



2022 Environmental Scan



Prepared by:

SOLID Planning Solutions

for the Board of Barbering & Cosmetology

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Acronym Legend

Acronym	Definition
AA	Associate of Arts
B&P	Business and Professions Code
BBC	Board of Barbering and Cosmetology
BPPE	Bureau of Private Post-Secondary Education
CA	California
CE	Continuing Education
CEU	Continuing Education Units
COVID	COVID-19 Pandemic
CRM	Customer Relationship Management
Dept.	Department
DRC	Disciplinary Review Committee
EX	Example
EO	Executive Officer
IE	Id Est, Latin for “that is”
Leg/Reg	Legislation and Regulation
LLC	Limited Liability Company
POT	Proof of Training Documents from previous schools
SB	Senate Bill
	Continued on next page

Acronym	Definition
SB 803	<p>Senate Bill 803 does the following:</p> <ul style="list-style-type: none"> • Reduces the cosmetology and barbering programs to 1,000 hours. • Creates a 600-hour program for a new (non-chemical) hairstyle license. • Changes the esthetic scope of practice to include lash and brow tinting and perming. • Removes the practical exam and therefore eliminates the pre-application process. • Changes the number of board members from 9 to 13 and requires one licensee from each sector of the industry to be represented on the Board. • Allows for a streamlined endorsement process to license an individual from another state that holds a valid license in that state. • Requires an apprentice to receive their pre-apprentice training from the Board prior to licensure. • Updates the requirements for a mobile unit. • Increases hours allowed in the extern program.
SOLID	SOLID Training and Planning Solutions within the Department of Consumer Affairs

Introduction

One of the first steps in developing a strategic plan is to conduct a scan and evaluation of the internal and external environment in which an organization operates. This evaluation allows the organization to look at the factors that can impact its success. This report is a summary of the environmental scan recently conducted by SOLID Planning (SOLID) for the Board of Barbering & Cosmetology (BBC or Board) in the months of March and April of 2022.

The purpose of this environmental scan is to provide a better understanding of external (please see [Appendix A](#) for full list) and internal (board members and executive management) stakeholders' thoughts about the Board's performance in the following goal areas:

- Goal 1: Board Administration
- Goal 2: Legislation & Regulation
- Goal 3: Licensing
- Goal 4: Inspections
- Goal 5: Enforcement
- Goal 6: Outreach

Feedback was also solicited regarding external environmental impacts on the professions and environment in which BBC operates.

SOLID followed the seeds, weeds, and needs method to solicit feedback from stakeholders, where seeds represent what makes BBC effective, weeds represent what interferes with BBC's effectiveness, and needs represent what could improve BBC's effectiveness.

This document summarizes trends including areas where stakeholder groups agree and disagree, while providing additional insight to assist the Board in developing objectives for the upcoming strategic plan.

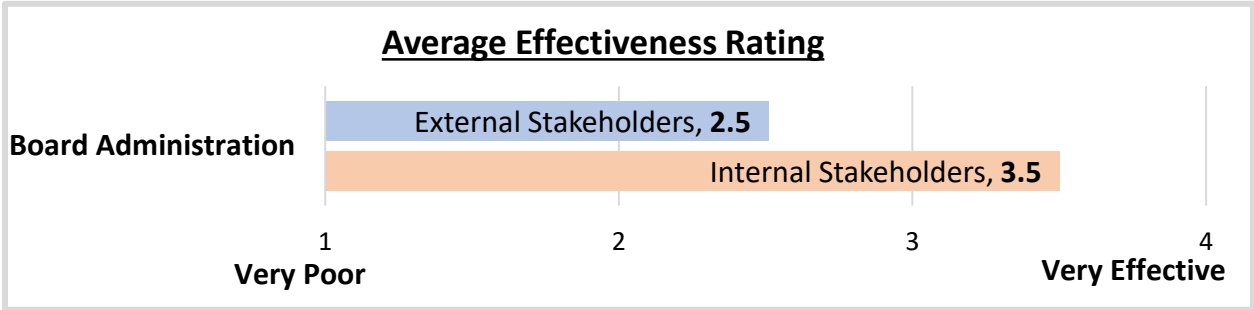
Please review this information carefully in preparation for the upcoming strategic planning session. At the strategic planning session, the board members will discuss and evaluate this information as a group and identify new strategic objectives that the Board will focus on during its next strategic plan period.

If you have any questions about this report, please contact Sarah Irani with SOLID Planning at Sarah.Irani@dca.ca.gov.

Board Administration

The Board promotes organizational success through the development of staff and management.

Effectiveness Rating



	External Stakeholders	Internal Stakeholders
Very Effective	13%	50%
Effective	44%	50%
Poor	24%	0%
Very Poor	19%	0%
Total %	100%	100%
Number of Responses	119	10

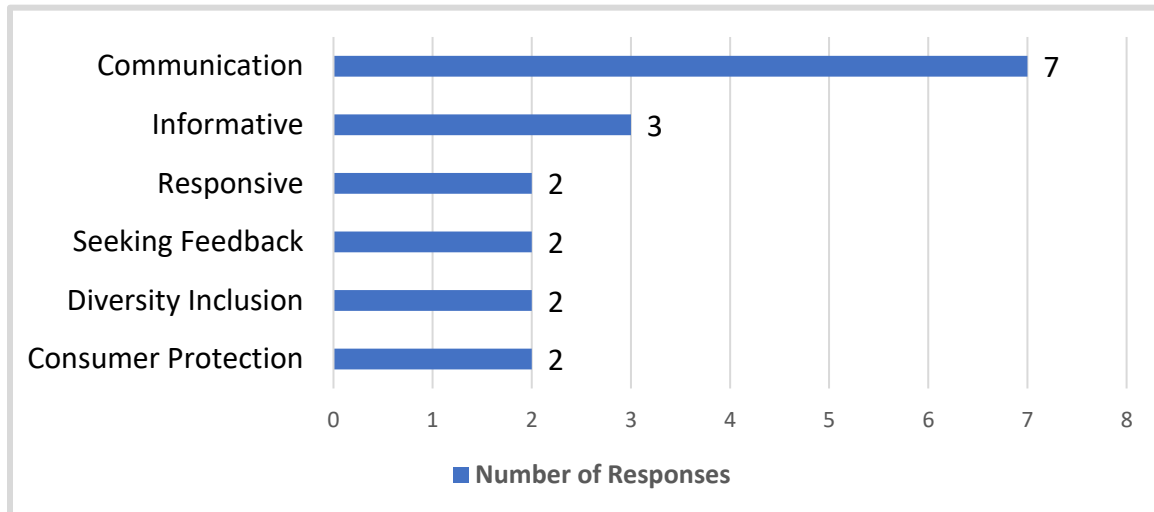
Summary of Board Administration Seeds

Refer to [Appendix C](#) for a complete list of comments.

1. Both external and internal stakeholders praise BBC for its communication, saying the Board is responsive and communicated well during the pandemic.
2. External and internal stakeholders note that board staff are committed and knowledgeable about the modern beauty industry.
3. External stakeholders say the Board is informative, stating that the Board provides policies and information to keep the licensees and consumers protected.
4. Internal stakeholders praise the Board’s Executive Officer, saying the EO is committed to keeping board members informed on Board activities.

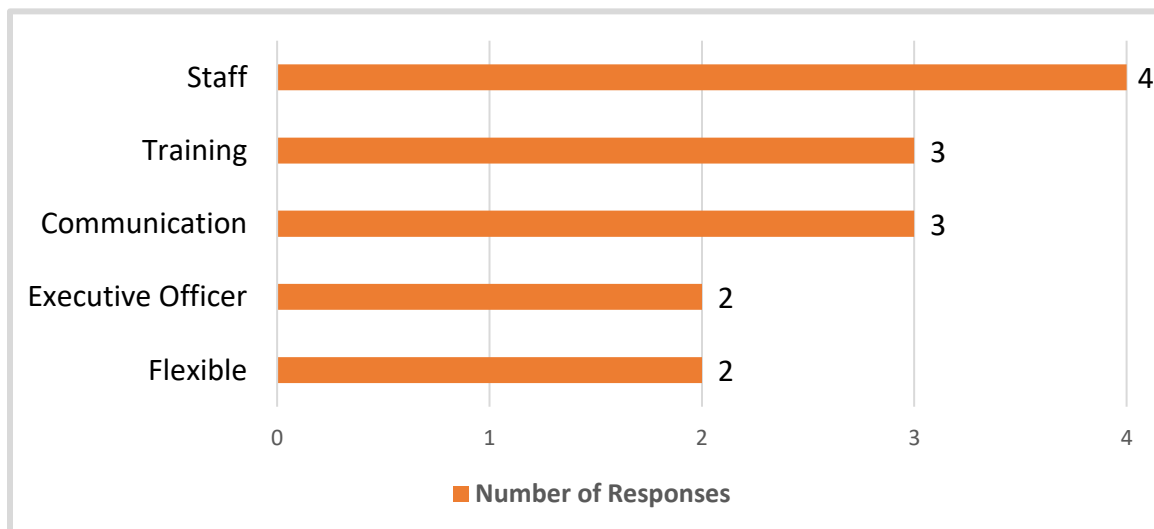
External Stakeholder Comment Trends - Seeds

The bar chart below lists the top Board Administration trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Seeds

The bar chart below lists the top Board Administration trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



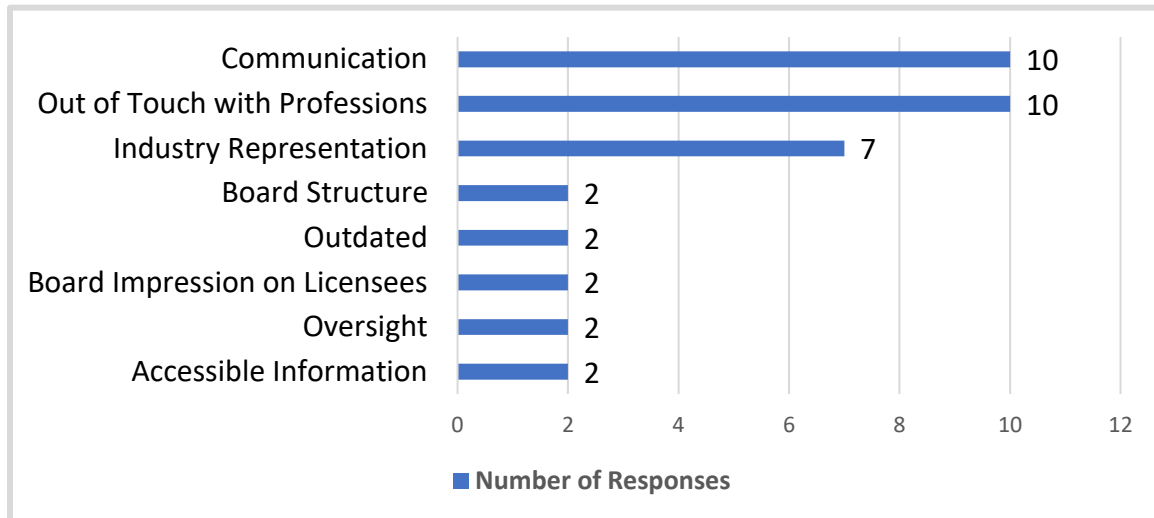
Summary of Board Administration Weeds

Refer to [Appendix D](#) for a complete list of comments.

1. While external stakeholders feel communication from the Board is good, they believe that communication is not clear or consistent between the Board and the licensees.
2. External stakeholders believe that the Board is out of touch with the professions, stating that the Board is not up to date on the current trends of the professions.
3. External stakeholders feel that there is not enough industry representation on the Board, stating there is a lack of licensee support from the Board.
4. Internal stakeholders feel that telework has hindered the Board, stating the difficulty in managing the organization and workload remotely.
5. Internal stakeholders cite vacant positions are preventing the Board from achieving its potential, saying certain positions have had to be readvertised multiple times.

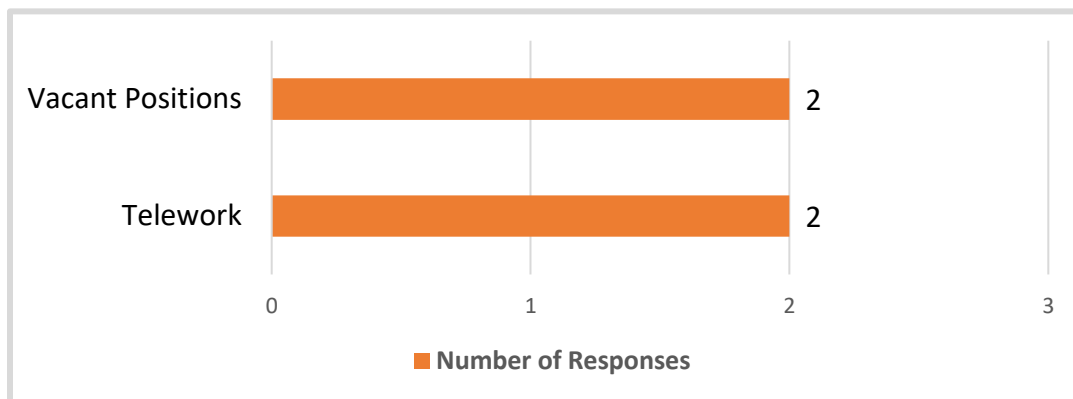
External Stakeholder Comment Trends - Weeds

The bar chart below lists the top Board Administration trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix D](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Weeds

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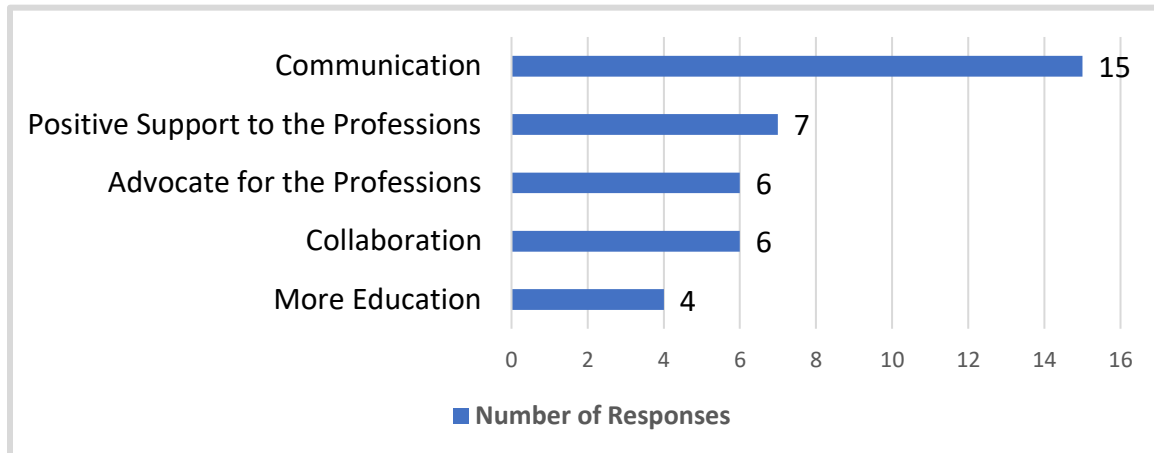
Summary of Board Administration Needs

Refer to [Appendix E](#) for a complete list of comments.

1. External stakeholders say that communication from the Board needs improvement, stating they would like more direct, detailed, and frequent communication.
2. External stakeholders feel the Board could improve its support of the professions, saying they would like to see more personal and positive interactions with the licensees.
3. External stakeholders would like to see more advocacy for the professions from the Board and collaboration with licensees.
4. Internal stakeholders wish to see more training opportunities for the Board, stating they would like to have more enhanced training for board members and staff.

External Stakeholder Comment Trends - Needs

The bar chart below lists the top Board Administration trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Needs

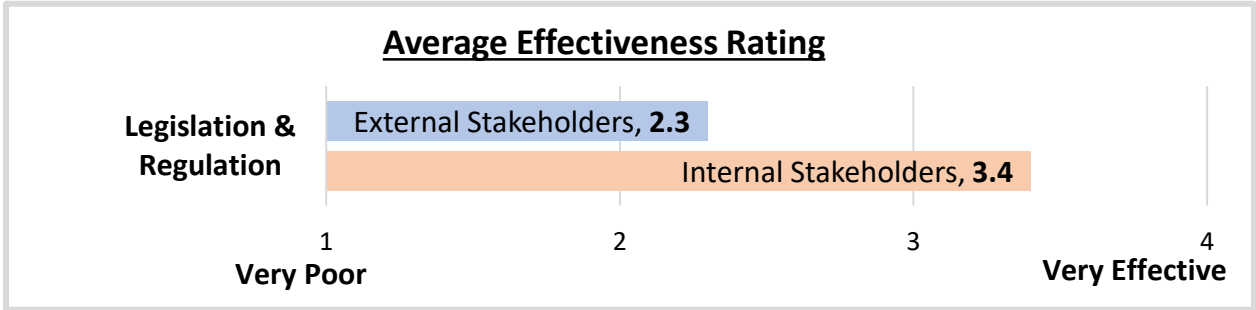
The bar chart below lists the Board Administration trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Legislation & Regulation

The Board supports legislation and adopts regulations, policies, and procedures that reinforce its mission, vision, and goals.

Effectiveness Rating



	External Stakeholders	Internal Stakeholders
Very Effective	10%	40%
Effective	32%	60%
Poor	32%	0%
Very Poor	26%	0%
Total %	100%	100%
Number of Responses	109	10

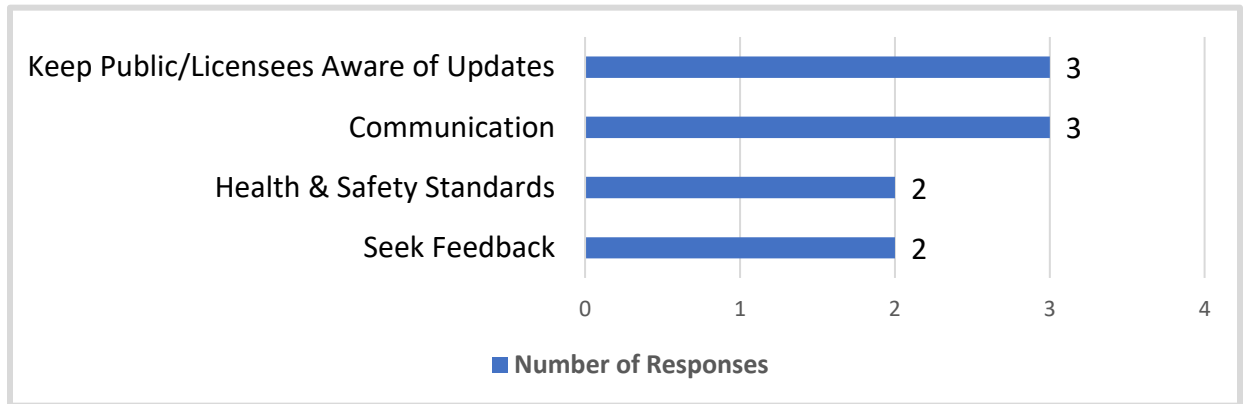
Summary of Legislation & Regulation Seeds

Refer to [Appendix C](#) for a complete list of comments.

1. External and internal stakeholders believe the Board provides effective communication in the area of Legislation & Regulation, stating that the Board does a great job in keeping licensees and the public informed on updates to laws and regulations.
2. Internal stakeholders praise the Board’s Legislation & Regulation Committee, saying the people on the committee are very knowledgeable, informed, and take time to review the analysis.
3. External stakeholders feel that the Board is good at seeking feedback from licensees on requests from the profession and clarifying new regulations.

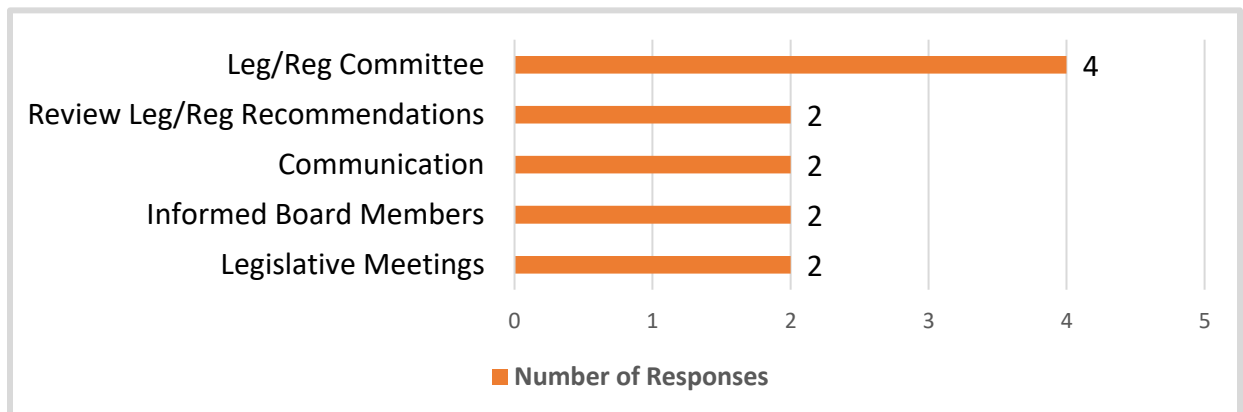
External Stakeholder Comment Trends - Seeds

The bar chart below lists the top Legislation & Regulation trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Seeds

The bar chart below lists the top Legislation & Regulation trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



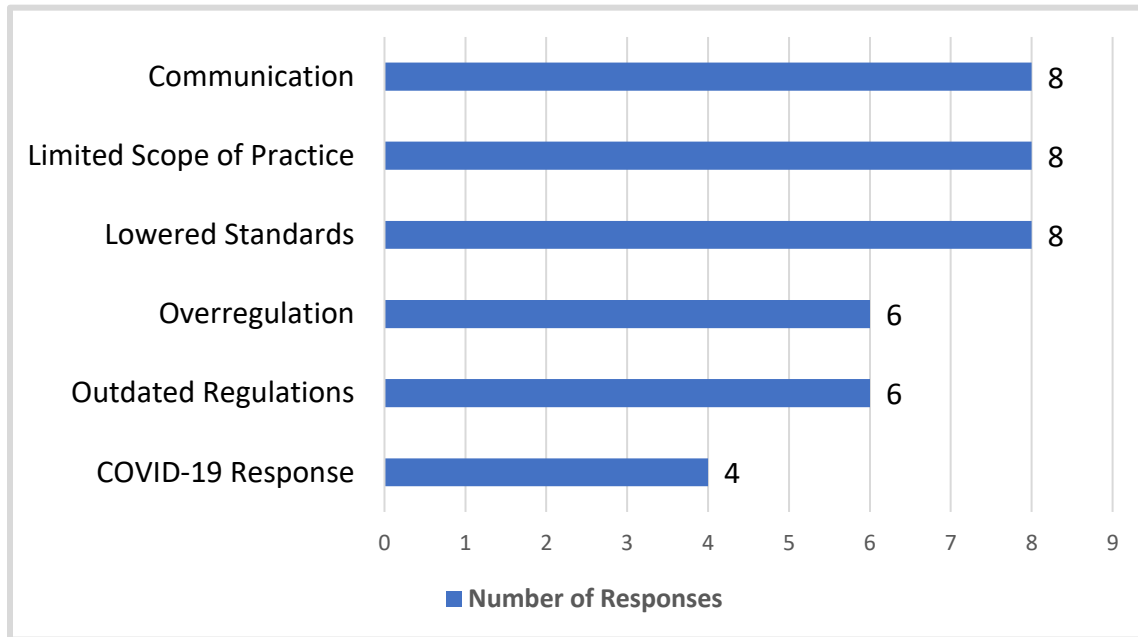
Summary of Legislation & Regulation Weeds

Refer to [Appendix D](#) for a complete list of comments.

1. External stakeholders feel that the Board does not communicate new rules and regulations well or regularly.
2. External stakeholders believe that the scopes of practice are too limited, stating that this makes it harder for the licensees to be competitive in their professions.
3. External stakeholders feel that the Board has lowered the standards to be licensed by reducing the education hours needed and removing the practical exam.
4. Internal stakeholders note that the regulations process is lengthy and cumbersome, stating that issues from years ago are only being addressed now.
5. Internal stakeholders say that due to the pandemic, the Legislation & Regulation Committee was unable to meet for the past two years.

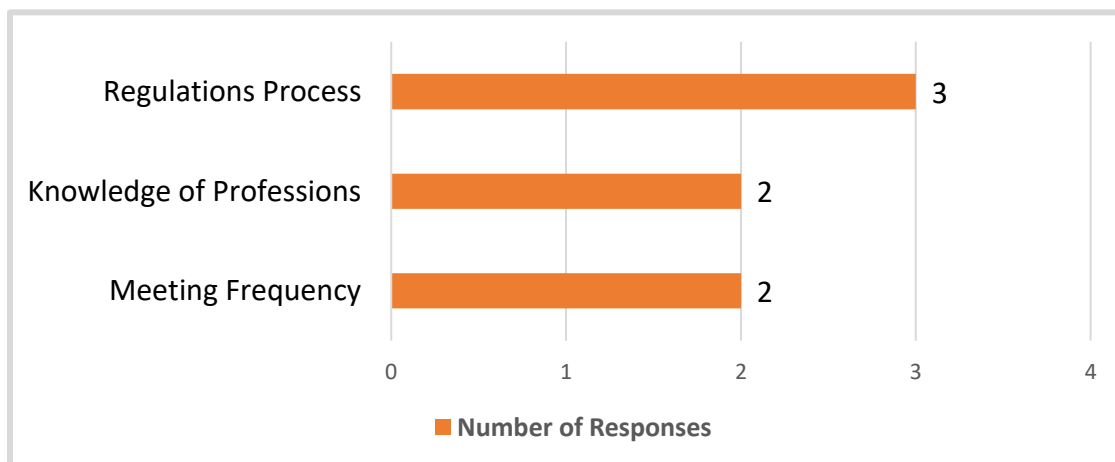
External Stakeholder Comment Trends - Weeds

The bar chart below lists the top Legislation & Regulation trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix D](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Weeds

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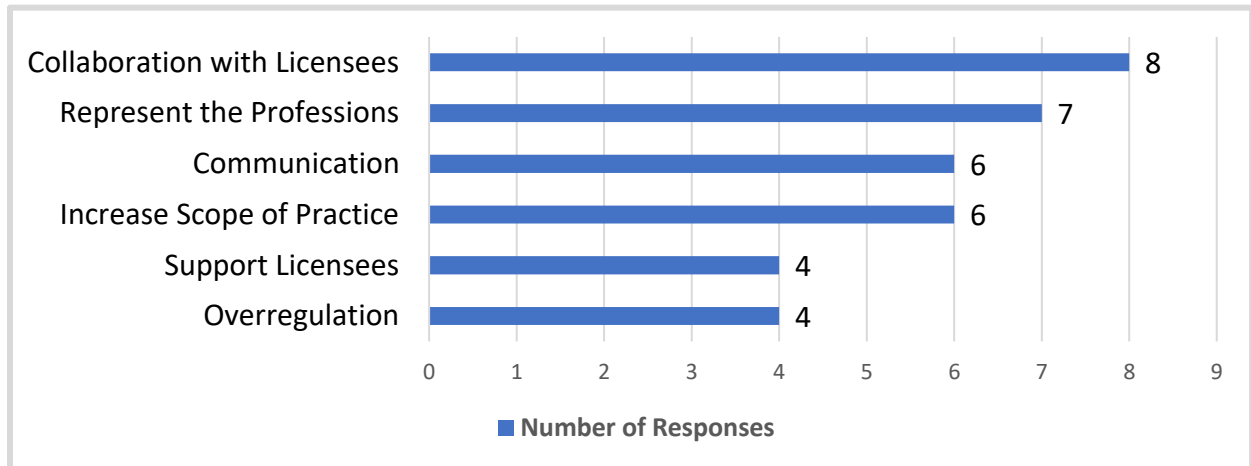
Summary of Legislation & Regulation Needs

Refer to [Appendix E](#) for a complete list of comments.

1. External stakeholders would like to see more collaboration between the Board and licensees, stating they would like to see the Board seek more input, communication, and interaction with the licensees.
2. Internal stakeholders would like to see continuous review of the regulations to determine where best to make updates and better protect consumers.
3. External stakeholders would like to see the Board improve representation of the professions among its members.
4. External stakeholders would like to see an increased scope of practice for the professions to allow for licensees to perform additional treatments.

