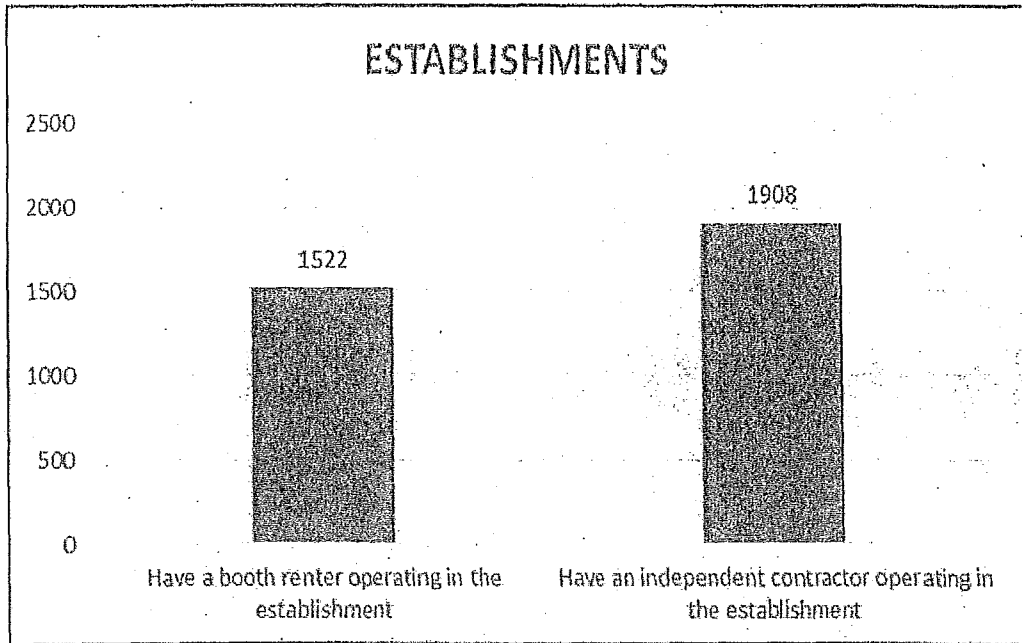
Workforce Shortages

As of February 11, 2016, the Board began compiling statistical information related to workforce development. The charts below represent the data the Board currently collects that has been compiled from February 11, 2016 until June 30, 2018.

RENEWAL QUESTIONNAIRE

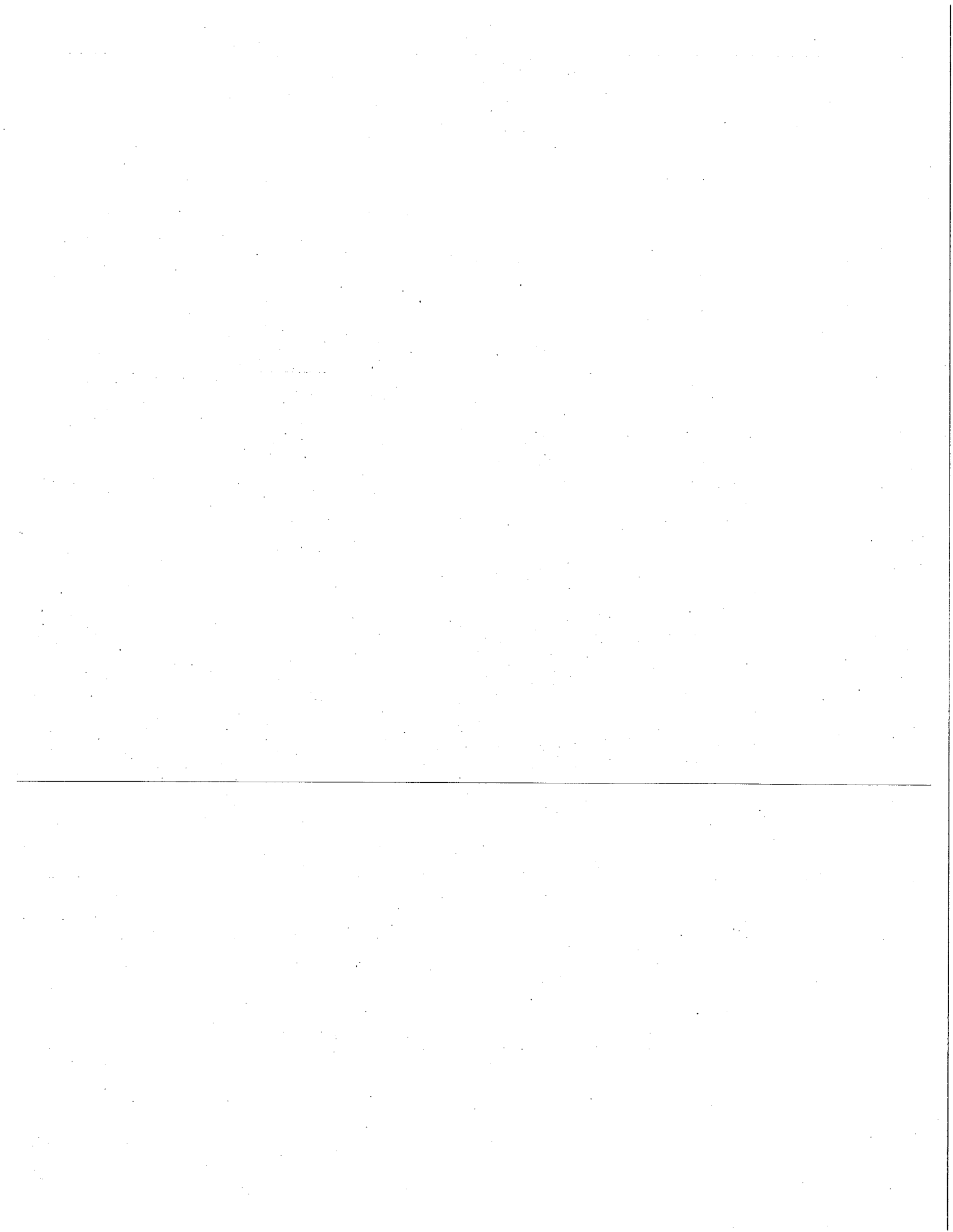
Feb 11, 2016 - June 30, 2018





Successful Training Programs

The Board of Barbering and Cosmetology provides to the public the pass and fail rates for all board examinations. The pass and fail rates provided on the Board's web site are sorted in alphabetical order by school name and are separated by license and examination type (written or practical). This information demonstrates the percentage of students who have successfully passed or failed the examination after completing coursework at a specific school. Prospective school enrollees may view this information to aid in deciding which school to attend.



Uniform Standards for Substance Abusing Licensees

The Uniform Standards for Substance Abusing Licensees is specific to healing arts and therefore does not apply to the Board.

Consumer Protection Enforcement Initiative

The Board was not part of the Consumer Protection Initiative (CPEI) as this was directed to the Allied Health Boards; however, the Board continually implements steps to improve its enforcement processes that were part of the CPEI.

The Board has continuously worked to shorten the age of its cases to within 18 months and has monitored its performance measures to remain consistent with the DCA's goals.

BreEZe

The Board was part of Release 1 for the new BreEZe database. The implementation date was October 8, 2013.

The Board believes that as it moves forward with BreEZe, and continues to make improvements in its business processes, the benefits will continue to grow.