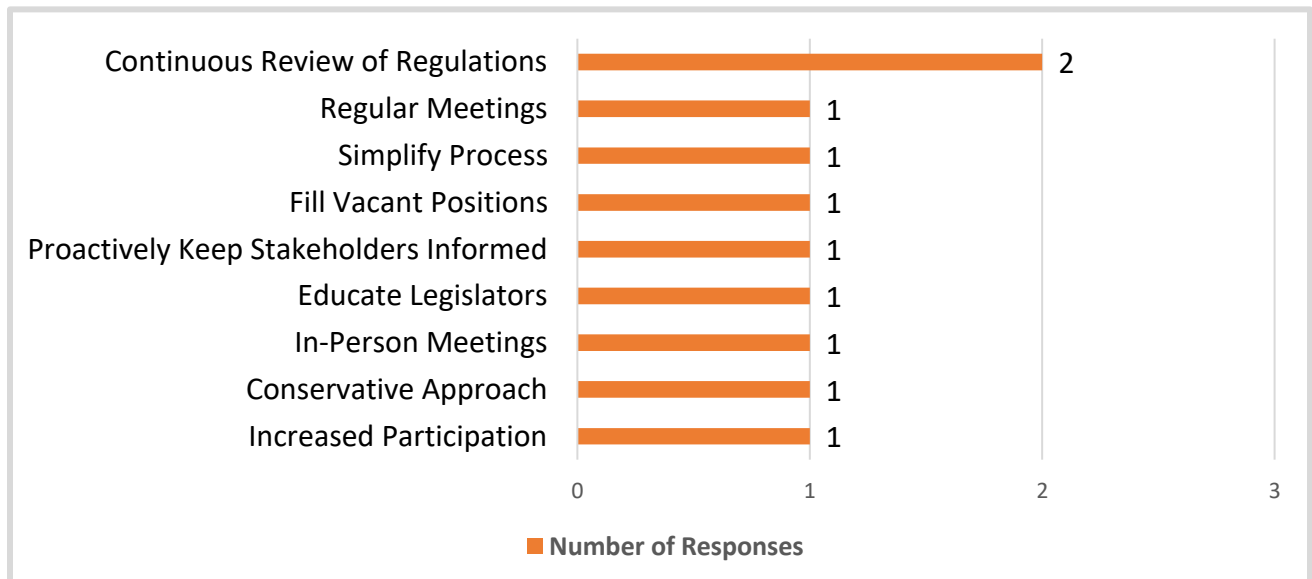
External Stakeholder Comment Trends - Needs

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Internal Stakeholder Comment Trends - Needs

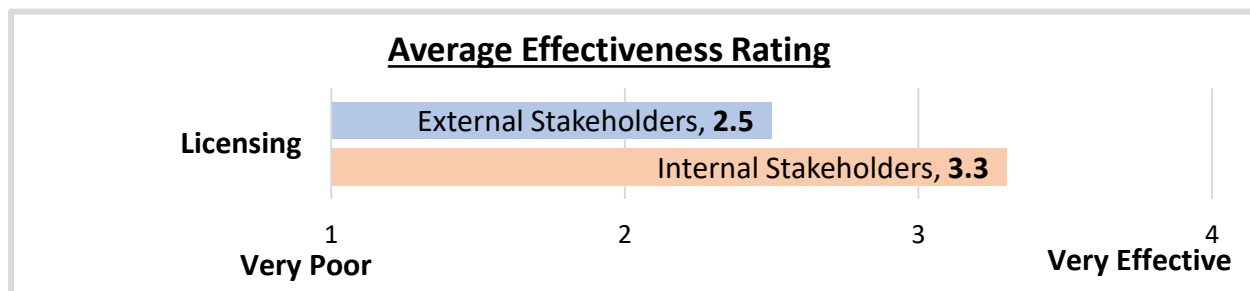
The bar chart below lists the Legislation & Regulation trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Licensing

The Board provides individuals a method for obtaining and maintaining a license.

Effectiveness Rating



	External Stakeholders	Internal Stakeholders
Very Effective	15%	33%
Effective	40%	67%
Poor	26%	0%
Very Poor	19%	0%
Total %	100%	100%
Number of Responses	117	9

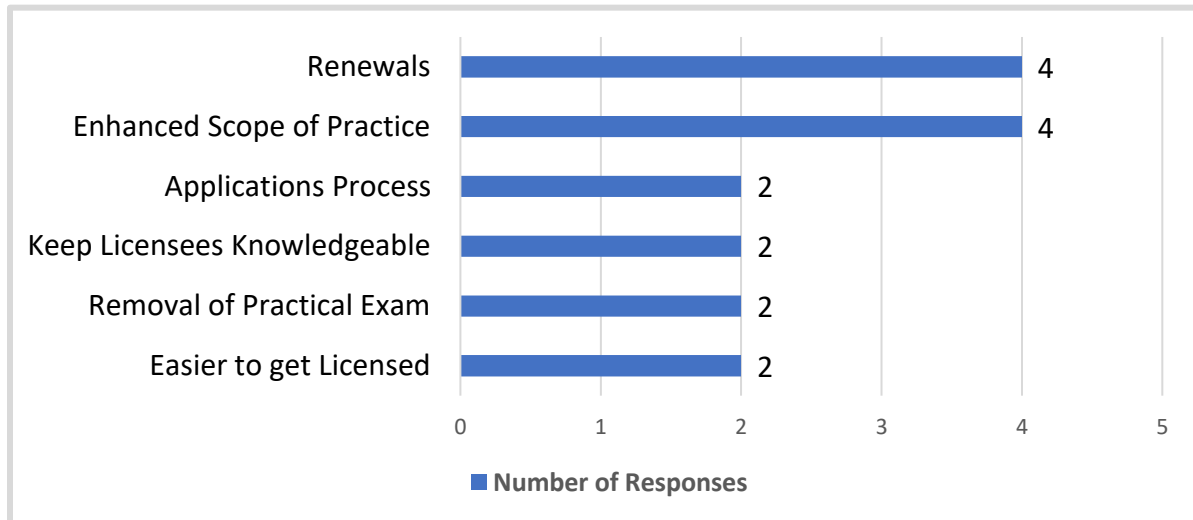
Summary of Licensing Seeds

Refer to [Appendix C](#) for a complete list of comments.

1. External stakeholders praise the Board’s online license applications and renewal processes, saying it is quick to complete their application submissions and process license renewals.
2. Internal stakeholders believe BreZE increased the effectiveness of the Board’s licensing process, stating BreZE assists with workload tracking for licensing staff.
3. External stakeholders commend the Board for enhanced scope of practice for the different license types.
4. Internal stakeholders say the Board and its staff are responsive to licensee inquiries, helpful with keeping board members informed, and are mindful of backlogs.

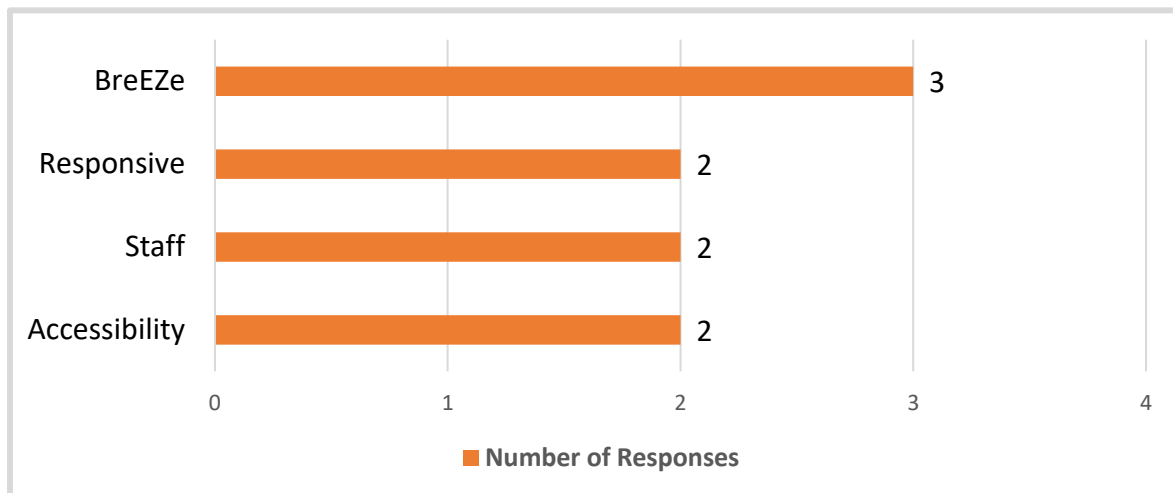
External Stakeholder Comment Trends - Seeds

The bar chart below lists the top Licensing trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Seeds

The bar chart below lists the top Licensing trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



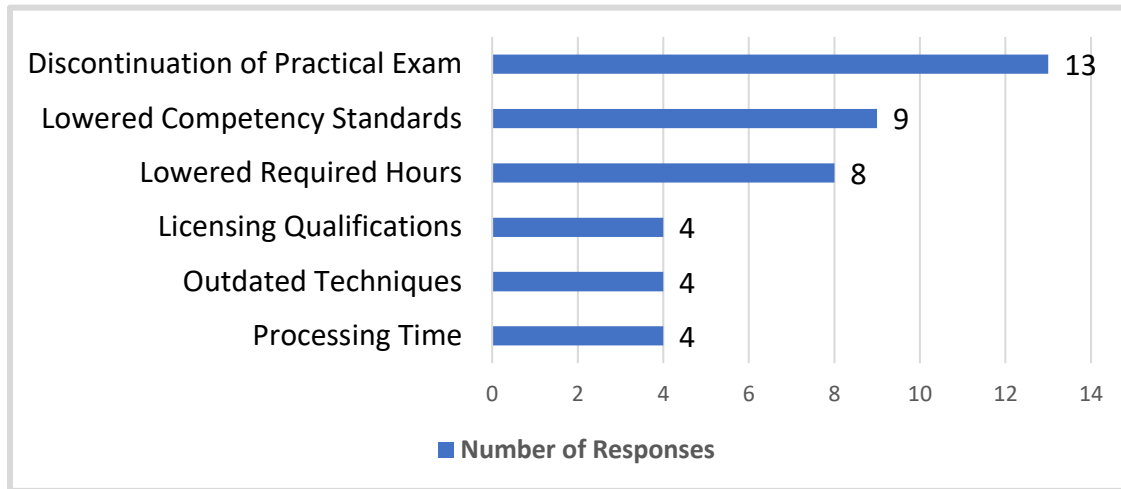
Summary of Licensing Weeds

Refer to [Appendix D](#) for a complete list of comments.

1. External stakeholders disapprove of the discontinuation of the practical exam, stating the decision leaves practitioners without the necessary skills and delegitimizes the importance of obtaining and maintaining a license.
2. External stakeholders feel that competency standards have been lowered with regards to the examination process and reduction of hours needed to be licensed. Internal stakeholders have noted that the licensing passage rates have lowered.
3. Internal stakeholders note that the Board is understaffed, saying the volume of emails adds to the workload and distracts from operational processing of tasks.
4. Both external and internal stakeholders say BreEZe is not an efficient licensing system.

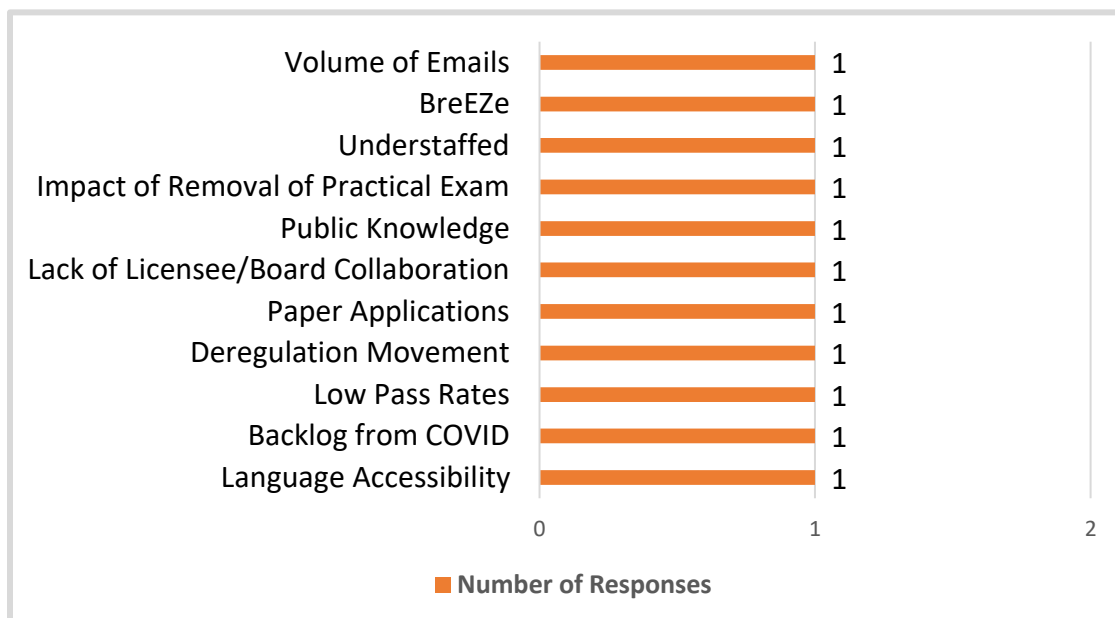
External Stakeholder Comment Trends - Weeds

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Internal Stakeholder Comment Trends - Weeds

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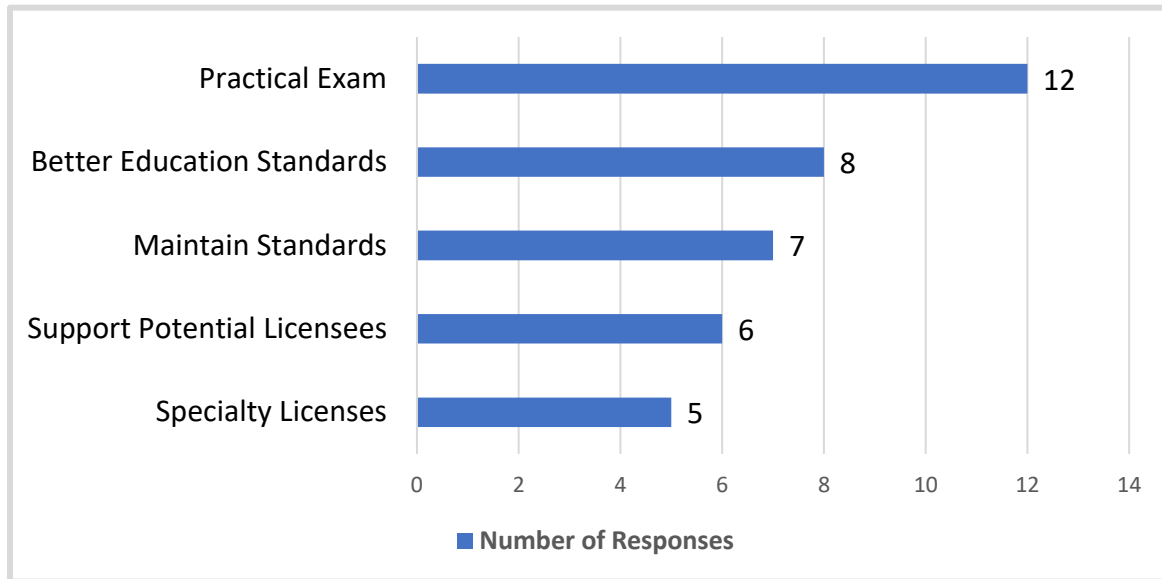
Summary of Licensing Needs

Refer to [Appendix E](#) for a complete list of comments.

1. External stakeholders wish for the Board to bring back the practical exam as part of the application process.
2. Internal stakeholders would like to see an increase in staff to fill vacant positions and help alleviate high-volume workloads.
3. External stakeholders would like to see the Board maintain standards for education and licensure, stating they would like to see candidates have more knowledge in sanitation and disinfection before licensure.
4. Internal stakeholders say they would like to see the Board incorporate more language accessibility for licensees and applicants for better compliance with the law and making information easier for licensees to access.

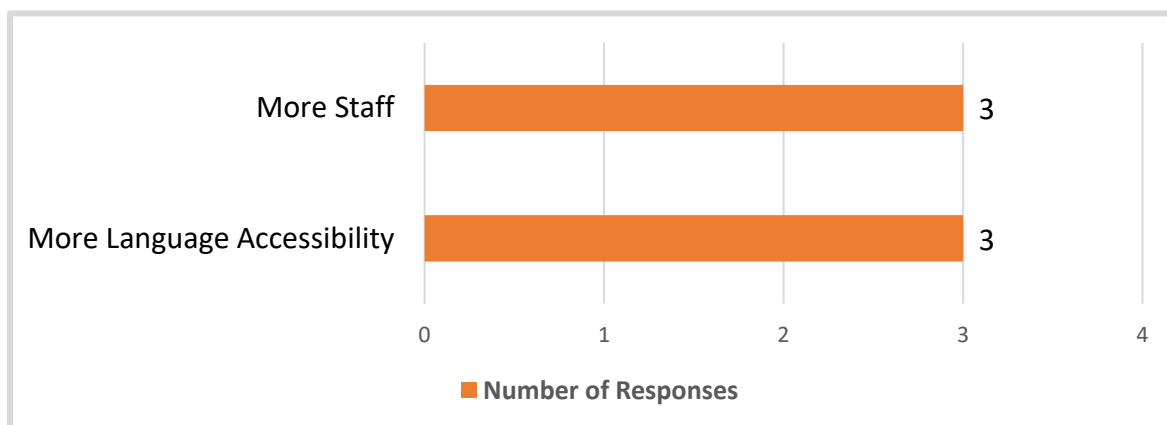
External Stakeholder Comment Trends - Needs

The bar chart below lists the top Licensing trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Needs

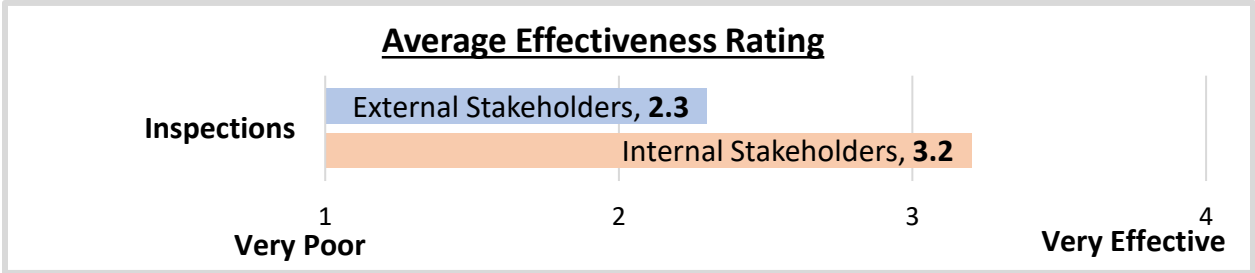
The bar chart below lists the top Licensing trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Inspections

The Board inspects establishments to determine violations of the laws and regulations and educates individuals on how to be compliant with the laws and regulations governing safe practices in California.

Effectiveness Rating



	External Stakeholders	Internal Stakeholders
Very Effective	10%	33%
Effective	26%	56%
Poor	31%	11%
Very Poor	33%	0%
Total %	100%	100%
Number of Responses	105	9

Summary of Inspections Seeds

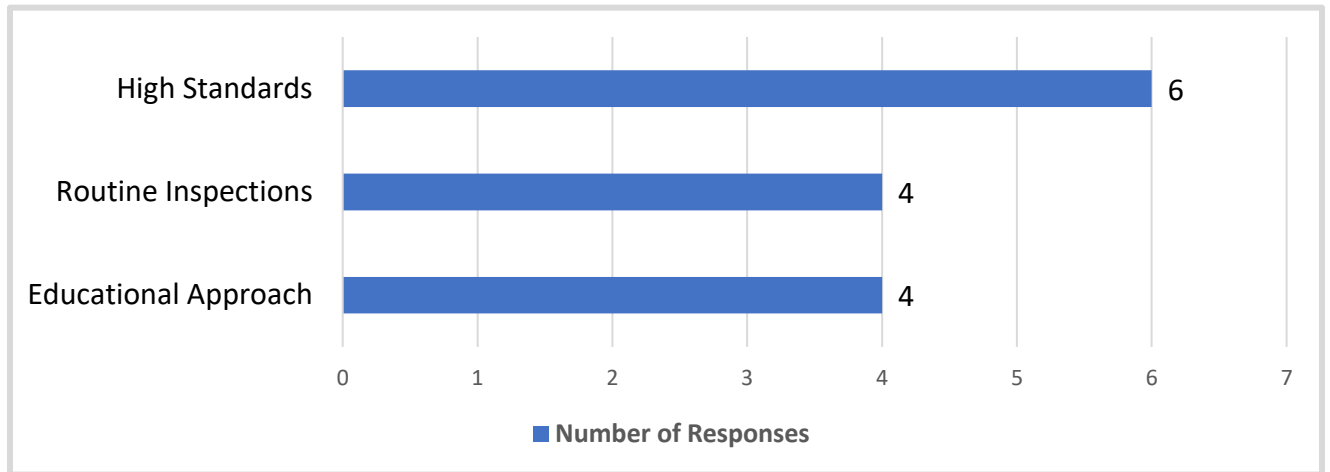
Refer to [Appendix C](#) for a complete list of comments.

1. External stakeholders appreciate the Board’s high standards in the inspection process, noting that inspectors are knowledgeable, thorough, and ensure safety standards are enforced.
2. External stakeholders say that routine inspections are effective, saying that inspectors are sent out periodically and help keep salons up to standards.
3. Both external and internal stakeholders appreciate the Board taking an educational approach with its inspections, saying inspectors explain the reason for violations and how they can be corrected.

4. Internal stakeholders note that the frequency of staff meetings with inspectors is effective, stating the monthly unit meetings keep inspectors informed on new processes and hot topics.

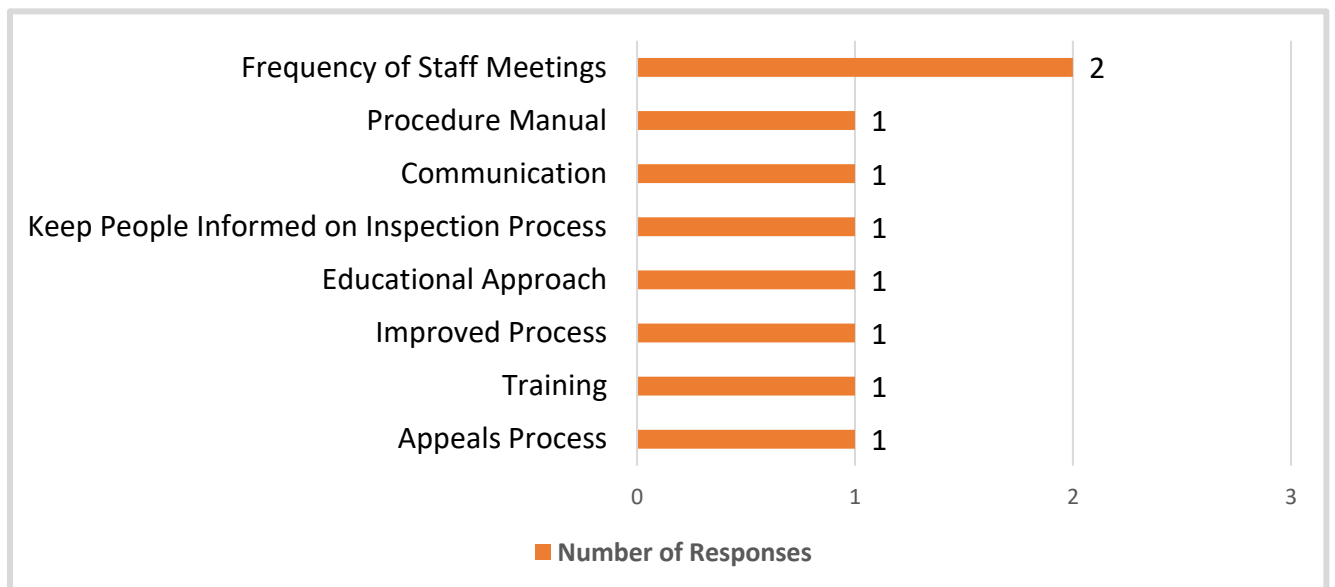
External Stakeholder Comment Trends - Seeds

The bar chart below lists the top Inspections trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Seeds

The bar chart below lists the Inspections trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



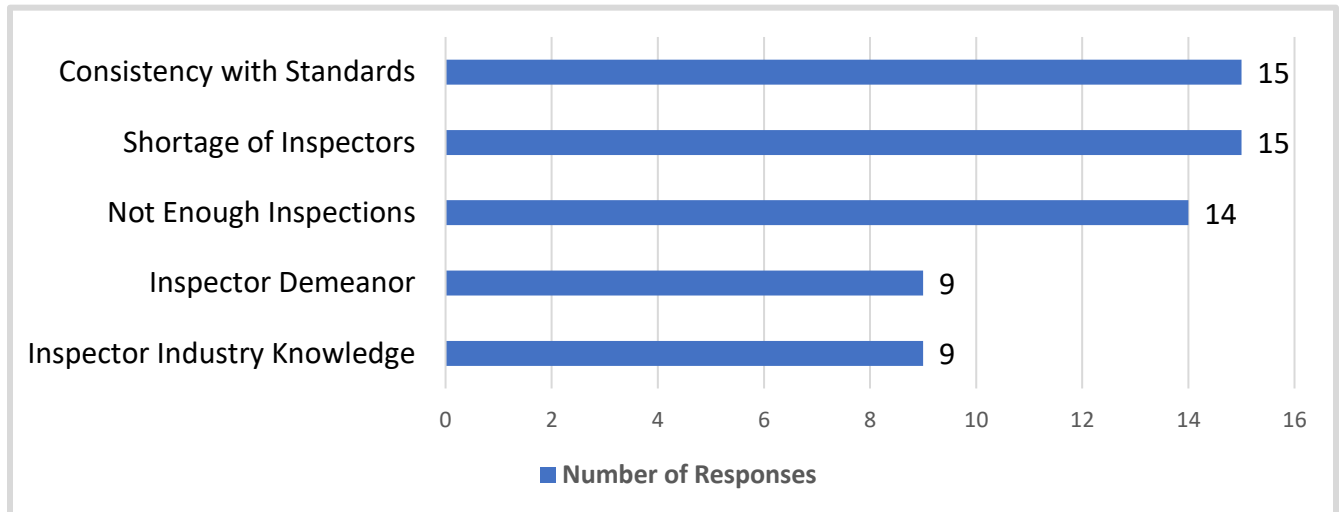
Summary of Inspections Weeds

Refer to [Appendix D](#) for a complete list of comments.

1. External stakeholders feel there is inconsistency with standards when it comes to inspections, saying that each inspector interprets the law differently and rules are constantly changing.
2. Internal stakeholders believe that inspector pay scales are too low, stating the pay does not make the positions attractive to new inspectors.
3. External and internal stakeholders believe there are not enough inspectors to cover the entire licensee population, saying inspectors are overloaded in their workloads.
4. Both external and internal stakeholders agree that there are not enough inspections happening, stating many remote areas have not had an inspection in several years.

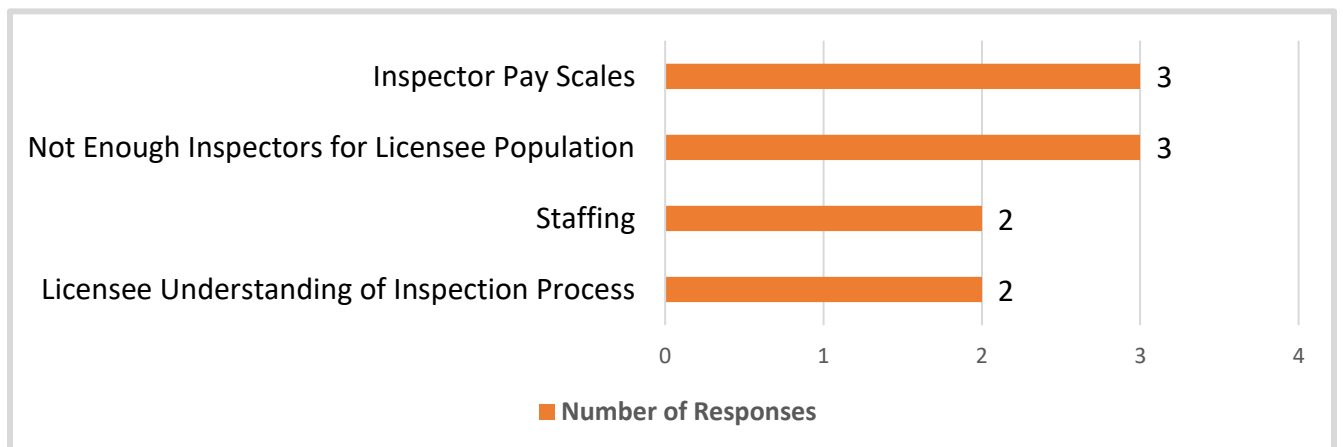
External Stakeholder Comment Trends - Weeds

The bar chart below lists the top Inspections trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix D](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Weeds

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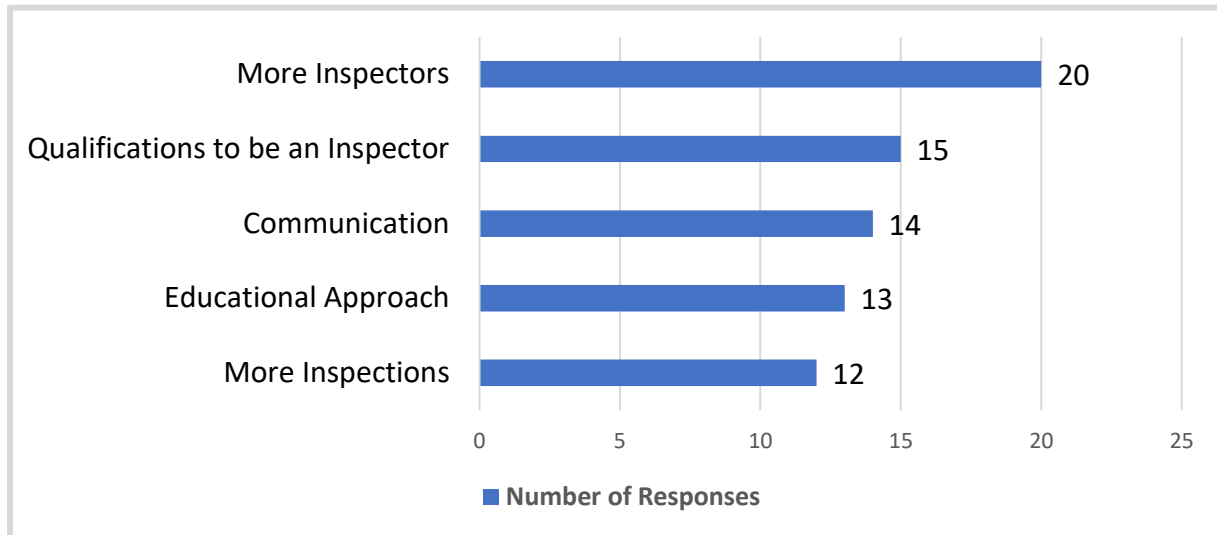
Summary of Inspections Needs

Refer to [Appendix E](#) for a complete list of comments.

1. External and internal stakeholders agree they would like to see an increase in the number of inspectors in the field, stating they would like to see more inspectors at the school level to mitigate bad habits.
2. Internal stakeholders would like for the Board to increase the pay scales for inspectors, stating it would make the positions more competitive and draw more quality people to apply.
3. External stakeholders want to see better qualifications to be an inspector, many suggesting that the inspectors should be more familiar with the barbering and cosmetology fields.
4. Internal stakeholders would like for the Board to provide better education to licensees on the roles of inspectors.
5. External stakeholders would like to see enhanced communication from inspectors, stating they would like to see more customer relationship management and follow-ups following the inspection.

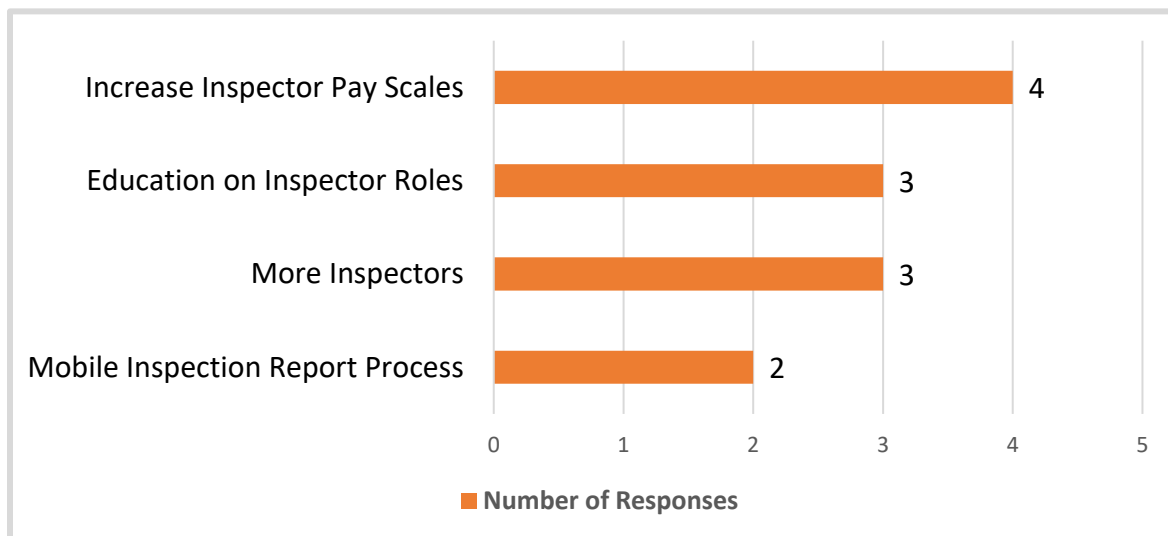
External Stakeholder Comment Trends - Needs

The bar chart below lists the top Inspections trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Needs

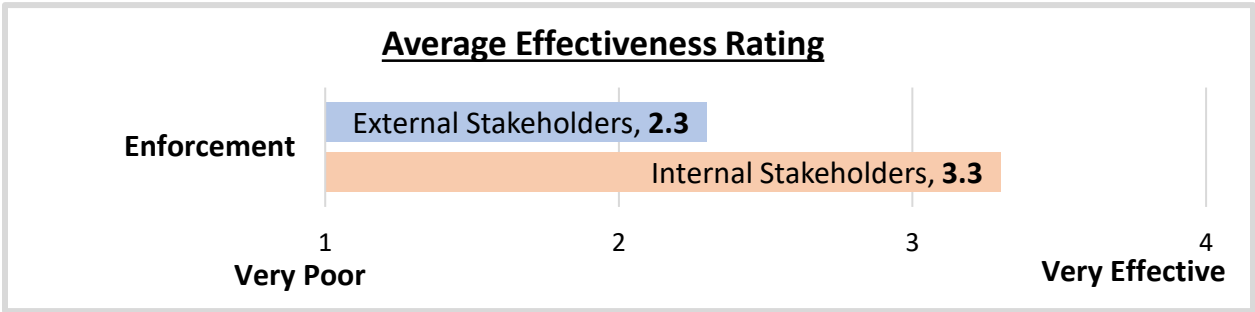
The bar chart below lists the top Inspections trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Enforcement

The Board protects the health and safety of consumer services by effectively investigating consumer complaints and violations and by promoting compliance through the issuance of citations and fines and by educating establishments and individuals on the laws and regulations governing safe practices in California.

Effectiveness Rating



	External Stakeholders	Internal Stakeholders
Very Effective	10%	30%
Effective	33%	70%
Poor	38%	0%
Very Poor	19%	0%
Total %	100%	100%
Number of Responses	95	10

Summary of Enforcement Seeds

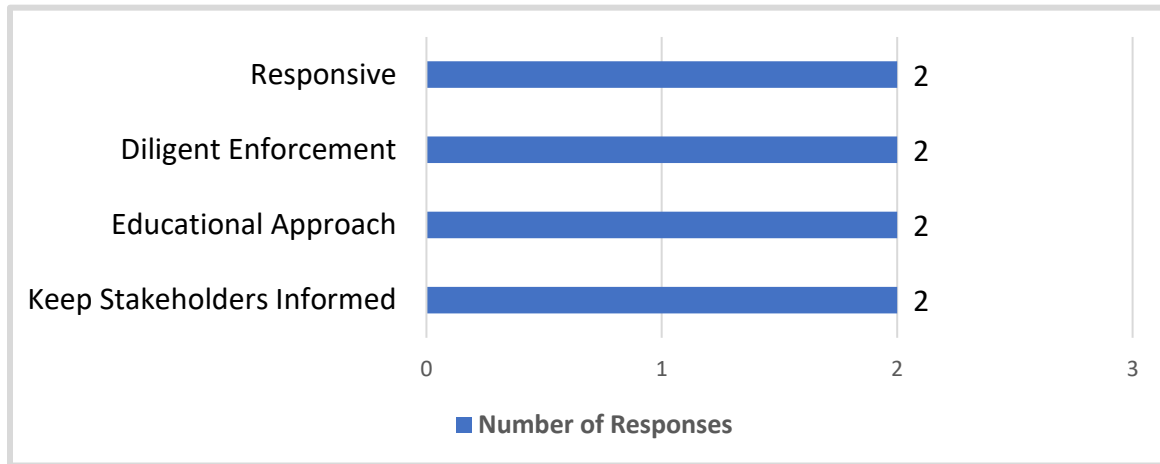
Refer to [Appendix C](#) for a complete list of comments.

1. External and internal stakeholders agree that the Board addresses complaints in a timely manner, saying staff are quick to respond to complainants and stay within performance measures.
2. Both external and internal stakeholders appreciate the Board taking an educational approach to enforcement, stating initial citations have decreased due to this new method.
3. Internal stakeholders feel that communication in enforcement is effective, saying the Board has been receiving feedback on improvements from the industry.

4. External and internal stakeholders appreciate the Board keeping stakeholders informed of enforcement actions, stating the website and social media pages are updated with current laws and regulations.

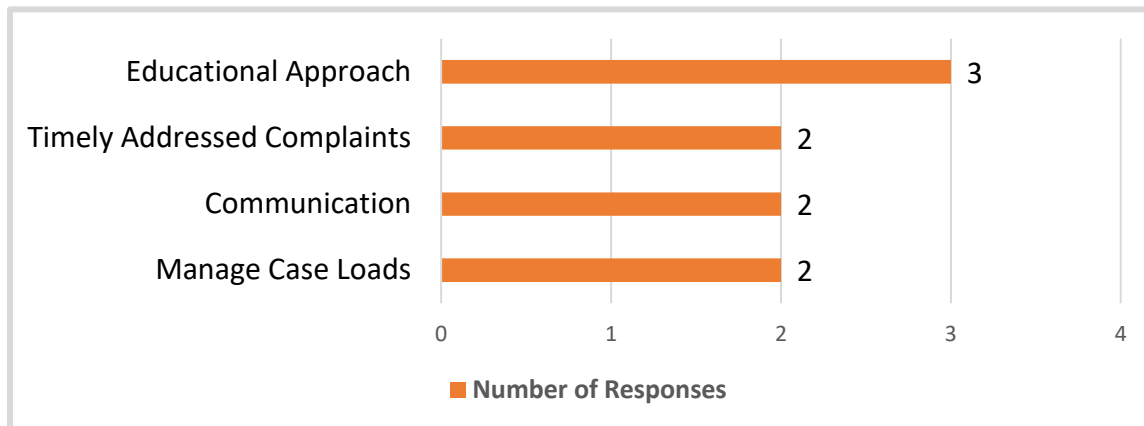
External Stakeholder Comment Trends - Seeds

The bar chart below lists the top Enforcement trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Seeds

The bar chart below lists the top Enforcement trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



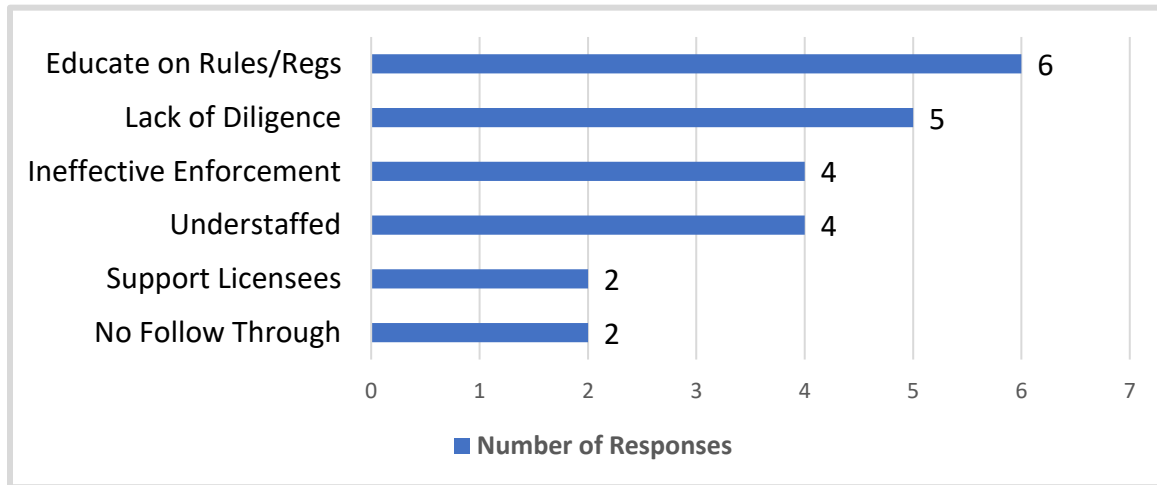
Summary of Enforcement Weeds

Refer to [Appendix D](#) for a complete list of comments.

1. External stakeholders believe consumers, establishments, and licensees currently lack education on the rules and regulations.
2. External stakeholders feel that the Board is not diligent enough nor effective with its enforcement, stating that complaints are not taken seriously, and many violators go unnoticed.
3. External and internal stakeholders agree that the Board's enforcement unit does not have enough staff to accommodate the number of enforcement cases, which has led to a backlog in the appeals process.

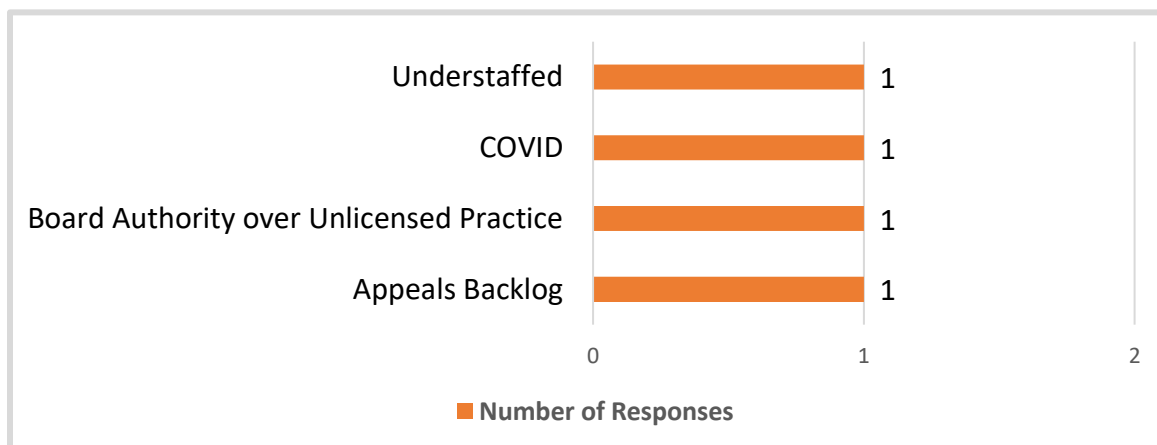
External Stakeholder Comment Trends - Weeds

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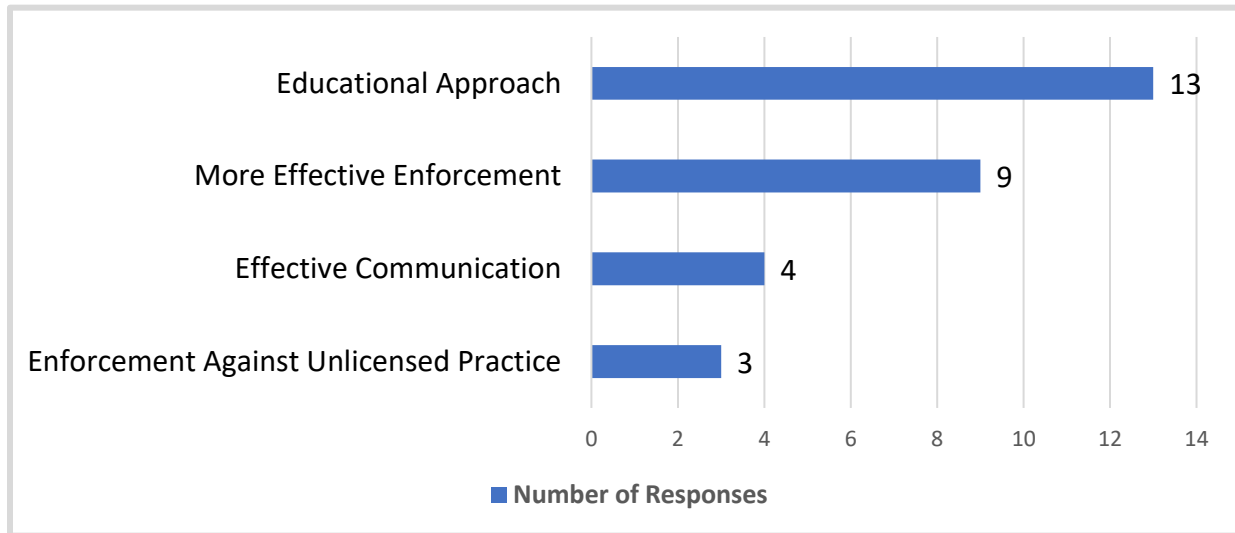
Summary of Enforcement Needs

Refer to [Appendix E](#) for a complete list of comments.

1. External stakeholders would like the Board to take a more educational approach to enforcement, stating they would like more opportunities to learn and improve in regard to violations.
2. External stakeholders believe that the Board could be more effective in their enforcement and communication, hoping to see better communication between the Board and licensees.
3. Internal stakeholders believe more enforcement staff positions can help reduce the backlog of cases and make the Board more effective.
4. Internal stakeholders would like to see more specialized enforcement units within the Board to address complaints across the variety of license types.

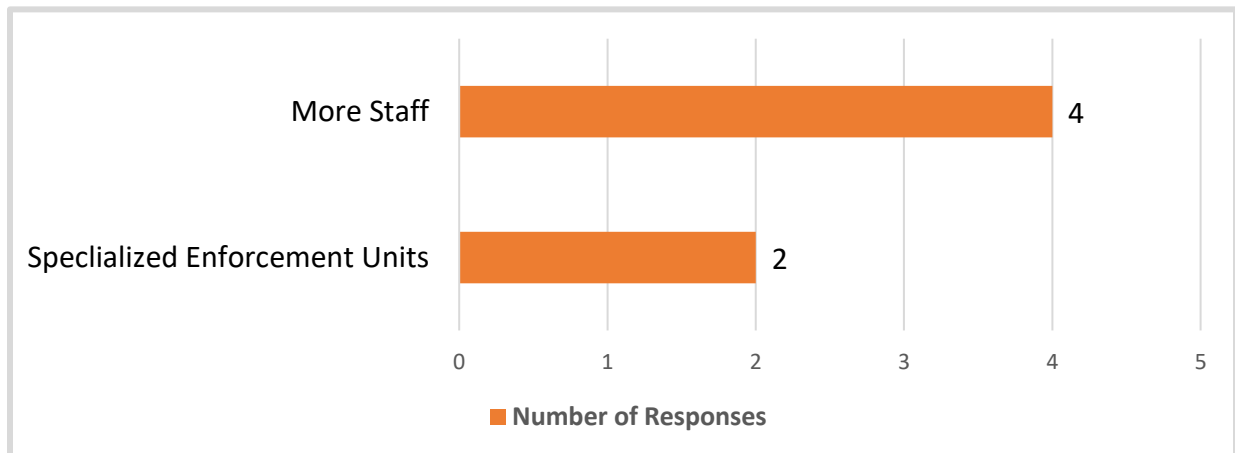
External Stakeholder Comment Trends - Needs

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Internal Stakeholder Comment Trends - Needs

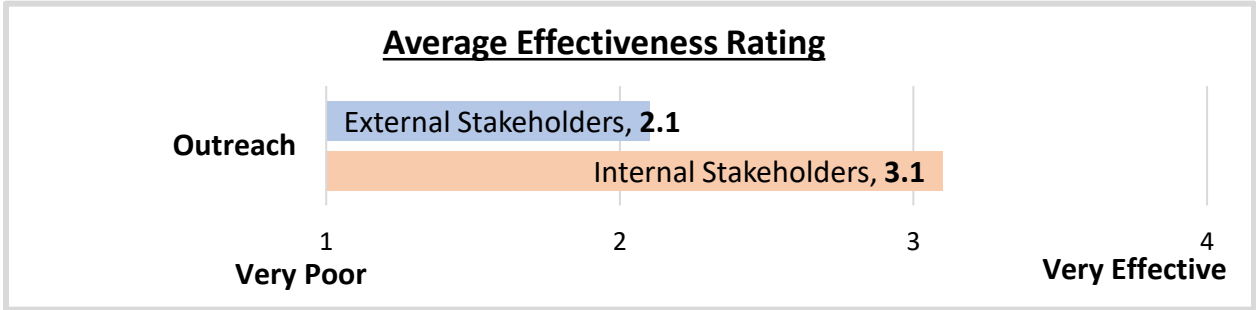
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Outreach

The Board educates stakeholders on the laws, regulations, and issues relevant to the industry.

Effectiveness Rating



	External Stakeholders	Internal Stakeholders
Very Effective	9%	20%
Effective	29%	70%
Poor	29%	10%
Very Poor	33%	0%
Total %	100%	100%
Number of Responses	78	10

Summary of Outreach Seeds

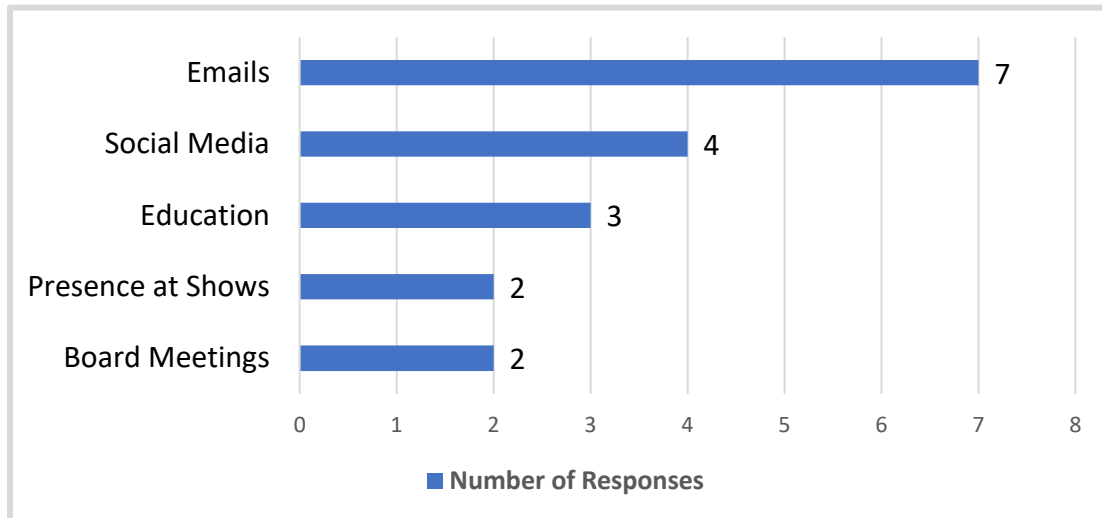
Refer to [Appendix C](#) for a complete list of comments.

1. Both external and internal stakeholders believe the Board does an effective job with outreach on social media, stating that posts on social media help get the word out to licensees.
2. External stakeholders appreciate the Board’s email list for outreach, stating they are kept informed of updates and meetings.
3. Internal stakeholders note the Board’s Executive Officer’s (EO) attendance at outreach events has been effective for outreach, stating the EO helps licensees understand the Board’s role.

4. Internal stakeholders believe the Board does an effective job with virtual outreach events, especially during the COVID-19 pandemic, noting that there was a lot of increased participation from the public.

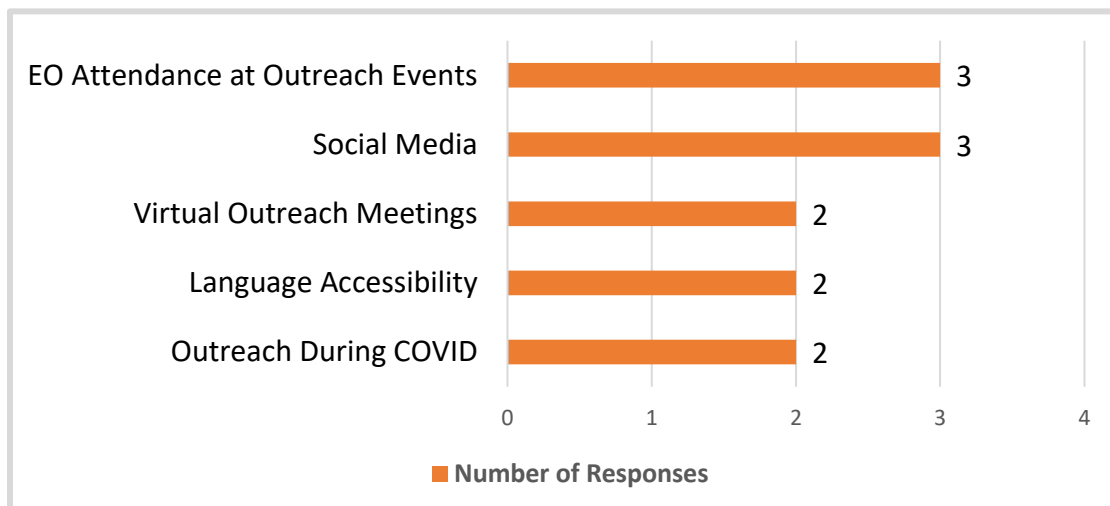
External Stakeholder Comment Trends - Seeds

The bar chart below lists the top Outreach trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix C](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Seeds

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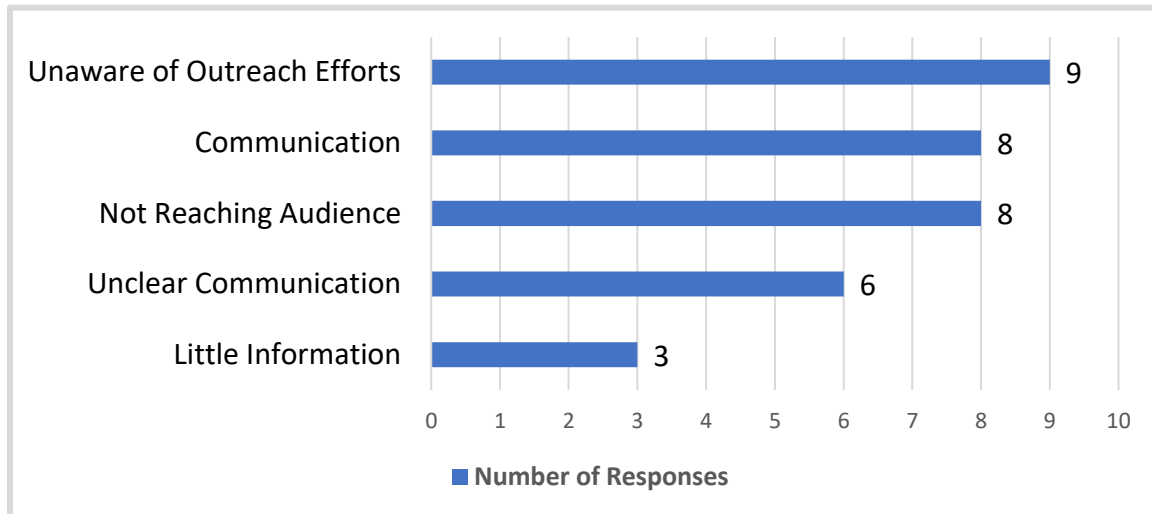
Summary of Outreach Weeds

Refer to [Appendix D](#) for a complete list of comments.

1. External and internal stakeholders note stakeholder awareness of outreach is not widespread, saying outreach is not getting out to the proper audiences.
2. Internal stakeholders note that due to the COVID-19 pandemic, the Board was unable to hold in-person outreach events.
3. External stakeholders believe the Board's communication is not as effective as it could be, saying communication is not timely and licensees are rarely updated on regulation changes.
4. Internal stakeholders recognize that outreach is limited, saying most outreach only happens at conferences or large trade shows.

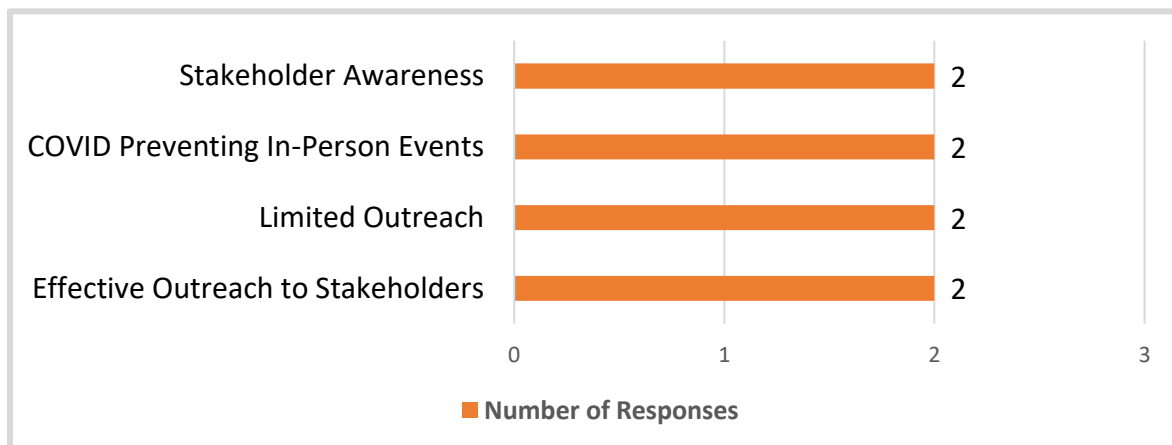
External Stakeholder Comment Trends - Weeds

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Internal Stakeholder Comment Trends - Weeds

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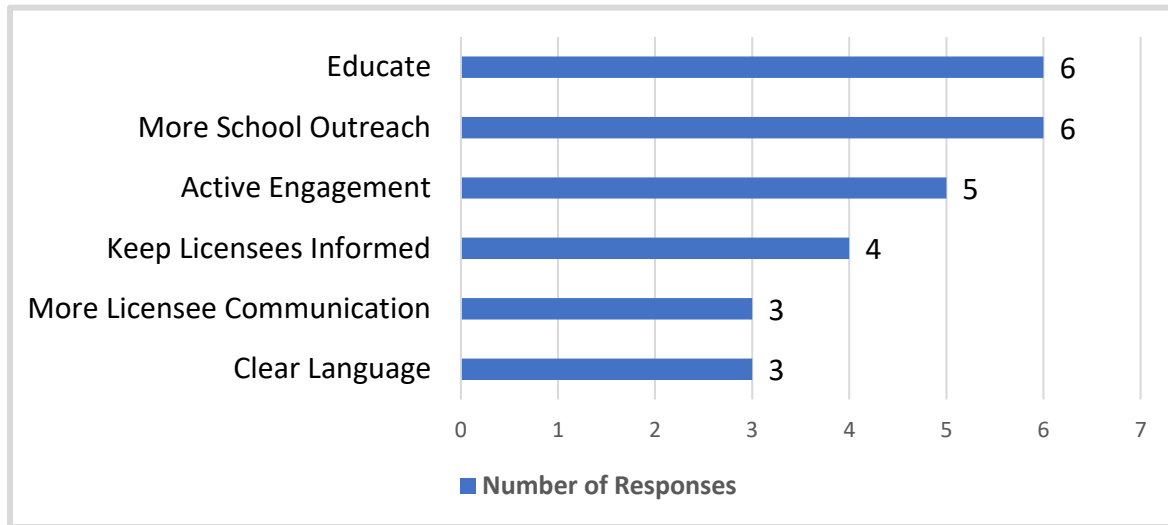
Summary of Outreach Needs

Refer to [Appendix E](#) for a complete list of comments.

1. External stakeholders would like to see more educational outreach to the licensees to inform and update them on laws and safety measures.
2. Internal stakeholders hope to see more outreach opportunities for consumers to help educate them on what to look for when receiving services.
3. External and internal stakeholders want to see language accessibility and clearer language from the Board to reach communities where English is a second language.
4. External stakeholders would like to see more outreach opportunities at schools, especially schools in rural areas.

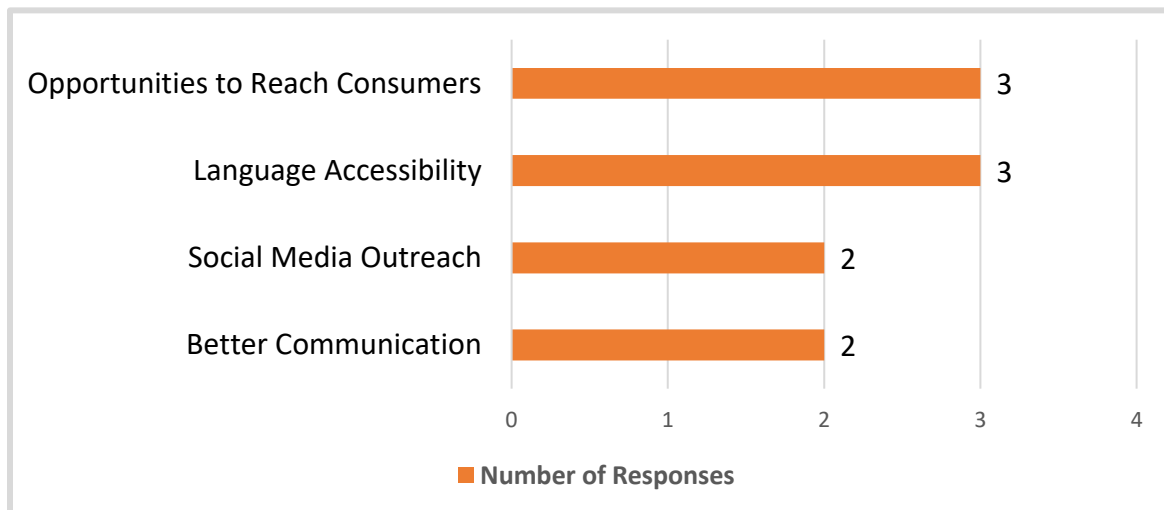
External Stakeholder Comment Trends - Needs

The bar chart below lists the top Outreach trends along with the corresponding number of comments based on feedback from external stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Internal Stakeholder Comment Trends - Needs

The bar chart below lists the top Outreach trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



External Environment Summary

External and internal stakeholders were asked to identify seeds, weeds, and needs in the external environment (i.e., factors outside of BBC's control, such as political, economic, and social developments) that they felt could impact the professions and/or the environment in which BBC operates. The following is a summary of survey participant comments that BBC might reference when considering its strategic plan.

Summary of External Environment Seeds

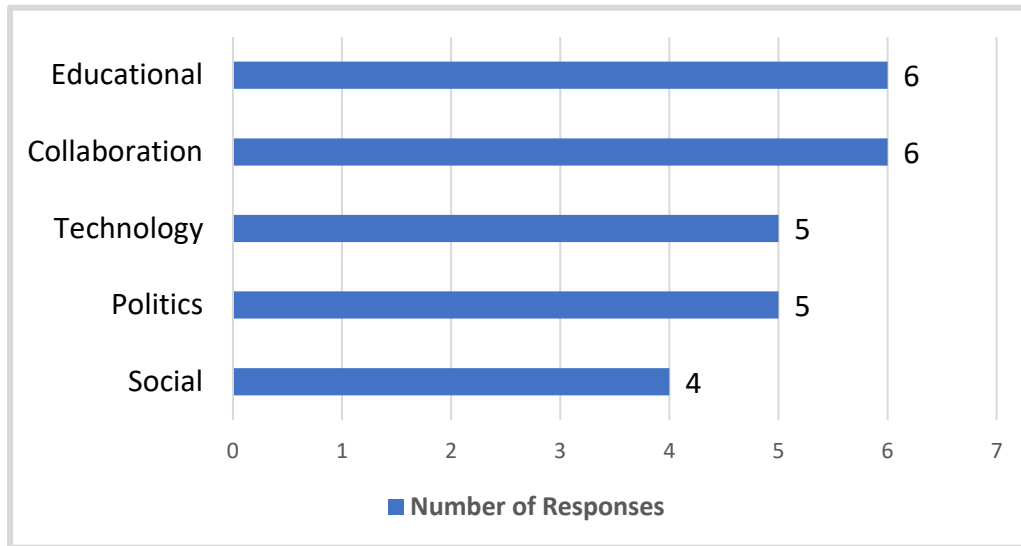
External Seeds to Help BBC Become More Effective:

Refer to [Appendix C](#) for a complete list of comments.

1. BBC can provide educational opportunities to help licensees with practical skills and to educate them on rules and regulations.
2. BBC can seek out collaboration opportunities with legislators, national organizations, and community workers to enhance understanding of the professions the Board licenses.
3. BBC can utilize technology to provide user-friendliness, language accessibility, and modernization.

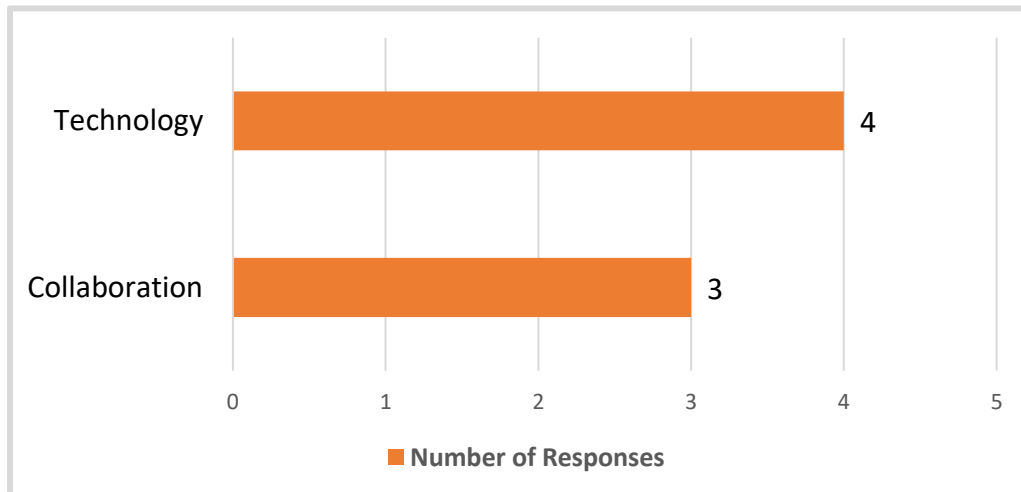
External Stakeholder Comment Trends - Seeds

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Internal Stakeholder Comment Trends - Seeds

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Summary of External Environment Weeds

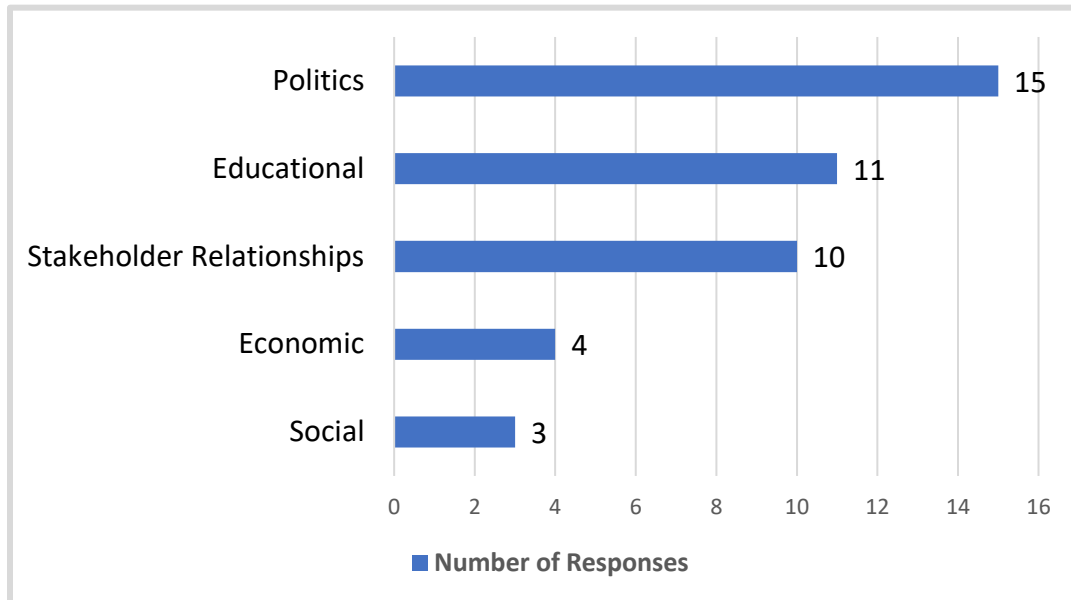
External Weeds BBC Might Want to Eliminate:

Refer to [Appendix D](#) for a complete list of comments.

1. There is a perception that legislators do not adequately understand the beauty industry.
2. External stakeholders feel that applicants are not sufficiently prepared at the educational level.
3. External and internal stakeholders feel that there is insufficient collaboration between licensees and the Board.
4. Stakeholders are concerned about the possibility of another pandemic impacting the Board's operations and the beauty industry.

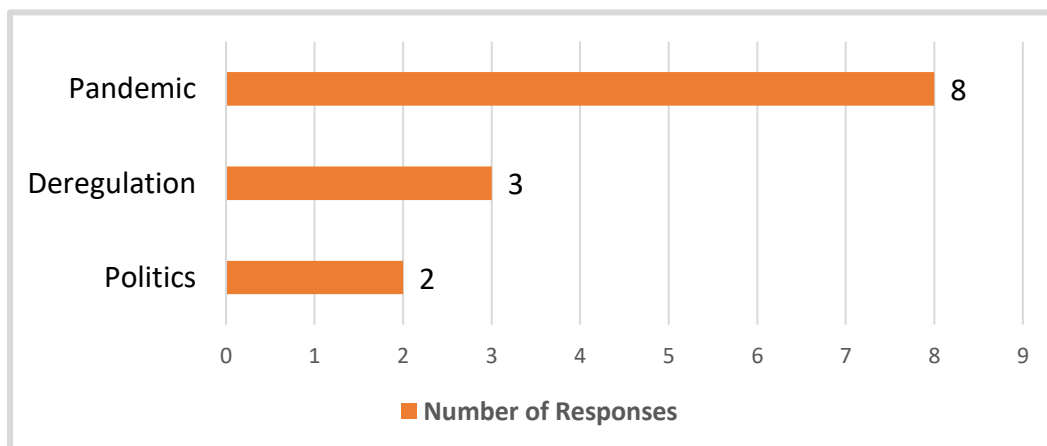
External Stakeholder Comment Trends - Weeds

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Internal Stakeholder Comment Trends - Weeds

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Summary of External Environment Needs

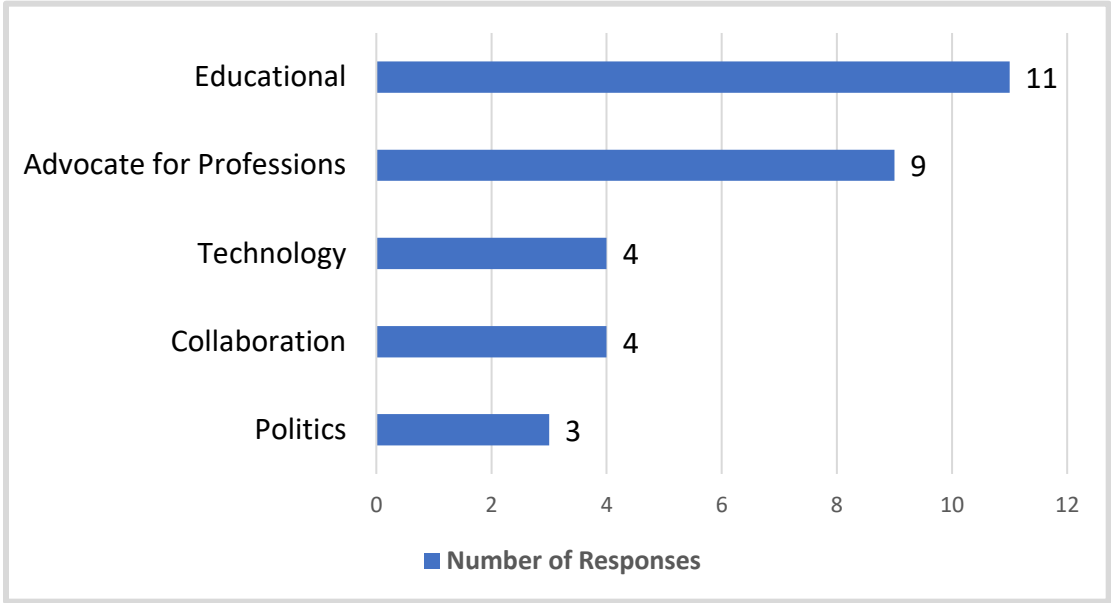
External Needs to Help BBC Fulfill Its Potential:

Refer to [Appendix E](#) for a complete list of comments.

1. There is a perception that advanced and continuing educational opportunities are needed for licensees.
2. There is a belief that BBC can improve its advocacy of the professions and representation of each license type.
3. BBC appears to need better licensing and inspections software in addition to a dedicated technical team to address changes and updates.

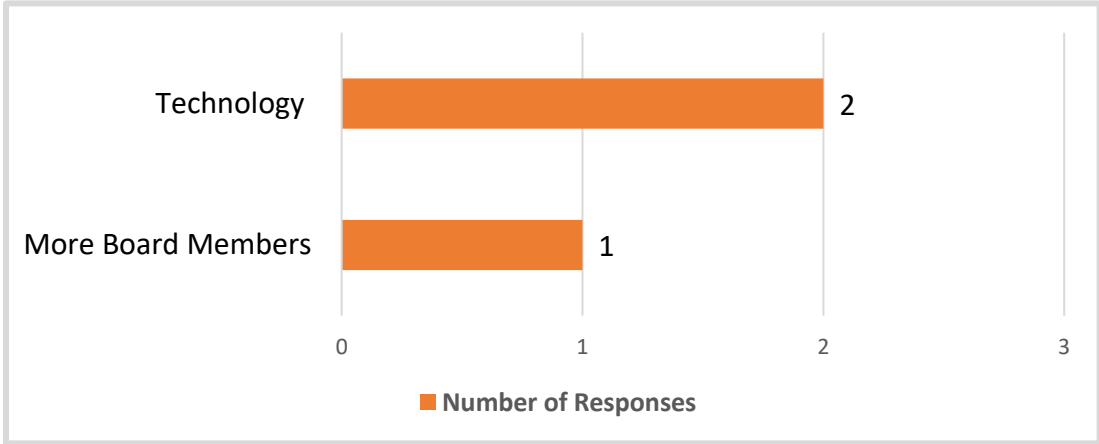
External Stakeholder Comment Trends - Needs

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Internal Stakeholder Comment Trends - Needs

The bar chart below lists the External Environment trends along with the corresponding number of comments based on feedback from internal stakeholders. Refer to [Appendix E](#) for a complete list of trends and comments.



Appendix A – Data Collection Method

Data for this report was gathered by surveying stakeholder groups that are important to the success of the Board. A total of 390 responses were received from internal and external stakeholders. Survey methods may have differed; however, all stakeholder groups were asked the same questions.

Stakeholder Group	Surveying Method(s)	Date	Number of Responses
Internal Stakeholders (Board members and Board Executive Staff)	Interviews	March to April 2022	11
External Stakeholders	Online Survey	March to April 2022	379

The survey was distributed to external stakeholders via the Board’s website and email blasts. Below is how external stakeholders classified themselves. Please note that respondents were allowed to choose multiple answers.

Classification of External Stakeholder Relationship with BBC

License Type	Number of Respondents
Cosmetologist	212
Esthetician	106
Establishment	59
Barber	41
Manicurist	35
Schools	35
Other	27
Consumer	16
Electrologist	9
Cosmetology Apprentice	3
Barber Apprentice	2
Mobile Unit	2
Sponsor	1

The self-identifying relationship trends under the 27 “Other” responses include: 9 instructors, 5 salon owners, 4 massage therapists, 2 suite renters, 1 industry consultant, 1 student, 1 makeup artist, 1 retired, 1 employee, 1 nail salon advocacy organization, and 1 miscellaneous.

Appendix B - Survey Data Reliability

This section discusses external stakeholder data only. The external stakeholder survey received 379 responses. Participants could skip questions or select “no comment/not applicable”; thus, individual questions may have less than 379 responses/comments.

Goal Area Effectiveness Data Reliability

Based on the number external stakeholder survey responses to each goal area’s effectiveness question, we can be 95% confident their opinions represent all California stakeholders plus or minus the confidence interval percentage indicated below. The table below provides data reliability for each goal area; for a narrative explanation see each goal area data reliability statement.

Goal Area Effectiveness Data Reliability Table

Goal Area	Number of Responses	Confidence %	Confidence Interval %	% of Responses with Very Effective and Effectiveness Ratings	% of Stakeholders that Would Rate Effectiveness the Same Way
Board Administration	119	95%	9%	57%	48% to 66%
Legislation & Regulation	109	95%	9%	42%	33% to 51%
Licensing	117	95%	9%	56%	47% to 65%
Inspections	105	95%	10%	35%	25%-45%
Enforcement	95	95%	10%	43%	33% to 53%
Outreach	78	95%	11%	38%	27% to 49%

Board Administration Data Reliability Statement

Based on 119 external stakeholder survey responses regarding board administration, we can be 95% confident their opinions represent all California stakeholders plus or minus 9%. From the responses, 57% of external stakeholders rated the Board’s overall board administration effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 48% and 66% of external stakeholders would rate the Board’s board administration effectiveness the same way.

Legislation & Regulation Data Reliability Statement

Based on 109 external stakeholder survey responses regarding legislation & regulation, we can be 95% confident their opinions represent all California stakeholders plus or minus 9%. From

the responses, 42% of external stakeholders rated the Board's overall legislation & regulation effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 33% and 51% of external stakeholders would rate the Board's legislation & regulation effectiveness the same way.

Licensing Data Reliability Statement

Based on 117 external stakeholder survey responses regarding licensing, we can be 95% confident their opinions represent all California stakeholders plus or minus 9%. From the responses, 56% of external stakeholders rated the Board's overall licensing effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 47% and 65% of external stakeholders would rate the Board's licensing effectiveness the same way.

Inspections Data Reliability Statement

Based on 105 external stakeholder survey responses regarding inspections, we can be 95% confident their opinions represent all California stakeholders plus or minus 10%. From the responses, 35% of external stakeholders rated the Board's overall inspections effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 25% and 45% of external stakeholders would rate the Board's inspections effectiveness the same way.

Enforcement Data Reliability Statement

Based on 95 external stakeholder survey responses regarding enforcement, we can be 95% confident their opinions represent all California stakeholders plus or minus 10%. From the responses, 43% of external stakeholders rated the Board's overall enforcement effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 33% and 53% of external stakeholders would rate the Board's enforcement effectiveness the same way.

Outreach Data Reliability Statement

Based on 78 external stakeholder survey responses regarding outreach, we can be 95% confident their opinions represent all California stakeholders plus or minus 11%. From the responses, 38% of external stakeholders rated the Board's overall outreach effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 27% and 49% of external stakeholders would rate the Board's outreach effectiveness the same way.

Data Reliability Statement

Data reliability calculator: <https://www.surveysystem.com/sscalc.htm>

To help improve data integrity, the online survey did not provide a neutral option when asking about overall effectiveness. Instead, stakeholders completing the survey chose between a

positive choice (Very Effective or Effective) and a negative choice (Very Poor or Poor). This allows the Board to better understand whether stakeholders have a positive or negative view of the Board in various areas.

Appendix C – Seeds Comments

This appendix contains qualitative data relating to BBC’s seeds collected during the external stakeholder survey and through internal stakeholder interviews.

The comments in this appendix are shown as provided by external and internal stakeholders. Comments that appear similar or on a specific topic have been organized into categories. Comments that were repeated multiple times are grouped with the amount shown in parentheses. The comments have not been edited for grammar or punctuation to preserve the accuracy, feeling, and/or meaning intended by the respondent. However, some comments were redacted to remove offensive language or personally identifying information.

Board Administration Seeds - External

Communication

1. Rule Communication and processes.
2. BBC communicates well with the industry.
3. Clear, uncomplicated language when communicating regulations
4. Stays connected.
5. I felt great that when during The pandemic the board offered meetings to all licensed cosmetologist to get regular updates and mandates that changes by state and county and felt that that was very useful. they even offered time to hear peoples grievances and complaints whether it was productive or not.
6. That they have opened up more to our scope of practice
7. The board does well in communicating the latest changes with in organization.

Consumer Protection

8. Public safety
9. One of the seeds will be cours of Health and Safety

Current

10. Change with current climate.

Diversity Inclusion

11. Recognizing the ever changing beauty industry, listens and adapts to disabilities and gender indentures,
12. It is welcoming to all interested students, which isn't the case elsewhere, even age is not a problem as I started the program at age 45, when an 18 year old niece graduated and I told her she had my dream job. She encouraged me to go after my dream which I did.

Education

13. Educating establishment owner so they can educate their staff

Fees

14. It grows it's administration with the fees really well.

General

15. The BBC protects the health and safety of the licensee and of the client.
16. Consumer and licensee protection

17. Representatives from the public sector elected to the BBC.
18. Still has a licensing.
19. For a barber and cosmetology has establish It's self as a overseer to the practice rules and regulations which continues to keep the industry thriving by being ran professionally and doing things like this to assure optimal results
20. Helps create a skill to live a valuable life in a career .
21. IT KEEPS APPLICANT'S HOPES ALIVE BY EARNING THEIR LICENSE

High Standards

22. I believe the board is affective in setting high standards for the Barbering industry.

Informative

23. I definitely appreciated when they brought in a professional to explain the details of transmission so that we can understand how to protect ourselves and our clients.
24. Provides standard policies and info for service providers as well as consumers
25. Sending out emails or posting online about board meetings, minutes, or industry updates

No Feedback

26. Sees weeds. Ridiculous. Just do a survey.

Overall Effectiveness

27. I think everything is running smoothly

Responsive

28. Quick response to inquiries and processing of applications for licensing exams.
29. Can't think of one thing except answer emails promptly when I have questions regarding rules.

Seeking Feedback

30. Sending out surveys and asking for input from licensees
31. More opportunities like this for diverse input

Staff

32. Qualified employees that understand the modern beauty industry.

Strong Leadership

33. Strong leadership responds quickly to challenges/questions and collaborates with legislators and other agencies.

Board Administration Seeds - Internal

Ahead of Schedule

1. Ahead of schedule for many things.

Board Packets

2. Board packets include background information, which is very helpful to public members and preparing the board members for the meetings.

Board Processes

3. Implementing new processes as needed and updating procedures.

Communication

4. Opportunity to work directly with board staff. Incredible in getting information to board members. Responsive to emails, keeping board members aware of potential issues.
5. Board, staff, and management communicate well and provide the board's members with information for the board meeting. Do pretty good job with communicating.
6. As board members, get regular communication from EO and staff. Asked over and over again if there is enough staffing, especially due to new legislation. Board has been doing an incredible job at getting positions and implementing changes. Communication - monthly newsletters that are very helpful.

Consistent Meetings

7. Changed internally how the staff meet. Executive team meets weekly and management staff meet every other week. This has been beneficial to the Board.

Executive Officer

8. EO is absolutely amazing. Hard worker and extremely dedicated to making sure everything is done well. Very committed.
9. EO does an amazing job to keep the board members informed and running the business.

Fiscally Responsible

10. Very healthy in terms of budget. Fiscally responsible.

Flexible

11. Management has been open to new ideas. Recently had issues with getting quality candidates.
12. Ability to pivot and adjust, especially with COVID and changes in staff.

General

13. Wonderful working with DCA and doing wonderful job providing support to board members.

Knowledgeable

14. Executive Officer and staff are extremely knowledgeable.

Organized

15. Pretty organized. Everyone knows what is going on.

Overall Effectiveness

16. Administration is very good.
17. Overall impressed with running of the organization.

Positions

18. CalCareers gave green light to posting positions on external websites, which has helped.

Staff

19. Board staff have been great to help with scheduling travel and helping the board members transition back to in-person meetings.
20. Staff is very committed as well.
21. Staff are amazing.
22. Impressed by how on top of things the staff are.

Training

23. Training is good. Management team and staff are on a regular training plan.
24. Management learns a lot on the leadership academy training and use it to effectively manage.
25. Regular training of staff and management. Very open process.

Legislation & Regulation Seeds - External

Communication

1. contacts us with news and updates
2. Exceptional communication with sponsors
3. Open to input from industry professionals like myself.

Esthetician Regulations

4. New developments of in-scope regulations for Estheticians

General

5. Keeping the profession regulated and requiring licensing
6. BBC has monthly meetings to address Legislation needs and allows public to comment.
7. I am glad dermaplaning and tinting are allowed under BBC rules.
8. Sending out information for new legislation to those interested.
9. IT CONTINUES TO PROVIDE THE REGULATIONS NEEDED FOR EFFECTIVE SALON SERVICES

Health & Safety Standards

10. At one point there was a move to eliminate the board all together and de-regulate our industry. The fact that it remains is important to me. Keeping a standard that is predicated on health and safety are critical to maintaining people's trust in their providers.
11. Adding Health & Safety into the school setting is effective education.

Informative

12. From perusing your site it's very informative

Keep Public/Licensees Aware of Updates

13. Keeping the public and licensees aware of potential updates or proposed language changes in multiple formats.
14. More information on changes
15. The email access to check all changes and new proposed ones

No Feedback

16. Are you people kidding? This is so lame.

Overall Effectiveness

17. The BBC does well at regulating Barber education in regards to licensing.

Public Participation

18. Invites public participation through meetings and direct correspondence. Open to listening to different viewpoints.

Seek Feedback

19. The Board listens to licensees in regards to clarifying regulations and communicating with licensees

20. Listening to the licensees and looking into our requests

Simple Language

21. Sending letters with less words and easier to understand the rules when they change. Not so many pages long.

Website Navigation

22. Easier navigation to find out the changes of rules per year

Legislation & Regulation Seeds - Internal

Communication

1. Good communication with senate and assembly B&P oversight committees.

2. Good at communicating where the board is in terms of legislation.

Consumer First

3. The board is as proactive as they can be and put consumers first when making decisions on making legislation. Good mix of people on the board from various backgrounds. Keeps things streamlined and keeping the consumer first.

General

4. Working with DCA regs unit on regulations.

Industry Representation

5. Representation for people in the industry.

Informed Board Members

6. Board members are well informed in terms of updates.
7. Enthusiastic members who want to get into the weeds of lobbying for certain legislation

Leg/Reg Committee

8. Started holding Leg/Reg committee for the board. Just started and have multiple meetings scheduled in the future.
9. Leg/Reg committee takes the time to review the analysis from the legislative committees.
10. Committee - people on committee are very knowledgeable and can look at all aspects.
11. Head of Leg/Reg committee is a great member and leader.

Legislative Meetings

12. Follow legislative meetings all the time.
13. Being present in meetings with legislation and paying attention to customer safety.

Omnibus Bill

14. State Leg passed omnibus bill that made a lot of updates and changes to BBC and the board will be updating and tinkering the regulations. On-going efforts to make changes to the omnibus bill. Very involved and determined.

Overall Effectiveness

15. Very effective, receive updates all the time.

Relationship with Oversight Committees

16. Good relationship with oversight committees (business and profession committees)

Review Leg/Reg Recommendations

17. Discuss and review recommendations during board meetings.
18. Doing good job of reviewing previous legislation and how this impacts the professions.

SB 803

19. Implementation of SB 803.

Staff

20. Staff Great at providing information to the board members.

Sunset Hearing

21. Did great job during sunset. Spend a lot of time talking things out as a board.

Licensing Seeds - External

Accessibility

1. Offering assistance to people who struggle with dyslexia or other difficulties is a good thing. If it is not already in place, there should be ASL interpreters available on staff.

Applications Process

2. Quick processing of applications, aided by the elimination of practical exam.
3. Used to, prior to this new legislation, provide a rigorous and sound licensing process that provided consumers with confidence and knowledge that their barber or cosmetologist was held to a specific standard at their time of licensing.

Clear Guidelines

4. Clear guidelines as to what is needed in order to earn license.

Communication

5. Communication is important and applying national licensing standards are a huge step in the right direction .. accountability should fall on the schools

Community College Programs

6. Community college programs. I did not personally get my education through a community college but if I had done so it could've saved me tens of thousand dollars in debt.

Connection with Schools

7. More connection with the schools. Taught in community college for 32 years and basically we could do whatever we wanted, My school went by the board's rules and regulations, We kept close contact with the board and went to all board meetings,

Easier to get Licensed

8. Requirements were cut back so I guess that makes it easier for more to get licensed
9. made it so easy for people to get licensed

Enhanced Scope of Practice

10. Bravo to you for the 2022 scope of practice and new license options.
11. they just opened up area of the esthetic's scope of practice that's great
12. Add vernacular under the Esthetician umbrella, that includes Eyelash Extensions, Cosmetic Tattoo
13. Coming up with the times. This year allowing estheticians to dermaplane, tint and laminate brows.

Exam Decisions

14. Include licensed instructors in decisions for examination

Externships

15. Externships are a wonderful way to grow the next generation of professionals

General

16. Creates a clear path to licensure.
17. IT CONTINUALLY SENDS APPLICANTS TO EXAM SITES
18. The BBC provides the necessary information in regards to laws to work responsibly and safe.
19. Licensing for freelancers

Keep Licensees Knowledgeable

20. Offers education and training to add to the workforce with experienced well trained future employees.
21. Making sure we understand sanitation

Licensing Exam

22. The process of licensing exam application is quick and easy.

Modernization

23. Getting with modern times. Getting your license should be a privilege and there should be more rules and regulations. Not cutting back the hours to get your license

No Feedback

24. Nothing (4)
25. Absolutely nothing!

26. Hopefully will not shut our industry down very quickly

Online Educational Opportunities

27. Create more online educational opportunities, to ease the cost of in person education.

Overall Effectiveness

28. its good.

29. That part is fine.

Practical Exam

30. Take practical exam too

Prepares Licensees for Real World Practice

31. Provides opportunities- but it's more about preparing individuals for employment in the real world

Professional Standards

32. Holding licensees to a standard of professionalism

Promotes Safe Industry

33. Have a proper education system that promotes a safe and knowledgeable industry. It starts with the youngest. Mentor programs.

Reciprocity

34. Also, having the most lenient reciprocity policy.

Removal of Practical Exam

35. I like the recent changes made to state board. I felt like the practical part of the exam was silly (using lotion for "wax") and was unfairly judged.

36. no practice

Renewals

37. The board is good about reminding us our license is ready to expire that should continue

38. Renewing online is easy.

39. easy to renew and check your status and license information online

40. Online renewals are easy to negotiate.

Require Training

41. requiring training before acquiring a license

Responsive

42. Outstanding respond time on licenses matters

Seeking Feedback

43. These surveys

Simplified Process

44. BBC has worked on simplifying online licensing.

Website

45. I found the web site easy to navigate.

Written Test

46. The written test after training in the school.

Licensing Seeds - Internal

Accessibility

1. Lot of information out in the world and on the website. Lots of FAQs and lots of information for licensees to access.
2. With changes being made, it's more accessible to obtain a license.
3. Offer information in different languages on the website.

BreEZe

4. Utilizing Breeze to assist the workload tracking.
5. Online processes to obtain a license.
6. Like how effective BreEZe has become. The technology has become smarter.

Cross-Training of Staff

7. Cross-training all the licensing staff to do all license types.

Fee Waivers During Pandemic

8. Waiving fees for 2021 and 2022 was good and responsive act for the board to help alleviate financial stress from licensees having to close during the pandemic.

General

9. Providing the licensees with the tools to get a license.

Implementation of SB 803

10. Implementation of SB 803 and removing certain restrictions. Doing great job of education and outreach of SB803 implementation.

Improved Processes

11. Recently implemented process to scan all applications before they are worked on. Increased ability to find applications quickly when there's a question. Everyday looking at where licensing needs are and adjusting staff's priorities based on the units.

Keep Stakeholders Informed

12. Utilizing Facebook to get information out to licensees and consumers.

Organized

13. Pretty organized.

Overall Effectiveness

14. Process for licensing that are within the board's control is done well. Haven't heard complaints

Paperless Process

15. Learned to utilize a paperless process. Doing a good job here.

Responsive

16. Impression that board is good about responding to licensee inquiries.
17. Board is proactive to responding to licensees and working on issues raised by licensees.

Staff

18. Stay on top of their workload. Mindful of backlogs, even during COVID. No longer having to do practical exam has helped.
19. Staff are very helpful and effective in informing Board members.

Website

20. Board maintains a good website to provide information. General information is good.

Inspections Seeds - External

Accountability

1. Keeps are industry accountable.

Clear Expectations

2. I like the clear list of rules and expectations that is online and that comes with the establishment license.

Educational Approach

3. The best inspection I have ever had was when an inspector took the time to answer questions that I had regarding pedicure chairs. What she had seen in the field that was good and what wasn't good.
4. BBC has tried to shift to a more educational approach, but not sure that's effective for consumer protection without followup.
5. Explanation of violations and how it can be corrected.
6. Education

Fairness

7. Fairness

General

8. All establishments and licensees have been adequately informed of rules and regulations.
9. Inspection shops for sanitation violations for the health issues

High Standards

10. The inspectors that I've had experience with have been spot on and rigorous and I appreciate knowing that these standards are in place.

11. Inspectors are thorough
12. Makes sure sanitation is up to licensed standards
13. Sets safe standards.
14. Takes them serious
15. Rigorous inspection ensures safety standards are enforced.

Inspection Results

16. Inspection Reports results availability-delivery.

Keep Stakeholders Informed

17. Sending out new guidelines helps. If the rules change we need to know asap

Miscellaneous

18. Cosmos should only be licensed to do hair not everything as they are not trained to do everything.
19. Survey

No Feedback

20. Nothing.(2)
21. I don't know since I haven't had an inspection in 7 years.

Overall Effectiveness

22. They are mostly pleasant

Public Safety

23. keeps the health and safety of the public

Responsive

24. Responds quickly to complaints.

Routine Inspections

25. IT TRIES TO SEND OUT INSPECTORS PERIODICALLY
26. Inspections based on consumer complaints are key .. less routine inspections are a welcome development

27. Routine inspections are the backbone of keeping salon standards up to par. They are much needed and I believe we need more inspectors to cover the large area of our state.

28. Surprise inspections

Inspections Seeds - Internal

Appeals Process

1. Good easy process for people to appeal.

Communication

2. Do a good job of communication. Did a great job during COVID to distribute materials about changes. Utilization of social media platforms to get the word out. Doing the best they can with what they have.

Educational Approach

3. Shifted to a more informational role than enforcement role during the pandemic.

Frequency of Staff Meetings

4. Changed inspections program - monthly staff meetings. Inspections do 1:1's with their supervisors and in 1:1's and staff meetings do trainings and hot topics. Has really improved inspection processes.

5. Monthly unit meetings are going well. Keep the inspectors informed on what's new and going on.

General

6. Responding to the public's complaints and sending inspectors out to meet the standards and following laws and regulations. Filling duties and doing due diligence.

7. Doing appropriate job at flagging violations.

Improved Process

8. Getting better at knowing what to look for in inspections.

Keep People Informed on Inspection Process

9. Providing information on the inspection process and what people can expect in an inspection. Website provides a lot of great information of what to expect, what the results mean, and what the next steps are.

Overall Effectiveness

10. Inspectors doing a great job.
11. Very important to the business. Inspectors do a really good job.
12. Very effective at finding violations by people who are repeat offenders and know they are repeat offenders. Inspectors had great deal of information to back their reasoning. Very diligent in collecting the information to state their case.

Procedure Manual

13. Updated procedure manual is super helpful.

Training

14. Making sure that they are training their inspectors.

Enforcement Seeds - External

Diligent Enforcement

1. Greater diligence in the area of enforcement.
2. THEY SITE AS NEEDED WITH NO EXCEPTIONS

Educational Approach

3. Still more education
4. Seems like inspectors want to educate more than just punish (if not a clear, on purpose infraction)

Fair

5. The arbitration opportunity is fair.

General

6. Has fines and posts violators on website.
7. reminds owners to use sanitation
8. Law and regulations
9. Makes sure we're not doing out of scope services and making sure establishments are sanitary

Keep Stakeholders Informed

10. Everyone is aware that you may show up at anytime in any day
11. When I have been emailed about such thing I appreciate it.

Knowledgeable

12. Knowledge of expectations.

Miscellaneous

13. Cosmos should only be licensed to do hair not everything as they are not trained to do everything.

No Feedback

14. Nothing.(2)
15. Not helpful
16. See below

Overall Effectiveness

17. The BBC enforcement does well in inspecting salons with Consumer complaints.
18. Warnings are effectively issued and establishments are given a chance to take corrective action.

Responsive

19. Responds in a timely manner regarding complaints
20. Quick replies to complaintants.

Enforcement Seeds - Internal

Appeals Process

1. Process for appeals is easy and straightforward for people to complete.

Communication

2. Communicate effectively with licensees and consumers. Making sure that everyone is following the guidelines.
3. Enhanced communication has been great. Board has been doing better at receiving feedback on improvements from the industry.

Cross-Training

4. Cross-training analyst to handle all types of cases. Becoming experts in different type of cases: skin care vs. hair care complaints. Analyst have been trained to handle all cases instead of just specialty.

Educational Approach

5. Educate over penalizing establishment owners and licensees.
6. Do everything they can to educate.
7. Initial citations - there has been a decrease as the board shifted from enforcement to education.

Enforcement Committee

8. Knowledge base of people involved with the disciplinary review committees. Engage with thorough discussion of cases. Committee comes at the cases from a fair angle. Collaborative nature. Committee makes informed decisions on the cases. Packets provided to committee are extremely helpful with providing background information.

Keep Stakeholders Informed

9. Really well with social media and keeping website updated with all the laws and regs for the consumers and licensees.

Manage Case Loads

10. Staying on top of case load.
11. On top of the consumer complaint issue and things that involve consumer safety.

Overall Effectiveness

12. Very effective in the office.
13. Pre-pandemic were doing a great job.
14. Very effective at finding violations by people who are repeat offenders and know they are repeat offenders. Inspectors had great deal of information to back their reasoning. Very diligent in collecting the information to state their case.

Redirected Positions to Enforcement Unit

15. Redirected positions to the enforcement unit, hoping this helps decrease the volume of workload.

Staff

16. Staff do a great job coordinating appeals and collecting the information.

Timely Addressed Complaints

17. Complaints are addressed timely and board is staying within performance measures.

18. Doing good job of addressing complaints. Addressing them in a timely manner. Okay job in identifying unlicensed facilities.

Outreach Seeds - External

Board Meetings

1. Meeting minutes are valuable.
2. I like the transparency with board meetings

Communication

3. communicates

Education

4. Education
5. Postings on the wall of establishment of codes etc.
6. Where to find up dates on legislation.

Emails

7. Emails for outreach.
8. Emailing actions
9. Emails about upcoming meetings and agendas.
10. Emails are helpful
11. I'm on an email list letting me know when they're happening.
12. emails regarding updates and upcoming votes.
13. Email outreach is great

Miscellaneous

14. I hope that veterans will be able to use their G.I. bill to join our industry.
15. Schools are needed!
16. Internet acces

Newsletter

17. CA BBC Newsletter.

No Feedback

18. Nothing.

Overall Effectiveness

19. Exceptionally well done

Presence at Shows

20. Being present at shows
21. Leadership very willing to participate in events and answer questions.

Social Media

22. social media outreach is great
23. Facebook and emails
24. social media posts are helpful
25. Reaching out through media.

Surveys

26. Sending these surveys lol

Website

27. Website gives good info.

Outreach Seeds - Internal Communication

1. Improved communication, ability to connect to the public and the industry on what has been done and what to look for.

EO Attendance at Outreach Events

2. EO is doing a lot of outreach for SB 803 implementation. Lots of webinars.
3. EO has very packed calendar for community outreach efforts with schools and licensees.
4. Exec. Officer always had the opportunities to be on a couple panels to reach out to the public. Has helped the public understand what the board's role is.

Keep Schools Informed

5. Send information to schools and update webpage.

Keeping Public Informed

6. More advocating and education to the public.

Language Accessibility

7. Language diversity and modes of communication offered by the board. Make every effort to make information as open and available to consumers as possible.
8. Making materials available in other languages.

Outreach During COVID

9. During COVID there was a good amount of outreach put out to answer questions. Website was regularly update with latest news and information on how FAQs. Impressed by the work that had been done to get through difficult period.
10. During COVID, did a lot of outreach with counties. Increased participation in outreach events in the industry and this is going really well.

Overall Effectiveness

11. attend events to do outreach. Really good job on this.
12. Good job in this area.

Pamphlets

13. Pamphlets

Social Media

14. Taking first step to contact people on social media.
15. Updates on social media, sent out information to interested parties.
16. Utilizing Facebook page for outreach efforts. Get good questions from the events and Facebook and can get a feel for what is going on in the industry.

Virtual Outreach Meetings

17. Outreach meetings virtually that people can attend.
18. Lots of virtual meetings with the industry that have gone really well.

Website

19. Doing good with website and outreach programs to reach licensees, schools, and people interested in the professions. Licensees do appreciate talking with the board members.

External Environment Seeds – External Stakeholders

Advocation of Professions

1. If you go on Facebook, there are lots of how to videos especially for hair work. There's advertising too, which I think could be used to create more awareness of the benefits of being in our industry.
2. Advocate.

Collaboration

3. Explaining to older Barbers where to find these new updates or at least a sheet with the updates.
4. willingness of community workers to collaborate.
5. Work with salon owners. Externship programs. Labor law taught
6. Try communicating
7. Was pretty good at getting out rules and information during COVID.
8. Taking what licensees say I to consideration

Continuing Education

9. Continuing education
10. Require further education. The more stylists are charging the more knowledgeable overall about the industry they should be.

Economics

11. Keeping the field of cosmetology an affordable opportunity for all.

Educational

12. Educational
13. Educational and vocational-technical representation on the CA BBC.
14. More education for hair stylists and estheticians
15. Schools
16. More programs to help licensees, educational programs to teach licensees about the rules and regulations of your workspace, more grants and loans to small businesses - especially in times of crisis.
17. Aloe specialty schools that focus on not only the requirements for a safe and healthy atmosphere in the salon but also allow you to not only learn state board regulations but how to function properly in a salon when you're in school you learn State Board when I was teaching things that we were teaching in school were not always practical in real life

and so many of the students that I taught never ventured into the salon because they had no inkling as to how to compete in this industry after graduating from school

Miscellaneous

18. Dont license persons who dont qualify to be licensed.
19. Evidence of those opportunities
20. All of what is mentioned above could have an effect.

Politics

21. political
22. Get board members who are elected and not just a political job because of someone they know.
23. Stay out of politics.
24. political
25. Keep politics out of this

Regulation

26. When agencies like BPPE undergo review, the role that BBC could play to alleviate their issues should be explored. BBC has largest number of licenses issued, and very diverse population of licensees. Lowering barriers to entry while protecting consumers should lead to BBC oversight of beauty schools.
27. Policy and legislation that was recently changed, effective this year, has been a big blow to the industry. It's lowered the bar on what it means to be a licensed professional.
28. Updated communication and eliminate outdated legislation

Social

29. Stakeholder Relationships should be nurtured
30. Social
31. Stakeholder relationship,
32. more Staff

Technology

33. technological
34. technology.(3)
35. Social media, technology and

Telework

36. Ability for remote work

External Environment Seeds – Internal Stakeholders

Collaboration

1. Working more with national association - giving the board better opportunities on what's happening in the industry on a national level.
2. Going back to in-person meetings will be helpful. Offers more opportunity for genuine discussion and be more present for the licensees.
3. Interface with legislator. Legislators need to understand what the Board does.

Creation of More Jobs

4. Opportunity to create more jobs with the amount of licensees.

Deregulation

5. De-regulation of some areas could help with decreasing workload and help with lowering the barrier of entry for licensees and decrease unlicensed practice.

Diversity

6. Diversity of the industry, people from all walks of life can enter the industry.

Funds

7. Huge surplus of state money.

Legislation

8. Potential new legislation in coordinating state by state licensing requirements. Council of state governments working on potential legislation to coordinate better between states and work more effectively to help with people who are out of state or looking to move out of state. Similar licensing requirements.

Technology

9. Utilizing technology for better language access on the written exam. Written exam being developed to address the concerns of people who were opposed to getting rid of the practical exam. - Getting data to support this.
10. Doing more with designing the website - more modern and better user friendliness.
11. Bringing the board into 2022 in terms of software and technology.

12. Technology - being on top of tech changes - tablets for inspectors would be very helpful.

Appendix D – Weeds Comments

This appendix contains qualitative data relating to BBC’s weeds collected during the external stakeholder survey and through internal stakeholder interviews.

The comments in this appendix are shown as provided by external and internal stakeholders. Comments that appear similar or on a specific topic have been organized into categories. Comments that were repeated multiple times are grouped with the amount shown in parentheses. The comments have not been edited for grammar or punctuation to preserve the accuracy, feeling, and/or meaning intended by the respondent. However, some comments were redacted to remove offensive language or personally identifying information.

Board Administration Weeds - External

Accessible Information

1. difficulty in finding the information to become a teaching salon
2. hard to navigate to find information

Board Impression on Licensees

3. We all live in fear of the BBC.
4. In my opinion the industry hasn't been looked at as professionals

Board Meeting Participation

5. I'm not sure if everyone knows that they can participate. Maybe and physical mail the letter along with the email to inform people of upcoming meetings. I believe it's important to offer participants time to speak even it's fine if it's for a allotted time.

Board Structure

6. convoluted administrative structure;
7. Lack of new strong Board Administrators.

Communication

8. Lack of communication with stylists
9. Clear communication
10. Poor communication especially during COVID. Your lack of guidance in a specific time of need for communications was completely lacking. As a "governing" board for our industry you were completely absent. Other States had far better communications. I pressed you on this multiple times.
11. Complicated communications
12. Not enough communication with beauty workers and business owners.
13. You're in Sac. and you send mundane, legal-ese emails that are hard to understand. are there local chapters people can get involved in?
14. I feel there is a lack of communication between the administration and independent cosmetologists, barbers, and the like.
15. Quick, timely, clear responses to the BBC community regarding current issues in our state. EX: Unclear, sometimes inaccurate, incomplete information regarding our response to Covid. We received information late and it was unclear and contradictory. It wasn't always written in simple terms. It left many unanswered questions. When we'd call BBC for clarification we either were unable to reach someone knowledgeable, we waited for hours on hold or there was no one answering the phone.

16. Updating school education/educators on new technologies
17. Waiting/unfamiliar when we call on the phone.

Conflicting Oversight

18. you conflict with the dept.of consumer affairs and issue fines that the state says we have to do.

Consistency with Hours

19. accepting schools !,000. hour programs and approving them some confusion or 1500 hours

Fines

20. The fines are toooooo high. Even the most careful stylists get fined for the tiniest thing.

General

21. I don't believe it formulated growth

Industry Representation

22. There are no estheticians on the board so I feel like there's no actual representation of my specific business/industry with in actual board of bbc
23. Lack of representatives from the CA BBC licensed schools, and educational professionals from our industry.
24. Allowing non licensed professionals to be board members. During the pandemic the board fail its licensees . Only one of the board members was a professional and salon owner, she was the only one who was slightly reasonable or understanding
25. No one's protecting the cosmetologist.
26. They should represent us not the public. They should keep ours aware of any and all changes in rules. They should act more professional
27. The BBC is not for us so why dont you ask consumers? ALL you do is take our fees than come out and fine us
28. You guys let a governor totally control our board and our license and you have the deprofessionalized our industry

Keeping up with Industry Changes

29. keeping up with ever changing products, procedures, techniques.

Lack of Supervisors

30. Not having supervisors to follow up and educating

Micromanaging

31. High standards are good, but micromanaging and being overly controlling takes away drive and motivation to do one's profession.

Miscellaneous

32. Unrealistic

No Board Interaction

33. Well since I received my license, I have had no interaction with BBC.

No Feedback

34. No (2)

35. No comment (2)

36. You are ridiculous

37. Nothing.

38. Weed out all the garbage this institution seems to have a need to push on all of us trying to make a living. Stop your red tape!

Out of Touch with Professions

39. Completely out of touch with the Industry today, especially since the arrival of Covid.

40. The board is not in touch with what is going on in the cosmetology world outside of chain corporate businesses.

41. legislation people that have nothing to do with our industry making changes and plans and down grading the industry.

42. BBC takes too long to change as the industry updates and changes.

43. There is a huge disconnect on what is being taught to what is done in salon.

44. Individuals without diverse hands on knowledge making determination for licensure, testing, and education

45. Allowing government to over rule what they know is best for our area of expertise

46. lack of real world experience and common sense

47. Lack of respect for the importance of the practical exam

48. The Skill and talent is not valued. Would be great if you received something like a AA credit

Outdated

- 49. not enough current knowledge which is hard because it changes so fast
- 50. Old and outdated procedures.

Oversight

- 51. Lack of oversight on beauty schools.
- 52. In my opinion it would be the unlawful operations of establishments without dire consequences

Renewal Notices

- 53. Renewal notices do not go out.

Response Times

- 54. Long wait times, too much administrative busy work,

Staff

- 55. Some of the examiners do have a “god complex”.

Unaware of Board's Role

- 56. I’m not exactly clear on what the board administrates. It’s all very logical, but not very interactive

Board Administration Weeds - Internal

Delegation of Tasks

- 1. Ability to delegate tasks a little bit more. Not sure if this is lack of staff or because of the pandemic.

School Oversight

- 2. Oversight of the schools, makes it difficult.

Telework

- 3. Teleworking is an issue. Difficult to navigate how to manage such a large staff with a huge workload in a telecommuting world. Could be done better.

4. COVID and not being able to be in-person. Last couple of years had been difficult in trying to re-orient the organization to working remotely. Now that we're moving back to in person, one challenge will be if continue in-person only meetings or hybrid meetings.

Training

5. New managers need more training on all the processes that they oversee.

Vacant Positions

6. Lack of applicants for vacant positions. Filling positions is hard. Manager vacant position needs to be re-advertised multiple times.
7. Understaffed at times, but with that in mind are still doing an incredible job.

Legislation & Regulation Weeds - External

Acknowledge Regulations

1. They need acknowledge

Communication

2. It's difficult to say because you barely communicate what's happening with rules and regs.
3. Lack of communication of what legislation & regulation is taking place
4. Lack of direct communication with stylists
5. They dont tell us about new rules than show up and fine us,
6. outdated regulations in respect to United States & California approved technologies & training no straightforward information about current laws, prohibited services, the reasons why & regular communication & updates as to laws that effect each department (ie; barber vs esthetic vs nail tech
7. Lake of communication
8. Communication with school regarding ways to adjust teachable information now that there is only a written exam
9. Lack of communication of changes

COVID Response

10. I have lost complete faith in the board after what was seen during coronavirus. The board had no answers for salon owners which of course was during a very confusing time. However, the board should be here to represent salons not the state.
11. Never shut down businesses for another pandemic
12. I think they weren't very helpful in pivoting in COVID for the industry
13. Should have never shut down businesses through pandemic

Current Education

14. not enough current education of our modern industry

Follow Through on Regulations

15. Need to follow through on regulations and actually go to stores and shops and see if they're following these regulations

Fosters Distrust

16. Foments distrust amongst our licensed industry professionals, and educational specialists.

Fund Trade Schools

17. allow the trade schools to be funded again and advance training be funded.

Improper Infringement

18. Improper infringement. The board allows restrictions that hinder business and are not appropriate.

Industry Corporation Influence

19. Collusion with industry corporations to influence change in legislation adversely effecting CA BBC licensed business, and educational professionals.

Industry Representation

20. A lot of committee members NOT actively working in the industry, a task force of salon owners discussing the issues involving new employees in the work environment,

21. Not enough industry professionals involvement

22. Supposedly I am a stakeholder because I hold two licenses through the board of barbering and cosmetology but I have no voice in what happens to our industry.

Input on Laws

23. Lack of ability to have input on proposed changes, such as SB 803.

Knowledge of Professions

24. the not knowing what is right and wrong of our industry and how down grading it has become

25. Lack of knowledge about work in salons, working conditions and daily steps in salon life.

26. sad that people who doesn't know anything about our industry make up the rules for us.

Leg/Reg Timelines

27. It shouldn't take years to enact measures

28. Changes aren't quick enough, fail to listen to the consumers and licensees in what we want to be able to perform, estheticians scope hadn't changed since the 70's until this past year.

Licensing Requirements

29. Changing license requirements to make it easier to get licensed makes no sense and brings more problems

30. Not happy with new licensing regulations. I've feel like it's watered down what it means to be a licensed professional in this industry.

31. The lack of hours required to be licensed.

Limited Scope of Practice

32. Lagging behind the industry. Scope of practice too limited.

33. Change of scope - microneedling needs to come back as well as tinting lashes and brows

34. Can't do many services most other states allow making it harder for CA estheticians to make a living wage or grow a successful business.

35. Constantly taking away implements or services that make us competitive to other states with the same skill level for the sake of taxation

36. Constantly taking away implements or services that make us competitive to other states with the same skill level

37. There are still so many treatments that estheticians should be able to perform legally that consumers able to do at home on themselves which never is the safest option. Make classes so estheticians can get the proper training and safely treat our clients before they do irreparable harm to themselves.

38. Get rid of body treatments in esthetti can program

39. Seems like because there are so many people and establishments under the BBC's jurisdiction and you are trying to regulate to protect the consumers, the California BBC allows fewer treatments and modalities than most other states.

Loss of Institutional Knowledge

40. Turnover and lack of previous/institutional knowledge of Board members.

Lowered Standards

41. Quit lowering standards. 1600 hours to 1000 hours.

42. Lowering education
43. By lowering the required hours and eliminating the hands-on test you have not done any favors to the industry we a
44. They are constantly changing rules to make the license easier to receive and the rate of success is lowered.
45. The changes with the licenses have made the industry level down in basic education for the licensees. This means the consumer is at risk every time they go to a salon.
46. Each of us, as a professional, will at one time or another, become, nervous. This new theory(fake it till you make it) is a danger to the consumer. I'm lost as to why, you cut the education hours and did away with a major, important portion of the licensing, process.
47. Lowering the required hours, lack of equal opportunity for Apprenticeship programs for more than just barbering and cosmetology inspecting all salons not just small business salons also inspecting the large corporate salons checking IDs putting photos on everybody's license to ensure that the person who is providing the service is actually the person who is licensed
48. License's to many non qualified persons.

No Feedback

49. Everything.
50. Y
51. Nothing.
52. That is a great question! What do they do?
53. You do nothing to create growth you

Non-enforcing Law

54. Not enforcing the law on illegal operations out side the salons home based businesses
55. Regulations not all fallow
56. There is NO backbone with the BBC. The BBC just let a governor run the industry down to the ground.

Not Enough Licensees

57. I think they could allow out of establishment services.. I don't think they're moving enough new blood through the pipeline - encouraging new nail techs, etc.

Outdated Regulations

58. outdated regulations
59. Outdated rules regulations

- 60. outdated.
- 61. Holding on to old rules and regulations that do not apply to modern practices.
- 62. outdated regulations.
- 63. Holding on to old rules and regulations that do not apply to today's business/practices

Overall Effectiveness

- 64. Absolutely no good for us AT ALL!!!!
- 65. i don't believe a good job is carried out in the area of legislation & regulation

Overregulation

- 66. You over regulate
- 67. Too much oversight
- 68. Too many regulations. We can't do ANYTHING beyond basics but with the same license in other states with the same license, I can do micro needling, lasers, etc.
- 69. Too many regulations
- 70. The BBC creates unnecessary legislation and policy and the over regulation of already licensed Barbers.
- 71. Nothing. It STOPS GROWTH with ridiculous laws and hindrances under the guise of "safety".

Politicians

- 72. Politicians who think schools are responsible enough to teach future potential licensee's everything they need to know.

Provider Restrictions

- 73. too many restrictions for a good provider and not enough for poor providers

Real Life Experience

- 74. Real life experience in the work day of a cosmetologist.

Removal of Practical Exam

- 75. removal of a practical exams allows for practitioners who should not be in the field
- 76. Getting rid of necessary testing for new licensees
- 77. can't believe the the hands on portion of the exam was taken out. client safety & protection totally out the door.

Respect of the Professions

- 78. There's no one in legislation or regulation that cares about hairstylist that's the problem. They don't look at us as if this is a full-time career
- 79. Does not represent us enough. Our profession should not be seen as non important.
- 80. They are effective but we are all terrified. It doesn't like they're trying to help us. If feels scary.

Slow to Act

- 81. They are ineffective and move at a snails pace
- 82. Not quick on making changes that are so desperately wanted and needed to allow us as professionals do our very best and healthily compete with the each other and each state.
- 83. I feel like the board tries to move legislation forward but it hits many road blocks along the way

Too Many Regulations

- 84. Stop all the stupid regulations and the woke garbage and give us schools so people can learn to make a living instead of spending our money on your regulations and stupid legislation that doesn't do anything for us but it does put money in your pockets!

Understanding Culture Diversity

- 85. Not understanding de culture diversity

Unengaging

- 86. From perusing your site it's not very engaging

Unfriendly

- 87. Unfriendly, not available

Unlicensed Activity

- 88. Unlicensed persons

Legislation & Regulation Weeds - Internal

Changes in Regulations

1. How regulations have changed in the last couple years has been difficult.

Knowledge of Professions

2. Not all legislators believe that harm cannot be done in the beauty community. Better education to members of the legislator.
3. Disconnect to present the industry knowledge and experience in the field.

Lack of Outreach

4. Lack of outreach and dialog when it comes to legislation and regulation.

Licensee Impression of Board

5. Bridging the gap between the board and licensees to get them to understand that the board is not against the licensees, but still needs to put the consumers first.

Meeting Frequency

6. Leg/Reg subcommittee - recently reconvened after not meeting for 2 years.
7. Especially during COVID, a number of committees weren't meeting. With 2022, hoping to get these committee meeting going again. New appointments need to come in so the board can get feedback and hold meetings.

Regulations Process

8. Regulation processes are so lengthy and cumbersome.
9. Backlog of bills. 18-24 month process and only just now getting to issues from 2 years prior.
10. During sunset, there was a lot of conversation about changing the hours required and the schools were not in the loop with the sunset process. Doubling work because not all the input was gathered.

Regulations Unit

11. Regulations are very difficult - struggles with legal office/reg unit in the past. Working with reg. unit has been a challenge and getting that to the Administrative Law Office is a challenge as well.

Vacant Regulations Position

12. Don't have staff position for regulations. Have advertised multiple times and haven't been able to fill the position.

Licensing Weeds - External

Access to Physical Information

1. Not everyone has a computer or the skills to use one. Mailing information would be helpful.

BreZE

2. Inability of Breeze to cancel an apprentice license simultaneously when a master barber or cosmetologist license is issued

Discontinuation of Practical Exam

3. Discontinuing practical board as part of the licensing process makes getting /maintaining a license much less important, might as well not have licenses.
4. no practical exams cause people to be licensed who should not be practicing
5. Removal of practical exam seemed to be a decision to ease administrative burden yet created tremendous confusion, delays in license and ultimately is licensing individuals w/o visual confirmation of the ability to perform proper sanitation. Knowing and ability to do are mutually exclusive
6. Not having a practical is absolutely ridiculous.
7. Lack of practice material (similar to dmv practice tests)
8. Only requiring written test to pass state board is not efficient in my opinion
9. IT SHOULD HAVE NEVER REMOVED THE PRACTICAL EXAM
10. I also think a practical exam is still useful if it applied to current services and was shocked to see it completely taken away.
11. SHOULD HAVE NEVER REMOVED THE PRACTICAL EXAM, YOU SHOULD HAVE REMOVED THE WRITTEN.
12. To cancel 😞 esthetician practicals and their exam & not appreciate Since esthetician practice and work on live skin that must be in the school and curriculum
13. Written testing
14. The new exam/test is a joke
15. Making our industry a joke. Not using live models. Actually understanding the chemical services that you do on living people.

Expensive Schooling

16. Schooling is so expensive an your school options are so limited an the quarter of education you get is a joke

Fraudulent Credentials

17. Applicants providing fabricated or irrelevant credentials from aboard have been able to obtain license easily. This hurts the industry as a whole and hurts the consumers.
18. Rubberstamping foreign "credentials" that are not verified and issuing licenses based on these fabricated documents.

Lack of Exam Information

19. Lack of information regarding the changes for cosmetology schools to teach for the written and prepare practical skills w out an exam

Lack of Specialty Licenses

20. The inability to let cosmetologist apply for specialty licenses (i.e., Esthetician or Manicurist) for holding a valid CA license without additional course work or testing. When we already hold a license that allows us to perform that work - but might professional want to hold both licenses.

Language Barrier

21. Maybe there are language issues. English should be required of the people being licensed so that when customers come in there is no miscommunication on what services need to be done. It kind of put the clients at risk.

Licensing Qualifications

22. The length of time required for licensing Barber and the cost is over excessive. Barber colleges and educational venues are price gouging their students. The amount of time to be educated in Barbering is over excessive.
23. Stop giving illegals licenses undeserved or unearned
24. not enough time to learn more than sanitation in school
25. Cosmo are truly not trained in nails , make up and skin and shouldn't be allowed to be licensed to do so. 20 hours of skin is not 500 hrs.

Limited Scope of Practice

26. Limited. Not allowing cosmetologist (current/valid) from CA to apply & pay for a specialty license - without requiring additional hours or examination. They have not

expanded the opportunities for additional licensing i.e., master esthetician, or bring back instructor licenses, or allowing estheticians and manicurists to get instructor licenses.

27. Limited. They have not expanded the opportunities for additional licensing i.e., master esthetician, or bring back instructor licenses, or allowing estheticians and manicurists to get instructor licenses.
28. New scipes

Lowered Competency Standards

29. Lowering of competency standards with regard to CA BBC testing and examination process.
30. Citing back the license requirements will bring more problems in licensee knowing and following rules
31. The new legislation lowers the bar for all of us and does more harm to the industry rather than to help more artists get into the field.
32. But worried about the lower expectations for esthetician licensing...but maybe I am being pessimistic as someone who had to do it the old fashioned way.
33. Iv heard about new state board testing and less hours needed? I feel what Iv heard about getting a license cheapens the industry
34. I'm concerned about people becoming cosmetologists/barbers by simply apprenticing. After working and honing my craft in this industry for 40 years, I often rely on my initial training at beauty college as it was a great foundation.
35. Lowers the competency standards with regard to CA BBC testing and examination process.
36. Schools are dummies down
37. scary anybody can take a picture of POT and upload it to the website. No Original needed anymore

Lowered Required Hours

38. Lowering hours for licensing is a detriment to our industry.
39. I feel the amount of hours for esthetician is not enough. I feel that offering advanced education for estheticians is warranted.
40. Not lowering the hours of training
41. you seriously got rid of LIVE mODELS for State board? That's like Colleges getting rid of SAT scores. Oh wait...Let's make America Dumber!
42. Up date the practical aspect of the licensing test.
43. They allowed the practical portion of the licensing process to be deleted.
44. The lowered amount of hours and operations. It needs to be put back to 1600
45. Lowering the school hours to get you license is a bad idea

Lowered Testing Standards

46. low standards for testing

No Feedback

47. None at moment with written test at least checking basic knowledge of profession.

48. I guess it would be the same as the answer above

49. Too many chiefs not enough Indians.

No Finance Training

50. no finance or commerce education

Outdated Curriculum

51. Outdated school/testing curriculum

Outdated Techniques

52. Teaching old fashion techniques should not be required.

53. Old methods that are taught in school and then a required portion of the cosmetology exam that will never be put into practice in a salon or barbershop need to be removed from the curriculum.

54. Antiquated procedures represented in testing forcing schools to teach outdated information about services that will likely never be offered

55. None of the testing applies much to actual services done today outside of sanitation (very dated).

Overall Effectiveness

56. The entire process makes me not want to do anything with the state. It only serves to hinder me.

57. AGAIN NOT REALLY SURE WHY YOUR ASKING US? YOU DO NOTHING AT ALL FOR US BUT TAKE OUR MONEY AND PUT REGULATIONS THAT ARE USEASS AND THEN SHOW UP AT RANDOM TO SANCTION FINES ON NEW RULES YOU MADE WITHOUT TELLING US(EYE LASH DYE)

58. All it does is give citations.

Personal Services Permits

59. For one, you have been very slow moving forward in regards to Personal Services Permits. This has been on your "agenda" for over 10 years. With so many salons having closed and stylist being out of work because of extremely slow business because of the

COVID shutdowns, once the COVID restrictions were lifted this should have been one of the emergency order to help stylist and barbers get back to work. It's already in the Rules and Regs but you haven't figured out the licensing. I was told maybe in the Spring. What's the delay?

Processing Time

- 60. It takes 8 to 10 weeks to process 1 license to long of a process
- 61. The time for training and testing may be longer than really needed, this is depending on the depth and skills of duties performed.
- 62. Taking to long for graduates to take the licensing test as well as changing the testing was not beneficial.
- 63. Again not getting enough people tested and licensed fast enough.

Renewal Notices

- 64. Renewal notices are not going out.

Schools

- 65. Having to trust beauty schools when they submit proofs of training. Lack of tools to ensure that students, licensees and consumers are protected from fraud.
- 66. I was a student of Marinello and my education was lacking while my federal student income was abused. I never received reimbursement for that experience and became severely in debt. If schools are to exist outside of college education inspect them regularly. Give these students the information they need to know their rights so that they not only attend school but complete and gain licenses.
- 67. Teachers and students with books.

Too Easy to get Licensed

- 68. The whole system has gone down the drain..... so easy to receive a license now that it really means nothing, Salon owners have to teach before the licensee can work behind the chair.
- 69. You guys have made it way too easy for anybody to get a license in a very short amount of time withinadequate schooling and testing

Turnaround Time

- 70. The turn around time. Since the pandemic and the mandatory shut down, while everyone was tightening their belts, that's when the backlog of licenses should have been worked thru since the admin aspect of the state didn't shut down.

Unlicensed/Unqualified Individuals

71. Too many unlicensed persons performing services that include Eyelash Extension, Cosmetic Tattoo, Lamination. It typically takes years for inclusion in licensing.
72. License non qualified persons

Unprofessional Exam Proctors

73. The proctors at licensing are extremely rude and unprofessional. They use the guise of "professional" to abuse and bully those testing. I've never heard of this with other california branches of licensing, but I've heard this time and time again and had my own poor experience.

Website Navigation

74. It is very hard to find information about licenses on Their website.

Licensing Weeds - Internal

Backlog from COVID

1. Having to play catch up with backlog from COVID.

BreEZe

2. BreEZe. Glitches left and right. Not an efficient program. Fixing things constantly on cashiering and licensing.

Deregulation Movement

3. Deregulation movement. More that is deregulated with licensing increases issues with public safety.

Impact of Removal of Practical Exam

4. Testing - practical exam was eliminated, and not sure how beneficial this will be in the future, but optimistic that this will be a good choice.

Lack of Licensee/Board Collaboration

5. The board is very consumer active, so there is a gap between licensing and the board. Lack of trust from the licensees to the board. The board doesn't get information out to the licensees in a timely manner and that creates a lag in licensees to make adjustments and know what is going on. Lack of activities to involve licensees to help them understand that the board's main goal is consumer safety and consumer protection.

Language Accessibility

6. Language access.

Low Pass Rates

7. Licensing passage rates, but hoping that there is a higher success rate for applicants as the board returns to normal from the pandemic.

Paper Applications

8. Number of paper applications received by the Board. This lengthens the process, can increase errors when going through cashiering.

Public Knowledge

9. Members of the public don't understand the rules and regulations and protections.

Understaffed

10. Not enough staff to handle incoming emails.

Volume of Emails

11. Board receive 300-400 emails a day and need a dedicated position to answer these emails. Volume of emails that take staff away from other duties.

Inspections Weeds - External

Appeals Process

1. the appeal process is comical.

Communication

2. clear updates, accessible communication for stylists/owners to ask questions
3. The communication is nonexistent. The board has been woefully ineffective in creating a spirit of Collaboration and partnership.

Consistency with Standards

4. There needs to be consistency with standards, laws change to suddenly and everyone is caught off guard.
5. The nails salons are getting away with murder. Makes me angry.No rules for them

6. Look at everyone equally, we follow all the regulations while other establishments that we have been in don't follow the regulations but are not fined and often skipped all-together because of race. Stop doing this!!
7. Also, everyone I know in the salon industry has been cited wrongly at one time or another;
8. Inconsistent with follow through and overall inspection.
9. unequal treatment & follow through of who is inspected or not.
10. Constantly changing the rules of what's allowed.
11. Every inspector interprets what the boards expectations are differently so it's very hard when board rules flip flop to stay on top of what an inspector wants to see
12. In my opinion the salons that you have gone to because I know many you have not done your job, I know somebody who hasn't been licensed in 10 years and has still been working and owning a salon so how is that even possible I and you guys went in to check the out the entire salon so I don't think that's the row at all that's just one example
13. Not providing enough rules and regulations when they change
14. The amount of qualifications doesn't make sense. It really should be for those who are licensed because we are taught in school on how to follow regulations and when to spot violations.
15. inconsistent citing. regulation matter of interpretation or personal preference.
16. There is no consistency in the state board unannounced inspections for shops. What may pass in one shop, will be fined in another shop. It also is at the fate of the individual inspector. I have seen some shops get by with no fines, and then some shops will have a fine on something because the inspector is in a bad mood that day. As an example, our shop got fined because our disinfectant was not labeled "disinfectant." Even though the jar had engraved in it " Barbicide." Just the fact that it said Baricide instead of disinfectant caused a fine. This is unacceptable.
17. I don't think all of the inspectors are on the same page and up to date with regulations.
18. The average barber or hair dresser doesn't understand what the inspector is looking for and how to correct the problem

Formal Inspection Plan

19. Need for a more formal inspection plan and follow through on notices.

Funds

20. Funding

Inspection Fines

21. It always comes as a money grab for California.
22. Too many fines and regulations in the inspection process.

23. It creates financial growth for itself by inspection.
24. The fines are also Way too high.

Inspection Reports

25. The ability to email inspection reports to the email in file for the promptness to address issues.

Inspector Demeanor

26. Also inspectors should not come in with a threatening attitude.
27. The inspectors are unsupportive, petty and mean. They give no guidance. They thrive on their power trip making the Licensees lives difficult and costly When in most cases people simply don't know because the board games no yearly guidance or checklists. This system is set up to cause the licensee failures
28. The inspectors should be nice people and nice TO people. I have never met a nice inspector. Zero people skills, poor communication.
29. bitter employees
30. The way the inspector's dress and look. Not professional
31. The inspectors are rude and the waiving process comes from a place of ignorance instead of understanding like other states.
32. They come in and make you so nervous that i have to literally stop my client and send them home as I'm not gong to keep cutting while some random person goes through my drawers looking for ways to fine me
33. Non professional looking inspector's
34. The fines are simply made as the inspectors day permits... If they've have a good day then you may be able to catch a break for something that you may not have known was a violation because the information is not easily accessed

Inspector Industry Knowledge

35. Even the inspectors coming in don't know what they're doing.
36. When you hire just anyone with no knowledge of our profession.
37. knowledge
38. Inspectors not well educated on services and doing inspections while there's clients.
39. Lack of experienced licensee's performing inspections
40. Non experienced individuals without diverse knowledge of salon and school operations making decisions and determinations.
41. There are inspectors who are out doing in person inspections should be licensed in the field they are inspecting.
42. Possibly who they hire and are the inspectors not only to have law enforcement background should have worked in our industry.

43. If the inspector / board doesn't understand a technology or new way, it's an automatic no.

Inspector Training

44. When you don't train the inspectors well or some are not familiar at all with our profession and are handing out penalties.
45. Lack of proper training of inspectors and them knowing their boundaries
46. Inspectors were deemed Enforcers .. Inspectors should be trained in the industry standards .. ideally they should be a licensee in the industry that they are inspecting .. they should emphasize education rather than enforce the rules and regulations
47. As mentioned previously, some inspectors need better training and need to know their own boundaries, such as not entering a treatment room while a service is in progress.
48. Lack of education,
49. inspector training.

Miscellaneous

50. Cosmos should only be licensed to do hair not everything as they are not trained to do everything.

No Feedback

51. I have never been whiteness to an inspection

Not Enough Inspections

52. Not often enough, although we've not had many infractions when they've come around, so perhaps that's why that's been the case.
53. NOT ENOUGH INSPECTIONS
54. Not doing more inspections on establishment's.
55. Not enough inspections being performed
56. Lack of inspection
57. Lack of salon and licensee's inspections being performed
58. Not enough inspections on business and no supervision of online/in home individuals working without a license.
59. Not conducting inspections.
60. Lack of greater rate of inspections.
61. not enough inspections of est.
62. Where do these inspections take place....has to be very remote areas, population of 50. There has never been an inspection of any salon in any of the areas I've lived or am presently living.

- 63. In the 5 years that I had my business, I was only inspected upon opening, and never checked again.
- 64. For some reason there is not an adequate amount of inspections.
- 65. Some nail salons have never seen a inspector

Outdated

- 66. Again archaic
- 67. Outdated criteria
- 68. Too many antiquated rules that don't make sense for modern establishments.
- 69. They are archaic

Overall Effectiveness

- 70. Horrible

Repeat Offenders

- 71. Staying on top of salons that continually have inspection issues.

Shortage of Inspectors

- 72. There is a shortage of inspectors.
- 73. Obviously you need to hire more people and pay them more.
- 74. not enough inspectors in the field
- 75. Limited employees to do them - lower pay for those who are working in those positions.
- 76. Lack of inspectors for both establishments as well as schools.
- 77. Not enough personnel
- 78. Not enough inspectors. Some establishments have never been inspected and others get inspected every year.
- 79. joke... look at how many salons and schools there are compared to inspectors
- 80. The lack of inspectors and sense that violations of must be observed by an inspector to hold someone accountable.
- 81. I personally believe there are not enough inspectors, as I see violations consistently.
- 82. Lack of people checking into issues and the way consumers have to report an issue with an establishment.
- 83. not enough inspectors. (2)
- 84. Make sure that it's not just one person carrying out daily duties - every employees should be held responsible for a particular task/area during their shift - it is a team effort - not just one person, and mangers should be held accountable by leading by example not just delegating or relying on others
- 85. The lack of inspectors

Supporting Licensees

86. Nothing. It is non-existent. The board seems to thrive on handing out violations yet it does nothing to help licensees make sure they are maintaining standards
87. Not targeting out-of-scope licensees Not targeting practicing of medicine licensees Many larger companies feel entitled to breaking the rules and can afford to pay trivial fines, but small business owners can get stuck with fines for things like not having wax paper on the table.
88. Inspectors are overdoing the inspection. Whereas business owners can lose business in the process

Unlicensed Practice

89. Checking for unlicensed personnel in unlicensed establishments

Inspections Weeds - Internal

COVID

1. COVID played a barrier to do on-site inspections. Doing inspections on a more regular basis.

Inspector Pay Scales

2. Position pay scale is not attractive.
3. Pay scales for inspectors.
4. Pay raises for the inspectors. Requirements for the inspectors that makes it difficult to find inspectors.

Inspector Requirements

5. Requirements to become an inspector are so high (require BA degree) and therefore do not have enough inspectors to cover the areas that need to be inspected.

Licensee Understanding of Inspection Process

6. People feel like they get a lot of ticketing for small things.
7. Understanding from the licensees of what an inspector is coming in to do and what the licensee should be doing in response to an inspector showing up.

Not Enough Inspections

8. Lax in inspections, lax in new establishment inspections. Areas that have not been inspected in 3-5 years.

Not Enough Inspectors for Licensee Population

9. Huge amount of licensees to cover for the whole state. Inspectors are overloaded in workload.
10. Not enough staff. 600,000+ licensees and establishments, but only a handful of inspectors. The board needs more staff as terms of inspectors go.
11. Significant vacancy rate for inspectors and have to have current inspectors travel to areas.

Number of Appeals

12. Number of appeals are very high.

Paper Inspection Process

13. Paper inspection report process, it's cumbersome and delays the whole process for inspections.

Staffing

14. More staff.
15. Staffing issue for inspections.

Unlicensed Practice

16. Rampant issue of unlicensed practice.

Enforcement Weeds - External

Board Demeanor

1. again bitter employees. I've been to a hearing it was appalling. I should never know a person on the board and then knowing that they are not respected in my industry.

Communication

2. No communication from the board,

Consistency

3. Not consistent.

COVID Response

4. You allowed a governor to shut us down and not work in an industry that is regulated by so much sanitization and you did nothing to step in

Educate on Changes Needed

5. PERHAPS MAKING SURE TO SEND OUT ADDITIONAL INFORMATION AS NNEDED TO CHANGES

Educate on Rules/Regs

6. There is a lack of education from the board to establishments. We are not even notified when rules and regulations are changed.
7. Too many chances for licensees not knowing the rules and regulations
8. The general public has no real idea about rules and regulations, and often are not aware that they can/how they should file a complaint
9. Not understanding how a barber shop operates and should be informed about new requirements such as neck dusters or sweeping the hair off the floor after every customer as people can slip on the hair and injure themselves some still don't understand that fact!
10. an the lack of continuing education of safety an regulation in this industry
11. Not enough helpful info available to protect the stylists an owners. I understand protecting the consumer but what about our protection?

Ineffective Enforcement

12. Not cracking down on the individuals that consistently operate outside their license scope ie: hyaluronic filler pens, micro needling, teeth whitening, lancets (though I wish those were allowed to be used in California) etc. it seems people get fined for trivial things and the risky service providers go unnoticed.
13. Having to many salons that are in obvious violation not be closed is unacceptable when so many salons are fined for the smallest infraction that makes no difference in client safety. I work very hard to stay compliant, and see many other salons that just count your fines as a cost of doing business and continue on. The fines they pay would bankrupt me, but has no effect on how they conduct their operations. Very frustrating!!
14. Enforcement? We aren't criminals! If we get a fine and it's not fixed by the next inspection then raise the fine! Again let me just say we aren't criminals but I do know not everyone follows regulations hence the inspection.
15. No one wants an increase in complaints/investigations, unless to actually encourage consumers to report harm.

Lack of Diligence

16. Lack of greater diligence in the area of enforcement.
17. Not enforcing the few violations you do give out.
18. Consumer harm treated as if physical harm the only cause for action. Consumers pursue insurance settlements for serious injuries and the BBC never finds out.
19. So many using dirty files, brushes etc Crack down on these things instead of dust in a drawer
20. complaints not taken seriously,

Maintain Standards

21. Afraid of someone holding up the race card!!!! This woke narrative isn't helping anybody. People know a bad establishment from a good one, so should the inspector.

Miscellaneous

22. Cosmos should only be licensed to do hair not everything as they are not trained to do everything.

No Follow Through

23. Onsite follow up. Not just send in a picture
24. No follow through. The industry has become very relaxed.

Overregulation

25. Stop being nazis!!!!!! Stop controlling our businesses and lives.

Support Licensees

26. bbc is more punitive than supportive & working toward collective state goals of each division (barbering, cosmo, esthi, nail tech, etc)
27. no support, no collaboration, and no warnings.

Unclear Fines

28. Fines are not clear enough and complete lack of fines or consequences for unlicensed individuals.

Understaffed

29. Not enough enforcers and funding to support the employment.
30. need more people on hand

31. Not enough staff.
32. too many cases per analyst that doesn't allow a through analysis. concern seems to be geared toward the "numbers" how many cases are worked and how quickly they can be closed. always processed through the same set of guidelines.

Enforcement Weeds - Internal

Appeals Backlog

1. Log backlog of appeals due to pandemic and people wanted to appeal in person. While appeal is pending, people are still able to practice. Not sure if this is good from a consumer safety aspect.

Board Authority over Unlicensed Practice

2. Unlicensed activity complaints and scenarios. Only so much authority when it comes to unlicensed activity. Nothing to discipline if there is no license.

COVID

3. Ability to take close look at violations is on hold due to the pandemic.

Understaffed

4. Lack of staff to accommodate the number of licensees. Need staff to guide the process.

Outreach Weeds - External

Board Image

1. Business owners don't want to hear from you

Communication

2. Lack of communication between the face of the Board/Inspectors
3. The lack of communication is detrimental to our industry. We are rarely updated when board regulations change.
4. Not enough communication, not enough outreach and not enough education.
5. Terrible communicating with business owners
6. I've been in the industry for nearly 30 years and have received little to no communication from the board.
7. Lack of proper communication. Lack of timely communication.
8. I've been in the industry for nearly 30 years and have received little to no communication from the board.
9. Changing rules without much notification sometimes

General

10. Everything.

Inefficient

11. Intentional inefficiency of transparency.

12. Intentional efficiency of transparency in the pre-legislative and legislative process.

Little Information

13. Not enough info for stylists

14. Lack of paper documents and be signage for salons

15. Where to get specific information!

Miscellaneous

16. Workforce

17. Overly long training period, education costs and requirements.

No Benefit to Outreach

18. Does not have any benefit for response to outreach.

Not Reaching Audience

19. Not reaching enough people.

20. Not reaching to the people who work in the industry

21. the ability to connect more to the cosmos and barbers

22. Relevant information not reaching students and salon owners as evidenced by unlicensed activity, misclassification and wage theft.

23. I've never even seen any outreach besides having to look it up myself.

24. There is no outreach. If a person wants to be involved, they must seek out the BBC. It's not the other way around.

25. What outreach? We only hear about you when you come to take our money over frivolous little things

26. There was little to no help or outreach to its licensees during the pandemic. We were suffering and the board was silent

Opt-In Emails

27. Opt-in emails

Outdated

28. terribly antiquated systems.

Outreach Funding

29. Funding

Positive Interactions

30. Not enough Board to Salon positive interaction

Public Service Announcements

31. Not enough public service announcements to inform people about the great opportunity that our industry offers.

Unaware of Outreach Efforts

32. none I've seen in the last 5 years

33. No outreach.

34. Never seen any outreach

35. What outreach? (3)

36. I never hear from the BBC. Maybe that is a good thing.

37. i believe several individuals attend outreach events but the findings are not shared with staff. Or there is no outreach program that i am aware of

38. I haven't had an outreach or help from bbc as an establishment owner.

Unclear Communication

39. lacking in straightforward communications. convoluted information; unclear regulatory decisions

40. I can't understand the minutes lol

41. Referring to new laws and agenda items as numbers with numerous links to try and find info. Just tell us what the news is and use names of topics, not numbers

42. Lack of clear communication

43. Hard to understand

44. Not clear

Unrepresented

45. Again, not having a voice to represent us

Outreach Weeds - Internal

COVID Preventing In-Person Events

1. COVID - haven't been able to attend in-person events.
2. Ability to conduct the outreach - events open in CA, being indoors again, Outreach Education committee attending larger show to answer questions and have a presence. Not being able to do these things during COVID and COVID restrictions.

Effective Reach to Stakeholders

3. Need to do more for consumers. Struggling with how to effectively reach consumers. Feels like this is holding the board back.
4. Education and outreach - reaching out to the larger community. A lot of education and outreach is being done through the schools and people in the industry aren't getting a lot of outreach/education.

Lack of Funding

5. Lack of funding resources to attend more events.

Language Accessibility

6. Language access.

Limited Outreach

7. Haven't seen much outreach.
8. There is no outreach. Very limited outreach for the licensees and consumer. Licensed for 30 years and have never seen any outreach except at conferences and big hair shows, which not everyone has access to.

Stakeholder Awareness

9. People not receiving and reading the messages the board puts back
10. Stakeholders not aware of the sunset process.

External Environment Weeds – External Stakeholders

Communication

1. Lack of communication. How is State Board regulating salon suites? They are usually locked. I should have answered this in the inspection section.

Economic

2. MONEY (2)
3. The cost of getting into the industry can make it seem impossible to join. Setting up a funding program might allow some young people a fighting chance.
4. economic

Educational

5. Educational
6. Schools procedures and training.
7. Employers won't interview an Esthi w/o a license. When it take weeks to get a letter to be able to register for an exam and then weeks to take the exam and then weeks to get the license it puts professionals and employers in a bad position
8. Education
9. Schools
10. Stop pandering to the schools who pump out unqualified and unprepared people just because they can do the bare minimum in skill but can sanitize and disinfect
11. Passing almost all who memorize the test questions and lack of skill.
12. Lack of educational and vocational-technical representation on the CA BBC.
13. The time in school requirement in my opinion is too long. A pre-test and re-test would speed the way for new and valuable workers.
14. Currently beauty school curriculum hasn't changed and has not advanced with the times.
15. Education is lacking. Every person on YouTube or Instagram thinks they're an educator.

Environmental

16. environmental
17. traffic/gas distance between State Board offices and individuals who would otherwise want to help

Miscellaneous

18. All of the above

No Feedback

19. this survey is really really dumb

Pandemic

20. The Covid pandemic is clearly a weed.

Politics

21. Political (2)
22. BBC is having to jump through so many political hoops it makes their job imposable. The alcohol industry change rules in less than a week.
23. Political factors should not be an element we the licensees should be concerned about .. self employment as a BBC Licensee is just as important as let's say a restaurateur
24. Legislators don't understand our industry. Parts of our industry are very isolated because of language and other cultural barriers. Beauty schools are not trusted partners given their oversized role in the licensing process and profit motive to keep students in school longer.
25. Stay out of politics.
26. Political environment. I have seen governors sunset the BBC twice so they can have access to the funds generated by the STRF.
27. Political, demographic and liberals believing they are the only opinion that counts
28. NOT ALL POLITICIANS HAVE CORECT INFORMATION
29. Again Keep political stuff out of our work
30. Politicians in the pockets of lobbyists are pushing through non-sensical policy changes that set the industry back and hurt the consuming public at large.
31. Wish the BBC had more power in the capitol! I know it's not your fault but our sector was closed way too long and reopening in comparison to restaurants etc didn't make sense.
32. Overly bureaucratic
33. Political legal
34. The political climate over road the board during coronavirus and many cosmetologist and salon owners lost respect for our board that we thought was here to represent us.

Social

35. Social
36. Lack of employees
37. Lack of inspectors

Stakeholder Relationships

38. Depending on who your benefactors really are, consumer or career professionals
39. Board disconnection from licensees .
40. Not advocating.
41. No communication or collaborative nature
42. awareness campaign
43. Arguments of the safety of workers and clients is constant. This should be a BBC issue.

44. Need more representation from the esthetician side of the industry it's not fair for hairdressers and barbers and 1 single manicurist are making decisions that aren't relevant to them it's not right or fair our industry is more than just hair
45. never ventured into the salon because they had no inkling as to how to compete in this industry after graduating from school
46. For many years listening to only cosmo and even doctors over actual estheticians about our scope
47. There is no stakeholder relationship with the board for the most part.
48. Get rid of fb [Name Redacted]. California Advocacy Group. She stirs up a lot of trouble

Technology

49. technological

External Environment Weeds – Internal Stakeholders

Deregulation

1. De-regulation of some hair care for salons.
2. Political. De-regulation of the professions. Politicians want to make changes, but are not savvy enough to understand the consumer harm.
3. Trend towards deregulation, need to make sure that licensees and schools understand the regulations.

Pandemic

4. Another pandemic or closures.
5. Prolonged pandemic.
6. Pandemic changed everything for the profession - shelter in place caused businesses to provide services in-home. Changed the way business operated and able to provide services. Board needs to consider where and how licensees are providing services, ensuring that health & safety codes are being maintained. Human trafficking in the field - what is the board doing to keep an eye out for this and communicating standards in a post-pandemic world.
7. Another pandemic.
8. A pandemic - licensees had to be shut down for a long time and created backlog of appeals. Another pandemic would be very bad for the industry. Recovery from the pandemic has prompted people to do more unlicensed activity.
9. COVID - staff are still telecommuting and hybrid schedules. Outreach - can't do in person events.
10. COVID-19, potentially if there was another outbreak or other health concern.
11. Another pandemic.

Politics

12. Political - never know what kind of bills that could be introduced that may impact the board.
13. New regulations or language.

Population Growth

14. Growth of the licensees. Influx of population in CA. Bill to allow refugees to gain licensure, but needs to be done in a way that's even for everyone and not creating too much of a hinderance, but also ensure public safety.

Social

15. Social - human trafficking and labor rights laws - legislature is having the board provide information to establishments regarding this. This increases the board's responsibilities that they don't necessarily have jurisdiction for.

Appendix E – Needs Comments

This appendix contains qualitative data relating to BBC’s needs collected during the external stakeholder survey and through internal stakeholder interviews.

The comments in this appendix are shown as provided by external and internal stakeholders. Comments that appear similar or on a specific topic have been organized into categories. Comments that were repeated multiple times are grouped with the amount shown in parentheses. The comments have not been edited for grammar or punctuation to preserve the accuracy, feeling, and/or meaning intended by the respondent. However, some comments were redacted to remove offensive language or personally identifying information.

Board Administration Needs - External

Advocate for the Professions

1. Also, no help was offered from the administration to broker proper handling of the pandemic response between the cosmetologists and the state government. We, the people in the salons, should have been asked to join a panel to meet with the governor and local entities. The administration should be our advocate.
2. Someone who can speak for the cosmetologist. And protect them. The board and not just be for the client
3. Support the cosmetologist not be our enemy
4. Having BBC ambassadors Not just inspectors out in the field.
5. Have more board members who are looking out for the professionals in this industry instead if the special internet groups . That want to dumb down our industry that are trying to create minimum wage jobs for their interest !
6. During the pandemic, we have all been looking for helpful information for covid relief, changing rules, insurance help, grant help, and organization with our elected officials, etc. We need advocacy.

Affordable Education

7. more classes that are affordable after graduation to enhance skills.

Better Engagement/Representation

8. More interactive videos or ways to get licensees to want to engage with the administration and feel welcome to learn and share more often
9. better representation & input that carries votes for changes from currently practicing industry specific experts
10. Representatives on the Board from CA BBC licensed schools, and educational professionals from our industry.

Collaboration

11. Work closely together with BPPE to regulate shady "training centers" that are selling Proof of Training documents without providing any bona fide education.
12. BBC has been view as a Border to be feared when one is contacted from. It should be a Board that works with the Barber/Cosmo community to help and improve. Yes its understandable that those shops and individuals need to be held accountable, but it can be done more effectively when working together.
13. Licensed professionals with years of experience in the industry who can accurately represent the licenees and understand their needs.

14. Meet with local establishment owners to develop a standard of inspection. We are trying to keep barbershops and hair salons in business and not put people out of business
15. Work with us in supplying more resources. As in; insurances, areas of loans/financial, be our voice with state matters, etc.
16. become more involved with students

Committed Staff

17. There needs to be a description of commitment to any position being offered.

Communication

18. Again, better communication. The only correspondences I receive from you (e-mail) are regarding upcoming board meetings and the agenda. Hardly ever you do send follow up with what happened or was discussed. One your Facebook page there is little if any information focused to the licensed professional.
19. More informative call center
20. More direct communication with stylists
21. The board needs to communicate with those of us that have a license/operating with the beauty industry even though you “work for the consumer/protect the consumer” we should feel like there is someone that directly represents “us”
22. I have been Licensed for 40 years, and receiving updates and information on Standards and changes would benefit all.
23. Direct emails concerning rules and regulations
24. more communication
25. To fix the weeds. Hear all complaints, have another meeting, communication can go such a long way with the community .
26. Send notices.
27. Announcing changes Within the state board regulations
28. Easier ways to find out the changes of rules per year
29. easier contact
30. Listen to everyone don't fold and follow liberals because they stir the pot more
31. hearing what people have to say for the benefit of all.
32. Better timely detailed yet simple directions and information.

Consistency

33. Give equal amount of attention to illegal operations in salon as do out side salons.
34. make your rules the same at the department of consumer affairs.

Education on Professions

- 35. more knowledge of real life problems and needs for beauty community and consumer.
- 36. Unless, the administration has worked in the real world of the beauty, industry. They have no, real experience. We need, seasoned professionals to make this board, productive.
- 37. A actual working knowledge of the everyday tasks of a cosmetologist.

Increased Diversity

- 38. Diversity of teachers

Increased Outreach

- 39. More outreach to its licensees

In-Person Meetings

- 40. Local chapters maybe. No one wants to attend a digital board meeting.

Knowledgeable Staff

- 41. Having people that work there be able to answer questions regarding changes that have happened with the new law changes with students getting out with 1000 hours, and registering for licensure

Less Oversight

- 42. Stay out of the way. End mask tyranny.
- 43. Get out of business owners business

Licensee Involvement in Board

- 44. Employ more licensee's in all divisions of the board
- 45. Employ licensee's or past examiners as Inspectors or Board Representatives to visit salons and licensee's to build communication and transparency.
- 46. Have a committee with seasoned cosmetology licensees who have experience and know what's needed for a new licensee, students are not at a level of 'know' when starting their new careers

Maintain High Standards

- 47. The BBC needs to find the balance of maintaining high standards without being micromanaging or overly controlling.

Modernize

48. Adopt more modern approach to rules, regulations and training

More Clarifying Language

49. When bbc licensees ask a question, to not only point to a section in our rules & regulations, but to also explain. Because maybe the individual read it but just still doesn't understand.

More Education

50. More education

51. Less regulatory checks for the sake of "safety" and more education for the newest services and treatments instead of coming from a position of hindrance.

52. Proper education at all levels in every area of the beauty industry. Proper testing to make our industry have a standard.

53. Needs a rigorous hands on portion before licensing. As well as including all textures.

More Professionals on the Board

54. More licensed active professionals to assist in decisions

55. Have more individuals that are active and deal with diversified hair, skin, and nails on major decisions that affect the professionalism of the industry

More Staff

56. More inspection staff

57. More examiners, more investigators because there are WAY too many hazardous salons that are still open today and it shocks me why they haven't been investigated. Also it's the bbc's job to inform the consumer how it should be like getting a perfectly safe and hygienic service and what to expect and to report anything uncleanly

58. More people in the education implementation

Newsletters

59. I would like to see a monthly newsletter.

No Feedback

60. No

61. I'm not sure.

Positive Support to the Professions

62. As soon as the inspector comes into the salon the licensee becomes concerned of being find On a regulation they were unaware about. Positive support.
63. How about more personal interest and interaction with those of us working behind the chair, aside from just doing inspections and looking for offenses to fine??
64. We need more trust in our education and approval from the Board to treat our clients with more options as other states do (some with lesser education requirements)
65. stop having salons fear you
66. Open minded to fostering growth of esthetic community while still ensuring safety. Consumers are asking for the services you prohibit us from doing which ultimately puts the consumer in more danger when they try to do it themselves or go to shady establishments that offer it illegally
67. Get out in the field and really see what is happening. The BBC completely let me, my business, and my employees down over the last 2 years.
68. I think it would be beneficial for the board to have some focus groups and get back in touch with the reality of what is going on in the salon world other than corporate. Not all of us are a fantastic Sams.

Providing Information

69. Again ... providing all barbers/cosmo's with info to help make there work and services better. Providing continued information and any possible continued education that may be helpful.

Timelines

70. Commitment and timelines

Transparency

71. More transparency

Updates on Curriculum

72. Updates for Cosmetology school programs, to have all the needed information for updated curriculum in2022,
73. Updates education and testing curriculum.

Board Administration Needs - Internal

Back to the Office

1. Get back to normalcy, such as back in the office, and less restrictions to work as a team and accomplish their goals. Get rid of backlog. Potential to get more staff and assistants.

Improved Software

2. Better software to track things - project management and inventory.

Increase Inspector Funding

3. How they distribute and do the funding for inspectors pay. Needs to be increased.

More Productive Telework

4. Outside sources to help the board be more productive with telework and processing work via telework.

New Appointments

5. Board is going through changes, such as increasing the number of members. Right now the challenge is getting the new appointments in order to meet quorum.

Reallocate Staff

6. More staffing and reallocation of resources from no longer requiring practical exams. These resources would be wasted if the board cannot find new places for these people due to their expertise. Loss of institutional knowledge. Need better way to re-organize resources given the changes to legislation and how the board does thing.

Staff Accountability

7. Continue to hold staff accountable for office guidelines and procedures.

Training Opportunities for Board

8. Need more training for board members. Better internal training, especially when it comes to the enforcement process.
9. Continuing to look at training opportunities outside of SOLID that can be tapped into.

Legislation & Regulations Needs - External

Accessible Meeting Dates/Times

1. I believe there should be quarterly meetings set during hours most salons are closed for cosmetologists, barbers, etc to meet with the administration to discuss/implement industry legislation and regulation. For example Sundays or Mondays from 9-6. The meeting dates and times should be emailed to EACH cosmetologist and salon.

Accountability

2. way more accountability.

Be Proactive

3. Taking a more proactive approach rather than waiting for Sunset Reviews.

Business Training

4. business training, understanding finance and commerce

Clarified Language

5. School legislation clarified
6. There should also be a summary of the laws and regulations attached to the lawyer drafted codes. They are extremely difficult to understand for the lay person.

Collaboration with Licensees

7. More input from licenses
8. More interaction with licensee's
9. More interaction with licensees Will enable them to know it's really going on out in the field. The BBC has an ivory tower syndrome
10. More professionals in the areas of legislation, so that there are more of our voices heard. Maybe up wages and offer incentives for people to step up.
11. More communication with Salon owners on what is new. Trying to find the new rules during Covid was terrible,
12. WORKING WITH THE COMMUNITY COSMETOLOGY SCHOOLS AND LISTENING TO THEIR SUGGESTIONS
13. Voting from licensees on decision making, not solely up to the board.
14. More licensee input.

Communication

15. More direct communication of the Board's activities and changes as well as input from the membership would allow us to feel more connected and informed for answering client concerns.
16. Clear communication with stylists/workers

17. Hear all. Complaints have meetings communication goes a long way with the community.
18. I would think to address issues locally and listen to the needs of that area. Not to have so much big government in the Salon, owners and stylists need more input in caring for their clientele.
19. Continue to listen to us. Allowing us to dermaplane has helped boost our incomes significantly.
20. Updates of regulation changes to each licensee

Consumer Safety

21. Consider how consumers are most likely to be harmed and gear laws to prevent.

Continuing Education

22. Education licensed people even after years of being licensed it's good to have a refresher or even updated rules to be explained
23. after so many years of having our license we should have to come back in and retest there's so many salons out there that are not following current rules and regulations that we should have some type of continuing education requirement to renew our license all other fields do electricians do plumbers do why do we not as cosmo, barbers, Aestheticians and Manicurist

COVID Response

24. Better understanding of shutting down through a pandemic

Develop Standard Inspections

25. Meet with business owners and develop a standard inspection for the industry

Education Hours

26. The BBC changed the class times for students going into the cosmetology field. Less class time less education, no hands-on test, you just sent a message that if you pass the written you should be able to do your job. That is just so wrong.

General

27. Come back full circle, Reset and take a stand on what's right for the industry.
28. regulate licenses

Include Experts

29. inclusion of practicing experts about real time, 'on the ground' feedback about technologies, tools & treatments that are here to stay
30. Using REAL industry knowledge with individuals with real life experience.

Increase Scope of Practice

31. Make room for vajacials. Super important to women especially women of color who face concerns over hyperpigmentation & ingrown hairs
32. And additional hours in the esthetics program As well as micro needling
33. We need to change the laws around the types of treatments we can do to allow us to grow more and make more money.
34. considering new techniques and updating laws to be more specific.
35. Allow new procedures to be approved for Esthetician Scope of Practice to align with what other states allow. California is supposed to be a state of innovation and the limits on our scope put us behind the times
36. Create pathways to expand scope of practice to allow us to advance our careers

Infection and Sanitation Procedures

37. If BBC mandates Infection Control, Sanitation protocols, they should take that into consideration when there is need, such as Pandemic. We have excellent Standards and Procedures.
38. Protocols in the workplace are important for businesses to retain employees, Businesses also need to be extra compliant in regards to cleanliness - however it should be a communal responsibility- we are all humans and capable of cleaning up after ourselves (ie) in public restrooms (ie) there should be universal laws that guide everyone to Do Their Part. Not rely on a janitor - we should abide by the golden rule
39. Regulation when entering a business for inspection for sanitation and health & Safety The establishment should have one warning before having to pay an automatic Fine

Instructor Training

40. Bring back the instructor licensing for each area, in addition allowing for esthetic and manicure instructor licenses.

Keep Licensees Informed

41. It would be helpful if there was a newsletter informing us of upcoming legislation and changes in regulations, as well as, a timetable for both so we could be actively engaged and supportive of the Board.

Language Translation

42. Translation in diferente lenguajes to meet community needs

Levels of Licensing

43. maybe levels of licenses. For instance, a fresh out of beauty school person would have more limits than someone who has held a license for over a decade and/had multiple years of job experience

- 44. Allow skill levels to perform and be lucrative in this highly taxed and regulated state.
- 45. Other certification available for textured hair practitioners/braiding specialists that doesn't detract from the overall licensing process.

Limit the Scope of Practice

- 46. Cosmos should only be licensed to do hair not everything as they are not trained to do everything.

Modernized Regulations

- 47. It needs to modernize regulations. We should be able to perform more services legally. with tele-health, clients have doctors in demand if there is any issue. We need to be able to perform higher treatments.

More Employee Issue Resources

- 48. More info on how to deal with employee issues like harassment in the workplace and programs to help everyone feel open to seek counsel or professional guidance

More Salon Visitations

- 49. MORE SALON VISITATIONS TO ENSURE SALONS ARE WORKING UNDER THE BOARD'S BYLAWS

Opt-Out Approach

- 50. Automatically enrolling each licensee when license is earned. Giving an opt-out approach instead of an opt-in.

Overregulation

- 51. Stop over regulating.
- 52. less regulations.
- 53. Need to focus on continuing to educate potential licensee's but stop over regulating over the professional, licensed Barber
- 54. Reduce legislation and stay out of business owners wY

Practical Exam

- 55. Tints and microneedling along with the practical
- 56. We need a practical test!

Regulate Proof of Training Mills

- 57. The Board needs to have autonomous authority and ability to regulate Proof of Training mills that are not actually training any of their students. The Board also needs the resources at its disposal to be able to look into the veracity of the credentials from

abroad furnished by applicants looking to get licensed without obtaining any training domestically.

Represent the Professions

- 58. Protecting the cosmetologist not only the client. Legislation does not think of us as career people.
- 59. Represent us and allow us to flourish.
- 60. Acknowledge
- 61. More real representation from those of us that hold and operate with our license actual allow us to decide if what “we” want
- 62. Hire a business person and be on our side
- 63. As with any position of authority, there needs to be a diversity of its members to be effectively making change, so manicurists, barbers, cosmetologists, and estheticians should all be currently on the Board and currently working with a current license in the field.
- 64. Intelligent, licensed spokespersons.

Revisit Laws

- 65. It needs to re-visit laws around hindering employers and practitioners ability to make money
- 66. Comprehensive review of all legislation/regulations affecting BBC licensees to identify areas of concern, or conflicting and outdated information.

Saturation of Licensees

- 67. Explain the over saturation of licensee's

Simplify Specialty Licenses

- 68. Expansion of the following: Allowing already current/valid CA cosmetology (or barber) licensees to apply for a specialty licensee (esthetician or manicure or both) by simply applying with the application and fees. No further education or testing required for in-state licensed professionals. Licensing Makeup Artists as a specialty (similar to the new ""hairstylist"" license).

Stricter Regulations

- 69. Being stricter with regulations as a whole.

Support Licensees

- 70. Better knowledge about the real life issues and work conditions of beauty industry workers and salon owners.

71. I think they could really help establishments recruit and help the industry grow with some new ways of working with the establishments and practitioners. Also get more people into the industry.
72. Someone needs to speak up for the cosmetologist. Legislation they don't care about us
73. Be pro- business while allowing for safety of the public

Transparency

74. Maximum degree of transparency.
75. More transparency

Legislation & Regulations Needs - Internal

Conservative Approach

1. More conservative approach. focus on pieces that greatly impact licensees.

Continuous Review of Regulations

2. Thorough review of all regulations for updates should be an ongoing process.
3. Continue to look at regulations and make changes to better protect consumers when needed. Many regs are old and should be reviewed.

Educate Legislators

4. Better education to members of the legislator.

Fill Vacant Positions

5. Filling the regulations analyst position.

Increased Participation

6. Closing the gap of outreach and getting more participation with Leg/Reg. Industry board members to provide more insight from the industry to help move things along. Get more feedback.

In-Person Meetings

7. Getting back to in-person meetings. This will be a big morale booster.

Proactively Keep Stakeholders Informed

8. Keeping the stakeholders(licensees and schools) informed during sunset and during conversations of legislation. Unless they are clued into the lobby groups, these

stakeholders are missing out on the conversation and important changes. May need to have more affirmative informing the stakeholders of legislative changes.

Regular Meetings

9. Regular meetings would be helpful. Matter of working out post-COVID world with travel arrangements and committee members able to make it to meetings.

Simplify Process

10. Look at new technologies and look at other areas that could be simplified or condensed.

External Licensing Needs - External

Accessible Education

1. Stream line the educational process, make in person training time less, make classroom time internet accessible.

Advocate for Licensees

2. Perhaps using media to highlight the industry itself, interviews of owners and workers to encourage new applicants. The variety within the industry that people might not know about.
3. Become our advocate not the public
4. Consider the cosmetologist. You need to protect them
5. Helping or offering career services like potential job leads or resume / portfolio workshops could help those who have just received license to gain employment, which would keep us paying to renew our license.

Better Education Standards

6. Required better quality education standards.
7. school and exam regulations
8. Raising the competency standards with regard to CA BBC testing and examination process.
9. Incorporate more skin of color training in its schools.
10. Less time in total training to become licensed, testing will reveal the need for more training or not.
11. Extend requirements to include conducting a business and professional approach as a partner in the overall industry.
12. More personal or better management on time to aprobe a license
13. Better management and training

Blood Borne Pathogen Training

14. have blood born pathogen training included in our education in schools

BreEZe Updates

15. Breeze display when establishment licenses are restrictive for fines or other disciplinary action that prevents them from hiring apprentices

Exams

16. Clear and quick scheduling of exams and license upon passing or allow temp license until permanent license is issued
17. Updating the written part of the licensing test.
18. Maybe allowing testing to be virtual.
19. More testers...maybe review exams every few years/ten years?

Easier Tracking of Licensing

20. An easier way to keep track of license information for consumers and licensed workers.

Include Personal Services Permits

21. From previous comment: For one, you have been very slow moving forward in regards to Personal Services Permits. This has been on your "agenda" for over 10 years. With so many salons having closed and stylist being out of work because of extremely slow business because of the COVID shutdowns, once the COVID restrictions were lifted this should have been one of the emergency order to help stylist and barbers get back to work. It's already in the Rules and Regs but you haven't figured out the licensing. I was told maybe in the Spring. What's the delay?

Instructor Licenses

22. Bringing back the instructor licenses and expanding upon that by allowing esthetician and manicure instructor licensing to open up the field for more highly qualified teachers in their discipline.

Involvement with All Stakeholders

23. The board should be in contact with all of its stakeholders not just the major players that are in multiple salons and pay minimum wage to hairstylist.

Keep Schools Informed

24. informing schools of best teaching tools for new law of no practical exam

Language Accessibility

25. Require reading and writing skills in English also.

Licensing Standards

26. Implement a regulation that makes those who carry a current license in the industry to work only in licensed establishments. Not in home based or residential businesses.

Limit Scope of Practice

27. Cosmos should only be licensed to do hair not everything as they are not trained to do everything.

Lower Application Fees

28. Either a lower cost for the license, or a longer time between renewal. Other States have longer times between renewal. The way it used to be, Barbara's only had to demonstrate a shave and a haircut. Now shaving is practically non existence in Barbershop's, and there's no need to learn to do colors or perms. It's all just to add an expense that is not needed.

Maintain Standards

29. You need to restructure and to make our industry more professional, if you can get a license in 3 months with very little education and a very easy test, everyone will be licensed and you will be putting a ton of people in jeopardy not to mention prices would obviously go way down because it's not professional anymore

30. Needs to keep it at 1600 hours and not taking out anything from the curriculum. Adding barbering technique would be a plus

31. We need need to be held to a higher standard than, social media "training".

32. Should have to put 1250 hours at Barber College must have a license to work in a Shop No apprenticeship training in the shop before you take the state board examine

33. Training hours should not be lowered and increased in sanitation

34. Don't lower standards.

35. Speed up the testing dates and make sure candidates actually know more than sanitation and disinfection before they are allowed to touch the public.

Mandatory CEU

36. consider mandatory CEU's, like most licensing boards do, but also add in modified hour certifications for some aspects of the industry that allow braiding, styling, etc, but have the sanitation/sterilization/ client safety protocols that the overall barber and cosmetology licensees have to learn with consumer safety in mind.
37. Every person who holds a license should have to renew with proof of hours of work or schooling every 2 years.
38. require Continuing education to renew your license in all areas of barbering and cosmetology
39. Required continuing education to renew your license

Micro-needling

40. microneedling along with tints
41. Needs to bring back microneedling

Miscellaneous

42. Schools

Modernize

43. Getting with the 21st-century getting rid of the 1950s. After several months of being in cosmetology school cosmetologist students should have to intern at a salon for at least 30 days. And then return back to school for OSHA Health and sanitation
44. Adjusted rules and regulations to reflect modern practices
45. You need to look into the modern salon and times. Sanitation is super important OSHA is important the protection of the hairstylist and clients are important

More Data Reports

46. Collecting & reporting more data on licensees, including state of residence, multiple licenses held, ethnographics, etc.

More Hours

47. Bringing back the 1600 hours
48. The amount of hours for estheticians and hair stylists should be more, so to be better prepared for success

More Testing Sites

49. Maybe a few more testing facilities
50. Testing sites.

No Feedback

51. Do

Post-Schooling Courses

52. If there is something that someone does not know how to do after getting their license then there should be post-schooling courses that they could add to their licensing should they want to take up something else in the industry.

Practical Exam

53. Require a practical examination

54. PRACTICAL EXAMS

55. making Practical exams required still.

56. Revert back to having a practical portion of the exam,

57. To bring back practical tests.

58. BRING BACK THE PRACTICAL EXAM AND REMOVE THE WRITTEN

59. Practical (2)

60. Practical testing for licenses

61. Live models? Actual testing. These girls are graduating with ZERO knowledge!

62. Bring back an updated practical exam

63. Needs to bring back the practical

Renewal Notices

64. Send out renewal notices.

Satellite Locations

65. Satellite locations would be helpful for licensing.

School Availability

66. Why is it we need to use "seed, weed"? We have a need for more schools in areas that are in need of people learning a skill in this field, the need for availability of schools in all areas!

School Oversight

67. School inspections

68. more oversight of schooling.

69. Regular the cost of schooling an require more proof of what the school are teaching

70. Each school to give state board exam or rep to give exam at schools

Seek Feedback

71. Talk to the current licensees

Specialty Licenses

72. Make cosmetology for hair have its own license for hair only
73. Allowing cosmetologist (current/valid) from CA to apply & pay for a specialty license - without requiring additional hours or examination. Providing the opportunities for additional licensing i.e., master esthetician, or bring back instructor licenses, or allowing estheticians and manicurists to get instructor licenses.
74. The ability to let cosmetologist apply for specialty licenses (i.e., Esthetician or Manicurist) when we already have a valid/current CA license without additional course work or testing. When we already hold a license that allows us to perform that work - but might professional want to hold both licenses. This is ridiculous when we are willing to pay the fees for both licenses (similar to holding an instructor license). Which should be brought.
75. A separate license for lash artists
76. To allow speciality schools that specialize in just one area like Aestheticians manicuring or just cosmetology

Support Potential Licensees

77. Maybe setting up a scholarship or low interest loan program would allow those with financial hardship, a way into the industry. Setting up a program in prisons for the possibility of work after time served. A way to work off the cost of materials at the school.
78. More cross marketing opportunities for individuals to gain experience in the work force per their license /field
79. Starting to get more people involved in the industry and encouraging more people.
80. More exposure of educational opportunities for all - especially at risk youth - to offer / entice them / encourage them to seek an outlet to their current situations
81. Going to schools and educating soon to be licensed individuals on how to pass state board even doing monthly or weekly Mock state board to prepare them for the actual state board exams.
82. Create protocols in mentioned inclusion of services and licensing.

Update Materials

83. Updating the learning materials and educating process with the training sites

User-Friendly Website

84. make the website more user friendly.

Verify Credentials

85. Form a new department or task force that can be effective in verifying applicants' foreign credentials that are furnished in lieu of domestic training/education.

Licensing Needs - Internal

All Online System

1. Going all online. Lots of applications are currently mailed in and have to be processed with Cashiering at DCA. Would make things more efficient to be all online.

Better Software

2. Better software. Software that was more easily able to alert staff on applications that need to be expedited.

Community Focused Information Sharing

3. Need community-focused information sharing such as newsletters or WeChat. Exploring best ways to reach people in different communities and get them the exact language materials they need.

Educate on Online Processes

4. Educating students and licensees on how to use the online process for submitting applications for renewals, address changes, name changes, etc.

Improved Licensee Communication

5. Better communication with licensees.

More Language Accessibility

6. Making items available in other languages. Would be helpful to have people dedicated to language access and a liaison for licensees. Have a way for people to ask for this information and be able to get it easily.

7. More outreach for people to understand the rules and regulations for the regular business owners and people who are English second language. Need better understanding for compliance of the law.

8. Need to continue improved interpretation, especially when it comes to the Latino and Asian communities. Would like to see improvements to accommodate for different dialects.

More Resources for Schools

9. Licensing requirements - giving schools/programs more resources on how to get licensed and the rules/regulations to individual students. Written guide or plan to make sure everyone has the same information at the same time.

More Staff

10. Fill the vacant positions to alleviate the high-volume workloads.
11. More staff.
12. Need additional positions to handle the increased workload. Currently the board is receiving 200-300 emails per day and is taking time away from staff to do other work. Need dedicated position to help assist with the tremendous number of calls being received. New license types are also increasing the workload on staff. Having to develop procedures to administer license.

Open House

13. Yearly or bi-annually activity with licensees to meet the board - like an open house.

Review Pass Rates

14. Moving through implementation plan that includes reviewing passage rates for students. Low success rates are seen in terms of apprenticeship programs, especially focused for Spanish-speaking students. Would like to see more focus on seeing why there is low pass rates here.

Inspections Needs - External

Communication

1. Need easier to read to the point letter and rules. It's too wordy and looks like an attorney wrote it we can't understand it.
2. better communication
3. Communication with the owner or manager and a follow up of 30 days.
4. having an advanced CRM type system that categorizes concerns, complaints, violations, etc; more efficient inspection process per county & City
5. Fresh knowledgeable individuals. Friendly and actually have a sense of customer service. Treating our industry like the medical industry. You don't just walk in to open heart surgery.
6. education, clear updates, accessible communication for stylists/owners to ask questions
7. Inspectors are often nasty, mean and rude and that's just when walking in the door. A little kindness goes a long way. Stay out of the drama that happens in establishments,

too often the inspector inserts himself into the drama and fines accordingly and that's not fair.

8. Inspectors should be required to take a class on interpersonal communication.
9. There's no need to scare a salon with inspections. Simply come in and communicate and see if everything is going well.
10. Visiting shops to make sure they are in compliance with regulations and having sheet when inspecting shops of new compliance laws handy not everyone is computer literate!
11. Need Easier way to get information about rules and regulations
12. inspectors' need to announce themselves when they enter the shop.
13. To not be so clueless that a shop will have hair and not hair free. Not hold the owners responsible for booth rentals inspections.
14. Re write make clear actually in the area of the Covid pandemic. None of us even know if there are still rules or not.

Consistency with Inspections

15. Holding fast cut corporate salons accountable for for the unrealistic expectations the place on stylist. Cleaning take time and should not be rushed.
16. The last few times I had an inspection, beyond 7 years ago, each inspector had different opinions on what constituted a reason for a fine/warning. We were following the current written cleaning rules and the inspector added things they said we should be doing. One said our labels had printing that was faded (those labels were clearly legible and easily readable). One said we needed to hang our clippers under the counter and another said to keep our clippers in an enclosed container. We were working in a children's salon and needed to keep clippers up and away from curious kids so we had them hanging high above the counter.
17. MAKING SURE ALL SALONS ARE WORKING IN A POSITIVE SANITIZED ENVIRONMENT
18. Inspectors should not be "citation happy" but give citations when they are actually deserved.
19. Have consistency between establishments. What one shop will be fined for, will be passed over in another shop. Example, our shop was fined for an infraction. The owner went yo State Board and appealed it, which was a 3 hour drive, and a days lost wages. They reversed the fine, But the time and money lost for this was unrecoverable.
20. Look at everyone equally, we follow all the regulations while other establishments that we have been in don't follow the regulations but are not fined and often skipped all-together because of race. Stop doing this!!
21. Inspect all salons not just small business loans but also these large chain salons check IDs put pictures on the licenses to ensure that the person who is providing service is truly the person licensed

22. Inspect all salons not just small business loans but also these large chain salons check IDs put pictures on the licenses to ensure that the person who is providing service is truly the person licensed
23. make the rules the same for the department of consumer affairs. they issue fines for things that
24. more efficient, consistent, fair inspections.

Decrease Fines

25. Less expensive fines.

Educational Approach

26. ideas to stop the same recurring issues.
27. More educating licensees on changing regulations.
28. For state board to not treat us like criminals. Being more helpful in making sure we are a safe and clean establishment is better than being a bully and wanting/expecting to find something to write up or fine us for. State board needs to work with us not against us.
29. More education to owners and more personnel
30. Stop just showing up to shops to give citations, make it more productive in helping shops staying to date on the latest information, regarding rules and regulations, and maybe continued education.
31. Just dont write citations for small I fractions, but educate licensees and give warning.
32. No need to write people up. There's only I need to make sure that Salon is functioning right. Give them a list of all the things that weren't right and then make sure you come back within 30 days to make sure those things are done. That would be a good inspection. If you inspect a salon that is 100% not up to standards then shut them down until they get up to standards
33. I believe that more inspection would be helpful for increasing safety and confidence in the public. A sticker that is displayed and not making a problem a financial expense but a teaching experience. Why is cleanliness a safety issue.
34. More inspections, but focused on sanitation and safety, update ridiculous rules like tweezers and spoolies can't be kept together
35. More gentle approach
36. I'm not sure punishing as part of inspections is the best way to help people change their behaviors. When errors are found, use the opportunity to teach better hygiene.
37. Don't do them unless there is a complaint. You just make people afraid and discourage business. Give warnings instead of fines. Everything hinders us.
38. The board should be going out of its way to make sure that every establishment has the tools necessary to easily pass inspection and avoid unnecessary fines.

General

- 39. Conduct inspections.
- 40. Acknowledge of their job
- 41. Be reasonable. Use common sense

Grace Period for Corrections

- 42. Allow more time for grace for correction for minor violations in regards to inspections.

Hold Schools Accountable

- 43. Make us competitive to other states and allow us to make money instead of constantly taking away. Hold the schools accountable for their lack of training for services. They only teach enough to pass state board who checks for just sanitizing and disinfecting... Which amounted to nothing during the pandemic. It should have been our time to shine with the updated protocols directed from the state.

Implement Grading System

- 44. Maybe Salons should have a Letter Grading system like Restaurants?

Improved Training

- 45. Better training to recognize the most potentially harmful violations.
- 46. I believe the inspectors need to be trained better and not have an authoritative attitude. They are here to find salons for mistakes and not act threatening.
- 47. More train-the-trainer- positions
- 48. classes
- 49. Employ inspector who are consistantly aware of rules and regulations while being approachable with salon management and stylists.
- 50. More locally trained staff.
- 51. Train inspectors to not show favoritism or discrimination in regards to inspections and hold them to those standards.
- 52. MORE EDUCATED INSPECTORS TO CITE THE WRONG DOINGS IN SALONS

Inspection Reports

- 53. We never receive a copy of an inspection report when it happens to make the necessary correction promptly, which will avoid future findings and fines.

Interactive App

54. Maybe an interactive app that businesses can use on both a daily / weekly/ time based basis that provides reminders / updates that pertain to each particular type of business,. Catering to both independent sole proprietorships to LLC s, to corporations/chain businesses

Miscellaneous

55. Cosmos should only be licensed to do hair not everything as they are not trained to do everything.
56. Undercover

More Inspection Information

57. Maybe information available about when an inspection is expected or on how to file for an inspection

More Inspections

58. More inspections,
59. More inspections, with adequate fines to discourage further violations.
60. more frequent inspections
61. more inspections
62. Greater rate and frequency of inspections.
63. More inspections to increase awareness of the need for diligence and record keeping that is real to protect everyone involved in healthy businesses that people trust.
64. Would like to see more consistently in the board going out and checking into establishments.
65. NOT ENOUGH INSPECTIONS
66. needs inspections more frequently
67. Greater rate of inspections.
68. I'd like to see every salon and barber shop checked once a year with a sticker displayed for client confidence.
69. More inspections.

More Inspectors

70. More inspector's (6)
71. MORE INSPECTORS
72. I believe we need more inspectors
73. More inspectors are needed.
74. not enough inspectors in the field

- 75. Increase or hire more employees to do them - increase the pay for those who are working in those positions.
- 76. More inspectors, especially at the school level where many of these "bad habits" are taught/maintained regarding environmental cleanliness.
- 77. More investigators and lower qualifications to become an investigator
- 78. Waaaay more inspectors
- 79. Needs more inspectors and more ambassadors in salons
- 80. need more inspectors
- 81. Hire more inspectors
- 82. Use the money for fines to finance the salary of more inspectors.
- 83. More inspection staff
- 84. More inspectors with protection from the state so they can do their jobs correctly without fear,

No Feedback

- 85. See above.
- 86. See above

Practice Inspections

- 87. Maybe salons can schedule "practice" inspections/ or walk-thru's for their own education and corrections

Qualifications to be an Inspector

- 88. Employ experienced and past examiners as Inspectors or Board Representatives to visit with salons and licensee's to promote communication and transparency.
- 89. Hire more cosmetologist /barbers that are retired to inspect and lower qualifications.
- 90. Inspectors need to be licensed in the field they are inspecting, not just frightening cosmetologists with the threat of losing their license and/or being fined for violations.
- 91. Inspectors should be hired within the salon industry. For example, hairstylists should be hired as inspectors for hair salons.
- 92. Aloe Cosmo to be inspectors an
- 93. Should lower the qualifications of an inspector. Hire more retiring cosmetologists / barbers who have real experience.
- 94. inspectors should have a beauty or barber license
- 95. Allow Licensed cosmos to apply to be inspectors even if they don't have a law-enforcement background as long as they have maintained in good standings with the board
- 96. Also the qualifications it takes to be a investigator for the bbc. You would think it would be a licensed cosmetologist that has an aspiration to keep the consumers safe but

apparently only law enforcement is qualified. More jobs for the bbc need to be accessible and talked about and since the qualifications to be licensed have been lowered, so should the qualifications to be hired as an investigator.

97. Hire more experienced individuals without diverse knowledge of salon and school operations making decisions and determinations.
98. To allow license cosmetologists and barbers to also be inspectors I understand the aspect of having a law-enforcement background but I also feel those of us who is Licensed barbers in cosmetology especially cosmetologists cause we're licensed and everything should be able to go in and inspect salons and critique and put in better enforcement if it wasn't such a strict guidelines for having to have a law-enforcement background we might have more inspectors therefore we would have less salons in violation because we have more inspections also feel like we need a better apprenticeship program for Manicurist also believe that it's not fair that we cannot open any type of an educational schooling that specifically focuses on whether be aestheticians or manicuring that you have to have a school that does both Cosmo and either Nails or aesthetician believe that we could make a big difference in this industry if we allowed more education in individual areas
99. Allow cosmetologists who have been licensed and active in the industry (with proof by filing taxes) to be inspectors
100. Lower qualifications and open a lot more positions for investigators. Not only would it be effective but the consumer would be more safe when getting services
101. inspector must have a barber cosmetology license Give a pink slip warning for first offense regarding sanitation
102. to modify the standards in order to be an inspector I believe that requiring a law-enforcement background is steep and I understand it to appoint but I also feel like if a Cosmetologist has been license for X amount of years and can prove they have been active in the industry by showing proof of taxes filed for say five consecutive years they should be able to apply to be an inspector

Schedule Inspections

103. Surprise inspections seems as though you don't trust licensees with basic ideas such as sanitation and storage - but turning a blind eye to out of scope practices and people doing services without a license
104. Scheduled inspections
105. Set inspection appointments with new businesses with out the threat of fines but more to make sure establishments are up to code, because mistakes happen. (Like the fire department when doing my fire inspection). Then they can come back and if things are not up to code then fines can be given
106. Make appts before inspection.
107. Perhaps warning the salons that there will be an inspection. Give stylist time to clean the equipment and stations and stop playing gotcha.

108. Also it would be nice if they made an appointment before doing inspections because it upsets the clients as well. I know in the past even when there were no fines to be given the inspector has sat and waited until something happened, but when a stylist is so nervous they're more prone to a mistake. Also when inspectors just walk in and walk straight to your back room and you think you're being burglarized. It's extremely upsetting and causes shaking and adrenaline rushes.
109. They need to stop interrupting people in service to do an inspection - maybe you could allow scheduling, this is our livelihood.

Unlicensed Activity

110. Locating establishments operating without a license.
111. More efforts to find unlicensed workers to protect consumers.

Inspections Needs - Internal

Clarify Severity of Violations

1. Continuing breaking down the inspection list into different categories to help differentiate between lesser and severe violations.

Education on Inspector Roles

2. Making sure that the inspectors are actually inspecting things that are pertinent to consumer safety.
3. Education and outreach of the roles of the inspector and inspections.
4. Be helpful to have people who know the day-to-day of salons to help the inspectors know what to look for. Have write-outs to help the inspectors understand what the day-to-day operations are.

Increase Inspector Pay Scales

5. Cal HR increasing pay scale for inspectors.
6. Pay raises for the inspectors.
7. Pay scales of inspectors need to be increased and be more competitive to draw applicants to the positions.
8. Figure out how the salaries may work to increase salaries for inspectors to draw more people to the positions.

Mobile Inspection Report Process

9. A mobile inspection report process to input while they are on the field to cut down a week's worth or two of time inputting the report. More inspectors.
10. Inspectors need to move away from paper and pencil to more automated processes.

More Frequent Visitations

11. Visit more often than currently do, especially for repeat violators for a consumer safety aspect.

More Inspectors

12. More inspectors. (3)

More Training

13. More training/additional training for inspectors offered by the state - Unconscious bias training, customer training, what to recognize for human trafficking training. Safety training for inspectors - tactic training.

Post-COVID Changes

14. Looking forward to see what changes are made to change inspections in a post-COVID world.

Revised Inspection Sheet

15. Inspection sheet needs to be revisited.

Utilize Social Media

16. Utilize the social platforms more. Use tiktok or facebook to get the information out to the industry and promote public safety.

Enforcement Needs - External

Consistency

1. More consistency.

Decrease Fines

2. smaller fines

Educational Approach

3. Just be clear and give ppl the opportunity to make things right - everyone deserves a chance to learn and do better
4. don't punish people, teach them how to improve their businesses.

5. Education. A fair system with educated employees that love the beauty industry and only want to make it better.
6. TO MAKE SURE ALL SALONS UNDERSTAND WHAT NOT TO DO IN A WORKING ENVIRONMENT
7. When entering a shop to explain what is needed to be updated. And explanation of why!
8. Check identification to licenses Work closely with labor board Give opportunity to fix issue
9. More accessible education for licensed individuals who have been licensed for 5+ years
10. That's all you do is enforce How about educate
11. Education for establishments is lacking. In-salon training should be offered/mandatory every 2-3 years. Also monthly emails should be sent.
12. Allowing corrections that make sense and not about collecting fees. Especially during the waiving portion
13. They need to give more grace and guidance
14. It should be about allowing the corrections -that make sense
15. Salon owners need updated rules and regulations offend

Effective Communication

16. More effective communication with salon owners and suite owners.
17. Communication to the licenses
18. Honesty.
19. More helpful

Enforcement Against Unlicensed Practice

20. Enforcement on home based businesses operating illegally
21. Address the the illegal operations happening in our industry out side a licensed establishment. Crack down on those that are operating with licenses out of homes.
22. In the world of social media, the Board should be taking down names of individuals who are practicing without a license/ advertising services who are not yet licensed. Most of these individuals are working out of a home and only advertising on social media. These are not the people we need trying to get a license later, or working as students.

Explanation of Enforcement Process

23. Better explanation of the process for licensees and consumers. Legislation to require reporting of settlements over a certain dollar amount. A forum where expert consultants can provide feedback to analysts to improve the investigation and directed inspection process.

General

24. Enforce.

More Effective Enforcement

25. Even greater diligence in the area of enforcement.

26. Better supervision overall.

27. Enforcement.....seems they would have to get up and leave the house to do this.

Game changer here.

28. Enforce major safety issues

29. More enforcement more inspections

30. more action and taken more seriously.

31. Again, more enforcement needed

32. Seriously, Obagi Medical skin care that reads as Obagi Medical needs to be understood more by the board. It is not harmful because it says medical.

33. COVID made it very clear, at least here in LA County, that Licensed Estheticians working in medical environments like Medi Spas and Dermatology offices are not being regulated, controlled, or acting within your guidelines. This led to a big overall loss of clients for those of us acting in compliance during the long periods many of us were unable to work.

More Information

34. more information on sanitation.

More Staff

35. more staff

No Feedback

36. See above

37. What I said previously about inspections

Train the Trainer Sessions

38. More train-the-trainer sessions .. ideally have a industry licensee inspect Outreach Seeds

Enforcement Needs - Internal

Assistance with DRC Meetings

1. Possibly staffing the DRC's with non-board members to help assist with the workload.

Improve Revocation Process

2. Process to getting a license revoked should be easier, rather than letting people to work for a year before it is revoked.

Keep Consumers Informed

3. Social campaign to let the public know of signs they should look for in terms of public safety and educating consumers on how to report to the board. Have salons post information on how the consumers can report to the board.

More In-Person Appeal Hearings

4. Ability to schedule more appeal hearings in person. Availability of people to staff appeal hearings (DRC). Slowly increasing the board - more board members will help to have more people available to help.

More Staff

5. More analyst positions for enforcement.
6. More staff.
7. Additional staff.
8. More staff to help reduce the backlog of cases.

Revised Enforcement Checklist

9. Enforcement checklist needs to be revised or revisited and be made sure that it's focused around consumer health and safety.

School Inspections

10. Inspections done on the schools to determine if they are using the correct curriculum.

Specialized Enforcement Units

11. Internal unit within enforcement that focuses on unlicensed activity.
12. Licensees working at consumers home - may need a whole new unit just to address these type of licensees.

Standardize Violations

13. Standardized course of violations. Getting a guide to advise how to move forward on lesser or severe violations.

Outreach Needs - External

Active Engagement

1. Positive education and interaction with licensees
2. The "outreach" isn't outreach just because a tab is available on the website. The BBC needs to actively engage within its industry. Monthly newsletters should be emailed to each individual licensee. In-person and online forums should be available in every county to discuss the needs of our industry. Our state and local officials should also be included in these forums.
3. the board should be more present in outreach programs and provide staff with information as we are the front line to consumers and licensees'.
4. More cooperation among agencies where laws/regulations affect the beauty industry.
5. Mostly what was just written in the above statement- I'd be glad to elaborate as a consultant

Advocate for Professions

6. Start at career days, college campuses get the beauty industry out there and make young people excited again.
7. Hire media to create advertisements about the great opportunity our industry offers.

Clear Language

8. improving the regulations handbook. Clearer & better organized information for each division
9. Emailing clear, uncomplicated rules and regulations, actions taken
10. Clear communication

Communication

11. better phone communication

Educate

12. Education of inspectors
13. Educate licensees of the obligation/requirement to partake in BBC activities
14. More education on licensees who violates rules & regulations with no regard. Send back to school.

15. Create an interactive app to engage users, cross market - great opportunity to educate each other on mass level in a range of areas from Osha rules /regs and other safety measures, to products / techniques / time saving hacks / hiring/ interview / resume tips/ videos from pros that discuss all these / multitude of possibilities and ideas ;)
16. Is of outmost importance that all the members of the board and individuals who develop laws are experienced or educated on what and how a licensee performed their job, so the laws are made an a safer and better way so there is no confusion for licensees and consumers.
17. A short pre-test to determine actual education needs and optional training alternatives or retesting to assure safety and knowledge for future licensees.

Effective Communication

18. Communicate more effectively with your stakeholders.
19. Effective communication. Most salon owners will not even be aware of this survey. We need to get our industry back on track and respect our state board. Focus groups and roundtables are much needed. Independent salon owners and cosmetologist need to be included.

General

20. Actually do some outreach
21. Be more helpful

Incentivize Outreach

22. Incentivize involvement and response to outreach.

Inspections FAQ Meetings

23. zoom meetings on issues that continually come up in inspections and how to fix them
24. Have a meeting with business owners on tools and ideas on the inspection process

Keep Licensees Informed

25. To make sure that all licensed persons in our industry receive information that we can understand on what is happening at BBC .
26. Providing update to all barbers on new rules standers, that should be aware of. Not just show up at shops and give situations for things that no one knows anything about, because BBC has not informed us. Possibly a monthly News Letter would help.
27. email updates with rules regarding covid changes in business shops
28. Send email blasts and letters to all licensees everytime a rule is changed

Keep Public Informed

- 29. Brochure/flyers available for our clients so they know their rights
- 30. Having where to find shop violations and needs updated in the inspector's hands when entering the shop! Example Disinfection solution on Barbacide jars updated format I have met barbers that said never heard that.

Licensee Input

- 31. more licensing input.

More Licensee Communication

- 32. Update and more communication to licensees
- 33. Employ licensee's or past examiners as Inspectors or Board Representatives to visit with salons, schools and licensee's to promote and create communication and transparency
- 34. Maybe acquiring emails of licensees and establishment owners when they renew, then using emails to send relevant information.

More Outreach

- 35. Obviously, since this is the first reference to : seeds, weeds and needs that I have encountered in reference to the BBC
- 36. Reaching out.

More School Outreach

- 37. BBC is spending money on what they think we need instead of listening to what we need and that's schools in rural areas.
- 38. Board members visiting schools. Open house at testing facility. Mandatory board meetings for teachers.
- 39. Go to the schools and enforce the rules and regulations, have open houses so students can see the testing site and teachers well aware of their responsibilities.
- 40. BBC is spending money on what they think we need instead of listening to what we need and that's schools in rural areas.
- 41. Q & A days at schools
- 42. having a board member to do outreach at schools.

No Feedback

- 43. Sorry, don't want any outreach.
- 44. Not sure how to get the info out to all licenses

Opt-Out System

45. creating an opt-out system instead of an opt-in so that each licensee gets emails/updates from the board.

Outreach Committee

46. Having an actual outreach committee. Someone that can go out in the field and touch base with licensees not in the manner of creating fines.

Representation

47. A true representative

Require Continuing Education

48. You can't make licensed individuals want to seek out the information regarding new laws and regulations so many cosmetologists aestheticians Manicurist that I've come across have no desire to stay up on the laws and regulations because there's no reason for it there's no consequence they send them their check every two years and they get their license in the mail so if you want to change without reach gonna have to require some type of proof of continuing education in these fields

Website Navigation

49. Website to be easier to navigate, when calling to be more informative instead of saying going to the website,

Outreach Needs - Internal

Accessible Outreach

1. Continued efforts to help get accessible information out to consumers to a diverse audience.

Attend More Events

2. Attend hair shows to get information out there to licensees and consumers.

Better Communication

3. Communication about sunset to stakeholders could be improved. Better communication about leg/reg and upcoming leg/reg.
4. Continue communication of the board's role to the industry and the public.

Board Representation at School Events

5. Every time a new school opened, have a board member there to have educate students on the health and safety and the board's responsibilities. Having an outreach situation at cluster of schools to put the board in the student's mind more often.

Call Center

6. Need a call center to address people's inquiries sooner and faster.

In-Person Events

7. Back to in person events.

Language Accessibility

8. Having language available does not equal people being able to use it effectively. Need to make it available.
9. More simple language to help people understand the laws.
10. More education and outreach to people in the industry and working more directly with people in communities where English is a second language.

More Board Member Involvement

11. Board members could be used more effectively to help with outreach efforts.

Opportunities to Reach Consumers

12. Finding more opportunities to reach consumers.
13. More outreach to consumers and empower them on what to look for when they are going into establishments.
14. Continuing path of being part of the roundtables and events will give the board a bigger presence. Continue outreach ventures and projects.

Social Media Outreach

15. Cosmetology and esthetician work is social media influenced, and would like to see more social media implementation, like Instagram and tiktok. Lots of opportunity here.
16. Website and facebook page - need better search engine optimization for when people are searching cosmetology.

Webinars

17. Excited to see more webinars.

External Environment Needs – External Stakeholders

Advocate for Professions

1. advocate for the technicians they represent & regulate advocating
2. Outreach and publishing on website some experiences of licensees who ARE making it in this profession.
3. Greater visibility in areas that intersect with BBC and its licensees. Appreciate the efforts to work on national solutions like interstate compact, etc.
4. awareness campaign
5. Have perhaps subcommittees for each license type
6. Confidence of the professionals serving in the industry at the consumer services level as opposed to the manufacturing and scientific discoveries segments of product safety.
7. Advocating.
8. More representation the board should work for both those of us holding a license and the consumer the board should work and protect both bottom line.
9. Allow more for those who aren't RNs or Drs, like most states.

Collaboration

10. Take more initiative to get on top of illegal practice. Have more inspections and representatives to create friendships and understanding of the board purpose and values. Employ more licensee's within the administration in all divisions. Teach students while in school and licensee's that BBC and the administration is not an enemy.
11. Be a friendly force to grow and educate licensees
12. Being a partner to the Licensee
13. Be helpful when contacted. Create solutions. Maybe have an escalation process?

Demographic

14. Creative financing for underprivileged people.

Educational

15. Setting better education standards
16. Less pass rate.
17. Continuing education would be a great consideration for our industry.
18. Educational and vocational-technical representation on the CA BBC.
19. Schools
20. A shorter school requirement and or, a pre-test to determine needs for education.
21. Educational
22. More informed esthetic professionals on the board who still work in the industry
23. ASK PUBLIC COSMETOLOGY SCHOOLS HOW EFFECTIVE IS THE BOARD IN LICENSING

24. Better education and advanced education
25. Expanding licensing and opportunities for those who want specialty licenses without additional education, hours, or examinations. Bringing back instructor licensing and expanding to specialty areas also. Opening up or adding continuation education credits for licensees for new technology, techniques, or equipment that is still within the scope of practice for many areas and in many other states under the same type of license.

Health & Safety

26. Masks should be made mandatory for both stylists and customers if they are unable to effectively social distance. This means while the stylist is 10 inches to 4 feet from the client both parties 100% should be wearing masks. This is a safety issue not a political issue.

Miscellaneous

27. Where how and when applicable.
28. More employees.

No Feedback

29. this survey is really really dumb
30. Mind your own business

Politics

31. keep the Governor out of the BBC
32. Stay out of politics.
33. More lobbyists?

Stakeholder Relationships

34. More exposure of the function of the BBC
35. To form a better relationship and communication with licensees other than just make laws for them.

Technology

36. being better equipped and up to date on the technological advances that are driving the future of the industry
37. Tech = more engagement Tech = more content Tech = more education
38. Definitely need more growth in technology and stakeholder relationships
39. Opening part time/ remote positions for inspectors to increase interest/ participation

External Environment Needs – Internal Stakeholders

More Board Members

1. New members will make the board more effective in their duties.

Technology

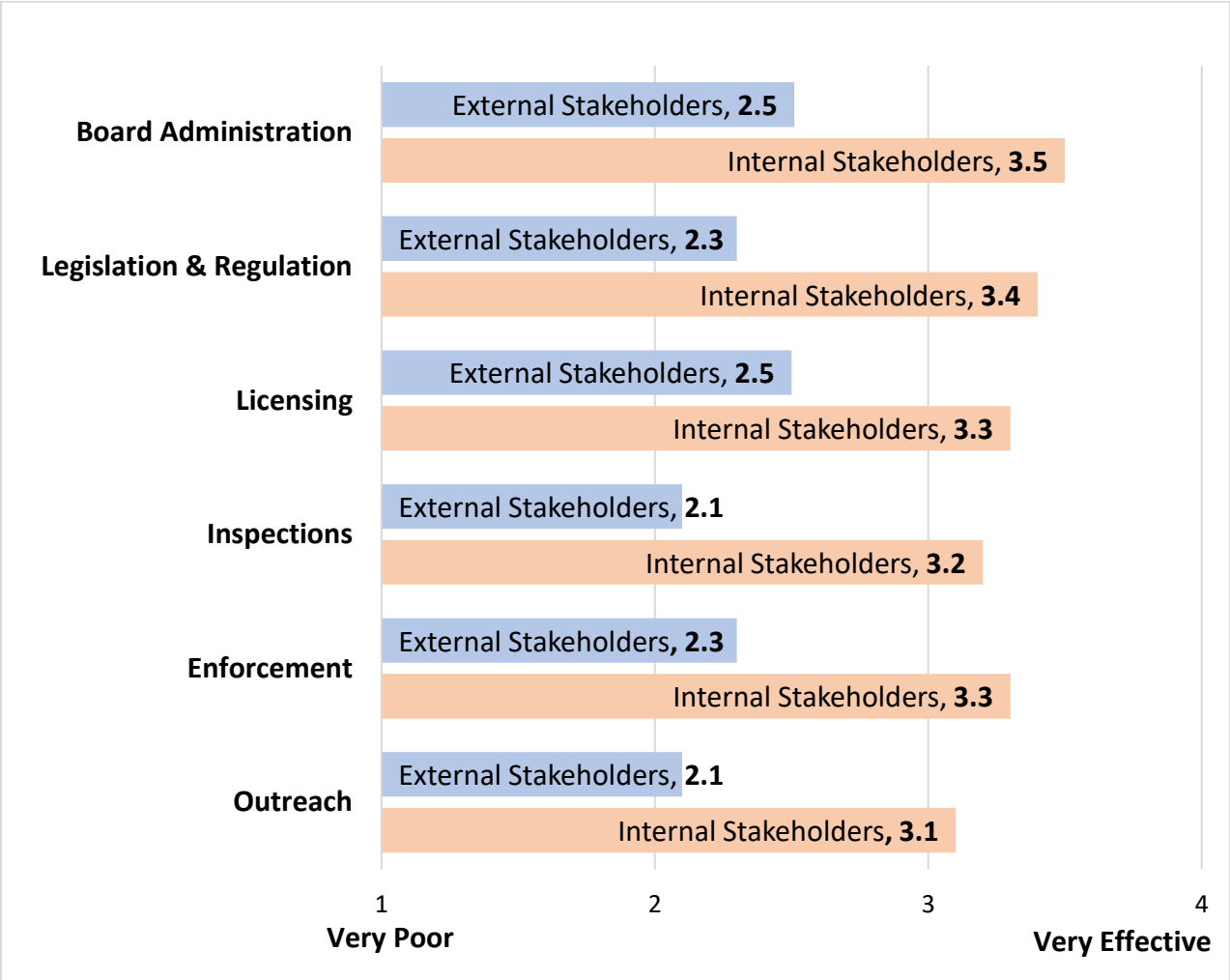
2. Technology - more manpower within OIS to accommodate all of BBC's needs with changes and updates. Mobile inspection app - looking at external options.
3. Better software.

Board of Barbering & Cosmetology

Environmental Scan Summary

Board Effectiveness

Stakeholders rated the Board’s strategic goal areas on a scale of 1 (very poor) to 4 (very effective). The chart below displays the average rating, with full details contained in the report.



Seeds, Weeds, and Needs

Stakeholders were asked to identify seeds, where seeds represent what makes BBC effective, weeds represent what interferes with BBC's effectiveness, and needs represent what could improve BBC's effectiveness. The lists below contain a list summary of the top trends for seeds, weeds, and needs with full details contained in report.

Board Administration

Seeds	Weeds	Needs
<ul style="list-style-type: none"> • Communication • Consumer Protection • Diversity/Inclusion • Executive Officer • Flexible • Informative • Responsive • Seeking Feedback • Staff • Training 	<ul style="list-style-type: none"> • Accessible Information • Board Impression on Licensees • Board Structure • Communication • Industry Representation • Outdated • Out of Touch with Professions • Oversight • Telework • Vacant Positions 	<ul style="list-style-type: none"> • Advocate for the Professions • Back to the Office • Collaboration • Communication • Improved Software • Increase Inspector Funding • More Education • More Productive Telework • Reallocate Staff • Staff Accountability • Training Opportunities for Board

Legislation & Regulation

Seeds	Weeds	Needs
<ul style="list-style-type: none"> • Communication • Health & Safety Standards • Informed Board Members • Keep Public/Licensees Aware of Updates • Leg/Reg Committee • Legislative Meetings • Review Leg/Reg Recommendations • Seek Feedback 	<ul style="list-style-type: none"> • Communication • COVID-19 Response • Knowledge of Professions • Limited Scope of Practice • Lowered Standards • Meeting Frequency • Outdated Regulations • Overregulation 	<ul style="list-style-type: none"> • Collaboration with Licensees • Communication • Continuous Review of Regulations • Conservative Approach • Educate Legislators • Fill Vacant Positions • Increase Scope of Practice • Increased Participation • In-Person Meetings • Proactively Keep Stakeholders Informed • Represent the Professions

Licensing

Seeds	Weeds	Needs
<ul style="list-style-type: none"> • Accessibility • Applications Process • BreEZe • Easier to Get Licensed • Enhanced Scope of Practice • Keep Licensees Knowledgeable • Removal of Practical Exam • Responsive 	<ul style="list-style-type: none"> • Backlog from COVID • BreEZe • Deregulation Movement • Discontinuation of Practical Exam • Impact of Removal of Practical Exam • Lack of Licensee/Board Collaboration • Language Accessibility • Licensing Qualifications • Lowered Competency Standards • Lowered Required Hours • Low Pass Rates • Paper Applications • Processing Times • Public Knowledge • Outdated Techniques • Understaffed 	<ul style="list-style-type: none"> • Better Education Standards • Maintain Standards • More Language Accessibility • More Staff • Practical Exam • Specialty Licenses • Support Potential Licensees

Inspections

Seeds	Weeds	Needs
<ul style="list-style-type: none"> • Appeals Process • Communication • Educational Approach • Frequency of Staff Meetings • High Standards • Improved Process • Keep People Informed on Inspection Process • Procedure Manual • Routine Inspections • Training 	<ul style="list-style-type: none"> • Consistency with Standards • Inspector Demeanor • Inspector Industry Knowledge • Inspector Pay Scales • Licensee Understanding of Inspection Process • Not Enough Inspections • Not Enough Inspectors for Licensee Population • Shortage of Inspectors • Staffing 	<ul style="list-style-type: none"> • Communication • Educational Approach • Education on Inspector Roles • Increase Inspector Pay Scales • More Inspections • More Inspectors • Mobile Inspection Report Process • Qualifications to be an Inspector

Enforcement

Seeds	Weeds	Needs
<ul style="list-style-type: none"> • Communication • Educational Approach • Diligent Enforcement • Keep Stakeholders Informed • Manage Case Loads • Responsive • Timely Addressed Complaints 	<ul style="list-style-type: none"> • Appeals Backlog • Board Authority over Unlicensed Practice • COVID • Educate on Rules/Regs • Ineffective Enforcement • Lack of Diligence • No Follow Through • Support Licensees • Understaffed 	<ul style="list-style-type: none"> • Educational Approach • Effective Communication • Enforcement Against Unlicensed Practice • More Effective Enforcement • More Staff • Specialized Enforcement Units

Outreach

Seeds	Weeds	Needs
<ul style="list-style-type: none"> • Board Meetings • Education • Emails • EO Attendance at Outreach Events • Language Accessibility • Presence at Trade Shows • Social Media • Virtual Outreach Meetings 	<ul style="list-style-type: none"> • Communication • COVID Preventing In-Person Events • Effective Outreach to Stakeholders • Limited Outreach • Little Information • Not Reaching Audience • Stakeholder Awareness • Unaware of Outreach Efforts • Unclear Communication 	<ul style="list-style-type: none"> • Active Engagement • Better Communication • Clear Language • Educate • Keep Licensees Informed • Language Accessibility • More Licensee Communication • More School Outreach • Opportunities to Reach Consumers • Social Media Outreach

External Environment

External and internal stakeholders were asked to identify seeds, weeds, and needs in the external environment (i.e., factors outside of BBC’s control, such as political, economic, and social developments) that they felt could impact the professions and/or the environment in which BBC operates. The lists below contain a list summary of trends, full details contained in report.

Seeds	Weeds	Needs
<ul style="list-style-type: none"> • Board Meetings • Education • Emails • EO Attendance at Outreach Events • Language Accessibility • Presence at Shows • Social Media • Virtual Outreach Meetings 	<ul style="list-style-type: none"> • Communication • COVID Preventing In-Person Events • Effective Outreach to Stakeholders • Limited Outreach • Little Information • Not Reaching Audience • Stakeholder Awareness • Unaware of Outreach Efforts • Unclear Communication 	<ul style="list-style-type: none"> • Active Engagement • Better Communication • Clear Language • Educate • Keep Licensees Informed • Language Accessibility • More Licensee Communication • More School Outreach • Opportunities to Reach Consumers • Social Media Outreach

Instructions

As we get ready for the Strategic Planning Session, take a moment to think about **what you would like to see the Board work on over the next few years**. Consider the following:

- a. Review of the Environmental Summary Report
- b. Items outlined in Sunset Review (if applicable)
- c. Experience and previously identified needs

Bringing your ideas to the Planning Session will help move the process along.

Board Administration:

Legislation & Regulation:

Licensing:

Inspections:

Enforcement:

Outreach: