

CALIFORNIA STATE BOARD OF
BARBERING AND COSMETOLOGY

SUNSET REVIEW REPORT 2018

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VOLUME 1

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State of California

Governor Edmund G. Brown Jr.

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California State Board of Barbering and Cosmetology

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California State Board of Barbering and Cosmetology

Members

Dr. Kari Williams, Board President, Industry Member
Lisa Thong, Board Vice President, Public Member
Bobbie Anderson, Public Member
Polly Codorniz, Industry Member
Jacquelyn Crabtree, Industry Member
Andrew Drabkin, Public Member
Joseph Federico, Industry Member
Coco LaChine, Public Member
Steve Weeks, Public Member

Vision

California will set and enforce the highest level of health and safety standards and provide an environment where consumers will obtain barbering and cosmetology services with the confidence and security that their health and safety will be protected.

Mission

To ensure the health and safety of California consumers by promoting ethical standards and by enforcing the laws of the barbering and beauty industry.

The Board protects the interests of California consumers by:

- Serving as a guardian of their health and safety;
- Enhancing public and industry participation in decision-making;
- Promoting ethical and professional standards;
- Creating policies that are contemporary, relevant and responsive.





BOARD OF BARBERING AND COSMETOLOGY

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The Honorable Jerry Hill, Chair
Senate Committee on Business,
Professions and Economic Development
State Capitol
Sacramento, CA 95814

The Honorable Evan Low, Chair
Assembly Committee on Business,
Professions and Economic Development
State Capitol
Sacramento, CA 95814

Dear Senator Hill and Assemblymember Low:

On behalf of the California Board of Barbering and Cosmetology (Board), it is our pleasure to present you and your committees with the Board's 2018 Sunset Review Report, which addresses the Board's progress on various issues of concern to the Legislature, as well as the Board's accomplishments since the last Sunset Review.

The Board is responsible for consumer protection relating to the barbering and beauty industry which includes barbers, cosmetologists, manicurists, estheticians, electrologists, apprentices, and establishments. We are currently one of the industry's largest boards in the United States with over 625,000 licensees. Annually, the Board issues approximately 261,000 licenses (initial and renewal licenses) and administers approximately 23,000 practical examinations and 26,000 written examinations (initial and retake examinees). Consumer protection in the barbering and beauty industry is vital as improper procedures have caused serious burns, hair loss, infections, permanent scarring, and more.

The Board has low barriers to entry for those with prior criminal history, as we have only denied three applicants in the last four calendar years due to prior convictions. Moreover, for the past 12 years the Board has worked with the California Department of Corrections to administer examinations inside correctional facilities to inmates that completed their required education while incarcerated.

Individuals that wish to enter this industry have various paths to obtain the required education, such as community college, private vocational schools or apprentice programs. The cost of education in this industry can range from \$2,500 to \$19,000, with the average cost of a private college being approximately \$15,000 for a cosmetology course.

Since 2015, the Board has made significant efforts to raise awareness of the Individual Taxpayer Identification Number option on license applications for those who do not have a valid Social Security Number. The Board continues to work toward greater access and inclusion of California's diverse communities in the industry through language access for licensees, cultural sensitivity training for inspectors, and outreach

partnerships with organizations like the Korean-American Cosmetology Association and the Mexican Consulate.

The following are highlights of the Board's accomplishments and actions that have taken place during this reporting period.

1. The Board is proud of its extensive efforts to provide meaningful language access to consumers and the hundreds of thousands of individuals that have chosen the barbering and beauty industry for their career. The Board addresses California's diverse population by providing all Board-created information in English, Vietnamese, Spanish and Korean (our top four language requests). The Board also developed a Language Access Protocol for inspectors (required by statute) and then expanded it to all units of the Board. Training on this protocol is updated and provided every two years and upon employment of new staff.
2. The Board has made numerous improvements in its inspection program, though we continue to push for further enhancements and efficiencies. The Board established a Language Access Protocol and provides training to inspectors on how to communicate effectively with non-English speaking individuals. In addition, the Board has made several updates to the inspection process; for example, we initiated a compliance inspection, so an inspector can return to an establishment to verify if a specific violation was corrected. This shorter, more streamlined inspection allows inspectors to conduct more inspections and creates better relations with establishments. The Board has also been able to utilize the BreEZe reporting system to target establishments that have not been inspected in several years. This tool has helped improve how inspectors conduct their daily inspections and has dramatically increased their overall impact throughout the industry.
3. The Board's Disciplinary Review Committee (DRC) allows individuals who have received administrative citations and fines the opportunity to appeal their cited violations to the committee in a public hearing. The DRC previously struggled with a backlog of appeals, with some individuals waiting months, if not over a year, for their hearing. The Board worked tirelessly to successfully eliminate this backlog. The Board's processing time has reduced the need for the DRC to meet as frequently as they had in the past few years. In addition to the eliminated backlog, the Board has increased accessibility by providing certified interpreters for Vietnamese and Spanish speaking individuals, at no cost to the individuals. This ensures that individuals understand why they were cited and how to properly correct violations to avoid being cited in the future.
4. Despite having minimal statutory oversight over Board approved schools, the Board has made significant progress in directly confronting fraudulent private postsecondary institutions. In FY 2017/18, the Board denied 444 applications for examinations from individuals who allegedly bought hours instead of attending school or who did not receive Board-approved curriculum and were only taught

how to pass the two-part (practical and written) licensing examination. These individuals and schools are a direct threat to consumer safety. Had the Board not stopped these applications, thousands of individuals without the requisite health and safety education and training could have become licensed to provide services upon unsuspecting consumers. Additionally, these “graduates” were not given a simple primer on basic labor laws, leaving them more susceptible to wage discrimination in the workplace (a concern among our diverse licensed population, many of whom are first-generation immigrants).

5. In 2016, the Health and Safety Committee was established. The committee meets biannually to make recommendations to the Board on health and safety issues for both consumers and workers in the industry and how to raise the industry’s awareness of basic labor laws and physical and sexual abuse. The committee has been instrumental in updating the Board’s Health and Safety Course and assisting the Board in the development of valuable information for licensees, such as: Know Your Workers’ Rights, CASafeSalon and Physical and Sexual Abuse (awareness training). This committee also brought together multiple agencies and associations to collaborate on various issues, including the Employment Development Department, Department of Industrial Relations, Department of Public Health, Food and Drug Administration, California Healthy Nail Salon Collaborative, Professional Beauty Federation of California, Black Women for Wellness, and other community advocacy groups.

This report details the Board’s activities and efforts in the above-mentioned issues as well as several other areas that have recently been addressed by the Legislature, such as the progress of implementing a Personal Service Permit. The Board believes that this reporting period was one of our most successful periods of accomplishments as significant action was taken to protect California consumers. On behalf of our entire Board, we look forward to working with the Legislature, Administration and our stakeholders to further the Board’s mission of consumer protection.

Respectfully,

Dr. Kari Williams
Board President
Board of Barbering and Cosmetology

Respectfully,

Lisa Thong
Board Vice President
Board of Barbering and Cosmetology

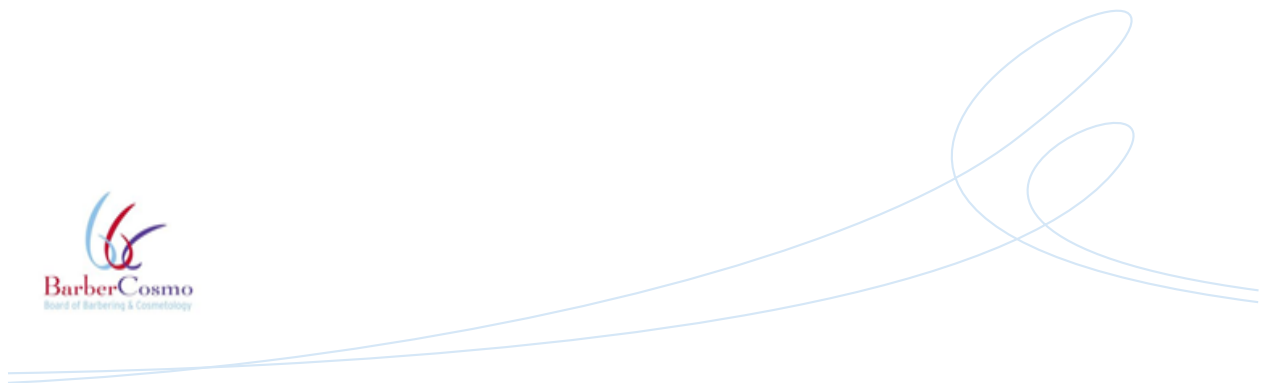
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Section 1

Background and Description of the Board and Regulated Professions

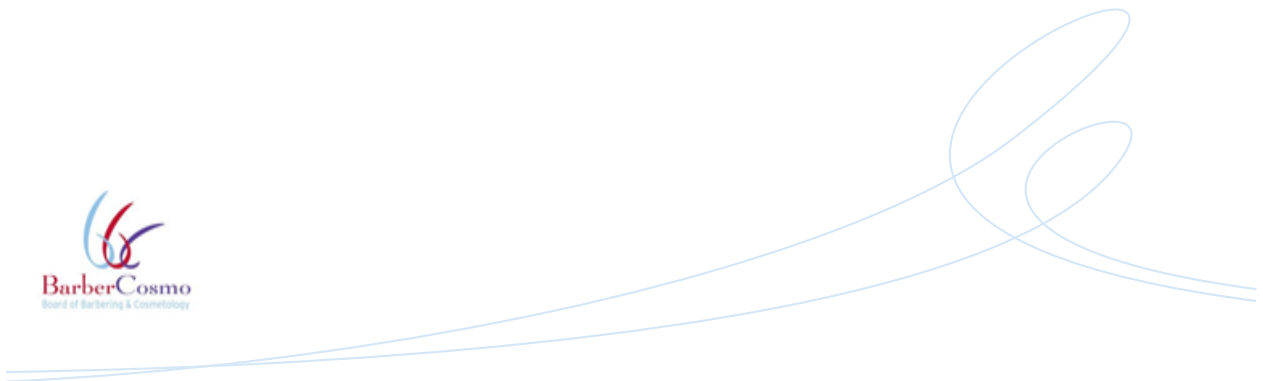
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Related Appendices (Volume 2, Section 12)

- Appendix 1 – Table 1a Attendance
- Appendix 2 – Table 1b Board Committee Roster



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History

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

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

In 1992, the Board of Barber Examiners and the Board of Cosmetology were merged to create the Board of Barbering and Cosmetology. Chapter 10, Division 3 of the Business and Professions Code (known and cited as the Barbering and Cosmetology Act) was enacted by AB 3005 (Eastin, Chapter 1672, Statutes of 1990) and became effective July 1, 1992.

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

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

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

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

Please see page 4 for a current listing of Board members and their term expiration dates.

Description of the Board*

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

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

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

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

Licensing and Examination

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

Enforcement

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

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

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

Inspections

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

Types of Inspections

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

Education and Outreach

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

Board Members

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

and three professional members) are appointed by the Governor.

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

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

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

Since the Board has started webcasting its meetings, attendance at the public meetings has declined and the Board has noticed the level of public interaction it once enjoyed. Nevertheless, all public comments received at board and committee meetings are taken into consideration and are often incorporated into recommendations.

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

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

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

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

Board Committees and Their Functions

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

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

Legislation and Budget Committee

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

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

Licensing and Examination Committee

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

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

Education and Outreach Committee

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

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

Enforcement and Inspections Committee

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

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

Disciplinary Review Committee

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

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

Technical Advisory Committees

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

Medical Services Task Force

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

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

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

Health and Safety Advisory Committee

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

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

2016

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

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

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

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

2017

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

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

2018

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

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

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

Nail Care Scope of Practice Task Force

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

Achieving a Quorum

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

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

Major Changes and Challenges since the Last Sunset Review

Changes in Leadership

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

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

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

BreEZe

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

Language Access

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

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

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

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

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

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

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

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

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

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

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

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

[Inspections Process Changes](#)

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

- [Compliance Inspections](#)

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

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

- [Blue List](#)

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

- [Revised Directed Inspections](#)

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

- [Redefined Territories](#)

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

- [Inspectors Taking on Additional Territories](#)

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

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

- [Specialized Training](#)

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

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

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

[Board Approved Schools](#)

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

[Health and Safety Course](#)

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

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

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

Examination Site Changes

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

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

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

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

Strategic Planning

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

Legislation that Impacted the Board

Since the last Sunset Review, the Board has been impacted by several legislative changes. Provided below is a brief synopsis of the bills and the date each became law.

AB 1702 (Maienschein)

This bill:

Provided that an individual who has satisfied any of the requirements needed to obtain a license while incarcerated, who applies for that license upon release from incarceration, and who is otherwise eligible for the license shall not be subject to a delay in processing the application or a denial of the on the basis that some or all of the licensure requirements were completed while the individual was incarcerated.

The Board did not declare a position.

9/18/2014 –Chaptered. (Chapter 410, Statutes of 2014)

AB 2396 (Bonta)

This bill:

Prohibits a board from denying a license based solely on a conviction that has been dismissed.

The Board did not declare a position.

9/28/2014 –Chaptered. (Chapter 737, Statutes of 2014)

SB 1159 (Lara)

This bill:

Obligated licensing bodies to require an applicant other than a partnership to provide either a Federal Tax Identification number or Social Security number, if one has been issued to the applicant, and requires the licensing bodies to report to the Franchise Tax Board and subject a licensee to a penalty for failure to provide that information.

The Board took a Support position on the bill.

8/29/2014 –Chaptered. (Chapter 752, Statutes of 2014)

AB 181 (Bonilla; co-author Senator Hill)

This bill:

Extended the Board's regulatory authority until January 1, 2020; and

- Required the Board, no later than November 1, 2018, to conduct a review the 1,600-hour training requirement for cosmetologists, conduct an occupational analysis of the cosmetology profession in California, and conduct a review of the national written examination for cosmetologists and of the practical examination, to evaluate whether both examinations assess critical competencies for California cosmetologists and meet professional testing standards. Requires the Board to report its findings to specified committees of the Legislature;
- Required the Board to review the Spanish language examination if, by January 1, 2016, the pass rate for Spanish speakers did not increase to the average pass rate for all other language examinations during the two-year period prior to January 1, 2016;
- Required the Board to establish a protocol for inspecting establishments when an inspector has difficulty understanding or communicating with the owner, manager, or employees of the establishment due to language barriers, and to evaluate the protocol every two years to ensure that it remains current;
- Required the Board to establish a Health and Safety Advisory Committee to provide the Board with advice and recommendations on health and

safety issues before the Board;

- Requires the Board to issue regulations for a personal service permit, as defined, that, among other things, may require an applicant for a personal service permit to have proof of liability insurance and would authorize fees for the issuance and renewal of a personal service permit. The bill required the Board to report to the Legislature, on or before July 1, 2017, regarding the regulatory process and the issuance of personal service permits.

The Board took a Support position on the bill.

10/2/2015 –Chaptered. (Chapter 430, Statutes of 2015)

AB 1322 (Daly)

This bill:

Allows for the serving of beer or wine in a barber/beauty shop without a license from the Department of Alcohol Beverage Control as part of a beauty/barber shop service provided that:

- There is no extra charge or fee for the beer or wine;
- The establishment providing the service is in good standing with the California Board of Barbering and Cosmetology;
- The servings are limited to no more than twelve ounces of beer or six ounces of wine; and
- The beer or wine is provided only during business hours and in no case later than 10 p.m.

The bill does not limit the authority of a city or city and county to restrict or limit the consumption of alcoholic beverages.

The Board took an Opposed position on the bill.

9/28/2016 –Chaptered. (Chapter 741, Statutes of 2016)

AB 2025 (Gonzalez)

This bill:

- Requires that the Board offer and make available all written materials provided to licensees and applicants in English, Spanish, Korean and Vietnamese;
- Requires that the Health and Safety issues discussed in the Health and Safety Advisory committee are those that impact licensees, including how to ensure licensees are aware of basic labor laws;
- Requires every applicant for admission to exam and licensure (including renewal forms) to include a signed acknowledgment that the applicant understands his/her rights as a licensee as outlined in the informational materials on basic labor laws that the applicant is provided by the Board with the application;
- Requires as part of a complete establishment application (and renewal form), a signed acknowledgment that the applicant understands the informational material on basic labor laws the applicant is provided by the Board with the application and that the establishment is responsible for compliance with any applicable labor laws of the State;
- Required as of July 1, 2017, the Board collect through optional questions on the establishment application, demographic information on each applicant, including preferred language preference;
- Requires the Board's Health and Safety Course to cover information on basic labor laws. Specifications include:
 1. Key differences between the legal rights, benefits, and obligations of an employee and an independent contractor.
 2. Wage and hour rights for hourly employees.
 3. Antidiscrimination laws relating to the use of a particular language in the workplace.
 4. Anti-retaliation laws relating to a workers' right to file complaints with the Department of Industrial Relations.
 5. How to obtain more information about State and Federal labor laws.

The Board took a Support position on the bill.

9/28/2016 –Chaptered. (Chapter 409, Statutes of 2016)

AB 2437 (Ting)

This bill:

- Required the Labor Commissioner, on or before June 1, 2017, to create a model posting notice pertaining to the workplace rights and wage and hour laws for employees of establishments licensed under the Barbering and Cosmetology Act. The bill required the commissioner to post the notice on the commissioner's Internet web site. The bill required the notice to contain, at a minimum, certain information, including laws regarding overtime compensation;
- Required the notice to be translated into English, Spanish, Vietnamese and Korean;
- Requires an establishment licensed by the Board to post the notice created by the Labor Commissioner;
- Requires the Board to inspect establishments for compliance with the posting requirement when it conducts an inspection of an establishment and provides that a violation of that posting requirement is punishable by an administrative fine.

The Board took a Support position on the bill.

9/14/2016 –Chaptered. (Chapter 357, Statutes of 2016)

SB 1044 (Nguyen)

This bill:

- Required the Board to determine by regulation when a fine shall be assessed to only the holder of the establishment license or to only an individual licensee or to both for the same violation;
- Authorizes the Board to enter into a payment plan for citations with administrative fines exceeding \$500;
- Requires the Board to define by regulation the parameters of the payment plans, as specified;
- Authorizes making the issuance of a license to, or the renewal of a license of, a person who fails to pay administrative fines that were not contested or that were contested but the appeal has been adjudicated contingent upon all fines being paid in addition to any application, renewal, or delinquency fees which are required.

The Board took a Support and Sponsor position on the bill.

8/29/2016 –Chaptered. (Chapter 233, Statutes of 2016)

AB 326 (Salas)

This bill:

- Required the Board's Health and Safety Course to cover physical and sexual abuse awareness training.
- Authorized the Board to promote physical and sexual abuse awareness, as specified, by means of mail, television, radio, motion picture, newspaper, book, Internet, or other electronic communication.
- Required the Health and Safety Advisory committee's advice and recommendations to include how to ensure licensees have awareness about physical and sexual abuse, as specified, their clients may be experiencing.
- Specified that licensed barbers, cosmetologists, estheticians, manicurists, electrologists, and applicants for licensure who complete the physical and sexual abuse awareness training covered in the Health and Safety Course, and their employers, are not required to act on information obtained during the course of employment concerning potential physical and sexual abuse unless otherwise required by law.

The Board took a Support if Amended position on this bill.

9/27/2017 –Chaptered. (Chapter 312, Statutes of 2017)

AB 1615 (Garcia)

This bill:

- Enacted the Small Business Gender Discrimination in Services Compliance Act.
- Required Department of Consumer Affairs to develop informational material for use by tailors and businesses providing aftermarket clothing alterations, barbers and hair salons, and dry cleaners and laundries providing services to individuals that explain the business' rights and obligations under the Gender Tax Repeal Act of 1995.
- Requires the Board to provide the informational material provided by the

Department of Consumer Affairs to establishments at the time the establishment applies for or renews a license, at the time of any Board inspection or at both times.

- Requires the informational material be posted to the Board's web site.

The Board did not declare a position.

7/31/2017 –Chaptered. (Chapter 156, Statutes of 2017)

SB 547 (Hill)

This bill:

- Defined the term, “under the supervision of a licensee”.
- Prohibited apprentices from being the only individual working in an establishment.
- Deems an apprentice who is not supervised by a licensee to be practicing under the act without a license.

The Board took a Support position on the bill.

10/02/2017 –Chaptered. (Chapter 429, Statutes of 2017)

AB 2134 (Rubio)

This bill:

- Authorized students enrolled in a public school that provides a course of instruction in cosmetology or barbering to work as an extern in Board licensed establishments.

The Board took a Support if Amended position on the bill.

9/14/2018 –Chaptered. (Chapter 387, Statutes of 2018)

AB 2138 (Chiu and Low)

This bill:

- Defined the term, “Conviction”.
- Allows the Board to deny a license if:

1. The applicant has been convicted of a crime or has been subject to formal discipline within the preceding 7 years, (the crime must be substantially related to the qualifications, functions, or duties of the business or profession). The 7-year limitation does not apply if the applicant was convicted of a serious felony, a crime for which registration is required, or a financial crime classified as a felony related to fiduciary qualifications, as specified.
 2. The applicant has been subjected to formal discipline by a board in or outside of California within the preceding 7 years based on professional misconduct that would have been cause for discipline (misconduct must be substantially related to the qualifications, functions, or duties of the business or profession). However, prior disciplinary action by a licensing board within the preceding 7 years cannot be the basis for denial if the conviction has been dismissed or expunged.
 3. The applicant knowingly made a false statement of fact that is required to be revealed in the licensing application.
- Prohibits the Board from denying a person a license based on:
 1. The conviction of a crime if the person has obtained a certificate of rehabilitation has been granted clemency or a pardon by a federal or state executive or has made a showing of rehabilitation; or
 2. If an arrest resulted in a disposition other than a conviction; or
 3. The basis of the underlying acts of the conviction were dismissed or expunged; or
 4. If an applicant's failure to disclose a fact that would not have been cause for denial of the license had the fact been disclosed.
 - Requires the Board to follow certain procedures when requesting or acting on an applicant's or licensee's criminal history information.
 1. The Board may require applicants for licensure to disclose criminal conviction history on an application for licensure.
 - Requires the Board to develop a criterion to aid it when considering the denial, suspension or revocation of a license and to determine if a crime is substantially related to the qualifications, functions, or duties of the business or profession (summary of criteria to be posted on the Board's website). Criteria includes the following:

1. The nature and gravity of the offense;
 2. The number of years elapsed since the date of the offense; and
 3. The nature and duties of the profession in which the applicant seeks licensure or in which the licensee is licensed.
- Requires the Board to develop a criterion to be used to evaluate the rehabilitation of a person when considering a licensure denial or revocation.
 - Requires the Board to retain all the following information:
 1. The number of applications received for each license.
 2. The number of applications requiring inquiries regarding criminal history.
 3. The number of applicants with a criminal record who received notice of denial or disqualification of licensure.
 4. The number of applicants with a criminal record who provided evidence of mitigation or rehabilitation.
 5. The number of applicants with a criminal record who appealed any denial or disqualification of licensure.
 6. The final disposition and demographic information, including, but not limited to, voluntarily provided information on race or gender, of any applicant.
 - Requires the Board to annually submit a report to the Legislature and post the report on the Board's web site containing specified deidentified information regarding applicants.

The Board took a Support position on the bill.

9/14/2018 –Chaptered. (Chapter 995, Statutes of 2018)

SB 1492 (Senate Committee on Business, Professions and Economic Development)

This bill:

- Deleted the provision that grants an unsuccessful applicant the right to inspect his/her examination paper.

- Deleted the requirement that the Board mail the examinee his/her total grade received on an examination.

The Board took a Support position on the bill.

9/14/2018 –Chaptered. (Chapter 422, Statutes of 2018)

Regulation Changes Since the Last Sunset Review

Since the last Sunset Review, the Board has sought several regulation changes. Provided below are the highlights of some of the major regulations either already approved by the Office of Administrative Law (OAL), or currently undergoing the rulemaking process.

2014

§ 940 — Equipment for Schools — The Board amended this section to specify the minimum equipment necessary for barber and electrology schools, making them consistent with cosmetology schools, for which the minimum equipment is specified in regulation. Effective July 1, 2014

2015

§ 914.1, 914.2, 918, 921, 921.1 and 921.2 — Apprenticeship Programs and Curriculums — By adopting and/or amending these sections, the Board tightened up the rules governing participation by students and trainers in the Board's apprenticeship programs and revised the format of the curriculum to match the format of the curriculums at brick-and-mortar schools. Effective July 1, 2015

§ 950.2 — Brow and Lash Tinting — The Board amended this section to make clear that brow and lash tinting instruction can only use products that are not prohibited by the U.S. Food and Drug Administration, the Occupational Safety and Health Administration or the Environmental Protection Agency. Effective July 1, 2015

§ 950.8 and 950.9 — Crossover Curriculums — The Board repealed these sections because they conflicted with Section 7367 of the Business and Professions Code by not giving students full credit for school coursework they already earned in one program when they "crossed over" to another course of study. Effective July 1, 2015

§ 961 — Text and Reference Books for Students — The Board amended this section to specify that the textbooks and reference books must be approved by the Board's examination vendor, the National-Interstate Council of State Boards of Cosmetology (NIC). Effective October 1, 2015

§ 977, 978, 979, 980, 980.1, 980.2, 980.3, 980.4, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, and 994 — Health and Safety — The Board made several amendments to Article 12 of Division 9, Title 16 of the California Code of Regulations, which consists of the Board's health and safety rules. The amendments were largely clarifications of the existing language but also included a new section (§ 980.4) concerning the use of plastic tub liners in foot spas. Effective July 1, 2015

2016

§ 910 — Military Experience — The Board amended this section to give veterans applying for a license with the Board credit for any formal military training in barbering and cosmetology that they received. Effective July 1, 2016

§ 974 — Administrative Fines — The Board made numerous amendments to the schedule to include new fines and modify fines to make them more equitable. Effective July 1, 2016

2017

§ 901, 902, 903 and 914 — Processing Times — These sections, which established submission and response deadlines for licensing applications, were repealed by the Board. They were previously mandated by the Permit Reform Act (Govt. Code § 15376). In 2003, however, the Permit Reform Act was repealed (Scats. 2003, ch. 229, § 1.8), which removed the Board's authority for these sections. Effective August 14, 2017

2018

§ 904 & 905 — Health and Safety Poster — The Board amended these sections to require establishments to post a revised health and safety poster. The revised poster is less typographically dense and more consumer-friendly. The poster is available for download from the Board's web site. Effective January 1, 2018

2018 Pending Regulatory Actions

§ 974 and 974.3 — Administrative Fine Schedule — the Board is amending its fine schedule (§ 974) to lower fines for employing people with expired licenses and add a new fine for failing to post a required labor notice. The Board is also revising the schedule to set forth in regulation the violations for which the individual licensee and the holder of the establishment license would be fined for the same offense, as well as the rules for a payment plan for fines of \$500 or more (§ 974.3). The Board approved the text of these sections, which are now undergoing the initial review process at the Department of Consumer Affairs.

§ 904 — Definition of Access — The Board is proposing this regulation to make clear that inspectors and board representatives have open access to the establishments they are inspecting. The Board approved the text of this section, which is now undergoing the initial review process at the Department of Consumer Affairs.

§ 950.10 — Transfer of Credit — The Board is seeking to repeal this section as it conflicts with §7367 of the Business and Professions Code. The Board approved the repeal of this section, which is now undergoing the initial review process at the Department of Consumer Affairs.

§ 961 — Translation Guides — This action adds translation guides developed by the Board's examination vendor to the materials that must either be supplied or made available to students at barbering and cosmetology schools. The Board approved the text of this section, which is now undergoing the initial review process at the Department of Consumer Affairs.

§ 965.2 — Personal Services Permit — The Board is developing regulations for a permit that would allow licensees to work outside of licensed establishments under certain circumstances. Board staff is preparing the documentation required before submitting it to the initial review process at the Department of Consumer Affairs.

§ 974.1 — Disciplinary Review Committee — This regulation would open naming of committee members to all of the Board of Barbering and Cosmetology and allow non-board members to sit on the appeals panel. The text of this section is being developed by staff.

§ 977, 978, 979, 980, 980.1, 980.2, 980.3, 980.4, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, and 994 — Health and Safety — The Board is proposing several new revisions to its health and safety regulations. These revisions are being made to align the Board's regulatory language more closely with the language on its examination and clarify or correct other points. The text of these sections is being developed by staff.

§ 972 — Disciplinary Guidelines — The Board has revised its disciplinary guidelines booklet, which requires a change in the revision date of this section. The text of the guidelines booklet and other necessary rulemaking documentation has been developed by staff and is now being reviewed by the Board's counsel.

Major Studies Conducted by the Board

Report to the California Legislature on the Personal Service Permit

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

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

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

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

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

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

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

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

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

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

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

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

National Association Memberships

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

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

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

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

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

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

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

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

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

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

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

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

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

Meetings of National Associations Attended:

2017

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

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

2018

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

Section 2

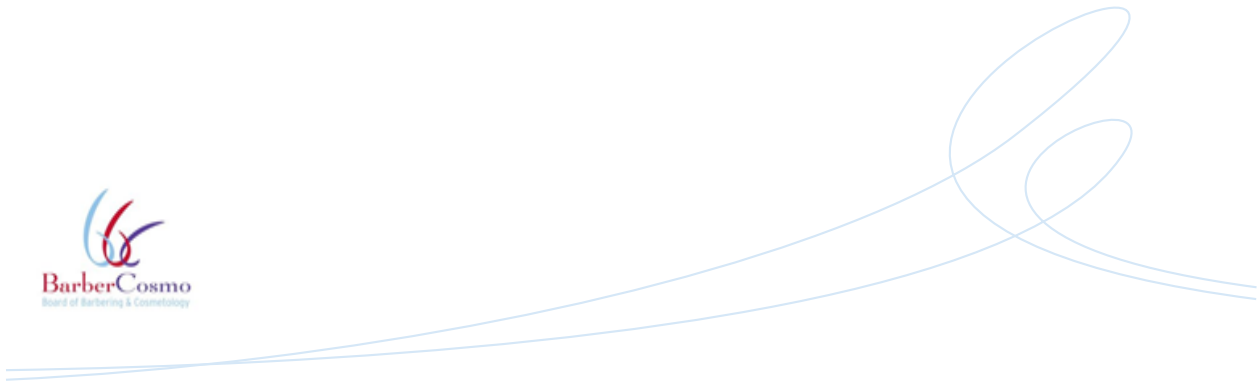
Performance Measures and Customer Satisfaction Surveys

- DCA Performance Measure Report
- Customer Satisfaction Online Survey Results
- Inspections Satisfaction Online Survey Results

Related Appendices (Volume 2, Section 12)

- Appendix 3 – DCA Performance Measures





DCA Performance Measure Report

To ensure that the Department of Consumer Affairs (DCA) and its stakeholders can review the DCA's progress in meeting its enforcement goals, the DCA has developed an easy-to-understand, transparent system of accountability – performance measures. The Enforcement Performance Measures are critical, particularly during the current climate of budget constraint and economic downturn, for demonstrating that DCA is making, and will continue to make, the most efficient and effective use possible of its resources. The DCA discontinued publishing an annual performance measure report after the FY 2013/14 report. Quarterly Performance measures reports are located in Volume 2, Section 12, Appendix 3. Below is the 4th quarter report for FY 2017/18.

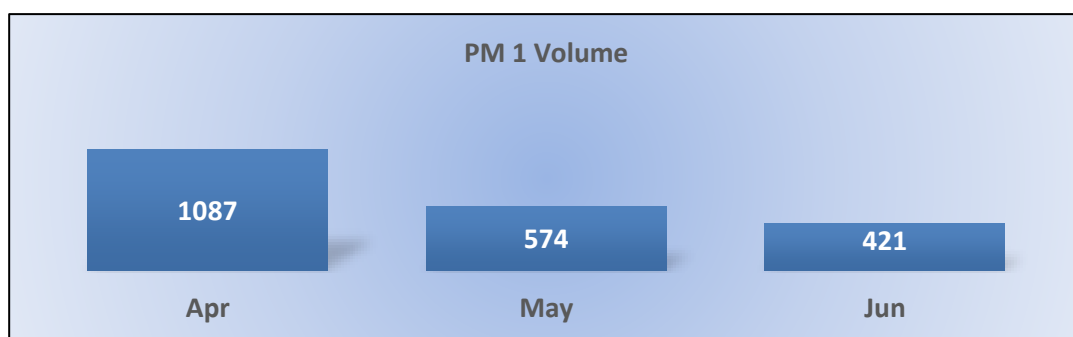
Enforcement Performance Measures

Q4 Report *(April – June 2018)*

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, the Board has developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

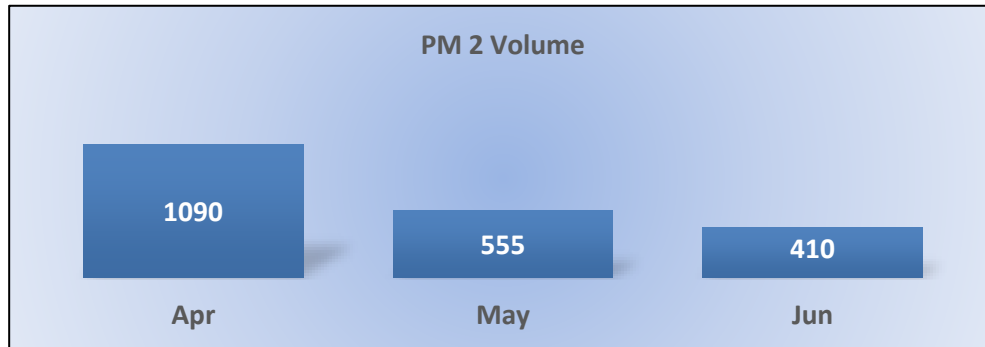


Total Received: 2,082 Monthly Average: 694

Complaints: 2,077 | Convictions: 5

PM2 | Intake – Volume

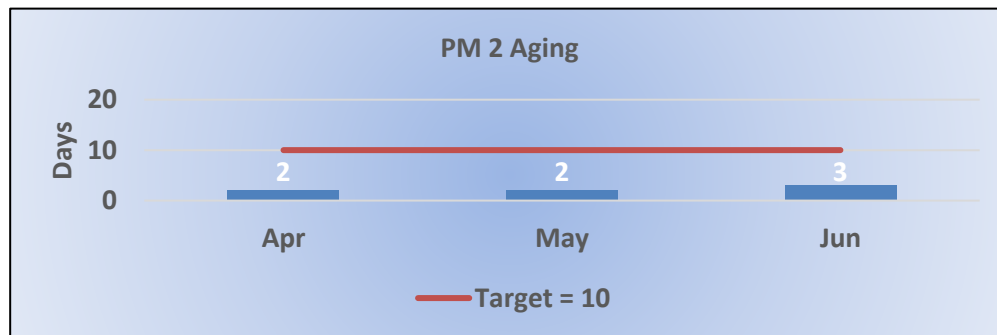
Number of complaints closed or assigned to an investigator.



Total: 2,055 | Monthly Average: 685

PM2 | Intake – Cycle Time

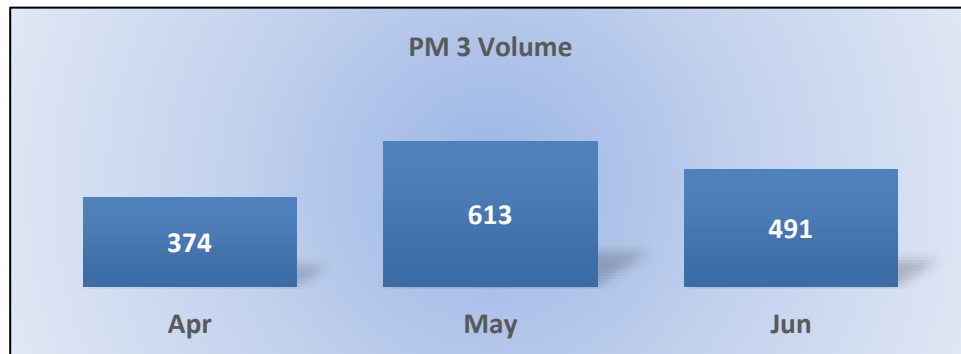
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 2 Days

PM3 | Investigations – Volume

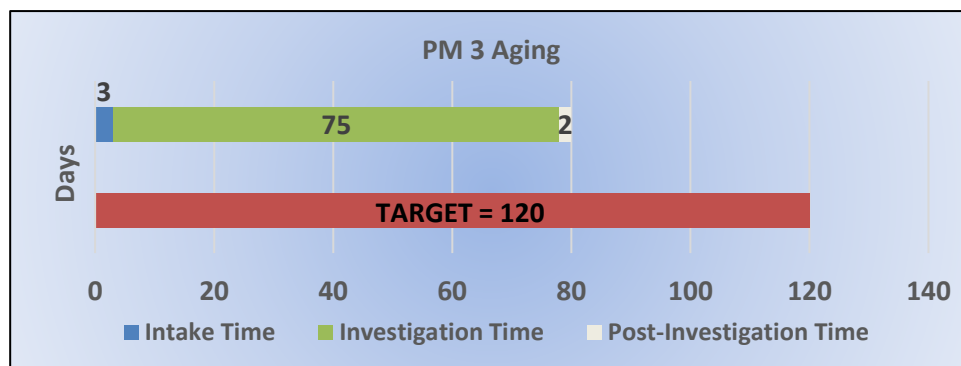
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 1,478 | Monthly Average: 493

PM3 | Investigations – Cycle Time¹

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation.)

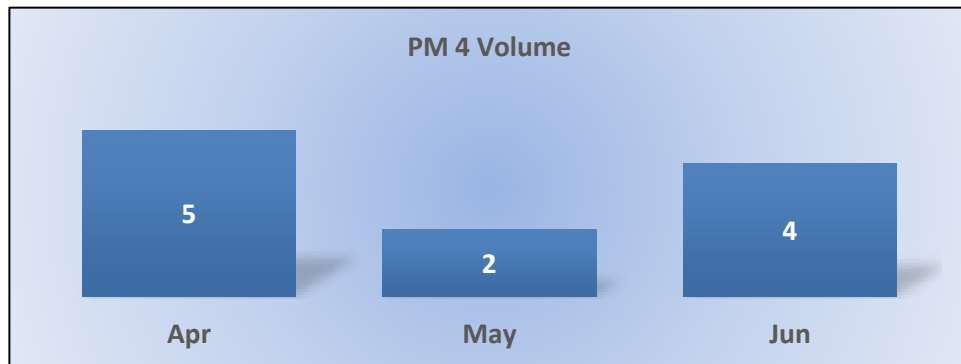


Target Average: 120 Days | Actual Average: 78 Days

¹ Due to rounding, there might be small discrepancies between the PM3 “Actual Average”, and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

PM4 | Formal Discipline – Volume

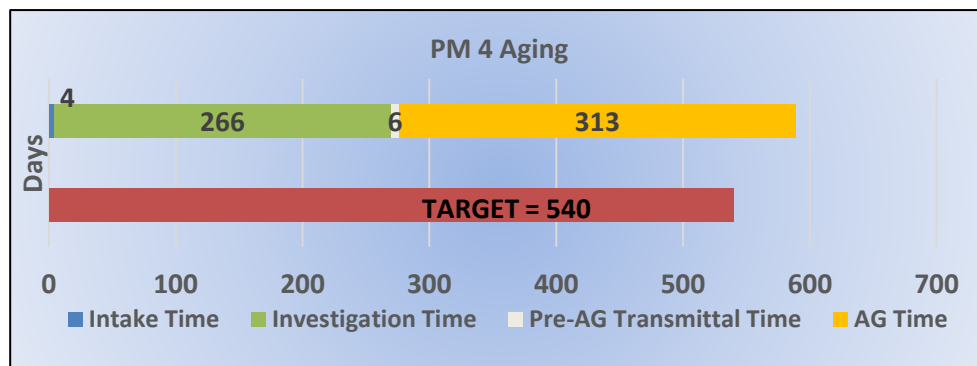
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 11 | Monthly Average: 4

PM4 | Formal Discipline – Cycle Time²

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

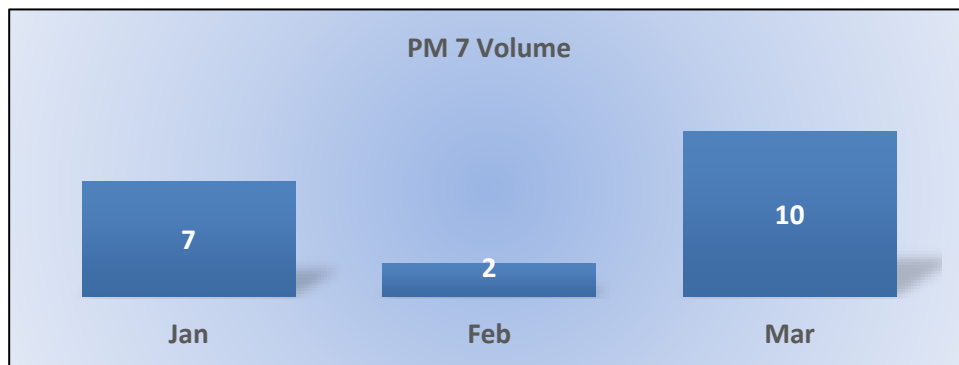


Target Average: 540 Days | Actual Average: 582 Days

² Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time)

PM7 | Probation Intake – Volume

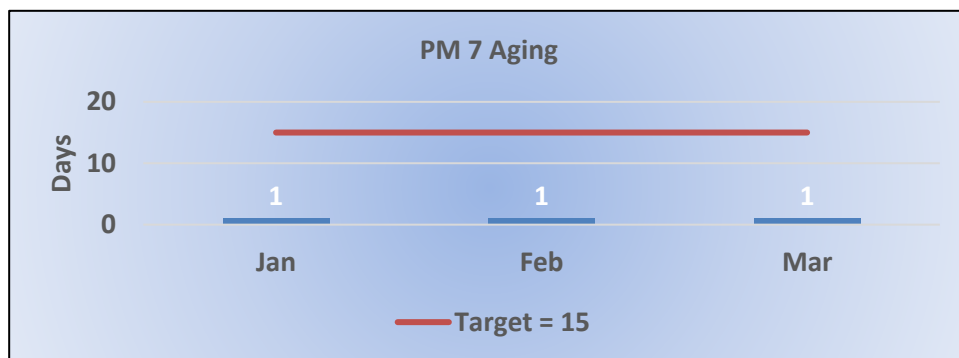
Number of new probation cases.



Total: 19

PM7 | Probation Intake – Cycle Time

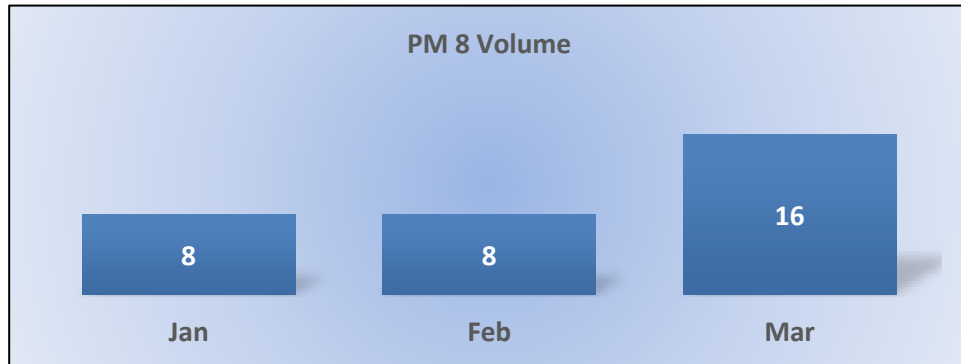
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 1 Day

PM8 | Probation Violation Response – Volume

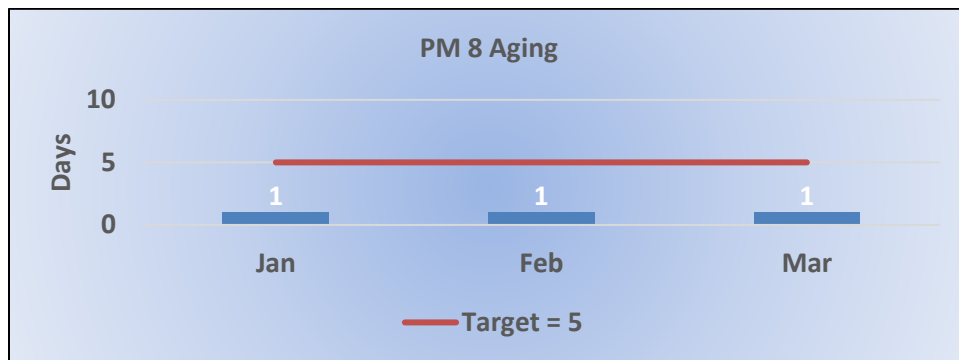
Number of probation violation cases.



Total: 32

PM8 | Probation Violation Response – Cycle Time

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 5 Days | Actual Average: 1 Day

Consumer Satisfaction Online Survey Results

The Customer Satisfaction Survey is provided by the DCA and is used as a performance measure to gauge the consumer's satisfaction regarding how his or her complaint was processed. This survey is sent to the consumer (complainant) with the Board's letter when a case is closed. The consumer can complete the survey in a variety of ways: online, through a QR Code Reader, or through an enclosed survey card. During the FY 2014/15 the survey content was changed. For reporting purposes all questions asked on both formats are combined and included in the FY 2014/15 survey results.

FY 2014-15 Consumer Complaint Performance Survey Performance Measure Score: 73%		
Was our representative courteous?	Number	% of Total
Yes, strongly agree	0	0%
Somewhat agree	0	0%
Neutral	0	0%
Somewhat disagree	0	0%
No, strongly disagree	0	0%
Total	0	0%
Do you feel that the representative who handled your complaint understood your problem?	Number	% of Total
Yes, strongly agree	0	0%
Somewhat agree	0	0%
Neutral	0	0%
Somewhat disagree	0	0%
No, strongly disagree	0	0%
Total	0	0%
Were you made aware that your complaint was closed?	Number	% of Total
Yes, strongly agree	0	0%
Somewhat agree	0	0%
Neutral	0	0%
Somewhat disagree	0	0%
No, strongly disagree	0	0%
Total	0	0%
Did our representative deal with your problem in a fair and reasonable manner?	Number	% of Total
Yes, strongly agree	0	0%
Somewhat agree	0	0%
Neutral	0	0%
Somewhat disagree	0	0%
No, strongly disagree	0	0%
Total	0	0%

If you were less than satisfied with the final outcome of your case, what was your primary reason for filing a complaint with us? (Please check the one that most represents your situation)	Number	% of Total
	0	0%
	0	0%
	0	0%
	0	0%
	0	0%
Total	0	0%

How did you contact our Board?	Number	% of Total
Web site	0	0%
Regular mail	1	50%
E-mail	1	50%
Phone	0	0%
In-person	0	0%
Total	2	100%

How satisfied were you with the format and navigation of our Web site?	Number	% of Total
Very satisfied	1	25%
Somewhat satisfied	1	25%
Neither satisfied nor dissatisfied	2	50%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Total	4	100%

How satisfied were you with information pertaining to your complaint available on our Web site?	Number	% of Total
Very satisfied	1	25%
Somewhat satisfied	1	25%
Neither satisfied nor dissatisfied	1	25%
Somewhat dissatisfied	1	25%
Very dissatisfied	0	0%
Total	4	100%

How satisfied were you with the time it took to respond to your initial correspondence?	Number	% of Total
Very satisfied	2	100%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Total	2	100%

How satisfied were you with our response to your initial correspondence?	Number	% of Total
Very satisfied	2	100%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Total	2	100%

How satisfied were you with the time it took to speak with a representative of our Board?	Number	% of Total
Very satisfied	0	0%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Total	0	0%

How satisfied were you with the representative's ability to address your complaint?	Number	% of Total
Very satisfied	0	0%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Total	0	0%

How satisfied were you with the time it took for us to resolve your complaint?	Number	% of Total
Very satisfied	9	69%
Somewhat satisfied	1	8%
Neither satisfied nor dissatisfied	3	23%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Total	13	100%

How satisfied were you with the explanation you were provided regarding the outcome of your complaint?	Number	% of Total
Very satisfied	10	77%
Somewhat satisfied	1	8%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	2	15%
Total	13	100%

Overall, how satisfied were you with the way in which we handled your complaint?	Number	% of Total
Very satisfied	10	76%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	1	8%
Somewhat dissatisfied	1	8%
Very dissatisfied	1	8%
Total	13	100%

Would you contact us again for a similar situation?	Number	% of Total
Definitely	11	85%
Probably	0	0%
Maybe	2	15%
Probably not	0	0%
Absolutely not	0	0%
Total	13	100%

Would you recommend us to a friend or family member experiencing a similar situation?	<u>Number</u>	<u>% of Total</u>
Definitely	10	77%
Probably	0	0%
Maybe	2	15%
Probably not	1	8%
Absolutely not	0	0%
Total	13	100%
How well did we explain the complaint process to you?	<u>Number</u>	<u>% of Total</u>
Very Poor	3	15%
Poor	2	10%
Good	4	20%
Very Good	11	55%
Total	20	100%
How clearly was the outcome of your complaint explained to you?	<u>Number</u>	<u>% of Total</u>
Very Poor	4	20%
Poor	4	20%
Good	4	20%
Very Good	8	40%
Total	20	100%
How well did we meet the time frame provided to you?	<u>Number</u>	<u>% of Total</u>
Very Poor	4	21%
Poor	1	5%
Good	3	16%
Very Good	11	58%
Total	19	100%
How courteous and helpful was staff?	<u>Number</u>	<u>% of Total</u>
Very Poor	4	20%
Poor	2	10%
Good	2	10%
Very Good	12	60%
Total	20	100%
Overall, how well did we handle your complaint?	<u>Number</u>	<u>% of Total</u>
Very Poor	6	29%
Poor	2	9%
Good	1	5%
Very Good	12	57%
Total	21	100%
If we were unable to assist you, were alternatives provided to you?	<u>Number</u>	<u>% of Total</u>
Very Poor	5	45%
Poor	6	55%
Good	0	0%
Total	11	100%
Did you verify the provider's license prior to service?	<u>Number</u>	<u>% of Total</u>
Yes	9	60%
No	6	40%
Not Applicable	0	0%
Total	20	100%

Consumer Complaint Performance Survey						
	FY 2015-16 Performance Measure Score 69 %		FY 2016-17 Performance Measure Score 63%		FY 2017-18 Performance Measure Score 57%	
	<u>Total Response</u>	<u>%</u>	<u>Total Response</u>	<u>%</u>	<u>Total Response</u>	<u>%</u>
1. How well did we explain the complaint process to you?						
Very Poor	5	16%	7	21%	9	40%
Poor	2	7%	3	9%	0	0%
Good	11	35%	7	20%	6	35%
Very Good	13	42%	17	50%	5	25%
Total	31	100%	34	100%	20	100%
2. How clearly was the outcome of your complaint explained to you?						
Very Poor	6	20%	9	25%	9	40%
Poor	2	6%	6	17%	1	5%
Good	8	27%	6	17%	4	25%
Very Good	14	47%	15	41%	6	30%
Total	30	100%	36	100%	20	100%
3. How well did we meet the timeframe provided to you?						
Very Poor	5	16%	7	20%	7	30%
Poor	5	16%	4	12%	2	10%
Good	8	26%	12	34%	5	30%
Very Good	13	42%	12	34%	6	30%
Total	31	100%	35	100%	20	100%
4. How courteous and helpful was the staff?						
Very Poor	2	6%	5	16%	8	35%
Poor	3	10%	4	13%	1	5%
Good	11	37%	6	19%	4	25%
Very Good	14	47%	16	52%	7	35%
Total	30	100%	31	100%	20	100%
5. Overall, how well did we handle your complaint?						
Very Poor	8	26%	11	31%	8	35%
Poor	3	10%	4	11%	2	15%
Good	5	16%	6	17%	4	20%
Very Good	15	48%	15	41%	6	30%
Total	31	100%	36	100%	20	100%
6. If we were unable to assist you, were alternatives provided to you?						
Very Poor	1	11%	4	27%	N/A	N/A
Poor	8	89%	11	73%	N/A	N/A
Good	0	0%	0	0%	N/A	N/A
Yes	N/A	0%	N/A	0%	2	15%
No	N/A	0%	N/A	0%	7	30%
Not Applicable	N/A	0%	N/A	0%	11	55%
Total	9	100%	15	100%	20	100%
7. Did you verify the provider's license prior to service?						
Yes	15	50%	8	22%	7	35%
No	9	30%	18	48%	5	25%
Not Applicable	6	20%	11	30%	8	40%
Total	30	100%	37	100%	20	100%

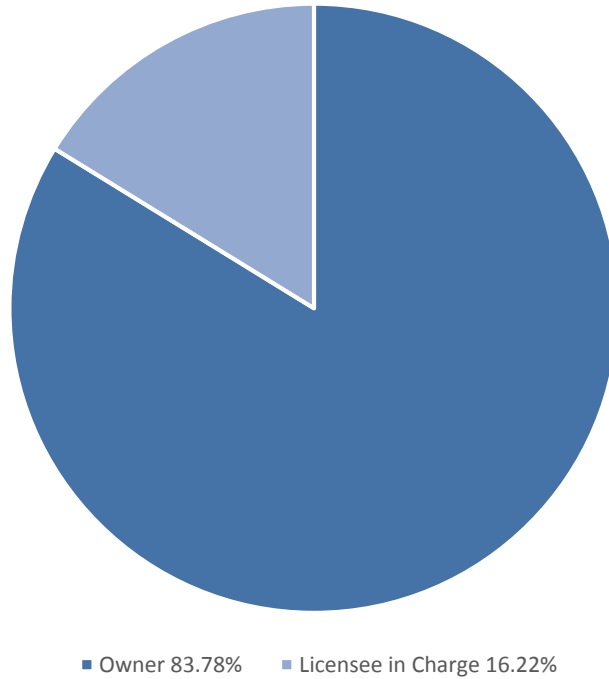
During the reporting period, 71% of the respondents felt staff treated them courteously and were helpful. Overall, 70% of the respondents felt staff did a good or very good job at explaining the complaint process. Areas the Board could possibly improve is in clearly explaining the outcome of the complaint to the respondents (61% felt staff did good or very good). Improvement in this area would increase the respondent's satisfaction on how the Board handled the complaint overall (59% felt staff did good or very good). The Board is looking at ways to improve its communication in these areas.

Inspection Satisfaction Online Survey Results

In the spirit of transparency, the Board developed an anonymous survey and posted it on the Board's web site, encouraging licensees to evaluate the Board's inspection and the inspector's conduct during an inspection. Additionally, with the citations issued, the Board includes a postage-paid postcard with the Inspection Satisfaction Survey. The report is compiled quarterly and distributed internally to the executive staff, the inspections manager, the inspector supervisors, and the inspectors themselves. The following are the results of the report from July 1, 2014 to June 30, 2018.

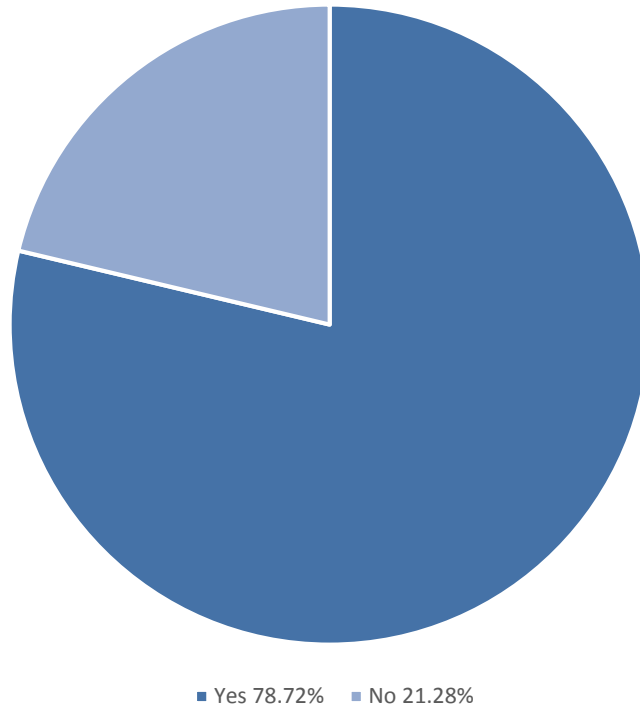


Q1 Are you the Owner or Licensee in Charge?



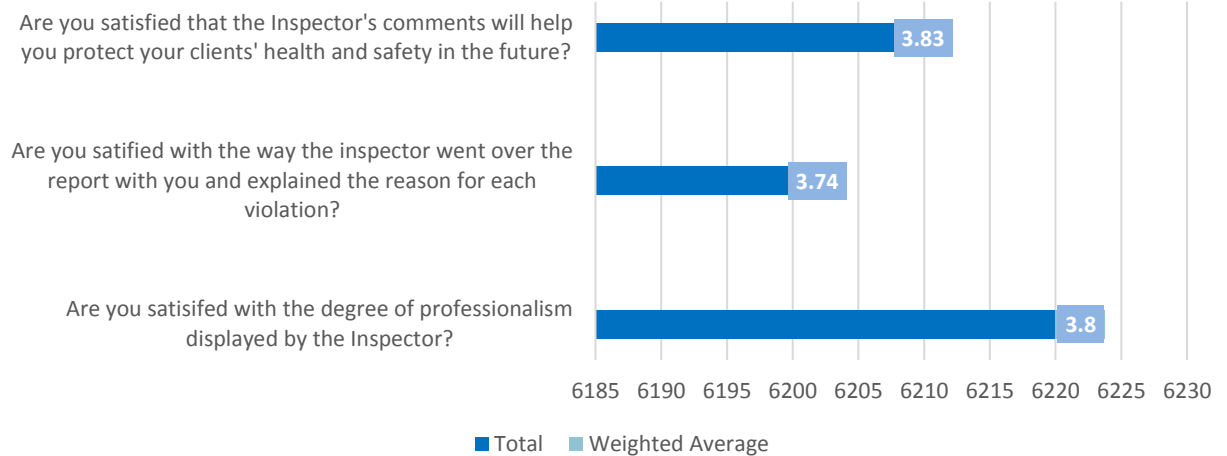
ANSWER CHOICES	RESPONSES	
Owner	83.78%	4,999
Licensee in Charge	16.22%	968
TOTAL		5,967

Q2 Were You Present During the Inspection?



ANSWER CHOICES	RESPONSES	
Yes	78.72%	4,745
No	21.28%	1283
TOTAL		6,028

Board Inspection Satisfaction Rating



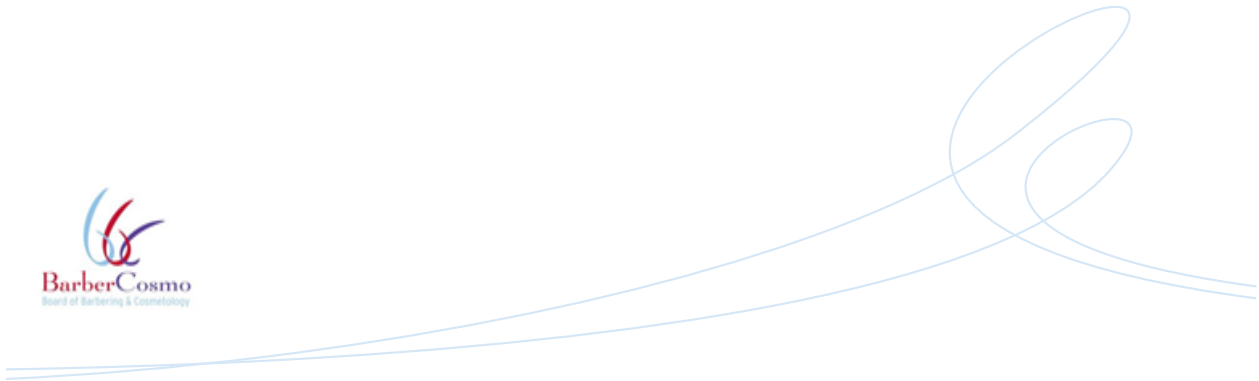
Dissatisfied



Satisfied

	1	2	3	4	5	Total	Weighted Average
Are you satisfied with the degree of professionalism displayed by the Inspector?	17.73% 1,103	5.05% 314	9.98% 621	13.57% 844	53.67% 3338	6220	3.8
Are you satisfied with the way the inspector went over the report with you and explained the reason for each violation?	19.42% 1204	5.56% 345	9.47% 587	12.98% 805	52.56% 3259	6200	3.74
Are you satisfied that the Inspector's comments will help you protect your clients' health and safety in the future?	17.61% 1093	5.07% 315	9.15% 568	12.76% 792	55.41% 3440	6208	3.83

A comment section is also designated in the survey for specific input from the licensee regarding the inspection. Additionally, the survey contains a question regarding zip code assignment. This question is utilized to identify which inspector conducted the inspection.

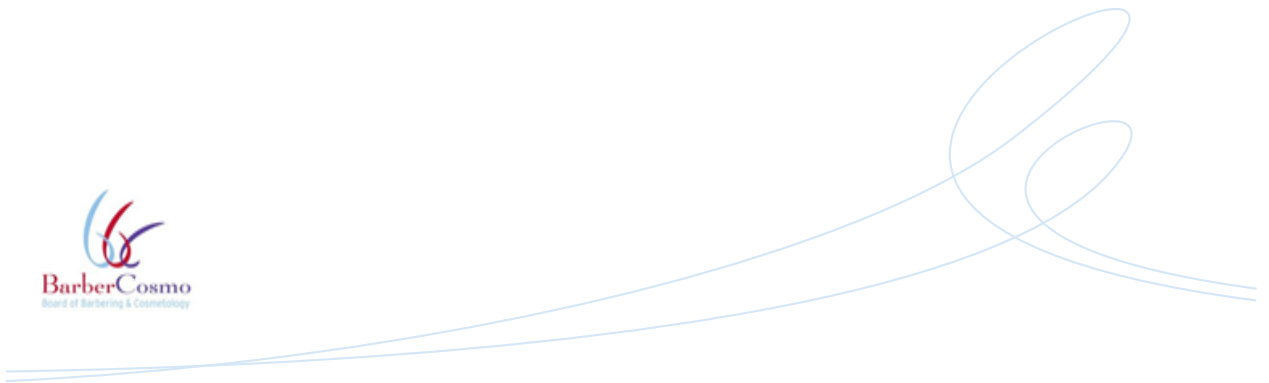


Section 3

Fiscal Information and Staff

- Fiscal Issues
- General Fund Loans
- BreEZe Program Costs
- Renewal Cycles and Fee History
- Budget Change Proposals
- Board Staffing
- Staff Development





Fiscal Issues

The Board is a special fund agency in which all revenue is generated from the collection of fees. The Board's main source of revenue is derived from applicants and licensees through the collection of the application, renewal and examination fees. The revenue that is collected enables the Board to support the licensing, examination, enforcement, inspections and the administrative programs.

The Board began Fiscal Year 2017/18, with a current reserve level of 10.6 months and year-end expenditures of \$24,186. While the Board does not have a specific statute that requires a certain reserve level to be maintained, future reserves will be monitored to determine if any action is needed. At this time the Board does not plan to increase or reduce fees.

Table 2. Fund Condition				
(Dollars in Thousands)	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Beginning Balance	\$15,919	\$19,125	\$18,721	\$20,565
Revenues and Transfers	\$23,557	\$23,129	\$23,642	\$24,313
Total Revenue	\$23,557	\$23,129	\$23,642	\$24,313
Budget Authority	\$21,526	\$24,910	\$22,294	\$22,561
Expenditures	\$20,690**	\$24,087	\$21,343	\$21,642
Loans to General Fund	\$0.00	\$0.00	\$0.00	\$0.00
Accrued Interest, Loans to General Fund	\$0.00	\$0.00	\$0.00	\$0.00
Loans Repaid from General Fund	\$0.00	\$0.00	\$0.00	\$0.00
Fund Balance	\$19,125	\$18,721	\$20,565	\$21,611
Months in Reserve	9.5	10.0	10.6	11.0

*These are including beginning balance adjustments. **Projected to spend full budget

General Fund Loans

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

The following chart details the Board's program expenditures.

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

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

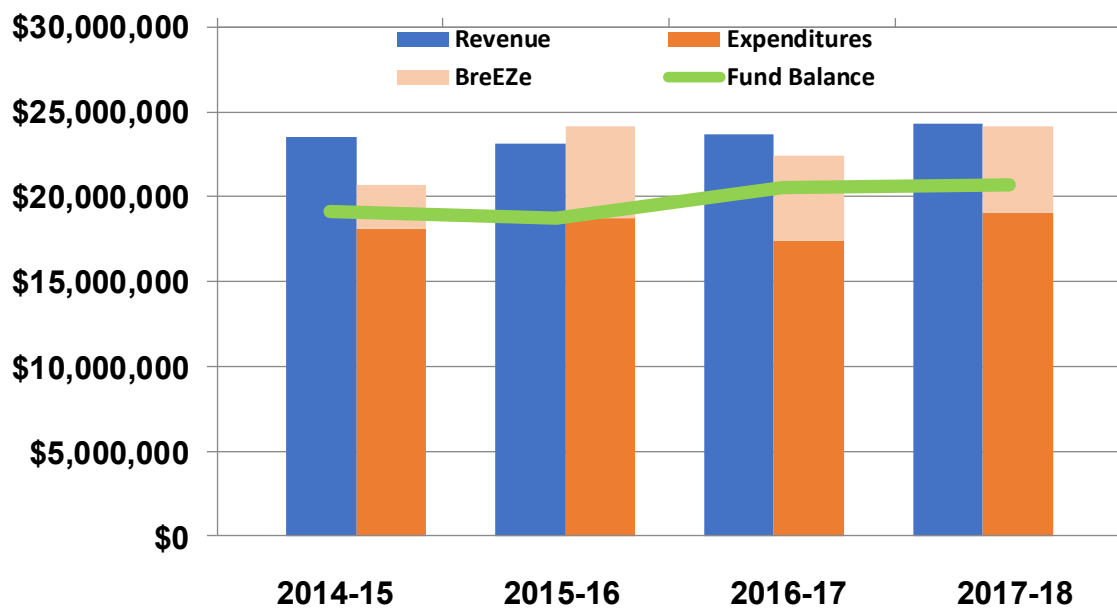
**Fi\$Cal FM 12 06/30/18. Numbers not finalized as of 10/01/2018. DCA will be unable to close the fiscal year and produce official financial year-end statements until later this fiscal year (currently estimated for March 2019).

BreEZe Program Costs

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

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

BreEZe Cost Comparison Chart



* Projected years assume full budget appropriation is expended.

Highlights

\$21.0 million General Fund loan repayment outstanding.

Renewal Cycles and Fee History

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

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

Table 4. Fee Schedule and Revenue

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

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

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

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

Budget Change Proposals

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

Table 5. Budget Change Proposals (BCPs)								
BCP ID #	Fiscal Year	Description of Purpose of BCP	Personnel Services				OE&E	
			# Staff Requested (include classification)	# Staff Approved (include classification)	\$ Requested	\$ Approved	\$ Requested	\$ Approved
N/A	N/A	N/A	N/A	N/A	\$0	\$0	\$0	\$0
N/A	N/A	N/A	N/A	N/A	\$0	\$0	\$0	\$0

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

Board Staffing

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

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

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

Staff Development

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

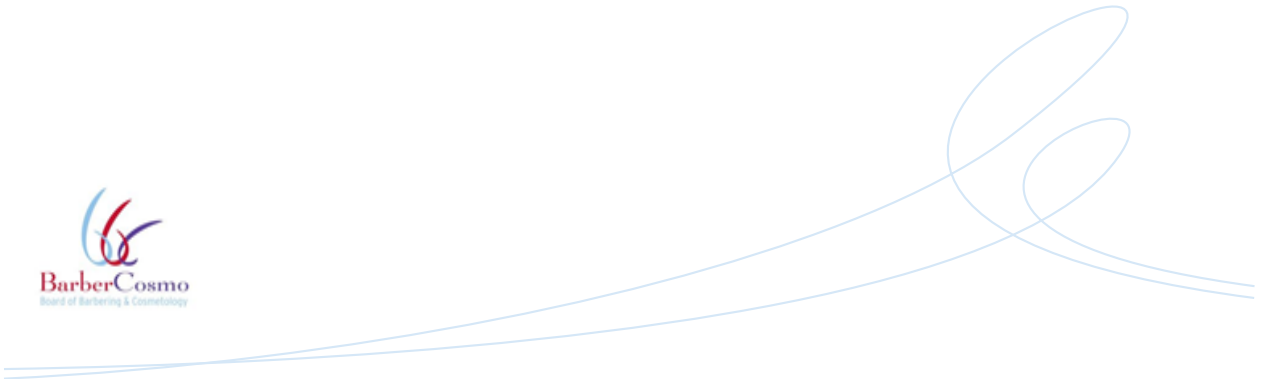
The Board worked with the DCA's training unit to provide Diversity Training to board inspectors. The Board also provides training to inspectors during regular staff meetings, and annual all-inspector meetings. The Board holds regular (twice annual) inspector trainings, which includes training on verbal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

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

Below are the Board's expenditures related to training:

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

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

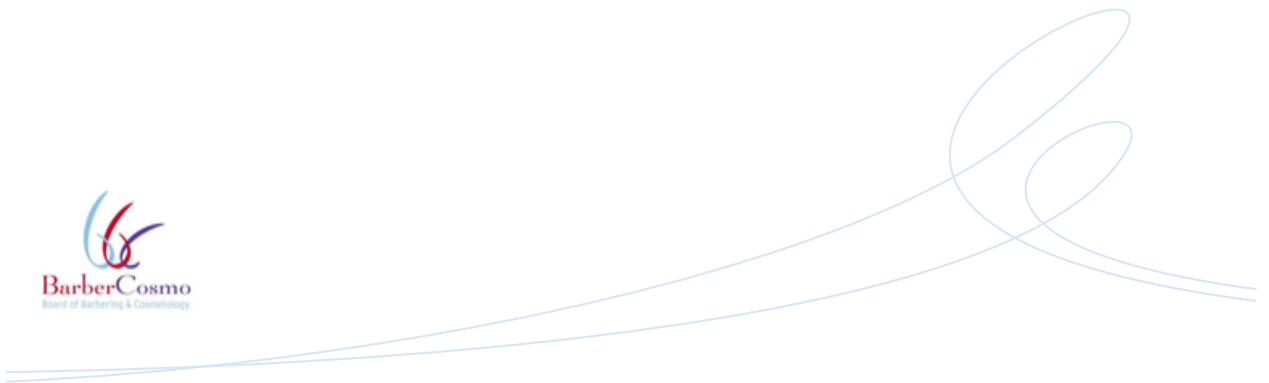


Section 4

Licensing Program

- Licensing and Examination Program
- Performance Targets
- Application Processing
- Military
- Examinations
- School Approvals
- Continuing Education/Competency Requirements





Licensing and Examination Program

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

Performance Targets

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

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

*Data obtained via manual tracking.

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

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

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

Application Processing

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

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

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

		FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Barber Apprentice	Active	679	797	1,064	1,410
	Delinquent	375	15	0	0
	Retired	N/A	N/A	N/A	N/A
	Out of State	N/A	N/A	N/A	0
	Out of Country	N/A	N/A	N/A	0
Cosmetology	Active	257,689	258,348	260,232	260,069
	Delinquent	49,903	52,951	53,726	54,485
	Retired	N/A	32	33	33
	Out of State	N/A	N/A	N/A	27,716
	Out of Country	N/A	N/A	N/A	248
Cosmetology Apprentice	Active	950	1,123	1,382	1,411
	Delinquent	544	9	0	0
	Retired	N/A	N/A	N/A	N/A
	Out of State	N/A	N/A	N/A	0
	Out of Country	N/A	N/A	N/A	0
Electrology	Active	1,442	1,397	1,369	1,335
	Delinquent	471	463	454	437
	Retired	N/A	1	1	1
	Out of State	N/A	N/A	N/A	199
	Out of Country	N/A	N/A	N/A	7
Electrology Apprentice	Active	1	0	0	1
	Delinquent	0	0	0	0
	Retired	N/A	N/A	N/A	N/A
	Out of State	N/A	N/A	N/A	0
	Out of Country	N/A	N/A	N/A	0
Manicurist	Active	100,259	102,098	104,518	103,981
	Delinquent	27,316	25,712	88,783	25,939
	Retired	N/A	9	9	9
	Out of State	N/A	N/A	N/A	16,336
	Out of Country	N/A	N/A	N/A	271
Esthetician	Active	63,710	66,078	68,915	71,333
	Delinquent	12,648	13,391	13,755	14,166
	Retired	N/A	2	2	2
	Out of State	N/A	N/A	N/A	7,249
	Out of Country	N/A	N/A	N/A	71
NOTE: "Out of State" and 'Out of Country' are two mutually exclusive categories. A licensee should not be counted in both.					

Table 7a Licensing Data by Type

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

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

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

Table 7b. Total Licensing Data

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

*Optional. List if tracked by the board.

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

Application Verification

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

Criminal History

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

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

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

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

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

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

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

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

FY 2014 through 2018 Licensure Denials and Criminal Convictions				
FY 2014/15 (2 denials)	PC 208(D) Kidnapping, 264. 1 Rape, Abduction, Carnal Abuse of Children, and Seduction, 220 Assaults with Intent to Commit Felony, Other Than Assaults with Intent to Murder, 288A(D) Bigamy, Incest, and the Crime Against Nature		PC 288A(b)(1) Bigamy, Incest, and the Crime Against Nature and 286(b)(1) Bigamy, Incest, and the Crime Against Nature	
FY 2015/16 (1 denial)	PC 288A(b)(1) Bigamy, Incest, and the Crime Against Nature, PC 261.5 Rape, Abduction, Carnal Abuse of Children, and Seduction, 209(b)(1) Kidnapping			
FY 2016/17 (4 denials)	PC 261.5 Rape, Abduction, Carnal Abuse of Children, and Seduction	PC 261(a)(2) Rape, Abduction, Carnal Abuse of Children, and Seduction, PC 264.1 Rape, Abduction, Carnal Abuse of Children, and Seduction, PC 209 Kidnapping, PC 288 Bigamy, Incest, and the Crime Against Nature, PC 211 Robbery, PC 182(a)(1) Conspiracy	PC 261(a)(2) Rape, Abduction, Carnal Abuse of Children, and Seduction, PC 264.1 Rape, Abduction, Carnal Abuse of Children, and Seduction, PC 209 Kidnapping, PC 288 Bigamy, Incest, and the Crime Against Nature, PC 211 Robbery, PC 182(a)(1) Conspiracy	264.1(5) Rape, Abduction, Carnal Abuse of Children, and Seduction
FY 2017/18 (2 denials)	243.4(e)(1) Assault and Battery (Sexual Battery)	O.C.G.A. 16-6-16 Masturbation for hire, O.C.G.A. 16-6-17 Giving massages in place used for lewdness, prostitution, assignation, or masturbation for hire, O.C.G.A. 43-24A-15 Massage Therapy Practice Unlawful acts, PC 647(b) Prostitution		

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

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

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

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

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

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

Examinations in State Correctional Facilities

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

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

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

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

Out of State Licensing

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

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

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

Out of Country Licensing

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

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

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

Military

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

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

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

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

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

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

AB 1588

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

[Armed Forces Personnel Application for Exemption from Payment of Renewal Fees](#)
[Application to Restore License to Active Status](#)

AB 1904

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

[Application for Reciprocity and Initial License Fee](#)

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

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

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

Examinations

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

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

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

Pass Rates

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

WRITTEN EXAMINATION

Table 8. Examination Data

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

Table 8. Examination Data

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

WRITTEN EXAMINATION

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

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

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

PRACTICAL EXAMINATION

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

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

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

Note: National practical examination administered effective October 3, 2011

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

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

School Approvals

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

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

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

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

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

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

The Board has no legal requirement for approving international schools.

Continuing Education/Competency Requirements

The Board does not require continuing education.

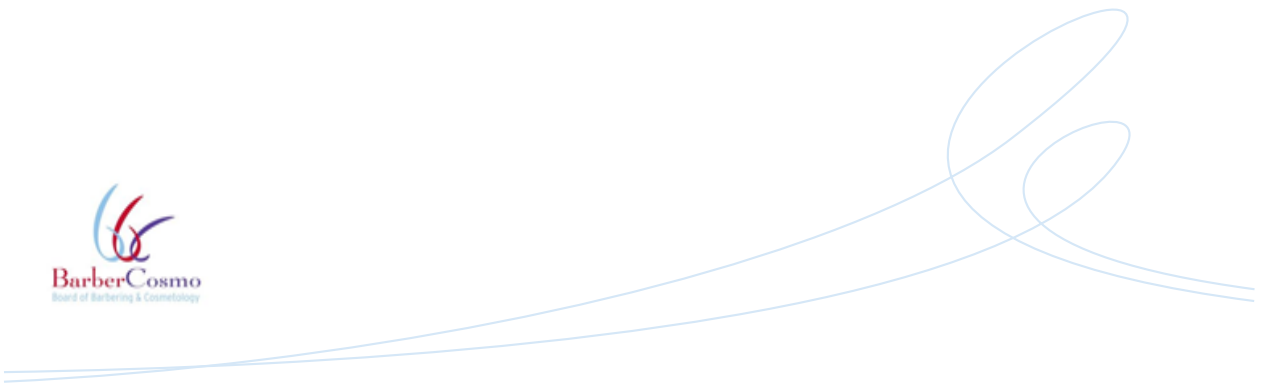
Section 5

Enforcement Program

- Enforcement Program
- Performance Measures
- Trends
- Performance Barriers
- Prioritization
- Mandatory Reporting
- Settlements on the Board
- Statute of Limitations
- Unlicensed Activity
- Civil and Criminal
- Disciplinary Review Committee
- Appeals to the Administrative Law Judge
- Franchise Tax Board
- Cost Recovery
- Consumer Restitution



DRAFT



Enforcement Program

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

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

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

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

Performance Measures

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



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

* Complaint volume is counted but is not a measurement.

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

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

Trends

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

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

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

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

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

*See table 9 (b).

Performance Barriers

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

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

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

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

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

Table 9b. Enforcement Statistics

	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
INVESTIGATION				
All Investigations				
First Assigned	4,939	3,925	4,118	5,412
Closed	4,779	3,907	4,073	4,836
Average days to close	63	111	73	89
Pending (close of FY)	968	990	1,033	1,633
Desk Investigations				
Closed	4,904	3,910	3,803	5,066
Average days to close	23	31	34	49
Pending (close of FY)	311	335	645	1,041
Non-Sworn Investigation				
Closed	1,652	1,936	1,294	1,223
Average days to close	113	122	154	104
Pending (close of FY)	624	635	332	511
Sworn Investigation				
Closed	13	18	20	17
Average days to close	299	163	253	198
Pending (close of FY)	11	14	10	10
COMPLIANCE ACTION				
ISO & TRO Issued	0	0	0	0
PC 23 Orders Requested	1	0	0	2
Other Suspension Orders	0	0	0	0
Public Letter of Reprimand	0	0	0	0
Cease & Desist/Warning	0	0	0	0
Referred for Diversion	0	0	0	0
Compel Examination	0	0	0	0
CITATION AND FINE				
Citations Issued	17,081	19,002	18,116	12,459
Average Days to Complete	26	44	37	36
Amount of Fines Assessed	\$6,865,991	\$7,421,263	\$6,321,078	\$4,745,162
Reduced, Withdrawn, Dismissed	N/A	N/A	N/A	N/A
Amount Collected	\$6,101,849	\$6,190,577	\$5,874,698	\$4,918,344
CRIMINAL ACTION				
Referred for Criminal Prosecution	3	1	3	4

Table 10. Enforcement Aging

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

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

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

Prioritization

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

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

Mandatory Reporting

The Board has no mandatory reporting requirements.

Settlements of the Board

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

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

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

Statute of Limitations

The Board does not operate with a statute of limitations.

Unlicensed Activity

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

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

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

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

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

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

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

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

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

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

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

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

Cite and Fine

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

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

Cite and Fine Program Statistics					
	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Establishments Inspected	11,979	13,712	14,346	14,151	11,061
Citations Issued to Establishments	8,257	10,023	10,844	10,437	6,007
Citations Issued to Individuals	6,452	8,140	8,633	8,034	5,842
Total Citations Issued	14,709	18,166	19,477	18,471	12,776
Establishments with No Violations Cited	3,046	2,958	2,832	4,056	2,957

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

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

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

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

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

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

Number of Violations by Fiscal Year					
Violation	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
CCR §979 Non-electrical instruments - not disinfected properly	12,611	12,412	12,169	10,269	8,116
CCR §988 Storage and labeling of liquids, creams, powders and cosmetics	6,638	6,541	6,008	4,921	4,286
CCR §981(a) No disposal of instruments and supplies that cannot be disinfected	5,779	5,263	5,683	4,189	3,854
CCR §965 Proper display of license	4,700	4,943	4,701	3,651	3,019
CCR §986* Neck duster and brushes not disinfected or stored properly	30	705	4,727	4,106	3,513
*CCR §986 Verbiage was updated effective January 1, 2016.					

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

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

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

Disciplinary Review Committee

Business and Professions Code Section 7400 established the Board's Disciplinary Review Committee (DRC). The DRC allows an individual who has been cited and fined to appeal the violation by appearing in person or, under rare extenuating circumstances, submitting in writing their evidence relating to the facts and circumstances of the citation. Per CCR Section 974.2(d), the cited individual can contest or appeal any of the following aspects of the citation:

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

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

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

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

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

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

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

During the FY 2014/18 reporting period, the Board's DRC held 141 hearings. The monthly hearings of the DRC are for two - four days at a time. An average of 60 cases are heard at each session (180 cases a month). There are currently 14 cases pending. The Board has addressed the previously high workload by scheduling a higher number of cases each month as well as an additional day, when necessary. Currently, there is no backlog in appeal hearings to be scheduled. The DRC is now operating without a backlog for the first time in many years.

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

Appeals to the Administrative Law Judge

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

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

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

Franchise Tax Board

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

FTB Intercepts

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

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

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

Cost Recovery

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

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

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

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

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

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

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

Table 11. Cost Recovery (list dollars in thousands)					
	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Total Enforcement Expenditures	\$1,235,662	\$1,048,857	\$858,486	\$881,474	\$808,034**
Potential Cases for Recovery*	55	66	46	85	67
Cases Recovery Ordered	25	39	31	38	32
Amount of Cost Recovery Ordered	\$72,150	\$245,675	\$113,870	\$105,656	\$91,841
Amount Collected	\$63,388	\$81,356	\$81,356	\$76,488	\$82,555
* Potential Cases for Recovery" are those cases in which disciplinary action has been taken base on violation of the license practice act.					
** FISCAL FM 12 06/30/2018 Accounts 5340310, 5340320, 5340510, 5340540, 5340540, 5340580, 5342500. Numbers not finalized as of 10/01/2018					

Consumer Restitution

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

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

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

Table 12. Restitution				
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Amount Ordered	0	0	0	0
Amount Collected	0	0	0	0

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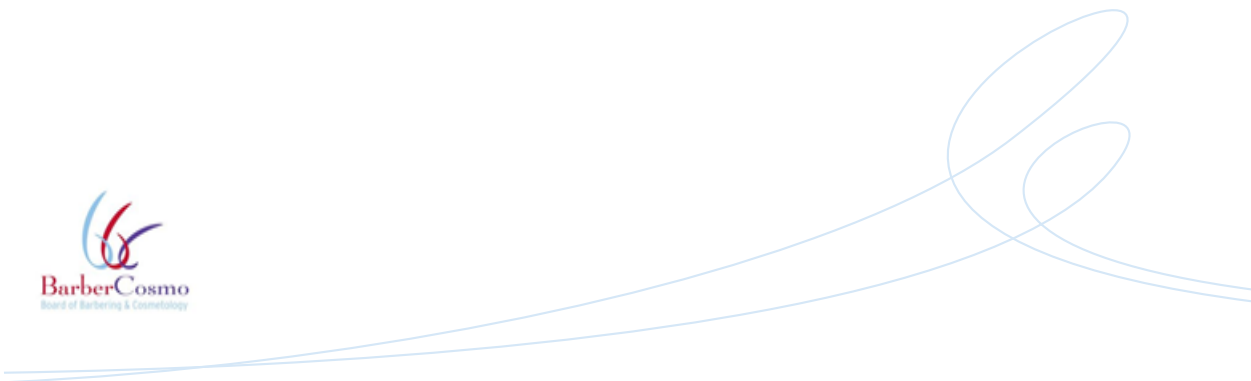
Public Information Policies

- Public Access
- Board and Committee Meetings
- Webcasting
- Complaint Disclosure Policy
- License History and Status Information
- Consumer Outreach

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Public Access

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

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

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

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

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

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

Board and Committee Meetings

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

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

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

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

Webcasting

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

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

Complaint Disclosure Policy

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

License History and Status Information

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

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

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

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

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

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

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

Consumer Outreach

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

Listed below are a few highlights of the outreach program.

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

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

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

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

Consumer Fact Sheets

- Chemical Hair Services

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

Consumer Publications

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

Consumer Videos

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

Licensee Fact Sheets

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

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

Licensee Publications

A Study from the California Department of Toxic Substances Control

Equipment Evaluation Binder

FDA Fact Sheets

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

Illegal Instrument Flyer

Medical Pedicure

Most Common Violations Cited During an Inspection

OSHA Quick Card – Hazard Communication Safety Data Sheets

Protecting the Health of Nail Salon Workers

Quick Start Guide for Barber Shop and Beauty Salons

Self-Inspection Worksheet

What to Expect When You are Inspected

Licensee Videos

CASafeSalon – Proper Use of Disinfectants

CASafeSalon - Tips to Stay Fine Free

Foot Spa Cleaning and Disinfecting Video

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

Mexican Consulate Town Hall March 23, 2017

Mobile Units – Instructional Video

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

Cosmetology

- Ear Candling/Coning
- Eyelash-Eyebrow Services

Establishments

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

Esthetics

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

Manicuring

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

Schools

- Transfer of Credits and Qualifications for Examination

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

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

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

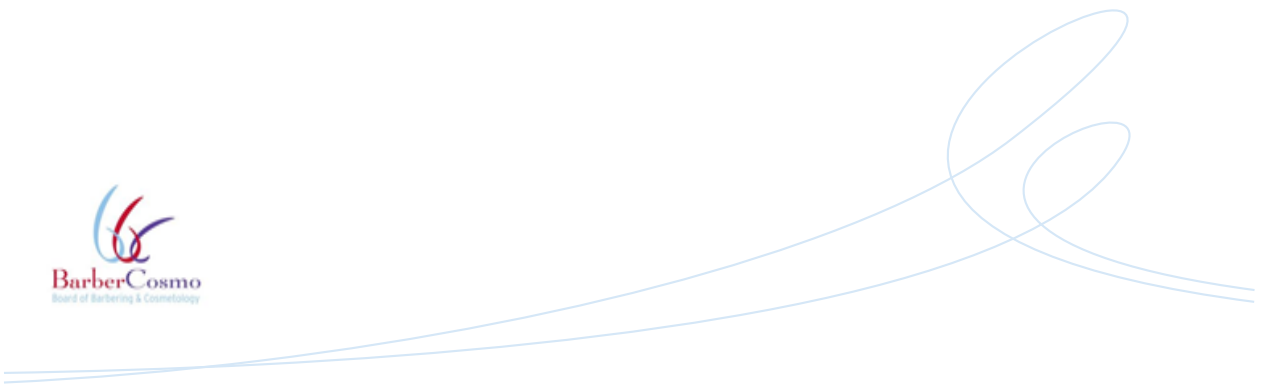
Section 7

Online Practice Issues

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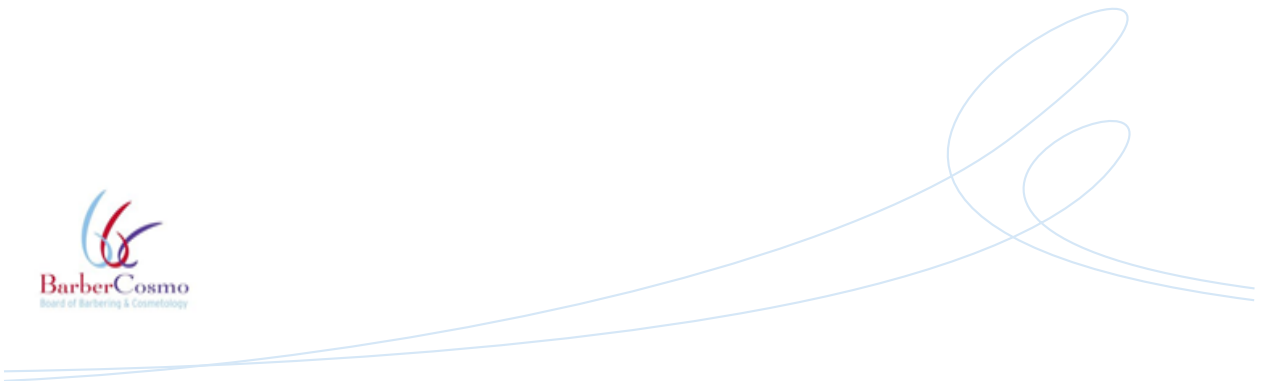
Online Practice Issues

Barbering and cosmetology professions cannot be practiced online.

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Section 8

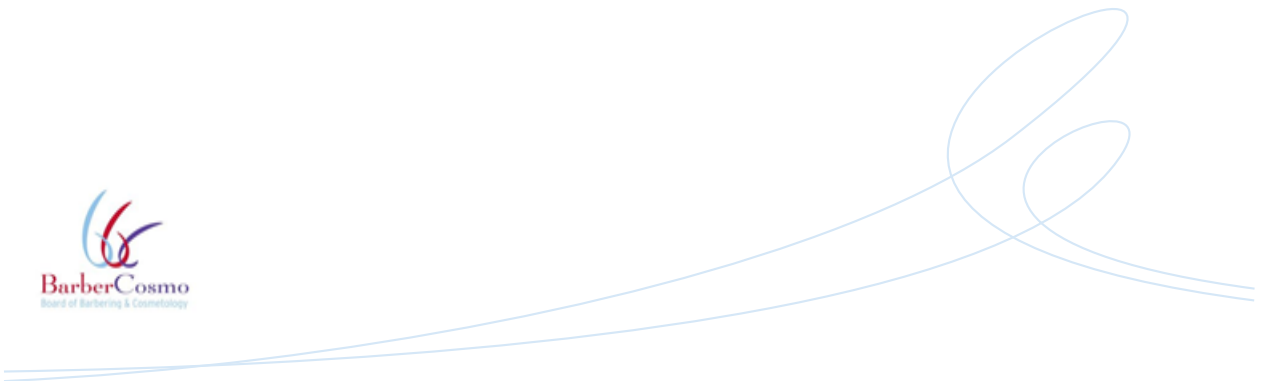
Workforce Development and Job Creation

- Workforce Development and Job Creation
- Impact of Licensing Delay on Job Creation
- Outreach to Schools
- Licensing Barriers
- Workforce Development Data

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Workforce Development and Job Creation

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

Electrology: June 2020

Esthetics (Skin Care): June 2021

Manicuring (Nail Care): June 2022

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

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

Impact of Licensing Delays on Job Creation

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

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

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

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

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

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

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

Outreach to Schools

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

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

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

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

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

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

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

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

Licensing Barriers

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

Prison Examinations

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

Low Licensing Application Denials Based on Criminal Convictions

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

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

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

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

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

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

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

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

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

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

Low Licensing Denials, Revocations and Suspensions Based on Criminal Convictions

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

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

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

Proposed Hairstylist License

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

Workforce Development Data

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

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

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

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

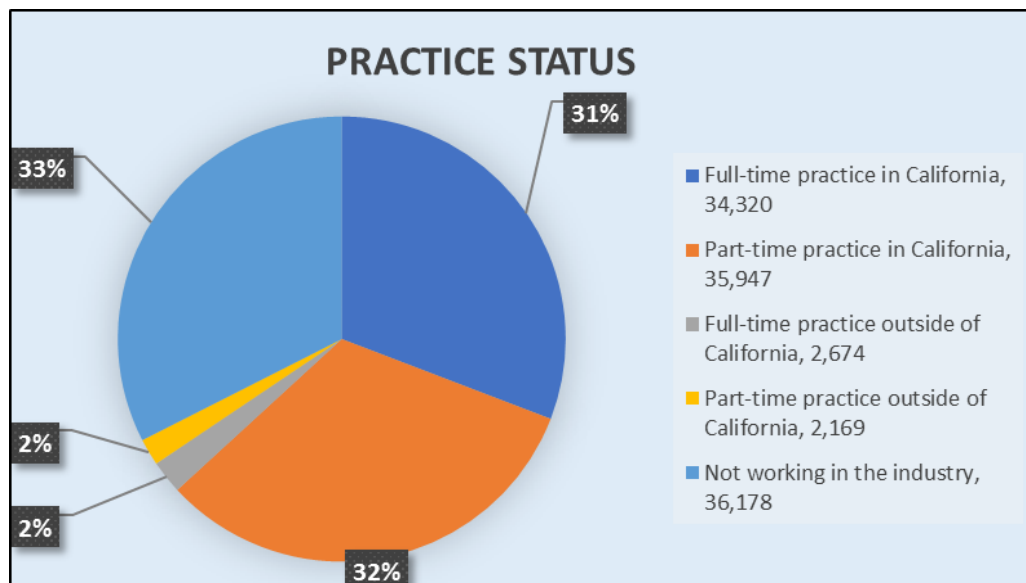
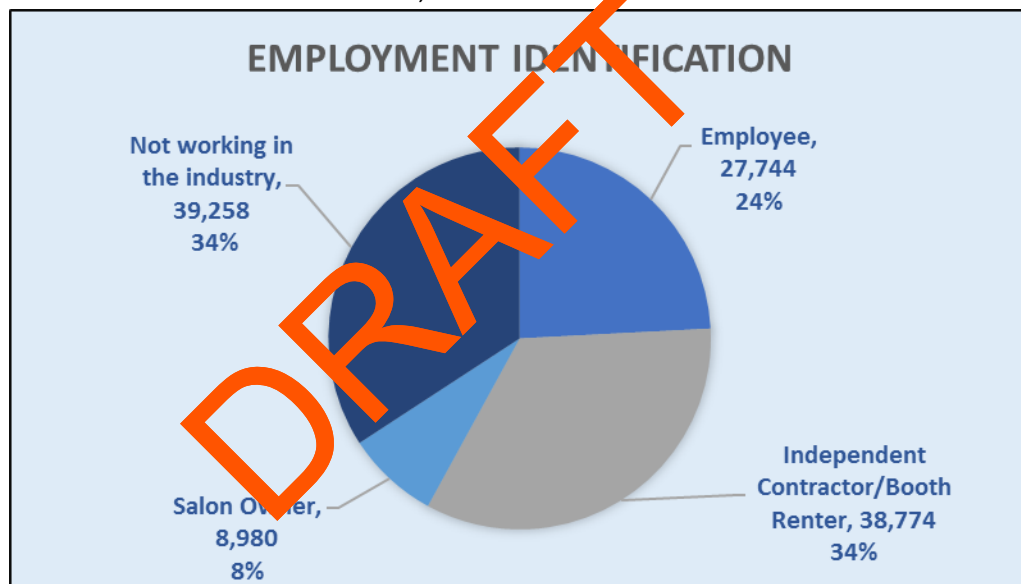
The Board is thrilled to be part of this dynamic industry. The Board's work focuses on ensuring that individual's entering the barbering and beauty industry possess the requisite skills and knowledge to provide services to the diverse population of Californians who seek hair, skin and nail services.

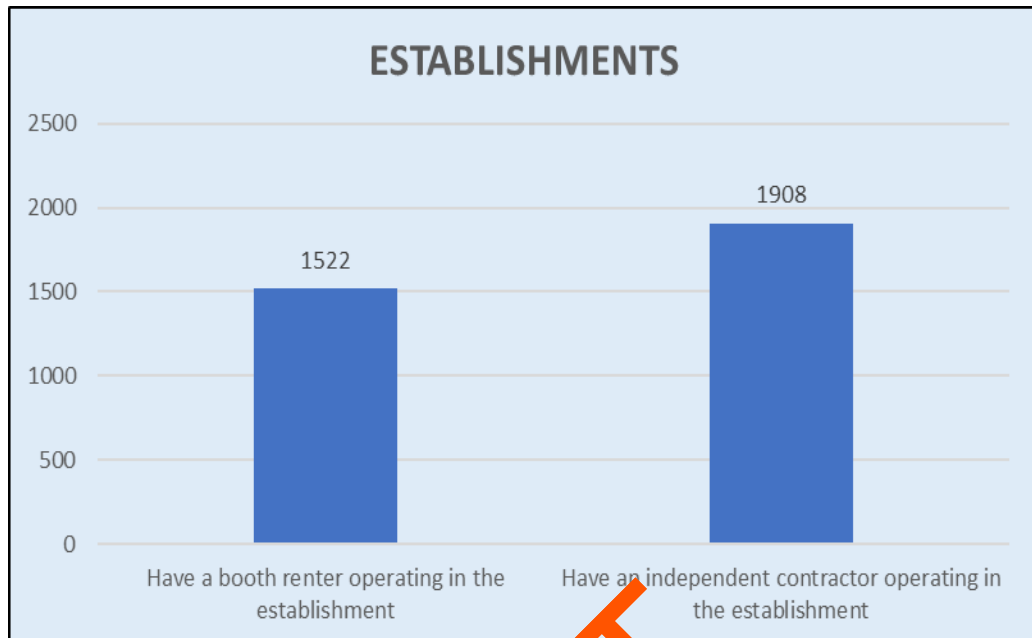
Workforce Shortages

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

RENEWAL QUESTIONNAIRE

Feb 11, 2016 - June 30, 2018





Successful Training Programs

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

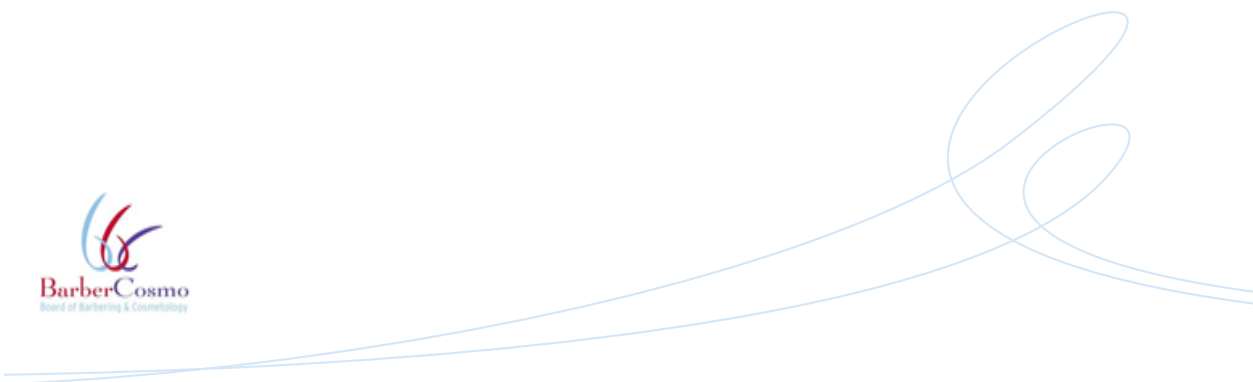
Section 9

Current Issues

- Uniform Standards for Substance Abusing Licensees
- Consumer Protection Enforcement Initiative
- BreEZe

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Uniform Standards for Substance Abusing Licensees

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

Consumer Protection Enforcement Initiative

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

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

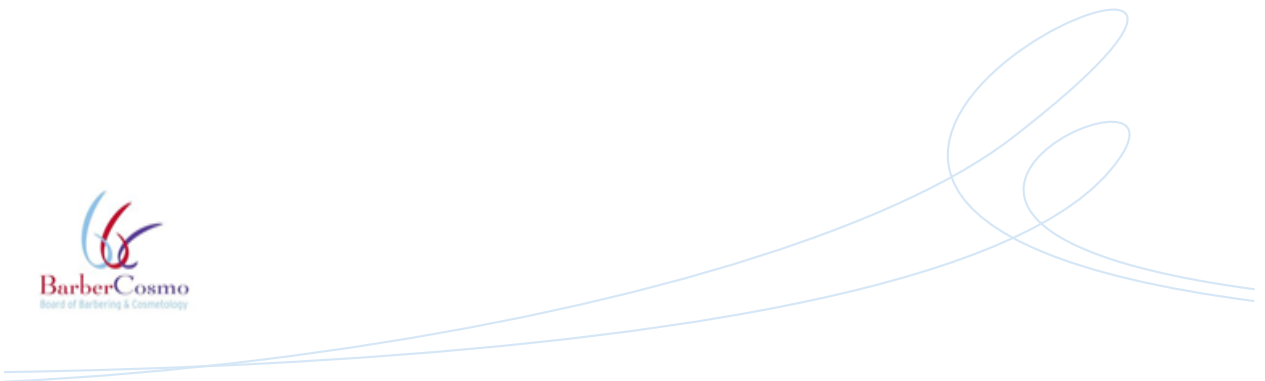
BreEZe

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

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



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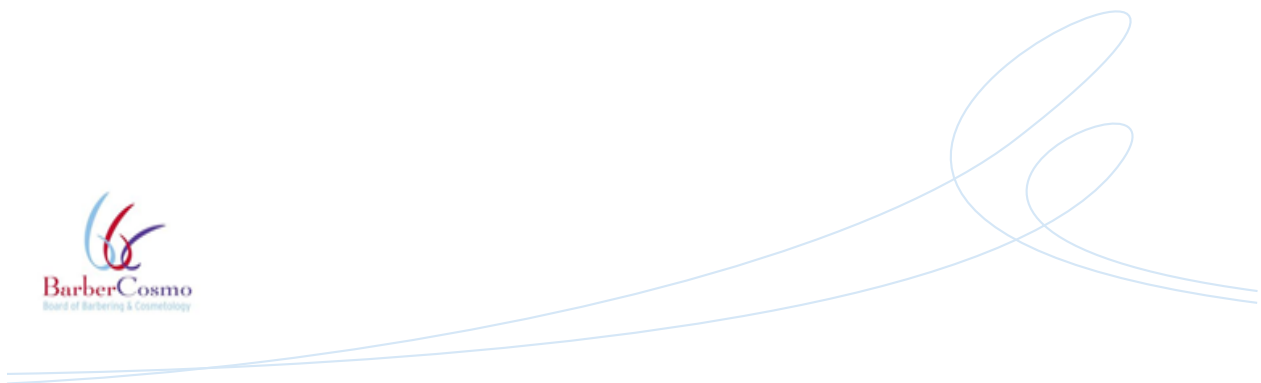
Section 10

Board Action and Response to Prior Sunset Review Issues

- Issue 1: Pro Rata
- Issue 2: Practical Examination
- Issue 3: Spanish-Language Failure Rates
- Issue 4: Taking the Written Examination Prior to Completing School
- Issue 5: School Approvals
- Issue 6: Health and Safety for Hair Care and Beauty Professionals
- Issue 7: Enforcement Timelines
- Issue 8: Inspector Program
- Issue 9: Status of BeeZee
- Issue 10: Freelance Certification
- Issue 11: Correctional Facilities Licensing Program
- Issue 12: Booth Renters License
- Issue 13: Additional Licensing Sub-categories and Industry Certification
- Issue 14: Board Composition
- Issue 15: Language Access
- Issue 16: Consumer and Licensee Safety
- Issue 17: Technical Cleanup
- Issue 18: Board Continuance



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BACKGROUND PAPER FOR THE BOARD OF BARBERING AND COSMETOLOGY

IDENTIFIED ISSUES, BACKGROUND AND RECOMMENDATIONS REGARDING THE BOARD OF BARBERING AND COSMETOLOGY

CURRENT SUNSET REVIEW ISSUES

The following are unresolved issues pertaining to the BBC, or those which were not previously addressed by the Committees, and other areas of concern for these Committees to consider along with background information concerning the particular issue. There are also recommendations the Committee staff have made regarding particular issues or problem areas which need to be addressed. The BBC and other interested parties, including the professions, have been provided with this Background Paper and can respond to the issues presented and the recommendations of staff.

ISSUE #1: (Pro Rata) What services does the BBC receive for its share of pro rata?

Staff Recommendation: *The BBC should advise the Committees about the basis upon which pro rata is calculated, and the methodology for determining what services to utilize from DCA. In addition, BBC should also discuss whether it could achieve cost savings by dealing with more of its services in-house such as its legal, public affairs, or call center support. The BBC should also explain to the Committees if the BBC's position reduction has led to increased reliance on DCA for administrative services.*

Board Response

The Board utilizes many services offered by the DCA including, but not limited to; call center, budgets, contracts, information technology, human resources and public information. The Board has one of the higher costs for pro rata in the DCA however, the services received are numerous. The costs that are distributed from the Board to the DCA are calculated by DCA. SB 1243 (Lieu, Chapter 395, Statutes of 2014) requires the DCA to conduct a study on the system of prorating administrative expenses and this will provide a better understanding of cost distribution. The Board does not anticipate a cost savings should it take over functions and duties that are currently handled by the DCA. Once the study of how costs are distributed is completed, the Board may be in a better position to determine if cost savings could be achieved. The Board does not believe that any position reductions led to an increased reliance on the DCA.

Board Update

The Board continues to receive extensive services from the DCA. In the last three years, the Consumer Information Center has answered an average of 82,000 calls on behalf of the Board and mailed out an average of 4,400 publications. This is compared to an average of 38,000 calls answered by Board staff. This is all part of a workload that the Board could not absorb. The Board does not believe that there would be any cost savings by taking on the workload that the DCA currently handles. The support that DCA provides is at a very specific level of duties (human resources, information technology, etc.) and the Board would not be able to support those duties.

ISSUE #2: (Practical Examination) Is the practical examination the most effective way to demonstrate minimal competency?

Staff Recommendation: *The Committees may wish to require the BBC to conduct an occupational analysis of the current practical examination to determine if this form of examination is still a reliable and valuable measure of meeting minimal competency standards, or if any changes to improve the examination are necessary. In addition, the BBC may wish to inquire assessing the elements of a practical examination are something schools could test for at the end of an instructional program, as part of the required curriculum.*

Board Response

The Board would be happy to conduct research and provide an update to the Committees on practical examinations and if they are a reliable and valuable measure for minimal competency. As for schools administering the practical examination, this is an option that could be looked into, however, the Board believes that unless it has sole oversight of schools it would not be a secure process. Currently, schools are not monitored in a way that the Board would feel confident that the test would be administered properly. There is already a significant issue of schools selling hours (issuing completion documents when the courses were not completed) and the Board does not see the schools conducting an examination in a secure manner.

Board Update

In May 2018, the Department of Consumer Affairs' Office of Professional Examination Resources (OPES) concluded its review of both parts (written and practical) of the national cosmetology examination. The conclusion of this review is that the examinations adequately assess what a California cosmetologist is expected to have mastered at the time of licensure. The Board believes that the practical examination is necessary to test minimal competency for individuals that are more right-brained (creative and artistic). Allowing portions of the practical examination to be evaluated by schools could only be considered if the Board has more authority over barbering and cosmetology schools to ensure the proper curriculum is being taught.

ISSUE #3: (Spanish-language Failure Rates) What can the BBC do to improve the success of Spanish-language test-takers?

Staff Recommendation: *In order to improve the outcomes of the written examination for both recent graduates and those individuals taking the Spanish-language examination, the Committees may wish to require the BBC to reevaluate the curriculum standards that are necessary for licensure and work with current BBC- and BPPE-approved education providers to ensure that the curriculum and instructional materials meet the needs of students and any material instructed in a language other than English is consistent with the language utilized on the NIC examinations. In addition, the BBC should continue to work with Spanish-language test takers to inform them of the dialect utilized in the Spanish examination. Also, the Committees may wish to require the BBC to work with education providers who teach in Spanish to improve communication and information with Spanish-language examinees. Further, the BBC reported that it plans to conduct targeted outreach to Spanish-speaking students and licensees. The BBC should explain to the Committees its timeline for conducting outreach and explain its outreach strategy.*

Board Response

The Board is taking continual steps to determine what the issues are for low pass rates for those taking the written examination in Spanish. The Board does not believe that the issue lies within the curriculum or the examination. As the Board is able to generate more reports from the BreZE database, we believe students that are requesting the examination in Spanish are often not obtaining their education in Spanish. As a result, the Board will be reaching out to schools to encourage them to discuss with the student the pass rates and how the examination is translated. The Board will also be reaching out to students who have failed the examination to obtain their input and conducting town hall meetings with Spanish speaking students. This outreach will be the Board's focus during fiscal year 2015/2016.

The Board has already met with the BPPE on this issue as they are the regulatory entity who oversees the quality of education. The Board would like to see the Spanish pass rates become comparable to other language pass rates by the end of 2016.

Board Update

Submitted along with this report in Volume 2, Section 12, Attachment C is the Board's Report on the *Review of the Low Pass Rate for Spanish Written Examinations*. This report provides details on what the Board has addressed since the last Sunset Review.

The Spanish pass rate for the written examinations continues to be low. The Board has researched several potential causes of the low pass rate but has not found a significant, identifiable cause. While the cosmetology Spanish pass rate has increased from 29% in FY 2013/2014 to 45% in FY 2017/2018, this is still a low passage rate that causes the Board concern. When taking into consideration an applicant who takes the test more than one time, the passage rate drops to 28%.

The Board conducted various reviews of data. A review of content area was conducted to determine if Spanish test takers were failing in a certain examination area. Data indicated that test takers consistently fail each content area by approximately 50%. The Board also reviewed passage rates by the age of each applicant and there was no difference in age groups for the percentage of failures.

In speaking with multiple schools, the Board found that schools are teaching in English, but students are choosing to take the examination in Spanish. This can be very difficult as the translations are done in the most universal method. The Board has encouraged schools to discuss the translations with students. In addition, there is now a translation guide available to all students that was produced by the national examination vender.

In surveying test-takers, 62% stated that the examination was easy to understand and 93% of test-takers stated that they will take the examination again in Spanish.

The Board is continuing to discuss this issue to determine if there is anything under our authority that can be done. In May 2018, the Board will be holding a task force meeting specifically designated to address the Spanish pass rates. Please refer to Volume 2, Section 12, Attachment C for detailed information.

ISSUE #4: (Taking the Written Examination Prior to Completing School) Should applicants be permitted to take the written examination prior to completing school instruction?

Staff Recommendation: *The Committees may wish to require the BBC to conduct an occupational analysis of the written examination along with an assessment of curriculum standards to ensure the material is relevant to current practices and standards within the industry. Additionally, the Committees may wish to inquire of the BBC the need to attend 1600 hours of instruction or less depending on licensee-type, if individuals are able to take and pass an examination prior to completing coursework. Is there coursework that is no longer relevant to industry practices? The Committees may wish to require the BBC to contract with an outside entity to conduct a revised Occupational Analysis of the 1600 curriculum program for cosmetologists.*

Board Response

The Board believes that the current 1600-hour curriculum is adequate. The Board supports the idea of the written examination being taken early only because it is based on theory that is learned in the beginning of a course and it would be beneficial to students to be tested upon completion of learning the material as opposed to several months later.

Board Update

The Board contracted with the Department of Consumer Affairs' Office of Professional Examination Services (OPES) to conduct an occupational analysis of the cosmetology

profession. This report was completed in October 2017 and is included in Volume 2, Section 12 of this report. In addition, the Board conducted a review of the cosmetology 1600-hour curriculum which is included in Volume 2, Section 12 of this report. The committee that was assembled to review the curriculum agreed that 1600 hours is adequate for the cosmetology course, however, the committee made several recommendations, which include the establishment of a hairstylist license, module-based curriculum and more. The committee did not discuss the option of early written testing. While the Board is not pursuing statutory changes to allow for early testing, it is still believed that this could be beneficial as the bulk of theory education is taught during the beginning of the course.

ISSUE #5: (School Approvals) What is the BBC's current relationship with the BPPE? Does the BBC have a plan to improve its relationship with the BPPE? What steps has the BBC taken ensure better outcomes if it were tasked with the responsibility of being the sole approving entity for schools?

Staff Recommendation: *The BBC should further update the Committees about any plans it has to improve its regulatory relationship with the BPPE. The BBC should explain where the communication problems may lie between the two entities and consider establishing an enforcement process and communication system in consultation with the BPPE to help alleviate any communication deficiencies. The BPPE should inform the Committees about any transition plan it has in place if it were to be granted the sole approval authority for schools including, the projected costs and staff resources necessary to implement such a program. The BBC and the BPPE should continue to work together and monitor any pending litigation issues that impact the curriculum requirements and licensing model for the barber and cosmetology industry.*

Board Response

Communication with the BPPE has been lacking since the BPPE was reconstituted. Effort has been made by the Board to improve communication by requesting meetings and providing information on what the Board needs from the BPPE. In the past, these meetings have not been successful as communication from the BPPE to the Board has not improved. However, in 2015 the Board reached out to the DCA to address these issues and we now have regularly scheduled meetings with the BPPE. These meetings are held monthly and are to discuss outstanding issues as well as general information sharing. The Board continues to believe that one entity should have sole oversight over cosmetology and barbering schools and that it should be the Board. Should the Board be granted sole oversight it would then have the authority to charge a fee for its services and then be able to pursue additional staffing. The Board has not done a full study of staffing needs, but maintains it is in the best position to oversee schools as the Board currently has staff dedicated to this process.

Board Update

In September 2017, Dr. Michael Marion was appointed by the Governor as the new Bureau Chief for the BPPE. Since then, the communication between the Board and the Bureau has

improved dramatically. The Board and the Bureau have conducted multiple joint inspections, three of which resulted in emergency decisions requiring schools to stop enrollment and accepting monies from students. The Board and the BPPE have been holding regular meetings to improve communication as well as determine priorities in the oversight of schools. In working closer with the BPPE, the Board found that there are statutory changes that could strengthen the Board's existing oversight of schools. These recommendations can be found in this report under Section 11. The Board and the BPPE are committed to continued improvements in communication as well as action taken against schools that are committing fraud.

ISSUE #6: (Health and Safety for Hair Care and Beauty Professionals) What is the BBC's timeframe for updating its current health and safety curriculum manual?

Staff Recommendation: *The BBC should advise the Committees as to when it will revise or update the current curriculum in the Health and Safety for Hair Care and Beauty Professionals manual. The Committees may wish to require the BBC update this important instructional material by July 1, 2017.*

Board Response

The Board is currently in the process of updating this curriculum and expects to have it completed no later than July 1, 2017.

Board Update

On January 22, 2017 the Board finalized the updated versions of the Health and Safety course. On May 31, 2017 the Board mailed the updated version which now includes a student handbook, instructor handbook and curriculum to all schools. The Board provided a hard copy of the curriculum and a CD of all the documents. The Board also placed the course on its web site for easy access.

Since the update of the Health and Safety Course, the Board has made several revisions including adding physical and sexual abuse awareness training and workers' rights awareness training. In July 2018, the Board worked with 5 schools and an apprenticeship sponsor to perform a pilot test of the full curriculum. Changes needed as a result will be presented to the Health and Safety Committee and once finalized the full course will be translated into Vietnamese, Spanish and Korean.

ISSUE #7: (Enforcement Timeframes) Why is the enforcement process for formal discipline taking longer than the targeted 540 days?

Staff Recommendation: *The BBC should advise the Committees about where it believes the bottlenecks are in its investigation processes and disciplinary actions. What does BBC think are the causes of the delays? In the BBC's opinion, what are viable solutions to the extensive timeframes in its enforcement processes?*

Board Response

The Board's investigation portion of cases where formal discipline was completed in the FY 2013/2014 averaged 241 days. The balance of the aging process for these cases is occurring at the AG's Office. In order to decrease aging at the AG's office, Board analysts regularly inquire about the status of accusations, whether Notices of Defense were filed, whether or not default decisions have been prepared, and whether or not settlement terms have been offered. When accusations or decisions are received, the Board staff ensure they are processing these documents timely.

Board Update

The Board continues to work with the Office of the Attorney General and the Office of Administrative Hearings. It is in these areas where the aging of cases continues to grow and is out of the Board's control. While the Board's current processing time is 642 days, this is an improvement from the Board's last Sunset Report when the processing time was 702 days. The Board hopes to continue to see improvement in this area.

ISSUE #8: (Inspector Program) What are the BBC's current issues with its Inspector Program?

Staff Recommendation: *Given the current challenges with obtaining the approval to hire BBC's desired number of inspectors, and the recruitment challenges, the BBC should explain to the Committees how it plans to adjust, treat, fine or modify its Inspection Program in order to work within the constraints of available resources. The BBC should explain any problems that may arise from a resource-deficient inspection Program. The BBC should explore ways it can improve the inspection process for individuals with limited English proficiency and explain to the Committees if an inspector protocol around language and diversity is possible, and if not, what those challenges may be to implementing it. The BBC should inform the Committees of any outcomes from its "all-inspector" trainings. Additionally, the BBC should explain to the Committees its hiring plan to fill inspector positions, if granted BCP authority.*

Board Response

The Board will continue to pursue obtaining additional inspector positions as it believes this is the only way to ensure consumers are protected. It should be noted that the lack of inspector positions to adequately cover all of California puts consumers at risk. It is often that the most egregious violations are found in establishments that have been licensed for many years but have not been inspected on a regular basis. In addition, not having the adequate number of staff requires current inspectors to carry a significantly larger workload thereby impacting the quality of inspections. The Board is committed to quality of inspections, not the quantity. The Board believes that more time spent in an establishment is beneficial to licensees as opposed to a fast inspection.

The Board believes that a protocol for inspecting establishments where there is limited English speaking individuals can be developed and can be helpful. The Board plans to develop this protocol and have it in place by the end of 2015, if not sooner.

The Board held two “all-inspector” trainings in 2014. During these meetings inspectors attended tactical communication training, met with industry experts on emerging trends in skin care, and conducted a violation review to ensure consistency in conducting inspections.

Additional meetings will be scheduled for 2015 and the Board will continue to focus on diversity and customer service.

The DCA is assisting the Board in recruitment for vacant inspector positions including promoting the vacant positions at California colleges. The Board is also utilizing social media as a means of promoting the vacant positions. Should the Board be granted new positions, the first step would be to have the DCA conduct personnel examinations to establish a list of eligible applicants.

Board Update

The Board has made significant improvements to its inspections processes since the last Review. While hiring inspectors is still a challenge, the Board made several process improvements to address the workload. These changes are addressed in detail in Section 1, Major Changes and Challenges since the last Sunset Review. Briefly, the Board:

- Added a new Staff Services Manager I position over the inspectors to allow for more direct supervision;
- Generated new reports to allow inspectors to focus on establishments that have not been inspected (in March 2016 there were approximately 14,000 establishments needing to be inspected and in May 2018 this number is less than 3,500);
- Created compliance inspections for targeting specific violations;
- Re-defined territories to decrease travel for inspectors;
- Implemented the Inspector Language Access Protocol; and
- Provided training in diversity, language access and inspection procedures.

The Board continues to make significant improvements in its Inspections Program, not only in process improvements, but in the overall performance of building better relationships between inspectors and the individuals they inspect. This is evident in comparing the number of complaints received regarding inspectors. In 2014, the Board received 39 complaints and in 2017 only 17. In 2018, to date, only 7 complaints have been received.

The Board has an All Inspector meeting planned for winter of 2018 where they will receive training in Field Safety and Professionalism, Language Access, and training on new internal processes.

ISSUE #9: What is the status of BReEZe implementation by the BBC?

Staff Recommendation: *The BBC should update the Committees about the current status of its implementation of BreEZe. What have been the challenges to implementing this new system? What are the costs for using the system and has it enhanced operational or administrative efficiencies?*

Is the cost of BreEZe consistent with what the BBC was told the project would cost? Is the BBC comfortable that any remaining technical issues will be addressed?

Board Response

The Board has fully implemented the BreEZe system. Numerous challenges were encountered in the initial implementation. The system did not function as easily as Board staff believed it would and there were several changes that needed to be made to accommodate the Board's functions. The Board has spent over \$4 million to date on the BreEZe system which is higher than originally thought. The Board is happy to report that operational efficiencies have been gained as a result of BreEZe, the most significant being on-line transactions. The Board receives over 1,000 on-line transactions a month. The Board believes that remaining technical issues will be addressed as prior issues have already been addressed.

Board Update

The Board continues to use BreEZe effectively. As the reporting aspect of the system (QBirt) has become more reliable, the Board has been able to utilize reports to control backlogs, improve efficiencies and streamline processes. The Board continues to see operational efficiencies as more transactions are processed on-line.

ISSUE #10: (Freelance Certification) Are more people seeking beautification services outside of the traditional salon establishment? Does the BBC need to update the current establishment requirements to meet consumer demands?

Staff Recommendation: *The BBC should explain to the Committees how they would implement a freelance or mobile certificate. The BBC should also explain any new regulations, industry standards or licensing reforms that would be necessary to implement a new freelance certificate and explain how the BBC could regulate such certificates in a matter consistent with its mission. In addition, the BBC should explain to the Committees if it would need to enhance application requirements for freelance certificates, such as expanding the background check program or adding bonding requirements.*

Board Response

Should the Board be granted the authority to issue a "freelance" certificate, it believes the process would be to add an indicator to an applicant's personal license. An individual would be required

to submit an application and fee, obtain fingerprint clearance from the Department of Justice and provide proof of liability insurance. The Board would then approve the licensee to enter non-licensed facilities to perform services. As the Board's primary focus is consumer protection, the Board would also require any individual that is providing services outside of a licensed establishment to provide information to consumers on how to file a complaint with the Board.

Board Update

The Board conducted several public meetings on this topic and discussed this topic at multiple committee and board meetings. On July 23, 2018 the Board approved draft language to establish a Personal Service Permit (PSP), which would allow specific services to be provided outside of a licensed establishment. The Board is currently in the process of promulgating the regulations that will allow the implementation of the PSP.

ISSUE #11: (Correctional Facilities Licensing Program) What, if anything, can the BBC do to expand this program? How can the BBC assist in increasing the number of test-takers?

Staff Recommendation: *The BBC should explain to the Committees its role in the program, how their current partnership with CDCR is working and ways the BBC believes it can help to improve or expand access to the program.*

Board Response

The Board currently has examinations scheduled at both Chowchilla State Prison and Corona State Prison. The Board is contacted by the CDCR to set up the examinations when there are candidates ready to test. The Board is flexible and can usually accommodate the CDCR whenever they are ready. At this time, these are the only two facilities that offer educational programs that lead to Board licensure. The Board is willing to expand this program however, that is dependent upon the CDCR. Costs involved for the Board are minimal as the examinations are conducted by Board staff and only minimal travel costs are involved. CDCR incurs the majority of the cost as each facility must be equipped with a learning center.

Board Update

The Board continues its work with the Department of Corrections and Rehabilitation. From 2014 to 2018, the Board administered 41 examinations and issued 37 licenses. The Board began working with the CDCR in 2006 and since that time has issued a total of 87 licenses to individuals who tested inside a state correctional facility. The Board continues to support this process and can increase its examinations whenever the CDCR requests.

ISSUE #12: (Booth Renters License) Is there a need to create a separate booth renter's license?

Staff Recommendation: *The Committees may wish to inquire of the BBC how a booth renters' license will provide any enhanced protections for consumers or licensees. As raised*

during previous sunset review oversight hearings, it is unclear why owners of establishments would not want to maintain the responsibility for individuals operating at their place of business and it is unclear why a responsible business owner would potentially want to ignore violations in their establishment and not require all individuals working closely with them to abide by the law. In addition, the BBC should explain to the Committees if a booth renter's license would increase the workload of investigators, which the BBC reports, is currently understaffed. The Committees may wish to instead require the BBC to provide additional information to consumers and licensees, on its Web site, about the difference between a booth rental and establishment employment to help clarify the role of establishment owners, employees and booth renters to benefit both licensees and consumers.

Board Response

The Board believes that a booth rental license will provide increased consumer protection by allowing a consumer to fully understand who is providing the service. Consumers should understand that when they enter an establishment, if they are receiving services from a booth renter, and are harmed, the liability is with the individual performing the services. The Board does believe that owners would still be required to maintain responsibility of the establishment, specifically common areas that may be used by multiple booth renters (for example: shampoo bowls). The addition of a booth renter license would not increase work for Board inspectors because they currently inspect all aspects of the establishment and issue individual inspection reports and establishment inspection reports.

The Board agrees with providing additional information on its website that will benefit consumers and licensees and will have this information posted by June 30, 2015.

Board Update

The Board continues to believe that some form of booth renter recognition will increase consumer protection. Consumers should know who they are ultimately doing business with and that a booth renter is operating as a separate business. The inspection process will not be impacted as inspectors are already in the establishment and write individual inspection reports.

ISSUE #13: (Additional Licensing Sub-categories and Industry Certification) How would these enhance consumer protection?

Staff Recommendation: *The Committees may wish to require the BBC to focus on numerous other areas including: adjusting its current regulatory authority to include recognition of a freelance certificate; improving its Inspection Program, improving its relationship with the BPPE, reviewing the curriculum standards of schools and hour requirement necessary for licensure; and addressing consumer safety issues instead of approving industry certificates which licensees are already permitted to receive, granted they are operating within the scope of their professional license.*

Board Response

The Board believes that an industry certification program would allow an incentive for an individual to gain further education in their specific skill set. This would allow those licensees to become better at their craft and become safer operators. Additional education by licensees would increase consumer protection.

Board Update

The Board has not been focusing on industry certification and has instead focused on various other areas as noted in this report. After reviewing other areas, such as the 1600-hour curriculum, the Board recommends the creation of new license categories that would allow individuals to obtain less educational hours and still become successful in the industry (such as a hair stylist).

ISSUE #14: (Board Composition) Should professional members be required to be a licensed professional?

Staff Recommendation: *The Committees may wish to consider if requiring the professional appointees to represent a more diverse segment of the licensing population would be beneficial. This could be achieved by specifying that a portion of, or all, professional board member appointees hold an active, professional license. The Committees may also wish to require the BBC to create a designated industry-advisory committee which specifically focuses on industry-related issues and is comprised of licensed-industry members.*

Board Response

As noted in the background paper, the Board is comprised of nine members with four members being of the profession. As of the date of this report there are 2 cosmetologists, 1 barber and 1 school owner serving on the Board. Currently, the Board does not have members that hold a license as an esthetician, manicurist or electrologist. The Board has formed technical advisory committees for each of the licensing categories. These committees are beneficial to the Board in that they provide direct industry related issues. This process has allowed the Board to include all aspects of the industry in the regulatory and consumer protection areas.

Board Update

The Board membership structure has not changed since the last Review. The Board's current industry positions consist of 2 cosmetologists, 1 barber, and 1 school owner. The Board also has its Health and Safety Advisory Committee which includes at least one member from each of the Board's five licensing categories. For the Board to accommodate all of its licensing categories, the membership of the Board would need to be increased to a total of 15 members. Eight of those members would represent the public and seven would represent the professions and would include one each: cosmetologist, barber, esthetician, manicurist, electrologist,

establishment owner and school representative. There would be a significant benefit to this change as it would allow for each of the different categories to always be represented at board meetings, however, until this statutory change is implemented, the Board will continue to utilize its technical committees to assist the Board in the various industry areas.

ISSUE #15: (Language Access) How can the BBC enhance language-access services to consumers and licensees?

Staff Recommendation: *Although the BBC has made significant improvements in addressing language access issues, it is clear that more can be done. The BBC should explain to the Committees how it plans to continue enhancing language access services, including translation services at disciplinary hearings and any plans the BBC has to increase the numbers of bilingual inspectors.*

Board Response

The Board believes language access will take continual effort and looks forward to adding to what has already been accomplished. Effective May 1, 2015, the Board will begin issuing citations to all manicurists and establishments cited for manicuring violations in English and in Vietnamese. In addition, the Board hopes to continue its outreach to the limited English speaking communities. The Board will be developing a protocol for inspectors to assist in the process of inspecting establishments with non-English speaking licensees. In addition, the Board continues to advertise job vacancies encouraging non-English speaking candidates to apply.

Board Update

The Board continues to hold language access as a top priority and has made significant improvements. In July 2017, the Board created and implemented a language access protocol for inspectors. The Board then extended this protocol to all areas of the Board and developed protocols for the Board's headquarters staff and examination sites. Training was held with all Board staff on each specific protocol. The developed protocol was set into a web-based program so new employees as well as current employees can complete the training annually. In addition, the Board has an internal task force that reviews and updates the protocol on a bi-annual basis.

In August 2016, the Board began providing certified interpreters for Vietnamese and Spanish speaking licensees who requested an appeal hearing. Since the implementation of this process, the Board has provided an interpreter for 93 Spanish speaking appellants and 135 Vietnamese speaking appellants. This process has been very successful in that the interpreters assist the licensees in explaining their violations as well as assisting the Board in providing valuable education during these hearings. The Board plans to continue to utilize this process for appeal hearings.

While the Board continues to have difficulties hiring bi-lingual employees in the inspections field, we believe that the protocol for the inspectors has increased understanding for licensees during inspections. Inspectors are using the interpreter phone line, interpreter apps on their smart phones, and translated documents to assist them during the inspections.

ISSUE #16: (Consumer and Licensee Safety) How can the BBC promote safe standards for industry workers and consumers? How does the BBC stay informed about product safety and pass along the information to both consumers and licensees? Is greater outreach necessary?

Staff Recommendation: *The BBC should consider establishing a health and safety advisory committee or adding this important task to one of its existing advisory committees which meets regularly.*

Board Response

The Board agrees with staff's recommendation and will be adding this topic to each agenda for the various technical advisory committee meetings. These advisory committees are comprised of members of the industry that are educated in the current trends and medical and/or scientist personnel. Having this topic on the agenda will allow the Board to stay informed and be proactive on any industry concerns. The Board will promote safe standards through its use of social media, web site and trade shows. The update of the Board's Health and Safety Curriculum (which is discussed further under item #6) will also be beneficial to promote safety standards for licensees.

Board Update

The Board now has a Health and Safety Advisory Committee that meets biannually. This committee has been successful in bringing forward valuable information on industry trends and labor concerns. The committee will continue to meet to bring these important topics to the Board. Because of this committee, the Board has developed various publications on prohibited tools, workers rights, labor laws and tips for opening an establishment.

The Board has also developed various videos that are on the Board's web site regarding diversity, safe sandal season (pedicure safety), how to properly clean foot spas, and a consumer video on the dangers of improperly cleaned foot spas. The Board is planning to expand this type of media information to various other safety areas to increase consumer awareness.

ISSUE #17: Technical Cleanup.

Staff Recommendation: *The Board should recommend any additional technical cleanup amendments for BPC § 7301 et seq. to the Committees.*

Board Response

The Board recommends the following technical cleanup amendments:

Section	Action	Reason
7303.2	Repeal	The Board fulfilled the requirement and language is no longer relevant.
7303.5 (c) and (d)	Repeal	This section does not appear to be relevant as it repeals the Executive Officer. This section would become inoperative should the Board become inoperative through the sunset process.
7308	Repeal	The Board fulfilled the requirement and language is no longer relevant.
7313 (b)	Amend	Amend language to reflect accurate name of the Bureau for Private Postsecondary and Vocational Education
7362 (a)	Amend	Amend language to reflect accurate name of the Bureau for Private Postsecondary and Vocational Education
7395.1	Amend	Amend language to reflect accurate name of the Bureau for Private Postsecondary and Vocational Education
7401 (d)	Repeal	The Board fulfilled the requirement and language is no longer relevant.
7404 (4)(c)	Amend	Amend language to reflect accurate name of the CA Department of Public Health
7407	Amend	Remove requirement for Board to review and revise the administrative fine schedule by January 1, 2005. The Board has fulfilled this requirement.

Board Update

All items on the above chart were addressed except for:

- 7404 (4)(c): the accurate name should be noted as the CA Department of Public Health
- 7407: the requirement to review the fine schedule by January 2015 is no longer relevant.

ISSUE #18: (Continued Regulation by Board of Barbering and Cosmetology.) Should the licensing and regulation of barbers, cosmetologists, electrologists, manicurists and estheticians be continued and be regulated by the current BBC membership?

Staff Recommendation: *Recommend that the barbering, cosmetology, electrology, manicure and esthetician professions continue to be regulated by the current the BBC in order to protect the interests of the public and be reviewed once again in four years, and that the BBC update the appropriate policy committees of the Legislature in 4 years on the issues raised earlier in this report.*

Board Response

The Board agrees with staff recommendation and looks forward to continued work with the committees.

Board Update

The Board believes that continuance of the regulation of cosmetology, barbering, manicuring, esthetics, electrology and establishments is vital to consumer protection in California. The Board also believes that its structure is the appropriate regulatory body to ensure industry and consumer involvement in the regulatory process.

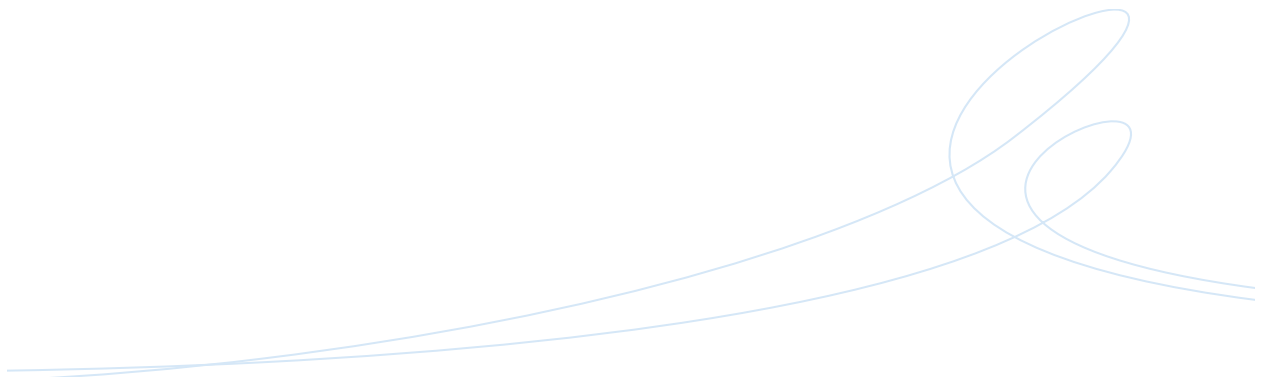
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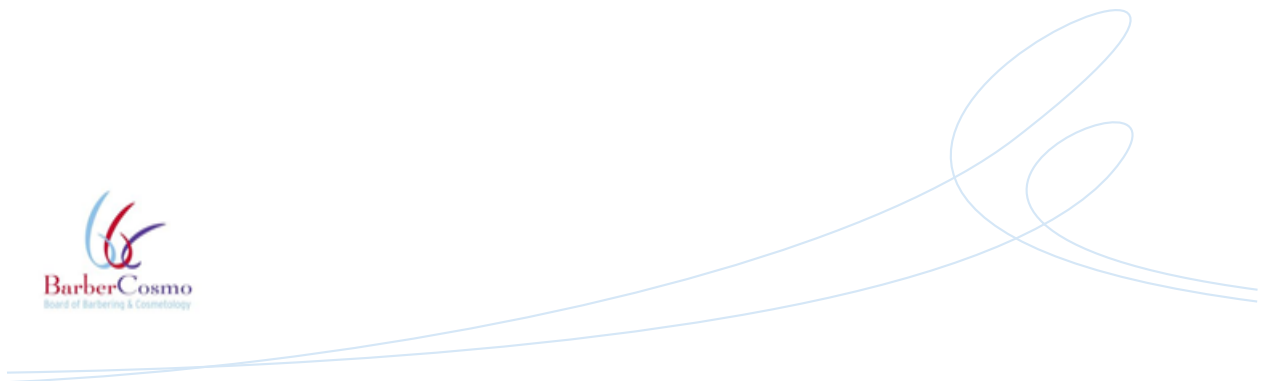
Section 11

New Issues

- Standardize Scope of Practices
- Additional License Types
- Statutory Authority for Reimbursements
- Clarifying Authority Regarding Access to Approved Schools
- Clean-up Language due to Personal Service Permits
- Statutory Change to Strengthen and Clarify the Prohibition of the Practice of Medicine
- Statutory Change to the Pre-Apprentice Training Program
- Statutory Changes to Clarify Licensee in Charge
- Statutory Changes to Strengthen the Board's Authority of Approved Schools
- Repeal of California Business and Professions Code, Section 7409
- Registration of Students



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Issue 1: Standardize Scope of Practices

Outcome Desired

Legislative changes to establish standard language across the barbering, cosmetology, manicuring and esthetic scopes of practice. In addition, the Board desires legislative change that will expand the scope of practice of an esthetician.

Background and Justification for Change

This request clarifies that part of the barber's scope of practice is to shave the face, neck or scalp by use of razors, shears or clippers. The current language only states that shaving or trimming of the beard but does not specify that shaving the face with a razor is considered the practice of barbering. The requested legislative changes will add uniformity to the cosmetology, skin care and nail care scopes of practices. As cosmetologists can perform skin and nail services, these changes allow the language to be the same in each scope of practice. In addition, the recommended language expands the scope of an esthetician to allow for current industry practices such as services for the entire body. The language also adds clarification of services, devices and machines currently available for use within the scope of practice.

Recommended Language

7316.

(a) The practice of **barbering** is all or any combination of the following practices:

- (1) Shaving the face, neck or scalp or trimming the beard or cutting the hair by the use of razors, shears or clippers.
- (2) Giving facial and scalp massages or treatments with oils, creams, lotions, or other preparations either by hand or mechanical appliances.
- (3) Singeing, shampooing, arranging, dressing, curling, waving, chemical waving, hair relaxing, or dyeing the hair or applying hair tonics.
- (4) Applying cosmetic preparations, antiseptics, powders, oils, clays, or lotions to scalp, face, or neck.
- (5) Hairstyling of all textures of hair by standard methods that are current at the time of the hairstyling.

7316.

(b) The practice of **cosmetology** is all or any combination of the following practices:

(1) Arranging, dressing, curling, waving, ~~machineless~~ chemical permanent waving, permanent waving, cleansing, cutting, shampooing, relaxing, singeing, bleaching, tinting, coloring, straightening, dyeing, applying hair tonics to, applying hair extensions to, beautifying, or otherwise treating by any means, the hair of any person.

(2) Massaging, cleaning, or stimulating the scalp, face, neck, arms, or upper part of the human body, by means of the hands, devices, apparatus or appliances, with or without the use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

~~(3) Beautifying the face, neck, arms, or upper part of the human body, by use of cosmetic preparations, antiseptics, tonics, lotions, or creams.~~

~~(4) Removing superfluous hair from the body of any person by the use of depilatories or by the use of tweezers, chemicals, or preparations or by the use of devices or appliances of any kind or description, except by the use of light waves, commonly known as rays.~~

~~(5) (3) Cutting, trimming, polishing, tinting, coloring, cleansing, massaging, manicuring (from the elbow to the fingertips), or pedicuring (from the knee to the toes) the nails of any person. or manicuring the nails of any person.~~

~~(6) Massaging, cleansing, treating, or beautifying the hands or feet of any person.~~

~~(c) Within the practice of cosmetology there exist the specialty branches of skin care and nail care.~~

~~(1) Skin care is any one or more of the following practices:~~

~~(A) (4) Giving facials, applying make-up, giving skin care, removing superfluous hair from the body of any person by the use of depilatories, tweezers or waxing, or applying eyelashes to any person. or massaging, stimulating, exfoliating, cleansing, or beautifying the face, scalp, neck or body by the use of hands, esthetic devices, cosmetic preparations, antiseptics, lotions, tonics, or creams that does not result in the ablating or destruction of live tissue.~~

(A) Esthetic devices include, but are not limited to, steamers, mechanic brushes, high frequency, galvanic current, vacuum and spray, light emitting diode (LED), and skin analysis equipment.

(B) Esthetic devices shall be operated in accordance with the manufacturer's instructions. The devices shall be intended for improving the appearance of the skin and shall not be designed to ablate or destroy live tissue.

~~(B) Beautifying the face, neck, arms, or upper part of the human body, by use of cosmetic preparations, antiseptics, tonics, lotions, or creams.~~

(5) Performing light or superficial exfoliation procedures on the non-living upmost layers of the skin, known as the epidermis, on the face and body using commercially available products, in accordance with the manufacturer's instructions, including, but not limited to, all of the following:

(A) Manual scrubs, including mechanical brush use, which includes application of a cosmetic product with mild abrasive ingredients that remove dead skin cells.

(B) Light or superficial chemical exfoliation of the epidermis.

(C) Enzyme or herbal exfoliation of the epidermis.

(6) Extraction with a non-needle extraction tool. Extraction include the manual removal of comedones (blackheads) and other surface impurities with the use of fingers or sterile swabs.

(7) Mechanical exfoliation devices such as microdermabrasion.

(8) Applying makeup or eyelashes to any person.

(9) Tinting the eyelashes or eyebrows of any person.

(10) Chemically perming the eyelashes of any person.

(11) Removing superfluous hair from the body of any person by the use of depilatories or by the use of tweezers, sugaring, non-prescription chemicals, waxing, preparations or by the use of devices or appliances of any kind or description, except by the use of light waves, commonly known as rays.

~~(4)(d)~~ **Skin care** is any one or more of the following practices:

~~(1) Giving facials, applying makeup, giving skin care, removing superfluous hair from the body of any person by the use of depilatories, tweezers or waxing, or applying eyelashes to any person, massaging, stimulating, exfoliating, cleansing, or beautifying the face, scalp, neck or body by the use of hands, esthetic devices, cosmetic preparations, antiseptics, lotions, tonics, or creams that does not result in the ablating or destruction of live tissue.~~

(A) Esthetic devices include, but are not limited to, steamers, mechanic brushes, high frequency, galvanic current, vacuum and spray, light emitting diode (LED), and skin analysis equipment.

(B) Esthetic devices shall be operated in accordance with the manufacturer's instructions. The devices shall be intended for improving the appearance of the skin and shall not be designed to ablate or destroy live tissue.

(2) Performing light or superficial exfoliation procedures on the non-living upmost layers of the skin, known as the epidermis, on the face and body using commercially available products, in accordance with the manufacturer's instructions, including, but not limited to, all of the following:

(A) Manual scrubs, including mechanical brush use, which includes application of a cosmetic product with mild abrasive ingredients that remove dead skin cells.

(B) Light or superficial chemical exfoliation of the epidermis.

(C) Enzyme or herbal exfoliation of the epidermis.

(3) Extraction with a non-needle extraction tool. Extraction include the manual removal of comedones (blackheads) and other surface impurities with the use of fingers or sterile swabs.

(4) Mechanical exfoliation devices such as microdermabrasion.

(5) Applying makeup or eyelashes to any person.

(6) Tinting the eyelashes or eyebrows of any person.

(7) Chemically perming the eyelashes of any person.

(8) Removing superfluous hair from the body of any person by the use of depilatories or by the use of tweezers, sugaring, non-prescription chemicals, waxing, preparations or by the use of devices or appliances of any kind or description, except by the use of light waves, commonly known as rays.

(e)The practice of **nail care** is all or any combination of the following practices:

(1) Cutting, trimming, polishing, tinting, coloring, cleansing, massaging, manicuring (from the elbow to the fingertips), or pedicuring (from the knee to the toes) the nails of any person.

Issue 2: Additional License Types

Outcome Desired

Legislative changes to establish a hair stylist license and a waxing license. These changes would allow individuals to complete a smaller number of hours in a specialized skill set.

Background and Justification

There have been recent discussions that entry into the barbering and cosmetology profession requires a high number of course hours. While the Board believes the 1600-hour curriculum is sufficient for cosmetologists, it recognizes a need to look at ways to require less hours of curriculum for individuals to be issued a professional license. As such, the Board is proposing two new license types. A hairstylist license would be like the cosmetology license but would eliminate skin and nails from the scope of practice. A waxing license would allow an individual to complete a minimum number of hours and be able to add this specific service to their existing services (for example, a manicurist that would also like to wax eyebrows) or would allow minimum education to receive a license to wax in a wax only establishment.

Recommended Language

7316.

(c) The practice of **hairstyling** is—"or any combination of the following practices:

(1) Arranging, dressing, curling, waving, chemical permanent waving, permanent waving, cleansing, cutting, shampooing, relaxing, singeing, bleaching, tinting, coloring, straightening, dyeing, applying hair tonics to, applying hair extensions to, beautifying, or otherwise treating by any means, the hair of any person.

7325.

Qualifications for Admittance to Take a Hairstylist Exam

The board shall admit to examination for a license as a hairstylist, any person who has made application to the board in proper form, paid the fee required by this chapter, and is qualified as follows:

(a) Is not less than 17 years of age.

(b) Has completed the 10th grade in the public schools of this state or its equivalent.

(c) Is not subject to denial pursuant to Section 480.

(d) Has done any of the following:

(1) Completed a course in hairstyling from a Cosmetology or barber school approved by the board.

(2) Practiced the application of hairstyling, as defined in this chapter, outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in hairstyling from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph (1).

7362.5

c) A course in hairstyling established by a school shall consist of not less than 1,100 hours of practical training and technical instruction in the practice of cosmetology as defined in Section 7316, except as provided in this chapter.

7362

(f) The practice of **hair removal (waxing)** is all or any combination of the following practices:

(1) Removing superfluous hair from the body of any person by the use of depilatories or by the use of tweezers, sugaring, non-prescription chemicals, waxing or preparations or by the use of devices or appliances of any kind or description except by the use of light waves, commonly known as rays.

7325.

Qualifications for Admittance to Take a Hair Removal (Waxing) Exam

The board shall admit to examination for a license as a wax technician, any person who has made application to the board in proper form, paid the fee required by this chapter, and is qualified as follows:

(a) Is not less than 17 years of age.

(b) Has completed the 10th grade in the public schools of this state or its equivalent.

(c) Is not subject to denial pursuant to Section 480.

(d) Has done any of the following:

(1) Completed a course in hair removal (waxing) from a Cosmetology school approved by the board.

(2) Practiced the application of hair removal (waxing), as defined in this chapter, outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in hair removal from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph (1).

7362.5

(d) A course in hair removal (waxing) established within a school of cosmetology shall consist of not less than 275 hours of practical training and technical instruction in accordance with a curriculum established by board regulation.

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Issue 3: Statutory Authority for Reimbursements

Outcome Desired

Legislative changes to clarify Section 103 of the Business and Professions Code applies to board members and Health and Safety Advisory Committee members in that members can be reimbursed for travel and receive per diem.

Background and Justification for Change

This request is simply to clarify that under the Board of Barbering and Cosmetology Act, members of the Board and the Health and Safety Advisory Committee are reimbursed for travel and per diem according to Business and Professions Code, Section 103.

Recommended Language

7303 (b)

The board shall consist of nine members. Five members shall be public members, and four members shall represent the professions. The Governor shall appoint three of the public members and the four professional members. The Senate Committee on Rules and the Speaker of the Assembly shall each appoint one public member. Members of the board shall be appointed for a term of four years, except that of the members appointed by the Governor, two of the public members and two of the professions members shall be appointed for an initial term of two years. No board member may serve longer than two consecutive terms. Each member of the board shall receive per diem and expenses as provided in Section 103.

7314.3.

(a) The board shall establish a Health and Safety Advisory Committee to provide the board with advice and recommendations on health and safety issues before the board that impact licensees, including how to ensure licensees are aware of basic labor laws. Basic labor laws include, but are not limited to, all of the following:

- (1) Key differences between the legal rights, benefits, and obligations of an employee and an independent contractor.
- (2) Wage and hour rights of an hourly employee.
- (3) Antidiscrimination laws relating to the use of a particular language in the workplace.
- (4) Antiretaliation laws relating to a worker's right to file complaints with the Department of Industrial Relations.
- (5) How to obtain more information about state and federal labor laws.

(b) Each member of the committee shall receive per diem and expenses as provided in Section 103.

~~(b)~~ (c) This section shall become inoperative on July 1, 2019, and, as of January 1, 2020, is repealed.

Issue 4: Clarifying Authority Regarding Access to Approved Schools

Outcome Desired

Legislative change that clarifies that a Board representative can not only have access to a school to ensure compliance with health and safety requirements, but also to ensure that the curriculum approved by the Board is actually being taught in school.

Background and Justification for Change

The Board visited several schools over the past two years and found that schools are only teaching students to pass the examination and are not teaching the required curriculum. In speaking with students and instructors of these schools, many had never seen the Board's laws and regulations and did not know about the Health and Safety Course. The Board believes that clarifying access to ensure the proper curriculum is being taught will allow the Board to confirm students are learning the curriculum and not just how to pass the examination.

Recommended Language

7313 (b)

To ensure compliance with health and safety requirements adopted by the board and requirements for a board approved school as set forth in this chapter and in regulations, the executive officer and authorized representatives shall, except as provided in Section 159.5, have access to, and shall inspect the premises of, all schools in which the practice of barbering, cosmetology, or electrolysis is performed on the public. Notices of violation shall be issued to schools for violations of regulations governing conditions related to the health and safety of patrons. Each notice shall specify the section violated and a timespan within which the violation must be corrected. A copy of the notice of violation shall be provided to the Bureau for Private Postsecondary Education.

Issue 5: Clean-up Language due to Personal Service Permits

Outcome Desired

Legislative changes to various sections that will allow for a Personal Service Permit holder to perform services outside of a licensed establishment.

Background and Justification for Change

The implementation of a Personal Service Permit requires various statute changes that currently state all services must be performed in a licensed establishment. This request provides necessary clean-up language to the Board's existing statutes.

Recommended Language

7317.

Except as provided in this article, it is unlawful for any person, firm, or corporation to engage in or facilitate barbering, cosmetology, or electrolysis for compensation without a valid, unexpired license issued by the board, or in an establishment or mobile unit other than one licensed by the board, or conduct or operate an establishment, or any other place of business in which barbering, cosmetology, or electrolysis is practiced unless licensed under this chapter. Persons licensed under this chapter shall limit their practice and services rendered to the public to only those areas for which they are licensed. Any violation of this section is subject to an administrative fine and may be subject to a misdemeanor.

7342.

Licenses in the practice of the occupation for which the license was sought shall be issued by the board to any applicant who satisfactorily passes an examination, who possesses the other qualifications required by law and who has remitted the license fee required by this chapter. The license shall entitle the holder to engage in the practice of that occupation in a licensed establishment or outside of a licensed establishment with a valid Personal Service Permit. The license shall be issued by the board on the same day that the applicant satisfactorily passes the examination.

7349.

It is unlawful for any person, firm, or corporation to hire, employ, or allow to be employed, or permit to work, ~~in or about an establishment,~~ any person who performs or practices any occupation regulated under this chapter and is not duly licensed by the board, except that a licensed ~~cosmetology~~ establishment may utilize a student extern, as described in Section 7395.1.

Issue 6: Statutory Change to Strengthen and Clarify the Prohibition of the Practice of Medicine

Outcome Desired

Legislative changes that clarify that individuals and establishment cannot perform or offer to perform services that are considered the practice of medicine.

Background and Justification for Change

The Board often finds services that are being offered by Board licensees that are considered practice of medicine. The Board's current authority only refers to "practicing" and therefore many establishments are not observed to be practicing these services but are offering these services. The Board believes that not only is the practice of medicine egregious and significantly harmful to consumers, but establishments that are offering these services should also be held accountable when services are offered, and no medical provider is connected to the establishment.

Recommended Language

7320.

This chapter confers no authority to practice medicine or surgery. The practice of medicine shall not be performed by or offered by a licensee under this chapter without being authorized and licensed to perform the act pursuant to a certificate obtained in accordance with some other provision of law.

Issue 7: Statutory Changes to the Pre-Apprentice Training Program

Outcome Desired

Legislative changes that will require the pre-apprentice training to be completed by an individual licensed apprentice after they are licensed, but before they perform any services on the public.

Background and Justification for Change

The Board has been informed that various apprentices are being required to take the apprentice training more than once (for example: if an apprentice changes a sponsor). This requires an individual to pay money, often a significant amount, multiple times prior to obtaining their scope of practice license. This change will require that training (which is based on the health and safety regulations of the Board) will occur only after they obtain their apprentice license. This legislative change would also allow the option for the Board to develop its own online training specifically for apprentices.

Recommended Language

7334 (c).

All persons ~~making an application~~ licensed as an apprentice in barbering shall ~~also~~ complete a minimum of 39 hours of pre-apprentice training that is approved by the board in a facility approved by the board prior to serving the general public. The board may provide pre-apprentice training.

7334 (d).

All persons ~~making an application~~ licensed as an apprentice in cosmetology, skin care, nail care or electrology shall ~~also~~ complete a minimum of 39 hours of pre-apprentice training that is approved by the board ~~for the length of time established by the board~~ in a facility approved by the board prior to serving the general public. The board may provide pre-apprentice training.

Issue 8: Statutory Changes to Clarify Licensee in Charge

Outcome Desired

Legislative change that clarifies who can be in charge of a licensed establishment.

Background and Justification for Change

This legislative change will clarify that a licensee in charge is an individual who is licensed by the Board or an individual who holds the establishment license. In addition, the addition of "services provided" allows for establishments to ensure they have a licensee in charge only when services regulated by the Board are being performed. For example, a massage establishment that occasionally offers esthetic services should not be required to have a licensee in charge unless there are esthetic services being performed.

Recommended Language

7348.

An establishment shall at all times that barbering, cosmetology and/or electrology services are being performed be in the charge of a person licensed pursuant to this chapter except an apprentice. A person licensed pursuant to this chapter means an individual who holds a cosmetologist, barber, manicurist, esthetician, electrologist or establishment owner.

Issue 9: Statutory Changes to Strengthen the Board's Authority of Approved Schools

Outcome Desired

Legislative changes that clarify the Board can inspect schools to ensure the approved curriculum is being taught as well as increasing grounds for discipline when schools are found to be providing fraudulent documentation or selling hours.

Background and Justification for Change

Over the last two years, the Board visited approved schools and found that the approved curriculum is not being taught. Many schools are only teaching students how to pass the licensing examination and are then forging Proof of Training documents stating that students have completed the full course. These legislative changes will make it clear that since the Board approves the curriculum, it can also enforce that what was approved is being taught. This request also will state that it is grounds for disciplinary action when a school sells hours, provides fraudulent Proof of Training documents or does not teach the approved curriculum.

Recommended Language

7363 (a).

The board shall inspect a school prior to approval of that school to determine the following:

Minimum equipment
Text books of use
Course of instruction including curriculum, lesson plans, method of instruction and tracking of hours.

(b) The board or its duly authorized representatives shall inspect schools to reasonably determine compliance levels.

(c) The board shall maintain a program of random and targeted inspections of schools to ensure compliance with applicable laws relating to the operation of schools as well as laws pertaining to the health and safety of the public.

7362.

(c) Notwithstanding any other law, the board may revoke, suspend, or deny approval of a school, in a proceeding that shall be conducted in accordance with Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of the Government Code, when an owner or employee of the school has engaged in any of the acts specified in paragraphs (1) to (8), inclusive.

(1) Unprofessional conduct which includes, but is not limited to, any of the following:

(A) Incompetence or gross negligence, including repeated failure to comply with generally accepted standards for the practice of barbering, cosmetology, or electrology, or disregard for the health and safety of patrons.

(B) Repeated similar negligent acts.

(C) Conviction of any crime substantially related to the qualifications, functions, or duties of the owner of an approved school, in which case, the records of conviction or a certified copy thereof shall be conclusive evidence of the conviction.

(D) Providing fraudulent Proof of Training documents to individuals who have not completed the required course.

(E) Not providing to students the full course of instruction in the specified field.

(2) Repeated failure to comply with the rules governing health and safety adopted by the board and approved by the State Department of Public Health, for the regulation of board-approved schools.

(3) Repeated failure to comply with the rules adopted by the board for the regulation of board-approved schools.

(4) Continued practice by a person knowingly having an infectious or contagious disease.

(5) Habitual drunkenness, or habitual use of, or addiction to the use of, any controlled substance.

(6) Obtaining or attempting to obtain practice in any occupation licensed and regulated under this chapter, or money, or compensation in any form, by fraudulent misrepresentation.

(7) Refusal to permit or interference with an inspection authorized under this chapter.

(8) Any action or conduct that would have warranted the denial of a school approval.

Technical Clean up

7364.

A skin care course established by within a school of cosmetology shall consist of not less than 600 hours of practical training and technical instruction in accordance with a curriculum established by board regulation.

(Amended by Stats. 2003, Ch. 788, Sec. 45. Effective January 1, 2004.)

7365.

A nail care course established by within a school of cosmetology shall consist of not less than 350 hours of practical training and technical instruction in accordance with a curriculum established by board regulation.

(Amended by Stats. 2003, Ch. 788, Sec. 46. Effective January 1, 2004.)

Issue 10: Repeal of California Business and Professions Code, Section 7409Outcome Desired

Legislative change to repeal section 7409.

Background and Justification for Change

Several years ago, the Board's administrative fine schedule allowed for a licensee to have their fine removed on a specific violation when the violation was a first offense and when the licensee stated in writing that they had corrected the violation. It was determined that waivable fines were not a deterrent for licensees to correct the violation and prevent future violations. The Board moved away from waivable violations by updating its Administrative Fine schedule set in California Code of Regulations and indicated that no fine was waivable. Therefore, section 7409 is no longer relevant.

Recommended Language**7409.**

~~Any licensee served with a citation may avoid the payment of the associated administrative fine by presentation of written proof satisfactory to the board, or its executive officer, that the violation has been corrected. This provision applies only to a licensee's first violation in any three-year period of any single provision of this chapter or the rules and regulations adopted pursuant to this chapter. Proof of correction shall be presented to the board, through its executive officer, in a time and manner prescribed by the board. The board may, in its discretion, extend for a reasonable period the time within which to correct the violation upon the showing of good cause. Notices of correction filed after the prescribed date shall not be acceptable and the administrative fine shall be paid.~~

Issue 11: Registration of Students

Outcome Desired

Legislative changes to establish the requirement for schools that are approved by the Board of Barbering and Cosmetology (Board) and approved by the Bureau for Private Postsecondary Education to register students with the Board upon enrollment and notify the Board when a student is no longer participating in the educational program.

Background and Justification for Change

Over the past two years the Board has seen a dramatic increase in the submission of fraudulent proof of training documents*. Many of these are from applicants who live hundreds of miles away from the school where they claim to attend and are often even applying from outside of California. The Board has been attempting to deny these types of applications.

The increase in denials of fraudulent applications has now created the issue of multiple applicants applying for their licensing examination claiming they went to school many years ago and are just now wanting to take their licensing examination.

Many other states have already implemented a process for schools to register their students at the time of school enrollment. The Board believes implementation of a registration process will be a valuable deterrent to the selling of hours and the issuance of fraudulent proof of training documents which in accordance with Business and Professions Code sections 7362.5, 7364, 7365 and 7366, the Board uses to qualify a candidate for an examination. For example, if a student applies for licensing examination in cosmetology and their enrollment date does not match the information originally provided by the school then the Board can investigate and determine if the training was recorded in a fraudulent manner.

This problem is significant in California and the Board believes this statutory change will make a huge improvement.

* A proof of training document is used to verify the hours and service operations obtained by a student while enrolled in a Board-approved school. The Board requires this document be signed by the school administration under the penalty of perjury and be presented to the Board at the time of an application for licensing examination is submitted to the Board.

Recommended Language:

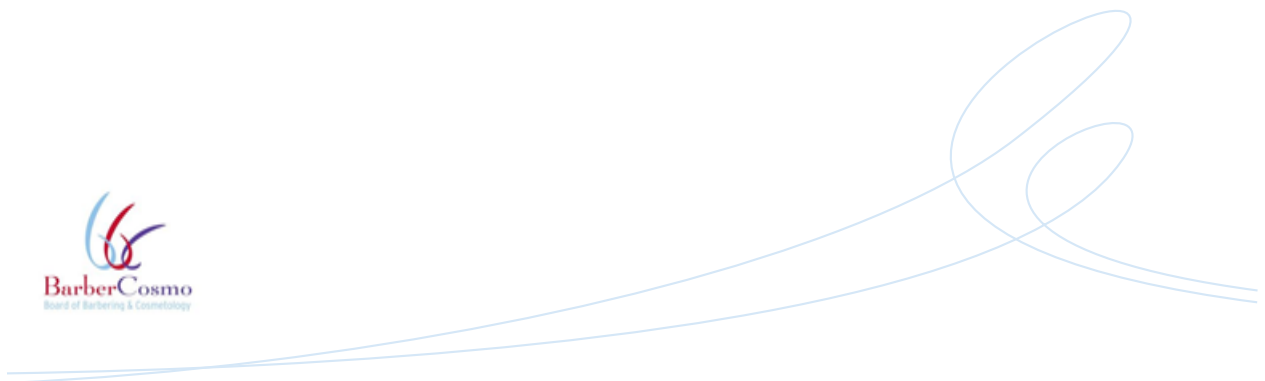
7366.1 A private school of cosmetology, barbering or electrology shall register each student with the board within 45 days after the student has enrolled in school. To register a student, the school shall submit a completed form provided by the board that includes:

- a. The name of the student;
- b. The course of instruction for which the student is enrolled;
- c. The date of enrollment, start date, and anticipated end date;
- d. An indication that the student has enrolled in a full-time course or part-time course;
- e. If the student has transferred to the approved school and is requesting to receive credit for courses taken at another approved school, the name of the previous school shall be provided along with the number of hours that is being granted to transfer;
- f. The written or electronic signature of an authorized representative of the school;
- g. A statement that the school has a record of information about the student, including:
 - (1) A copy of the student's birth certificate, passport, driver's license or identification card containing a picture of the student;
 - (2) An affidavit that the student has successfully completed at least the 10th (12th grade for electrology students) grade in high school or its equivalent or completed the Ability to Benefit examination.

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CALIFORNIA STATE BOARD OF
BARBERING AND COSMETOLOGY

SUNSET REVIEW REPORT 2018

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VOLUME 2



State of California

Governor Edmund G. Brown Jr.

Alexis Podesta, Secretary, Business, Consumer Services and Housing Agency

Dean R. Grafilo, Director, Department of Consumer Affairs

California State Board of Barbering and Cosmetology Executive Staff

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California State Board of Barbering and Cosmetology

Members

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Lisa Thong, Board Vice President, Public Member
Bobbie Anderson, Public Member
Polly Codorniz, Industry Member
Jacquelyn Crabtree, Industry Member
Andrew Drabkin, Public Member
Joseph Federico, Industry Member
Coco LaChine, Public Member
Steve Weeks, Public Member

Vision

California will set and enforce the highest level of health and safety standards and provide an environment where consumers will obtain barbering and cosmetology services with the confidence and security that their health and safety will be protected.

Mission

To ensure the health and safety of California consumers by promoting ethical standards and by enforcing the laws of the barbering and beauty industry.

The board protects the interests of California consumers by:

- Serving as a guardian of their health and safety;
- Enhancing public and industry participation in decision-making;
- Promoting ethical and professional standards;
- Creating policies that are contemporary, relevant and responsive.



Section 12

Attachments

Attachment A - Board's Administrative Manual

Attachment B - Current Organizational Chart Showing the Relationship of the Committees to the Board

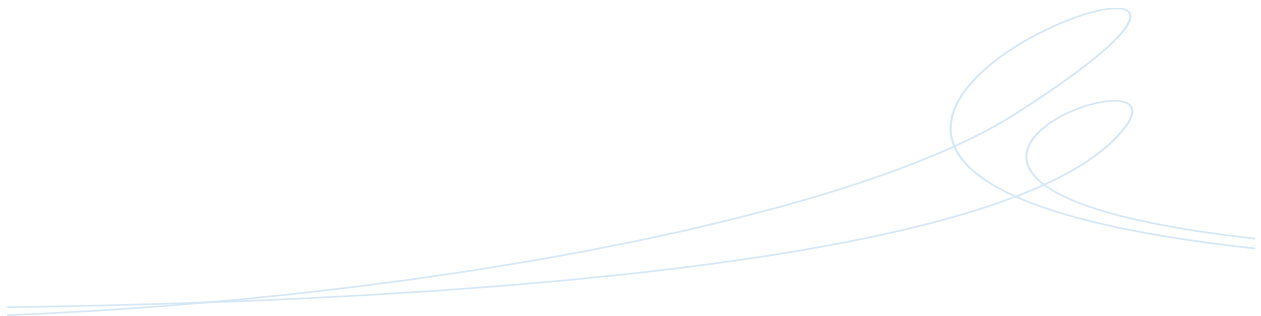
Attachment C – Major Studies

- Report to the California Legislature on the Personal Service Permit
- Report to Senators Hill and Nguyen on the Nail Care Scope of Practice Task Force
- Report to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development on the 1600-Hour Cosmetology Curriculum Review
 - Report to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development on Occupational Analysis of the Cosmetologist Profession
 - Report to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development on the National Interstate Council of State Boards (NIC) Examination Review
- Report to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development on the Review of the Low Pass Rate of Spanish Written Examinations

Attachment D – Year-end Organizational Charts for the Last 4 years

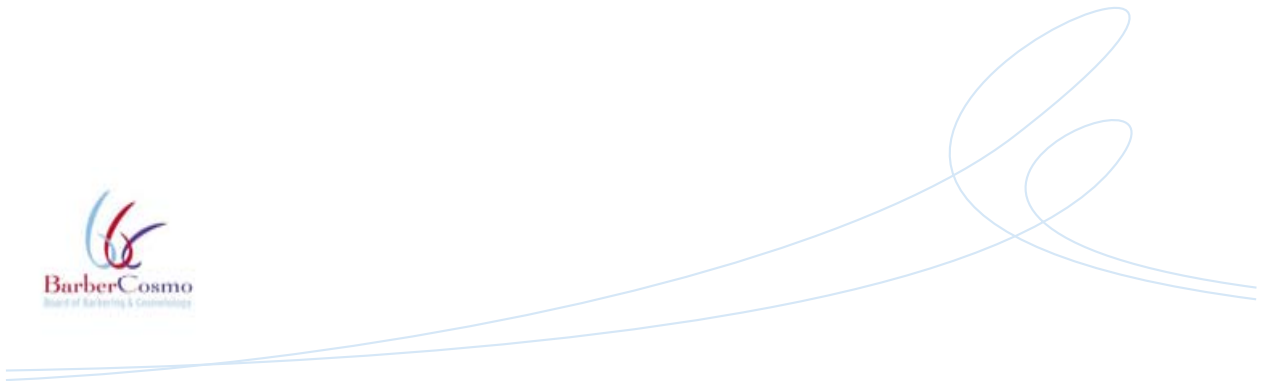
Attachment E – 2018 - 2022 Strategic Plan

Appendices



Attachment A

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Board Member

2018 GUIDELINES AND PROCEDURE MANUAL

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Section 1

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Chapter 1

Introduction

OVERVIEW

Both the Board of Barbering Examiners and the Board of Cosmetology were established in 1927. In 1990, legislation was enacted that merged the two boards, creating the Board of Barbering and Cosmetology. The Board was sunset in 1996 and became a Bureau within the Department of Consumer Affairs (DCA). In 2003, legislation re-established the Board of Barbering and Cosmetology (Board). The Board is one of many within the DCA, part of the State and Consumer Services Agency under the aegis of the Governor. The Department is responsible for consumer protection and representation through the regulation of licensed professionals and the provision of consumer services. While the DCA provides administrative oversight and support services, the Board has policy autonomy and sets its own policies, procedures, and regulations.

This procedure manual is provided to Board members as a ready reference of important laws, regulations, DCA policies, and Board policies in order to guide the actions of the Board members and ensure Board effectiveness and efficiency.

DEFINITIONS

Agencies:

AGO	Attorney General's Office
BBC	Board of Barbering and Cosmetology
BPPE	Bureau for Private Post-secondary and Education
DCA	Department of Consumer Affairs
OAH	Office of Administrative Hearings
OAL	Office of Administrative Law

Codes:

B&P	Business and Professions Code
B&P	Business and Professions Code
CAC	California Administrative Code
CCR	California Code of Regulations
CGC	California Government Code

Organizations:

AACS	American Association of Cosmetology Schools
ACT	Associated Cosmetology Teachers
AEA	American Electrology Association
CAPS	California Association of Private Post-Secondary Schools
CCC	California Community Colleges
CCA	California Cosmetology Association
CEA	Cosmetology Educators of America
NABB	National Association of Barber Boards
NACCAS	National Accrediting Commission of Cosmetology Arts and Sciences
NCA	National Cosmetology Association
NIC	National Interstate Council of State Boards and Cosmetology
PBFC	Professional Beauty Federation of California

Titles:

AG	Attorney General
ALJ	Administrative Law Judge
DA	District Attorney
DAG	Deputy Attorney General
EO	Executive Officer

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Chapter 2

The Board

COMPOSITION

(B&P section 7303(b))

The Board is comprised of nine members. Five members shall be public members and four members shall represent the industry professions. The Governor shall appoint three of the public members and four industry professions members. The Senate Rules Committee and the Speaker of the Assembly shall each appoint one public member. Members shall be appointed for a term of four years, with the exception of the members appointed by the governor, (two public members and two professions members) these members shall be appointed for an initial term of two years. Members may not serve longer than two consecutive terms.

OFFICERS

(Board Policy-Adopted July 24, 2006)

The Board shall annually elect from its members a President and a Vice-president each of whom shall hold office for a term of one year. An officer shall not serve in a particular officer position for more than two consecutive terms.

Elections shall take place in January of each year. All officers may be elected on one motion or ballot as a slate of officers unless objected to by a Board member.

If the office of the President becomes vacant, the Vice-president shall assume the office of the President. If the office of the Vice-president becomes vacant, an election shall be held at the next scheduled Board meeting. Elected officers shall then serve the remainder of the term.

MEETINGS

(Board Policy-Adopted July 24, 2006)

The entire Board will convene four times a year and may meet more often if it is determined necessary. Only the Board President may authorize special meetings, setting the date, time and place.

The Board will endeavor when possible, to hold meetings in different geographical areas throughout the state as a convenience to the public and licensees.

BOARD MEMBER ATTENDANCE AT BOARD MEETINGS

(Board Policy Adopted July 24, 2006)

Board members shall attend each meeting of the Board. If a member is unable to attend, he/she is requested to contact the Board President or the Executive Officer.

BOARD MEMBER PARTICIPATION

(Board Policy Adopted July 24, 2006)

The Board President may ascertain from members whose level of participation is below standard and whether or not the member is no longer able to continue serving as an active member of the Board. In such a case, the President may suggest that the member resign. If such resignation is not forthcoming within a reasonable time, the Board, by resolution, may request the appointing authority to have the member replaced. However, the member shall be given the opportunity to present to the Board his/her arguments against the resolution prior to such a resolution being adopted by the Board. A 50% or greater absence rate shall constitute below-standard participation.

QUORUM

(Board Policy-Adopted July 24, 2006)

Five members of the Board constitutes a quorum of the Board. When a quorum of the Board is not present, Board members may discuss noticed agenda items of business but may not take any action. A majority of the quorum shall constitute a majority of the entire Board.

AGENDA ITEMS

(Board Policy-Adopted July 24, 2006)

Any Board member may submit items for a Board meeting agenda to the Executive Officer 20 days prior to the meeting. The Board meeting agenda will be provided to all Board members 10 days prior to the meeting and the agenda packet will be provided no later than 7 days prior to the meeting.

The Board President, Board members, or Executive Officer may not alter or prevent agenda items from being added to the agenda by another Board member.

RECORD OF MEETINGS

(Board Policy-Adopted July 24, 2006)

Board meeting minutes are a summary and not a transcript. Minutes are prepared for every Board meeting. The minutes and assignments of Board directives shall be prepared by Board staff.

Board minutes shall be approved at the next scheduled Board meeting and serve as the official record of the meeting.

Approved minutes of the open session are available for distribution to the public and shall be posted on the Board's website within 30 days following Board approval.

RECORDING

(Board Policy-Adopted July 24, 2006)

Public Board meetings are to be recorded. Recordings shall be retained until final meeting minutes have been approved. Closed session proceedings shall be recorded at the discretion of the Board.

MEETING RULES

(Board Policy-Adopted July 24, 2006)

Board meetings will be conducted under an informal simplified version of Robert's Rules of Order (Rozenberg's Rules of Order: www.cacities.org/store) to the extent that it does not conflict with the Bagley-Keene Open Meeting Act.

COMMUNICATION

(Board Policy-Adopted July 24, 2006)

The Board President or the Executive Officer shall serve as the media spokesperson on Board actions or policies.

Any written or oral communications concerning Board matters of a sensitive nature shall be made only by the Board President or the Executive Officer.

All written communications of the Board President on behalf of the Board shall be copied to the Executive Officer and the Executive Officer shall forward the communication to all Board members.

The Board President may not represent the entire Board in any communication unless given expressed authority by the majority of the Board to do so. The Board President may speak for the Board if requested to testify to the Legislature or Administration on behalf of the Board without advance approval.

CORRESPONDENCE

(Board Policy-Adopted July 24, 2006)

Original documents of all correspondence received shall be maintained in the Board's office files. Only copies of such correspondence shall be given to the Executive Officer and/or Board members as requested.

ETHICS TRAINING

(CGC section 11146 et seq.)

(Board Policy-Adopted July 24, 2006)

Ethics training for continuing and new Board members will be accomplished in accordance with the law and DCA procedures.

BOARD MEMBER ORIENTATION

(B&P section 453)

Every Board member shall complete a training and orientation program offered by the DCA within one year of assuming office.

SEXUAL HARASSMENT POLICY TRAINING

(DCA-SHP EEO 09-02)

(Board Policy-Adopted April 8, 2013)

In accordance with the Department of Consumer Affairs (DCA) Sexual Harassment Prevention (SHP) Policy (EEO 09-02), and to ensure compliance with Assembly Bill (AB) 1825 (Reyes, Chapter 903, Statutes of 2004), all DCA employees are required to receive biennial Sexual Harassment Prevention training. The training is mandatory for Board members.

BOARD MEMBER REMOVAL

(B&P section 106)

The appropriate appointing authority (Governor, Senate Rules Committee or Speaker of the Assembly) has the power to remove from office at any time, any member of the Board, appointed by him for continued neglect of duties required by law, for incompetence or unprofessional or dishonorable conduct.

RESIGNATION OF BOARD MEMBERS

(GC section 1750)

In the event that a Board member resigns, the resigning member shall send a letter to the appropriate appointing authority (Governor, Senate Rules Committee, or Speaker of the Assembly) with the effective date of the resignation. State law requires written notification. A copy of this letter shall also be sent to the director of DCA, the Board President, and the Executive Officer.

CONFLICT OF INTEREST

(GC section 87100)

No Board member may make, participate in making or in any way attempt to use his/her official position to influence a governmental decision in which he/she has a direct financial interest. Any Board member who has a direct financial interest shall disqualify him/herself from making or attempting to use his/her official position to influence the decision. Any Board member who feels he/she is entering into a situation where there is a potential for a conflict of interest should immediately consult the EO or the Board's legal counsel.

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Chapter 3

The Board President

SUPERVISION OF THE EXECUTIVE OFFICER

(Board Policy-Adopted July 24, 2006)

The Board President is the immediate supervisor of the Executive Officer. Specific instructions for work on Board policy matters by the Executive Officer from Board members shall be coordinated through the Board President.

The incoming Board President shall assume all delegated duties at the close of the annual election meeting, including supervision of the Executive Officer.

PERFORMANCE APPRAISAL OF EXECUTIVE OFFICER

(Board Policy-Adopted July 24, 2006)

The Board President shall request from each Board member input to the performance appraisal and salary administration of the Executive Officer prior to his/her draft preparations.

The performance appraisal of the Executive Officer shall be presented in draft form to the Board, by the Board President, at the annual election meeting and shall be noticed on the meeting agenda.

Matters relating to the performance of the Executive Officer shall be discussed in closed session unless he or she requests that it be discussed in open session.

Chapter 4

The Executive Officer

APPOINTMENT

(B&P section 7303 (c))

The Board shall appoint an Executive Officer who is exempt from civil service and who shall serve at the pleasure of the Board. The Executive Officer shall exercise the powers and perform the duties delegated by the Board. The appointment of the Executive Officer is subject to approval of the Director of the Department of Consumer Affairs.

ROLE

(Board Policy-Adopted July 24, 2006)

The Executive Officer is the Board's chief administrative officer. He/she implements the policies developed by the Board.

RECRUITMENT OF AN EXECUTIVE OFFICER

(Board Policy-Adopted July 24, 2006)

The Board shall institute an open recruitment plan to obtain a pool of qualified candidates. The Board shall also work with the DCA's Human Resources Office for recruitment procedures.

SELECTION

(Board Policy-Adopted July 24, 2006)

The selection of an Executive Officer shall be included as an item of business, which must be included in a publically noticed agenda and transacted at a public Board meeting.

BOARD STAFF

(Board Policy-Adopted July 24, 2006)

Employees of the Board, with the exception of the Executive Officer, are civil service employees. Their employment, pay, benefits, discipline, terminations, and conditions of employment are governed by a myriad of civil service laws and regulations and often by collective bargaining labor agreements. Because of this complexity, it is appropriate that the Board delegate all authority and responsibility of the civil service staff to the Executive Officer. No Board member may provide direction to civil service staff, unless consent of the majority of the Board is obtained during a public meeting of the Board. When consent of the

majority of the Board is obtained, direction must go through the Executive Officer. Board members shall not intervene or become involved in specific day-to-day personnel transactions or activities.

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Chapter 5

Board Committees

CAPACITY

(Board Policy-Adopted July 24, 2006)

Committees are advisory and recommend actions to the Board. Recommendations and reports shall be submitted to the Board for consideration and approval.

STANDING COMMITTEE APPOINTMENTS

(Board Policy-Adopted July 24, 2006)

The Board President shall appoint, subject to approval of a majority of the Board, the members to fill positions of each standing committee. Members may volunteer to serve on a specific committee. Terms for all standing committees shall be 1 year and shall begin with the election of a new Board President. Committee member assignments shall take place immediately following the election of the Board President. The assignment of committee members may take place immediately following the election of the Board President if duly noted on the Board meeting agenda, or may take place at the next scheduled Board meeting.

The establishment of all committees shall be included as an item of business, which must be included in a written agenda and transacted at a public meeting. The Board President, or any member of the Board, may not appoint or remove any committee member unless so acted upon at an open meeting and voted on by the majority of the Board.

STANDING COMMITTEES

(Board Policy-Adopted July 24, 2006)

The Board has **six** standing committees:

- Disciplinary Review Committee
- Education and Outreach Committee
- Enforcement and Inspections Committee
- Health and Safety Advisory Committee
- Legislative and Budget Committee
- Licensing and Examination Committee

Internal organization of each committee is at its discretion except as specified in this manual.

DISCIPLINARY REVIEW COMMITTEE

(CCR section 974.1)

The purpose of the Disciplinary Review Committee is to conduct informal administrative citation review hearings and renders decisions regarding disputed citations. The committee has authority to affirm, modify or dismiss the citations including any fine amounts. The Board President shall annually appoint members of the committee; the appointments will be made concurrently with the annual election of officers. The Board President shall select the dates and locations of the informal citation review hearings held before the disciplinary review committee. The Board may find a need to have an alternate member for the convenience of those members who cannot attend.

EDUCATION AND OUTREACH COMMITTEE

(Board Policy-Adopted July 24, 2006)

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

ENFORCEMENT AND INSPECTIONS COMMITTEE

(Board Policy-Adopted July 24, 2006)

The purpose of the Enforcement and Inspections Committee is to advise the Board on policy matters that relate to protecting the health and safety of consumers. This includes recommendations on how inspections are conducted, the types of violations issued, maintenance of disciplinary guidelines, and other recommendations on the enforcement of the Board's statutes and regulations.

HEALTH AND SAFETY ADVISORY COMMITTEE

(B&P 7314.3)

The purpose of the Health and Safety Advisory Committee is to provide the Board with advice and recommendations on health and safety issues, as well as ensuring licensees are aware of basic labor laws.

LEGISLATIVE AND BUDGET COMMITTEE

(Board Policy-Adopted July 24, 2006)

The purpose of the Legislative and Budget Committee is to review and track legislation that affects the Board. The committee shall make recommendations

on what position the Board should take on legislation that could potentially affect the operation of the Board, the health and safety of consumers and the Board's licensees. In addition the committee provides information and recommendations to the Board on potential policy matters relating to the budget.

LICENSING AND EXAMINATION COMMITTEE

(Board Policy-Adopted July 24, 2006)

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

AD HOC COMMITTEES

(Board Policy-Adopted July 24, 2006)

The Board may establish ad hoc committees as needed. The establishment of an ad hoc committee must be included in a written agenda and transacted at a public meeting in which a quorum of the board is present and consent is obtained by the majority of the Board.

TASK FORCES AND WORKING GROUPS

(Board Policy-Adopted July 24, 2006)

Any Board member may request, subject to approval of the full Board, that a task force/working group be established. The task force/working group will be charged with an in depth review of a specific issue and a final recommendation to the full Board.

In an urgent situation (i.e. examination appeal) the Board President may make a recommendation on members of a two-person committee without approval of the full Board.

COMMITTEE AGENDAS

(Board Policy-Adopted July 24, 2006)

Agendas shall focus on the specific tasks assigned by the Board and include:

Public Comment

Time for committee members to recommend new areas of study to be brought to the Board's attention for possible assignment.

Only those information items dealing with subjects assigned to the respective committee.

Committee chairs shall confer with the Board President prior to including any agenda item that is not clearly within that committee's assigned purview.

If more than two Board members will be in attendance at a Committee meeting, the agenda shall contain the statement: "Notice of Board meeting indicates that three or more members of the Board are present. While the law requires the Board to notice this also as a Board meeting, it is not the intent to take action as a Board at this meeting".

ATTENDANCE AT COMMITTEE MEETINGS

(Board Policy-Adopted July 24, 2006)

If a Board member wished to attend a meeting of a committee of which he/she is not a member, that Board member shall notify the Board President and Executive Officer.

Board members who attend a meeting of a committee of which he/she is not a member shall sit in the audience and not participate in the meeting discussion.

DUAL MEMBERSHIP

(Board Policy-Adopted July 24, 2006)

A Board member may serve on multiple committees but may not chair more than one committee.

COMMITTEE MEETING RULES

(Board Policy-Adopted July 24, 2006)

Meetings will be conducted under the Robert's Rules of Order to the extent that it does not conflict with the Bagley-Keene Open Meeting Act.

RECORD OF COMMITTEE MEETINGS

(Board Policy-Adopted July 24, 2006)

The minutes are a summary, not a transcript of each committee meeting. Committee minutes shall be prepared by Board staff and submitted for review by the committee members within 30 working days after the committee meeting.

Committee minutes shall be approved at the next scheduled committee meeting and serve as the official record of the meeting.

Approved minutes of the open session are available for distribution to the public and shall be posted on the Board's website.

STAFF ASSISTANCE

(Board Policy-Adopted July 24, 2006)

Board staff provides advice, consultation, and support to the committees. Committee members shall contact the Executive Officer to request staff assistance.

RECORD KEEPING

(Board Policy-Adopted July 24, 2006)

Public meetings are recorded. Recordings shall be retained until final meeting minutes have been approved. Closed session proceedings shall be recorded at the committee's discretion.

Chapter 6

Travel Procedures

TRAVEL

(Board Policy-Adopted July 24, 2006)

Board members notify the Board President and Executive Officer of all travel except for regularly scheduled Board, Committee and Task Force/Work Group meetings to which the Board member is assigned. The Board President shall relay any travel approvals to the Executive Officer. The Executive Officer shall report to the full Board on any additional travel conducted by Board members.

No member of the Board shall attend any function in which the member is representing the Board without approval from the Board President and the notification of the Executive Officer. This includes speaking engagements, trade shows, etc.

TRAVEL ARRANGEMENTS

(Board Policy Adopted January 12, 2015)

Board members are responsible for making their own travel arrangements with the assistance of the Cal Travel Store.

TRAVEL CLAIMS

(Board Policy Adopted January 12, 2015)

Board staff will compile (in consultation with member) and submit all travel claims to the Travel Unit. Board members must submit travel information and receipts to Board staff for the compilation of the travel claim. If a travel claim requires amending, Board staff will consult with the Board Member before making amendments and submitting corrected claims to the DCA's Travel Unit and also provide the Board member with a corrected copy.

Travel reimbursement processing times range from 4-6 weeks.

BOARD MEMBER PAY

(Board Policy-Adopted April 8, 2013)

Board members shall attempt to submit an Absence & Time Worked form (STD 634), to the Executive Officer, no later than the first day of the month following the month the time has been worked.

COMPLETING THE STD 634 FORM

(Board Policy-Adopted April 8, 2013)

As stated in the Board Member manual, chapter 6, Board members will attempt to submit an Absence & Time Worked (STD 634) form to the Executive Officer, no later than the first day of the month following the month the time has been worked.

Completing the 634 form (Please refer to the 634 form sample page found in section 4).

1. Enter the month in which the pay was earned.
2. Enter your full name.
3. Enter "Board Member" in box number four (4).
4. Place an "X" on box number 7(a) on each day you did work as a Board Member.
5. Sign and date box number nine (9).
6. Send your form to Kristy Underwood.

Upon completion of this form, please fax or email or mail your form to Kristy Underwood at Fax (916) 928-6810 email Kristy.Underwood@dca.ca.gov or mail them to:

BBC
Attn: Kristy Underwood
P.O. Box 944226
Sacramento, CA 94244-2260

Please note that at any time you may contact myself or Patricia Garcia, Board Analyst at the numbers listed below for any questions that may arise.

Kristy Underwood, Executive Officer
Office: (916) 575-7111
Email: Kristy.Underwood@dca.ca.gov

Patricia Garcia, Board Analyst
Office: (916) 575 -7102
Email: Patricia.Garcia@dca.ca.gov

Chapter 7

Security Procedures

REQUEST FOR RECORDS ACCESS

(Board Policy-Adopted July 24, 2006)

No Board member may access a licensee's or candidates file without the Executive Officer's knowledge and approval of the conditions of access. A notation of the Board member's access shall be entered in the file. Records or copies shall not be removed from the Board's office.

CONTACT WITH CANDIDATES, LICENSEES, COMPLAINTANTS, RESPONDENTS

(Board Policy-Adopted July 24, 2006)

Board members shall not intervene on behalf of a licensee for any reason. They should forward all contacts or inquiries to the Executive Officer.

Board members shall not directly participate in complaint handling and resolution or investigations, unless authorized by a majority vote of the Board at a duly called public meeting. If a Board member is contacted by a respondent, or his/her attorney, he/she shall refer the individual to the Executive Officer.

GIFTS FROM CANDIDATES

(Board Policy-Adopted July 24, 2006)

Gifts of any kind to Board members or staff from candidates for licensure with the Board shall not be permitted.

Chapter 8

Resources

DCA BOARD MEMBER RESOURCE CENTER

The Department of Consumer Affairs has dedicated a website to resources available to Board Members. To access information on member information, appointment information, training or publications, please see the following website:

<http://www.dcaboardmembers.ca.gov/>



Section 2



MEMORANDUM

DATE	February 12, 2018
TO	Board Members Board of Barbering and Cosmetology
FROM	Marcene Melliza Board of Barbering and Cosmetology
SUBJECT	2018 Board Meeting Dates

February 12, 2018 Board Meeting Sacramento
February 13, 2018 Reinstatement Hearing Sacramento

May 20, 2018 Board Meeting – Southern California
May 21, 2018 Reinstatement Hearing – Southern California

August 13, 2018 Board Meeting – Sacramento
August 14, 2018 Reinstatement Hearing – Sacramento

October 21, 2018 Board Meeting – San Diego
October 22, 2018 Reinstatement Hearing – San Diego



Section 3



BOARD OF BARBERING AND COSMETOLOGY
P.O. Box 944226, Sacramento, CA 94244-2260
P (800) 952-5210 F (916) 575-7281 www.barbercosmo.ca.gov



Board Member Orientation Training:

Board Members are required to complete Board Member Orientation Training (BMOT) **within one year** of appointment **and** re-appointment to a board. This is a one-day training in Sacramento which details the functions and responsibilities of board members.

If you are in need of completing this training, please choose from the dates available and complete the online registration form at: <http://www.dcaboardmembers.ca.gov/training/orientation>.

2018 Board Member Orientation Training (BMOT) Dates

- Wednesday, March 21, 2018
- Wednesday, June 6, 2018
- Tuesday, September 18, 2018
- Wednesday, December 5, 2018

2018 BMOT Time & Location

9:00 AM – 4:30 PM

Department of Consumer Affairs
Headquarters 2 Building
SOLID Training Center
1747 North Market Blvd.
Sacramento, CA 95834

Online Training:

Ethics Training: <http://oag.ca.gov/ethics> (State Officials)

Preventing Sexual Harassment: 2107 is a mandatory SHP Training year for DCA. Board Members are required to complete this training in 2017, even if it was completed in 2016. The training is online and interactive. Training is available at <http://solid.dca.ca.gov/training.html>.

Defensive Driver Training: The Defensive Driver training is an interactive, online training which takes approximately 2.5 hours to complete. It must be completed once every four years. It is available at: <http://www.dgs.ca.gov/orim/Programs/DDTOnlineTraining.aspx>

Form 700 – Statement of Economic Interest & Conflict of Interest Filing:

To fulfill the training requirements for your Conflict of Interest training, you must file the Form 700. DCA utilizes NetFile to electronically file Form 700s directly with the Fair Political Practices Commission. For NetFile account questions, please contact Jill Johnson, the Department's Conflict of Interest Filing Officer (916) 574-8312 jill.johnson@dca.ca.gov.

Upon completion of any and all training, please provide copies of completion certificates to Kristy Underwood and DCA at MemberRelations@dca.ca.gov

BBC
Attn: Kristy Underwood
P.O. Box 944226
Sacramento, CA 94244-2260

Please note that at any time you may contact myself or Marcene Melliza, Board Analyst at the numbers listed below for any questions that may arise.

Kristy Underwood, Executive Officer
Phone: (916) 575-7111
Fax: (916) 928-6810
Email: Kristy.Underwood@dca.ca.gov

Marcene Melliza, Board Analyst
Phone: (916) 575-7121
Fax: (916) 928-6810
Email: Marcene.Melliza@dca.ca.gov



Section 4

BOARD MEMBER TRAVEL AND PER DIEM

The Travel Program

The purpose of this guide is to provide basic travel reimbursement guidelines. For an in-depth review of travel rules, please consult the Consumer Affairs Travel Guide included in section five (5) of this manual. The State provides reimbursement of actual and necessary out of pocket expenses when traveling on State business. The mode of transportation for which the State incurs expenses should be that which is in the best interest of the State. So, when determining the most economical mode of transportation, the following costs should be considered: employee's time, expenses for transportation (airline, car, train, taxi, parking, shuttle, tolls, etc.), expenses for meals, incidentals, lodging and any other State business expense, the urgency of the situation, if the employee must carry specialized equipment, the number of stops, the number of persons to be transported, driving time one-way (is it over 2 hours?), availability of transportation to and from the destination, and overtime wages.

To view the States entire travel program go to:
<http://www.dgs.ca.gov/travel/Home/StatewideTravelProgram.aspx>

Travel Arrangements

All Travel Arrangement (hotel, airfare reservations and car rental) must be made through the CalTravelStore website.

You can make/reserve your travel arrangements on the Concur CalTravelStore Government Business Travel - <http://www.caltravelstore.com> website.

For instructions on how to make a reservation is provided on the DCA Travel/CalATERS Home Page.

The “username: will be your personal email address. You can reset your password by clicking on “Forgot your password” link.



After Hours Travel Emergencies (additional fees apply) (877) 454-8785 – Press 1

All Travel Expense Claim Transmittals that require receipts to be attached must be signed by the approver, Christopher Castrillo. The original signature of the approver is required.

The Travel Store oftentimes will use Southwest Airlines for State flight business. You will want to make sure you have a Southwest Rapids Rewards card. In addition, when booking a hotel reservation, please advise the Travel Store if you participate in any hotel reward programs.

Southwest Airlines

To create a Rapid Rewards Account:

Go to: www.southwest.com

1. Scroll down to Rapid Rewards (left hand side of home page)
2. Click on Enroll Now
3. Fill requested information

Once you have completed the all the steps click Finish Now. Your Rapid Rewards Enrollment card will appear on the screen. **Print your Rapid Rewards and save the number for your records, this will be the only card you will receive.**

Car Rental

The States rule of thumb is if the trip is over 50 miles round trip, you should rent a car. Do not use your personal vehicle as the travel unit will not reimburse you for the full amount.

Do not buy gasoline from any car rental return site. You must fill up your car before you return the car to the rental office.

If you are using an Enterprise car rental, you do not have to drop your car off at the location you rented if from. You may drop the car off at the airport or any other Enterprise rental office.

Loss Damage waiver is included in the States daily rate. Additional charges for insurance will not be reimbursed by DCA.

Submit your car rental receipt, showing full payment and any gasoline receipts to Board staff.

Using your Personal Vehicle

You have the option of using your personal vehicle if you can prove that it is a cost savings for the State to do so. (Usually this includes trips that are less than 50 miles round trip) When making that determination you may wish to consult the Rental vs. Reimbursement Calculator provided at the following link.

http://www.enterprise.com/car_rental/corporateClassIntro.do

You may print the chart and include it with your justification on why you are using a personal vehicle. Rental car justification form:

http://documents.dgs.ca.gov/ofa/travel/SCO_VehicleJustificationForm.pdf

- Mileage reimbursement is currently .56 cents per mile.
- Sacramento International Airport Maximum daily economy parking lot rate is \$10.00 per day and \$2.00 per half hour or any portion thereof beginning on the second day, with a maximum daily rate of \$10.00.
- All parking while on state business require the purpose of the trip and an itemized receipt if over \$10.00.

Taxi's/Tolls

Taxis may be used for trips that are not over a 10-15 mile radius. Receipts are required for taxi expenses of \$10.00 and over. Tips are not reimbursable.

Tolls/Parking: No receipt is required for tolls or parking charges under \$10.00

Meals

Reimbursement is allowed for actual costs up to the maximum reimbursement for each meal incurred while on travel status. Board members should retain the meal receipts, for tax purposes. If no meal amounts are provided to the analyst preparing your travel claim, it will be assumed that you have used the maximum reimbursement amount, and the Board member travel claim shall reflect that assumption.

Meals & Incidental	Maximum Reimbursement	Qualifying Time Frame
Breakfast	Up to \$ 7.00	Begins before or at 6 a.m. Ends at or after 8 a.m.
Lunch	Up to \$11.00	Begins before or at 11 a.m. Ends at or after 2 p.m.
Dinner	Up to \$ 23.00	Begins before or at 5 p.m. Ends at or after 7 p.m.
Incidental	Up to \$ 5.00	Reimbursement is allowed only for a full 24 hours of travel.

Please note: Incidental expenses can include expenses for: laundering, pressing clothes, fees, tips, business phone calls, postage charges, facsimiles and emergency purchases.

Travel Claims

In an effort to make the position of Board member a little more pleasant, it has been determined that Board staff will process Board member travel claims. In order to facilitate the process please submit the following to Kristy Underwood.

- Date and time (military time) you began your trip.
- The mode of transportation. (Did you fly, use your own vehicle, use the train, etc.)
- If you used your personal vehicle, please provide your vehicle license plate number.
- Date and how many miles you traveled using your personal vehicle.
- Location if you started out if it is anywhere other than your residence.
- Receipts must be taped to a plain sheet of white paper. If it is not obvious what the receipt is for, please state in a brief note why the charges were incurred.
- Actual meal costs, if under the maximum reimbursement allowance.
- Please provide a brief note if there are any unusual circumstances regarding your trip.
- Date and time (military time) you concluded your trip.

Staff will need original receipts (except meal receipts). All hotel/vehicle receipts should show a zero balance due and hotel receipts must state a room rate and room tax amount. Staff will compile the travel claim, mail it to the Board member for review and approval and submit the travel claim to the Department of Consumer Affairs for reimbursement.

Submit Travel Claims to: Kristy Underwood
Board of Barbering & Cosmetology
P. O. Box 944226
Sacramento, CA 94244-2260

Board Member Pay

As a Board member, you will receive \$100 for each day you work on Board related matters. In order to be compensated, it is necessary that you complete an Absence & Time Worked form (STD 634) and submit it to Kristy Underwood on the last day of each month.

**Submit Board Member Pay
Request (STD 634 form) to:** Kristy Underwood
Board of Barbering & Cosmetology
P O Box 944226
Sacramento, CA 94244-2260

COMPLETING THE ABSENCE AND TIME WORKED FORM

Board members will attempt to submit an Absence & Time Worked (STD 634) form to the Executive Officer, no later than the first day of the month following the month the time has been worked.

Completing the 634 form (Please refer to the attached 634 form sample page).

1. Enter the month in which the pay was earned.
2. Enter your full name.
3. Enter "Board Member" in box number four (4).
4. Place an "X" on box number 7(a) on each day you did work as a Board Member.
5. Sign and date box number nine (9).
6. Send your form to Kristy Underwood.

Upon completion of this form, please fax or email or mail your form to Kristy Underwood at Fax (916) 928-6810 email Kristy.Underwood@dca.ca.gov or mail them to:

BBC
Attn: Kristy Underwood
P.O. Box 944226
Sacramento, CA 94244-2260

Please note that at any time you may contact myself or Patricia Garcia, Board Analyst at the numbers listed below for any questions that may arise.

Kristy Underwood, Executive Officer
Office: (916) 575-7111
Email: Kristy.Underwood@dca.ca.gov

Patricia Garcia, Board Analyst
Office: (916) 575-7102
Email: Patricia.Garcia@dca.ca.gov



**ABSENCE AND ADDITIONAL
TIME WORKED REPORT**

HR-634 (REV. 9/2017)

2. NAME (First Middle Last)		1. MONTH JANUARY	PAY PERIOD YEAR 2018	TIME BASE	WWG	CBID
Board Member's Name				4. POSITION NUMBER		

5. ABSENCE WITH PAY

(SE) <input type="checkbox"/> SICK LEAVE SELF (SF) <input type="checkbox"/> SICK LEAVE FAMILY (FH) <input type="checkbox"/> FURLOUGH HOURS (HI) <input type="checkbox"/> HOLIDAY INFORMAL (PV) <input type="checkbox"/> VOLUNTARY PERSONAL LEAVE (AL) <input type="checkbox"/> ANNUAL LEAVE (VA) <input type="checkbox"/> VACATION	(BL) <input type="checkbox"/> BEREAVEMENT LEAVE (CT) <input checked="" type="checkbox"/> USING OVERTIME CREDIT (HC) <input type="checkbox"/> USING HOLIDAY CREDIT (EX) <input type="checkbox"/> USING EXCESS HOURS CREDIT (PH) <input type="checkbox"/> USING PERSONAL HOLIDAY (EL) <input type="checkbox"/> PAID EDUCATIONAL LEAVE (PL) <input type="checkbox"/> PERSONAL LEAVE	(PT) <input type="checkbox"/> PROFESSIONAL DEV. DAY (ML) <input type="checkbox"/> SHORT-TERM MILITARY LEAVE (Attach Duty Orders) (NDI) <input type="checkbox"/> NONINDUSTRIAL INJURY INDUSTRIAL ILLNESS OR INJURY (TD) <input type="checkbox"/> TEMPORARY DISABILITY (IDL) <input type="checkbox"/> INDUSTRY DISABILITY LEAVE (IDL/S) <input type="checkbox"/> INDUSTRIAL DISABILITY LEAVE WITH SUPPLEMENTATION OTHER
--	--	--

(JD) ☐ JURY DUTY
☐ ATTENDANCE FEES TO BE REMITTED (Make copy for Accounting)
☐ NO ATTENDANCE FEES RECEIVED

(SW) ☐ WITNESS (Make copy for Accounting)
☐ CIVIL CASE ☐ FEES TO BE REMITTED
☐ CRIMINAL CASE ☐ NO FEES RECEIVED
 IN THE INTEREST OF/ON BEHALF OF THE STATE ☐ YES ☐ NO
☐ SUBPOENAED ☐ EXPERT

6. ABSENCE WITHOUT PAY

(DK) <input type="checkbox"/> DOCK APPROVED (SDI) <input type="checkbox"/> STATE DISABILITY INSURANCE	(A) <input type="checkbox"/> ABSENCE WITHOUT LEAVE (AWOL) (19996.2 OR 19572) (FM) <input type="checkbox"/> FMLA <input type="checkbox"/> CFRA <input type="checkbox"/> PDL	PAY PERIOD IS <input type="checkbox"/> QUALIFYING <input type="checkbox"/> NONQUALIFYING
--	---	--

Alternate Schedule DAY A or B
 Hrs needed = 176.00
 Total Hours =
 EXCESS
 Hourly Employee ☐

7. DATES OF ABSENCES AND EXTRA TIME WORKED

(Enter the leave code in the top of the box and the number of hours in the bottom of the box. If the absence is for a compensable injury waiting period, add X to other symbol.)

REPORTING		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	TOTAL
7A. HR/INT/PT/hrs to be paid																																
7B. SICK																																
7C. BEREAVEMENT																																
7D. VACATION																																
7E. ANNUAL LEAVE																																
7F. ATO, CT, EX, EL, FM, HC, HI, JD, PL, PH, PT, PV, UT																																
7G. DOCK (DK) AWOL (A) SDI (SDI) NDI (NDI)																																
7H. STRAIGHT TIME (PO) (CTO)																																
7I. PREMIUM TIME (PO) (CTO)																																

8. REASON FOR ABSENCE OR EXTRA HOURS WORKED

9. CERTIFICATION BY EMPLOYEE

*To the best of my knowledge and belief, the facts stated are accurate and in full compliance with legal requirements.*SIGNATURE OF EMPLOYEE ☐ EMPLOYEE NOT AVAILABLE FOR SIGNATURE
Board Member Signs Here

Date

Current Date

10. RECOMMENDATION AND SUBSTANTIATION OF SUPERVISOR

*To the best of my knowledge and belief, the facts stated are accurate and in full compliance with legal requirements.*SIGNATURE OF SUPERVISOR
Christopher Castrillo's Signature

Date

Current Date

11. PERIOD OF DISABILITY COMPENSATION

FROM	TO	12. DISABILITY COMPENSATION SUPPLEMENT	SICK LEAVE	VACATION	CTO	HOLIDAY CREDIT	13. OFFICIAL DEPARTMENTAL
		HOURS					<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED



Section 5

DEPARTMENT OF CONSUMER AFFAIRS TRAVEL GUIDE

Office of Administrative Services Accounts Payable Travel Unit



January 2018

Disclaimer

Bargaining Contracts, California Department of Human Resource (CalHR), Departmental Policy and the State Administrative Manual (SAM) sets forth the information contained in this Travel Guide. If any of the information within is in conflict with the most recent provisions set forth by the said mentioned above then those provisions will supersede this guide. Information provided in this guide is routinely updated by various control agencies. The traveler or user of this guide must always make sure they have the most current information. Click on the web links to view the most current information.

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CHAPTER 1

INTRODUCTION AND DEFINITIONS

Introduction

The purpose of this guide is to provide and define the basic travel reimbursement rules for employees who are required to travel on official State business, methods of travel that are available, and how to use them, in accordance with the State Bargaining Contracts, California Department of Human Resources (CalHR) Travel Rules for Represented Employees sections 599.615–599.638.1 of title 2 of the California Code of Regulations, and the *State Administrative Manual (SAM)* section 700. If any of the information herein is in conflict with the most recent provisions set forth by the bargaining contract or government code sections cited above, then those provisions will supersede this guide. In addition, information provided in this guide is routinely updated by various control agencies. The traveler or user of this guide must always make sure they have the most current information.

Note: The travel reimbursement program is subject to Internal Revenue Service (IRS) requirements. There are no flat reimbursement rates. All items claimed are to be for the actual amount of the expense, up to the maximum rates allowed for all State officers, employees, and agents of the State traveling on official State business.

Who can file a claim?

All Department of Consumer Affairs (DCA/Department) employees and any agent of the State (listed below) may request a travel advance and/or travel reimbursement using the appropriate Department forms and the CalATERS Global System. Certain restrictions may apply (see reference-related section for specific requirements).

Statutory Board Members are individuals appointed to serve on boards or commissions established by law. Members are appointed by the Governor, Legislature, or Department Head. Reimbursement for necessary travel expenses is based on the rates for nonrepresented employees.

Nonstatutory Board Members are individuals appointed to serve on boards, commissions, committees, or task forces that are created by agency secretaries, department directors, executive officers, or board members on an as-needed basis to fulfill the Department's mission. Reimbursement for necessary travel expenses is based on the rates for nonrepresented employees.

Proctors are intermittent hires through the State Personnel Board. Proctors administer written or physical agility exams for civil service classification. Reimbursement for necessary travel expenses is based on the rates for nonrepresented employees.

Volunteers are individuals who voluntarily perform services for the State without pay. The volunteer must sign an Oath of Allegiance, which is kept on file at the Department with the Volunteer Service Agreement. Volunteers will be reimbursed for necessary travel expenses at the rate negotiated for State employees performing comparable duties.

Terms

Short-Term Travel: Expenses incurred at least 50 miles (one-way) from headquarters and/or residence when applicable, and is less than 31 consecutive days.

Long-Term Travel: Travel that is in excess of 30 consecutive days becomes long-term travel. Specific reimbursement rates and reporting requirements apply; contact your Travel Liaison.

Per Diem Expenses: Meals, lodging, and all appropriate incidental expenses incurred may be claimed when conducting State business while on travel status.

Transportation Expenses: Various modes of transportation used while on official State business; for example, airfare, vehicle, taxi, and shuttle expenses.

Business Expenses: Charges necessary to the completion of official State business, such as business phone calls, emergency clothing, and emergency supplies. All purchases shall be justified, and if the total business expense is more than \$25, the claim must be approved by the DCA Accounting Administrator II.

Conference or Convention: A meeting with a formal agenda of persons to discuss or consult on specific work-related subjects with the purpose of exchanging views, providing lectures or dialogue, or providing or gaining skills and/or information for the good of the State. Requires an approved conference attendance request prior to attending and must be attached to the [Travel Expense Claim \(TEC\)](#).

Non-State Sponsored Conference: Planned, arranged, and funded by an outside entity.

State-Sponsored Conference: Planned, arranged, and funded by State agencies for the benefit of the State and/or outside parties for the purpose of conducting State business.

Policies

Official Established Headquarters: Shall be designated for each State officer and employee and defined as the place where the officer or employee spends the largest portion of their regular workdays or working time, or the place to which they return upon completion of special assignments. In some instances, however, it may be in the best interest of the Department to designate either an employee's residence address or an assigned geographic area as his/her headquarters. Home-as-headquarters and geographic area designations will be based upon a determination of "economic merit" for geographic and logistical circumstances where the State benefits from such a determination, either in increased efficiencies or reduced costs.

Signature Authority: The signature of the approving officer certifies that the traveler is authorized to travel, the expenses incurred were to conduct official State business, and that the items claimed are appropriate and keeping within the rules that govern State business travel. Typically, the approving officer would be the traveling employee's immediate supervisor.

The Deputy Director of Board Relations approves Board Presidents' [TECs](#). Once they have been reviewed and initialed by the Executive Officer, the Board President shall approve the Executive Officers' and the Board Members' travel claims. In the absence of the Board President, the Board Vice President shall approve the Executive Officers' and the Board Members' travel claims.

The Deputy Director of the Office of Administrative Services approves Bureau and Board Presidents', Bureau Chiefs', Division Chiefs', and Deputy Directors' travel advances, expense claims, conference requests, and authorized signature forms. Also approves for all exception-to-travel status for board and bureau and Travel Advance Requests for nonsalaried employees. In the absence of the Board President, the Board Vice President shall approve the Executive Officers' and the Board Members' travel claims.

In the extended absence of either the Deputy Director of Board Relations or the Deputy Director of the Office of Administrative Services, either can approve the above for boards and bureaus.

All approving officers must have a signature card on file with the Accounting Office before approving a claim.

Note: See DCA policy, form, and procedures posted on the [DCA Intranet](#) regarding authorized signatures.

CHAPTER 2 PER DIEM ALLOWANCES

Introduction

The State provides for reimbursement of actual and necessary out-of-pocket expenses while traveling on State business. When determining the appropriate amount of reimbursement allowed for meals, lodging, and incidentals, two criteria need to be considered: distance and time. Employees on travel status must be at least 50 miles from home/headquarters. The most direct route determines this distance.

For short-term travel status per diem (meals, lodging, and incidentals), several factors need to be considered, such as:

- The bargaining unit of the employee (represented or excluded).
- Geographical location of travel must be at least 50 miles (one-way) from where the trip begins at headquarters and/or home. Factors include: Which is the closest distance? Is travel during normal working hours or not? Is it a second worksite?
- The timeframe in which the trip started and stopped.
- The type and location of facilities used for lodging.

Lodging Rates

Short-term reimbursement rates for lodging expenses are as follows. Please review your Bargaining Unit Contract on [California Department of Human Resources \(CalHR\)](#) website for current rates.

For Excluded/Exempt, BU 1 through BU21	
Lodging	Reimbursement
Statewide (except for those listed below.)	\$90.00 plus taxes on the entire cost of the lodging rate.
Napa, Riverside, Sacramento Counties	\$95.00 plus taxes on the entire cost of the lodging rate.
Marin County	\$110.00 plus taxes on the entire cost of the lodging rate except BU6 and BU10 remain at \$90.00.
Los Angeles, Orange, Ventura Counties and Edwards AFB	\$120.00 plus taxes on the entire cost of the lodging rate.
Monterey, San Diego	\$125.00 plus taxes on the entire cost of the lodging rate.
Alameda, San Mateo & Santa Clara Counties.	\$140.00 plus taxes on the entire cost of the lodging rate except BU6 remains at \$125.00.
City of Santa Monica	\$150.00 plus taxes on the entire cost of the lodging rate.
San Francisco County	\$250.00 plus taxes on the entire cost of the lodging rate except BU6 and BU10 remain at \$150.00.

Lodging facilities include commercial hotels and motels, and residential property—short term rental, CalHR PML2015-039 Assembly Bill 229, 1/1/16–12/31/2018 (less than 30 days). All rates for reimbursement are limited to State-contracted lodging rates.
www.calhr.ca.gov/PML%20Library/2015039.pdf

Hotel Tax Waiver

The [Hotel/Motel Transient Occupancy Tax Waiver, Form 236 \(New 9-91\)](#), is available on the [DCA Intranet](#) Travel Home Page and should be used whenever possible. This form must be completed in advance and given to the hotel for its records. In most cases, employees must ask for the exemption at time of reservation. Some hotels will not honor the tax waiver.

Acceptable Receipts

Lodging receipt must indicate the establishment's name, address, and check-in/check-out dates and times, number of occupancy, room rate, taxes, and method of payment.

In the rare event where an employee chooses to use a third-party vendor (such as Priceline.com, Expedia.com, Travelocity.com, Hotels.com, etc.) to make travel arrangements, the following instructions must be strictly adhered to:

- Employees who request reimbursement for receipts from third-party vendors for lodging expenses related to a State-approved relocation or for lodging expenses incurred while traveling on State business, must provide a valid receipt from the third-party vendor and the commercial lodging establishment where the employee stayed.

Both receipts are required in order to properly substantiate a valid business expense.

Sharing a Room

When sharing a room with another State employee, each person can claim half the room rate or one employee can claim the entire amount and reference the other person in the comment section. Both employees should file their travel expense claims ([TECs](#)) at the same time and a copy of the other's claim should be attached to their own.

Meal Rates

There are no flat reimbursement rates. All items claimed are to be for the ACTUAL AMOUNT OF EXPENSE, up to the following maximum reimbursement amounts listed below. The employee (or agent of the State) shall not claim reimbursement for any meals provided by or included in the cost of the hotel stay, airfare, and conference or convention registration fee and/or provided by the terms stated in a State contract. Please review your Bargaining Unit Contract on [California Department of Human Resources \(CalHR\)](#) website for current rates.

Excluded/exempt employees and represented employees in Bargaining Units (BU) 1–21, please review your existing MOU for current rates (see following table).

Expense	Maximum Reimbursement	Expense	Maximum Reimbursement
Breakfast	\$7	Dinner	\$23
Lunch	\$11	Incidental	\$5

Less Than 24 Hours

The following table shows conditions under which a represented or nonrepresented employee may be reimbursed for meals while on travel status, if the trip is less than 24 hours:

Starts Trip on OR Before	Returns from Trip on OR After	Entitled To
6 a.m.	9 a.m.	Breakfast
4 p.m.	7 p.m.	Dinner

NOTE: Board and committee members are entitled to meals, including lunch, on a one-day trip only when attending official scheduled board or committee meetings. These meal expenses are excused from the travel status mileage requirement, but all time requirements are applicable; for example, start trip at or before 11 a.m. and end at or after 2 p.m. to claim lunch. In addition, meals on trips of less than 24 hours will be reported as a taxable fringe benefit as required by the Internal Revenue Service (IRS).

More Than 24 Hours

If a trip is more than 24 hours but less than 31 consecutive days, a represented or nonrepresented employee is entitled to breakfast, lunch, and dinner for every full 24-hour period of time while on travel status. The following table shows the meal entitlements for the last fractional period of time:

Starts Trip on OR Before	Returns from Trip on OR After	Entitled To
6 a.m.	8 a.m.	Breakfast
11 a.m.	2 p.m.	Lunch
5 p.m.	7 p.m.	Dinner

Incidentals

Incidental reimbursement is allowed for every full 24 hours of travel up to the maximum amount allowed per Bargaining Unit Contract for actual necessary expenses. Incidentals include expenses for fees and tips for services such as porters, baggage carriers, and hotel staff. No other items may be claimed as an incidental. Department of Human Resources CalHR PML 2015-003 and Internal Revenue Service (IRS) in IRS Publication 463.

Business-Related Meals

In rare instances, the cost of business-related meal expenses may be allowed. It must be clearly shown that it was impractical to conduct the State's business during working hours and that the meal took place in conditions beyond the employee's control. Justification should be provided on the [TEC](#).

The statement must include the purpose or goal of each business-related meal and the unusual conditions that justify payment. The employee may claim expenses not to exceed the breakfast, lunch, or dinner allowance, whichever meal was consumed. The amount must be supported by a voucher or receipt for represented employees. Claims must include the establishment, the persons in attendance, and the business conducted during the meal period. No reimbursement is allowed for the meal if the employee claims per diem for that day.

Allowable meals may include: Participants from different cities hold a luncheon to allow one or more of them to make connections on a scheduled flight; an employee is required to go to lunch as a member of a group, such as a board or commission where official business is conducted; the meeting does not adjourn during the lunch and the employee has no choice of place to eat.

Non-allowable meals include: Two or more employees go to lunch together and continue their business as an incidental to the meal; the meal is strictly for public relations purposes; departments call meetings with their own and/or other department employees to conduct State business; the meeting could have taken place during regular working hours.

Receipts

Although the Department of Consumer Affairs (DCA) does not require receipts for most meals or incidentals (except as noted above), the traveler must retain all their meal and incidental receipts for IRS purposes.

Overtime Meals and Rates

Overtime meal reimbursement is allowed when the employee works two excess hours either consecutive or contiguous to regular scheduled work hours. Rates and terms are defined by each bargaining unit contract as stated below. In determining the overtime hours worked for meal compensation, do not include any breaks for meals. Only one meal allowance may be claimed each day unless the employee has worked a minimum of 16 hours. For every six additional hours worked in excess of ten hours, another meal allowance may be claimed, not to exceed three overtime meals within 24 hours.

Bargaining Unit	Rate	Consecutive*	Contiguous*
7 & 10	\$7.50	X	
1, 4, 11 & 14	\$8.00		X
2, 9, 12, 16 & 19	\$8.00	X	
Excluded & 21 (exempt FLSA)	\$8.00	X	

Definitions

Consecutive: Works either two hours before or two hours after normal work hours on a regular scheduled workday; works two hours in excess of normal work hours on weekends, holidays, or regular scheduled day off (RDO).

Contiguous: Works two or more hours in excess of the number of hours worked on regular scheduled workday.

Excluded: Work Week Group Exempt (WWGE) and Represented Employees Exempt from Fair Labor Standards Act (FLSA) are only entitled to overtime meals for extended arduous work.

Arduous Work OT Meal*

Meals for Extended Arduous Work: On those rare occasions when an employee who is in a Work Week Group other than Work Week Group 2 would be required to physically or mentally work ten hours or more (not including any breaks for meals) for an extended period of time. The employee, with approval of the appointing authority, may claim the actual cost of an arduous work meal up to \$8. Such meals should only be approved when it is clear that the work schedule is consistently in excess of a normal full-time schedule. Occasional extra hours worked, consistent with the nature of other than a Work Week Group 2 schedule, do not meet the criteria for Extended Arduous Work Meals.

Excess Lodging Policy and Procedure

Request for reimbursement of lodging expenses in excess of the State-specified rates, excluding taxes, must be received ten days prior to the trip. Approval is required from the DCA Accounting Administrator II if less than \$150 and the CalHR if more than \$150. The [Excess Lodging Rate Request \(STD 255C\)](#) form located on [DCA Intranet](#) should be completed and contain the following:

- A list of at least three hotels contacted using the [Concur CalTravel Store](#) website to obtain State rate lodging. Contact additional hotels if no State rate hotels are found within the work area.
- Supporting documentation that a reasonable effort was made to locate lodging at State-specified rates. Using only higher-rate hotels in the documentation cannot be considered reasonable efforts.
- Explain any applicable reasons for the State business need for an exception to the State's standard lodging rate.
- Obtain all required signatures and submit the request to the DCA Travel Unit at least ten working days prior to the trip, when possible.
- Employees who incur expenses in excess of standard reimbursement will be responsible for the difference if the excess lodging request is denied.

- Attach agendas for any approved conference or convention that would assist in the travel justification.

Reasonable Accommodation

Reasonable Accommodation can be obtained with supporting documentation through DCA Human Resources Health & Safety Unit when travel requirements are a hardship to the employee for medical reasons. Please obtain the Reasonable Accommodation approval prior to the trip.

Exception to Travel Status Policy

It is the policy of the DCA to adhere to the rules and regulations as defined by the CalHR regarding the approval of requests for reimbursement within 50 miles of the employee's home or headquarters when conducting official State business. Extreme acts of God and nature that place the employee in harm's way are automatic and will be approved after the fact, when fully documented ([SAM section 0715 CALHR PML 93-28](#)).

Note: All exceptions to travel status reimbursements will be reported as a taxable fringe benefit as required by the IRS.

Exception Authority, Limits and Criteria

The CalHR delegated the exception to travel status authority to the Director of DCA, who delegated the authority to the Deputy Director. There is no other allowable signature authority for this delegation. This delegation is extended with the provision that it will be administered according to the criteria, considerations, and record-keeping requirements as stated below. All exceptions are subject to audit by CalHR. Exceptions are to be granted in advance of the occurrence by the appointing power.

This delegation does not extend to the approval of meals or lodging at either the home or headquarters location. There is no allowance for any increase in the standard short-term travel reimbursement rates for meals and lodging or partial exceptions, such as lodging allowance without meals. When exceptions meet all the requirements and are granted by the Deputy Director, the employee is entitled to full short-term travel reimbursement rates. This exception is not to be used in lieu of overtime for one-day travel.

Exception requests will be considered under a limited number of circumstances when the employee is required to be away from his/her home and headquarters locations for more than a single day, but less than 50 miles. These include the nature of the work performed, the hours of work, or the apparent road/weather conditions make it impractical for the employee to return home or to the headquarters location at night.

The CalHR has guidelines for an exception approval criterion that includes reasonable commute mileage. State departments are expected to demonstrate that every consideration has been given to minimize the cost to the State through responsible planning and scheduling.

Exception Process

A written request must be submitted in advance of the occurrence to the Accounting Office for review and submission to the Deputy Director. The Executive Officer or the Division/Bureau/Program Chief must approve all exception requests. Requests must contain the following information for each attendee:

- Name and classification of employee(s) requesting exception. If the time period and reason for expense are the same, submit a group request listing each employee's name, classification, the time period, and reason.

- Name and address of the location where expenses will be incurred.
- Name of the sponsor of the event.
- Reason(s) for the exception request; attempts made to reduce the costs.
- Amount of the anticipated expenses, including tax.
- For a conference or convention, with more than one attendee, explain why one employee could not achieve the goal and attach a training and development request with approval.

Provide copies of the agenda, conference/convention announcements, and map/mileage printouts. Once the exception request has been processed, a copy will be forwarded to the requesting office by the DCA Accounting Office. The requesting office must maintain a record of each request for the standard five-year record retention schedule.

CHAPTER 3 TRANSPORTATION

Introduction

The cost of transportation while on official State business should be accomplished by using the most economical means for the State, according to the [State Administrative Manual general travel policies](#). All transportation costs related to State business travel should be entered on all [travel expense claims](#) (TECs).

Transportation expenses consist of:

- Commercial airfares
- Private vehicle use
- Commercial rental car use
- Gasoline for State or rental cars
- Taxis, shuttles, or streetcar fares
- Transportation Network Companies (TNT) – Uber and Lyft
- Parking of State, rental, or privately owned vehicles
- Bridge and road tolls
- Emergency repairs (State cars only)
- Commuting transit/vanpool (employee benefit) use

Supervisor's Responsibility

It is the supervisor's responsibility to ensure the method chosen for travel on State business is in the best interest of the State and not for the employee's convenience.

Determining the Most Economical Mode of Travel

When determining the most economical mode of transportation, the following costs should be considered:

- Employee's time
- Expenses for transportation (airline, bus, train, parking, shuttle, tolls, etc.)
- Expenses for meals, incidentals, lodging, and any other State business expense
- Urgency of the situation
- If the employee must carry specialized equipment
- Number of stops and amount of equipment
- Number of people to be transported (is it more economical?)

- Driving time one-way (is it more than two hours?)
- Availability of transportation to and from the destination
- Overtime wages

Cost Comparison

Reimbursement will be made for the mode of transportation which is in the best interest of the State, considering direct expenses as well as the employee's time. If the employee chooses a more expensive mode of transportation, reimbursement will be for the least expensive mode of travel. Expenses incurred at the travel destination will be reimbursed based on the actual business expenses incurred while at that location. A [cost comparison](#) must:

- Be completed and attached to the [TEC](#), showing both methods of travel.
- Include the least costly methods of travel for those expenses actually being substituted.
- Include only the expenses of traveling from one location to another. Do not include any worksite expenses. Expenses incurred onsite are to be claimed separately.
- An employee choosing to use a more expensive mode of transportation will only be reimbursed for the amount it would have cost for the most economical mode of travel.
- A [cost comparison](#) showing actual cost incurred vs. the most economical mode and cost must be submitted with an employee's [TEC](#). The [cost comparison form](#) is provided in Appendix A for your convenience.

Example of Cost Comparison

The most common cost comparison is when the employee chooses to drive their personal vehicle vs. using normal air transportation. For example, when an employee drives (having obtained supervisor's prior approval) to Los Angeles from Sacramento, the comparison is computed from the point the employee would normally have left on travel status in Sacramento to the point of landing in Los Angeles. Please note all cost comparisons should be calculated using the current mileage rate and State rates for airfare if applicable.

Air Costs		Vehicle Costs	
Ticket roundtrip	\$216.00	Mileage: City-to-city roundtrip:	
Mileage to/from airport		720 miles x 54 cents per mile = <u>\$388.80</u>	
30 miles x 54 cents per mile=	\$16.20		
Parking	<u>\$10.00</u>		
Total	<u>\$242.20</u>		

Reimbursement

The least expensive method of transportation will be reimbursed on the [TEC](#).

The time requirement for meals and lodging would be allowed for the time the employee would have left and returned had they flown. Additional meal and lodging expenses incurred as a result of using an alternative method of transportation is at the employee's own expense.

Exception

An exception to the least-expensive requirement would be if an employee has a reasonable accommodation approval through the Department of Consumer Affairs (DCA/Department) Health and Safety Office, which prevents the employee from specific modes of travel, such as air travel.

Request guidance from the Accounting Office Travel Unit (calaters@dca.ca.gov) when special circumstances arise prior to commencing the trip.

Direct and Indirect Travel Arrangements

All travel arrangements for air, auto rental, and lodging for official State business must be made through the Department's approved travel agency, Concur CalTravelStore. See the [Management Memorandum](#) regarding the travel policy for all State agencies.

Air Travel

Before making airline reservations, be aware of the contract rates and where to book your flights. The State contracted rate includes airfare for origination and destination points known as city pairs for within California, out of State, and international destinations. The contract rates are unrestricted one-way fares and are not subject to limited seating.

When booking on Southwest Airlines, you should only select "Want to Get Away" and "Anytime" flights. You should never select Business Class-type flights; if selected, you will be responsible for the difference in cost.

The 2017–18 contract fares are with Alaska Airlines, Delta Air Lines, JetBlue, and Virgin America, and 2017–18 for Southwest Airlines. You must purchase your airline tickets through the CalTravelStore, the certified State travel agency, using your Department's centralized American Express Business Travel Account (BTA). The CalTravelStore website contains the online booking tool Concur Travel (formerly Cliqbook), the online booking tool for all airline travel.

All travel arrangements for official State business must be made through the Department's approved travel agency, CalTravelStore (www.caltravelstore.com).

Current Airfare Contract: www.travel.dgs.ca.gov

DGS Air Travel Services: **Air Travel Information**
www.dgs.ca.gov/travel/Programs/Airfare.aspx

State Administrative Manual (SAM) section 741: **Air Travel**
www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap700/741.pdf

SAM section 8422.115: **Airline Itinerary Requirements**
www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap700/741.pdf

California Department of Human Resources (CalHR) Policy: **Method of Travel**
www.calhr.ca.gov/employees/Pages/travel-method.aspx

Airport Parking

Employees parking at the airport must use the most economical parking available. However, if the board, bureau, or division determines that additional parking costs above the lowest-cost option are in the best interest of the State, a justification explaining the necessity for the additional cost shall be submitted with the employee's [TEC](#). Without a receipt, reimbursement is limited to \$10. Please note: [TECs](#) submitted without the required justification may be cut by the State Controller's Office (CalHR PML 2007-024).

Agencies/departments may consider the following items when determining if additional parking costs are in the best interest of the State:

- The direct expense; and
- The officer's or employee's time.

Please contact your Department's Travel Liaison to initiate the start of your CalTravelStore profile. You must complete your registration before booking your travel.

Please use the links below for training and more information:

For security reasons, every traveler will need to contact their board or bureau Travel Liaison to initiate their CalTravelStore profile. Your user ID is your Department e-mail address. You must use your Department e-mail address as your user ID to have access to our Department's company ID. This e-mail address will be your user ID for future access to the reservation system. After you receive your temporary password, you can complete your profile and book your trips. In addition, you'll need to change the temporary password to ensure your account is secure. Once you've established a user ID and password, the system will request that you complete the profile. After you've completed the profile, you must save the information before you attempt to book a trip. The CalTravelStore has a travel reservation guide and video to help; they are provided on the website and link below.

After the initial profile setup, you'll access the reservation system at www.caltravelstore.com. Click on "Concur Login" to complete your profile.

[Concur Travel demonstration](#) (video) and [Concur Interactive Training](#).

Concur Travel FAQs:

www.caltravelstore.com/pages/concur-travel-faqs

Non-Employee Reservations

You can make reservations for non-State employees conducting State business for your program, such as subject matter experts, volunteers, witnesses, or contractors, and receive State rates when using the DCA State-contracted travel service agency. One-time travelers should be booked as a guest traveler; no profile should or needs to be established.

Frequent Flyer Programs

Employees who earn travel premiums (frequent flier miles/points) while on official State business may now use these travel premiums for their personal use. The value of these premiums will not be reimbursed to the employee if used for State business.

See Personnel Management Liaisons (PML) Memorandum 2005–051

www.calhr.ca.gov/PML%20Library/PML2005051.pdf

Receipts

Airline itinerary or passenger receipts should include the traveler's name, dates and times of travel, destination, and amount of airfare. This document must be submitted with the employee's [TEC](#). The cost should always be entered on the claim as "Commercial Airfare," and "Department Paid" should be selected for payment type.

Privately Owned Aircraft Usage SAM 0743 and 0746

www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap700/743.pdf

www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap700/746.pdf

Travel on official State business may be by privately owned/rented/leased aircraft whenever this is the least costly means or is in the best interest of the State.

Employees must first obtain supervisor and agency approval. Employee pilots shall certify at least yearly to their employing agency that they have the required liability insurance during the period of official travel. These required limits are shown on [STD 265](#). Use [STD 265](#) for certification and insurance:

http://www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap700/746.pdf.

In all cases, the aircraft must be certified in accordance with Federal Aviation Administration regulations and properly equipped for the type of flying to be performed.

State employees who pilot aircraft on official State business must meet the requirements of [CalHR Rule 599.628](#) and [SAM 0747](#).

Reimbursement: **SAM 0744**

www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap700/744.pdf

The reimbursement rate for employee privately owned aircraft is \$1.15 per statute mile. Mileage is computed on the shortest air route from origin to destination, using airways whenever possible. Enter "Air Miles" and mileage on the [TEC](#). For expenses other than mileage, substantiate the expense with a voucher. Landing and parking fees are paid except at the site where the aircraft is normally stored.

State-Owned, Privately Owned, and Commercially Owned Rental Vehicle Use

Agencies determine who will drive on official State business and the vehicle type to be used: State-owned, privately owned, or commercially owned vehicles. The definition of "use of a State vehicle in the conduct of State business" includes the use of State vehicles "when driven in the performance of, or necessary to, or in the course of, the duties of State employment and shall include the operation of State-owned or leased vehicles as commute vehicles in a carpool or vanpool program authorized by a State agency." ([SAM 0750 Vehicle Use](#))

State vehicles may be authorized when two or more employees are traveling together; the trip includes intermediate stops not feasible for public transportation; the schedule of public carriers does not fit the itinerary; transportation is not available at the destination; or an employee must carry specialized tools, books, etc.

Privately owned vehicles may be used by employees on official State business if this is approved by the DCA. If the use is not less costly, the supervisor may authorize the use, but the payment will be for the less-costly alternative. No agency will require an employee to use their privately owned vehicle unless this is a formal condition for employment.

The following circumstances are prohibited uses of State vehicles:

- Using the State vehicle for anything other than conducting State business.
- Carrying in the vehicle non-Departmental employees, friends, or family members.
- Using the vehicle for private or recreational use.

Commercially owned rental vehicles may be rented when a State vehicle is not available and automobile travel is essential. The employee must return the rental car at the end of each work week State business is concluded. Refer to the [Department of General Services \(DGS\) website](#) to view the rental car contract and ensure adherence to State policy. (See Appendix.)

Commercial Rental Cars

Transportation Services: SAM Section 4100

<http://sam.dgs.ca.gov/TOC/4100.aspx>

CalHR Policies for Method of Travel

www.calhr.ca.gov/employees/Pages/travel-method.aspx

DGS Fleet Handbook (Page 5)

www.documents.dgs.ca.gov/ofa/handbook.pdf

DGS Rental Car Policies and Procedures

www.dgs.ca.gov/travel/Programs/RentingaVehicle.aspx

The State contract vendor for rental vehicles is Enterprise Rent a Car. The current contract is effective January 2015, per DGS Travel Bulletin 15-01. Click on www.dgs.ca.gov/travel/Programs/RentingaVehicle.aspx for more information.

Commercial Car Rental Car Rates as of January 2015: www.dgs.ca.gov/travel/Programs/RentingaVehicle.aspx for more information.

The rental of alternative fuel vehicles is encouraged and their rental rate should be the same.

For the complete rental car contract, click on www.dgs.ca.gov/travel/Programs/RentingaVehicle.aspx.

Rental Car reservation must be made on [Concur CalTravelStore \(www.caltravelstore.com\)](http://www.caltravelstore.com).

In order to receive the contract rate, employees are required to provide a current driver license and a second form of ID to ensure a smooth delivery of service when renting a vehicle. Acceptable second forms of ID can be an employee issued identification badge, a business card, a copy of a travel itinerary booked through CALtravelstore or Concur (the online reservation tool), or an authorization letter on Department letterhead. Reservations are required to be made in advance on Concur.

Employees must NOT:

- Extend rental agreements for personal business and pay the difference. When extending business trips for personal reasons, the employee must stop the State rental agreement and initiate a new personal rental agreement. See more information regarding personal use on page XX.
- Agree to purchase insurance. Insurance is included in the State contracted rates.
- Agree to purchase the fuel service option or prepaid fuel (i.e., a flat refueling rate).
- Agree to purchase higher rate, non-economy cars.
- Carry unauthorized, non-State employees in a rental or State vehicle. If travel plans change, please cancel the reservation.

Insurance

The State contract includes insurance and employees should not accept additional insurance. Employees using a noncontracted vendor may not have insurance included in their rental rate. The employee will be personally responsible for the insurance costs when choosing to use a noncontracted vendor.

In the event an at-fault accident occurs when renting a noncontract vehicle, the employee and the Department may be legally responsible for all damages sustained by others as well as property damage to the rental vehicle. More information on SAM Insurance and Surety Bonds is available at <http://sam.dgs.ca.gov/TOC/2400.aspx>.

Receipts

DCA policy requires the final rental car receipt be attached to the expense reimbursement claim (STD 262 or CalATERS), whether charged to the Department or paid by the employee. The receipt must indicate the amount charged and payment method. Precalculations or reservation agreements are not acceptable. ([SAM section 8422.115](#), <http://sam.dgs.ca.gov/TOC.aspx>)

Forms of Payment

The contract requires use of either the Corporate Rental Business Traveler Account (CRBTA) or the travelers Corporate American Express card. Use of cash or the traveler's personal credit card will not guarantee the State contract rate or the State's insurance coverage.

The following "exceptions" will required State departments to submit to the State Controller's Office (SCO) a [Short-Term Vehicle Justification Form](#) , signed by the employee's supervisor:

- Renting a vehicle larger than the intermediate size
- Renting a vehicle from a noncontracted vendor
- Needing physical or medical accommodations
- Refueling charges incurred at rental branches

All employees are required to refuel the rental car vehicle. When refueling the rental car, the employee must submit a detailed gasoline receipt for reimbursement. Gasoline receipts must show the date of purchase, method of payment, and an expense breakdown: number of gallons, price per gallon, and extended total purchased amount. Prepaid fuel receipts are not acceptable for reimbursement.

The SCO approval form should be attached to the invoice and travel expense claim associated with the justification. State departments are no longer required to receive approval from the DGS Statewide Travel Program. The Short-Term Vehicle Justification Form is available at www.dgs.ca.gov.

Rates include unlimited mileage and are not subject to blackout dates. Contracted vehicle rates information is available at www.dgs.ca.gov/travel/Programs/RentingaVehicle.aspx. Examples of vehicles are listed in parentheses shown on the list below. The Maximum Cap Rate (MCR) includes the base rate, all fees, all charges, in addition to airport fees, vehicle license fees and, State, city and county, or local surcharges that apply to the commercial car rental industry as a whole and identified by airport. Sales tax and refueling charges are not included in the contract rate.

Short-Term Commercial Car Rental Cost Table
Base Rate with \$300,000 Insurance for Short-Term Rentals
 (Effective March 1, 2016)

Vehicle Class Type	Daily	Weekly	Max Cap Daily
Compact (Nissan Versa, Toyota Yaris)	\$33.00	\$132.00	\$50.00
Mid-Size/Intermediate (Toyota Corolla, Nissan Sentra)	\$33.00	\$132.00	\$50.00
Full-Size (Chevy Impala, Nissan Altima)	\$35.00	\$140.00	\$53.00
FWD/Sport Utility Vehicle (Ford Escape, Jeep Liberty)	\$56.00	\$224.00	\$78.00
Minivan (Chrysler Town and Country, Dodge Grand Caravan)	\$56.00	\$224.00	\$78.00
Pick-Up Trucks (Chevy Silverado, Ford F150)	\$70.00	\$280.00	\$94.00
Plug-In Hybrid Electric Vehicle/Zero Emission Vehicle	\$42.00	\$168.00	\$62.00
Hybrid Eclectic Vehicle	\$42.00	\$168.00	\$62.00

Note: The State of New York is exempt from the Base Rate listed above. Such rates are subject to open market rates quoted at time of actual car rental.

Private Vehicle Authorization and Use

The SAM requires that before any employee (including a board member) uses a privately owned vehicle to conduct State business, that employee must obtain authorization in writing from his or her supervisor and certify that the vehicle will be operated in compliance with [SAM section 0753](#).

An Authorization to Use Privately Owned Vehicle form ([STD 261](#)) should be completed and on file with the immediate supervisor. The [STD 261](#) form must be updated and re-signed annually.

Employees should be aware that the insurance maintained by the State is for the liability above the amount of the employees' policies. All employees driving on State business must carry evidence of liability insurance coverage. Mileage rates paid to employees include an amount that reimburses employees for maintaining minimum insurance coverage.

Mileage Rate Reimbursement

The following table shows the mileage reimbursement rates for privately owned vehicles:

1/1/2014–12/31/2014	56 cents per mile
1/1/2015–12/31/2015	57.5 cents per mile
1/1/2016– 12/31/16	54 cents per mile
1/1/2017–12/31/17	53.5 cents per mile
1/1/18–Current	54.5 cents per mile

Alternate Worksite Mileage

When an employee's regular work assignment requires reporting to a second location other than headquarters (e.g., a training site), mileage reimbursement is limited to the actual mileage incurred less their normal commute distance.

Airport Dropoff

When an employee is driven to a common carrier and no parking expenses are incurred during the employee's absence, they may claim mileage reimbursement at double the number of miles from headquarters or residence, whichever is less, while the employee actually rides in the vehicle.

If travel commences or terminates one hour before or after normal work hours, or on a regularly scheduled day off, mileage may be computed from the residence.

Minimal parking expenses for pickup will be allowed, with justification and/or notation on the [TEC](#).

Motor Vehicle Accident Reporting

All accidents involving a State-owned vehicle, or any vehicle being used on State business ([SAM section 0757](#)), must be reported. Report all accidents immediately to your manager and to the DCA Business Services Office. Accidents must be reported within 48 hours to the Office of Risk and Insurance Management on a [STD 270](#) form:

<http://www.documents.dgs.ca.gov/ofa/CallCenter/DGSFleetFactsPamphlet.pdf>. State reporting requirements are in addition to a regular police report as required by law.

Accident reimbursement claims require special approval and processing. Therefore, contact the DCA Travel Unit for guidance.

Overtime and Callback Mileage

Callback or scheduled overtime mileage incurred on a normal day off, from your home to established headquarters, is reimbursable and the reimbursement is a reportable fringe benefit.

State Vehicle Emergency Repairs

Emergency State vehicle repairs can be reimbursed on a [TEC](#) with the appropriate receipt and written justification or explanation of the event. Repairs require Fleet Administration approval. For non-emergency car repairs, the employee should have the vendor bill the program directly.

Taxis and Shuttles

Taxis and shuttles should be used for trips within a reasonable distance (ten to 15 miles). Reimbursement can be made on a [TEC](#) for the actual cost of the expense with a receipt, or for no more than \$10 without a receipt. General Service charge cards are accepted for taxis and shuttle services within the Sacramento and Fresno areas. Tips or gratuities to drivers are not reimbursable since they are included in the incidental allowance. However, tips or gratuities for exceptional services, such as loading/unloading substantial luggage or multiple exam material, is allowable with written justification and receipt.

Uber and Lyft

Per CalHR PML2015-039 Assembly Bill 229, effective 1/1/2016–12/31/2018, Uber and Lyft are acceptable State travel modes of transportation. An original detailed receipt is required to be attached to the claim for reimbursement. www.calhr.ca.gov/PML%20Library/2015039.pdf

Zipcars are not authorized to use for State travel transportation.

Parking and Tolls ([SAM section 0755](#))

Parking and tolls in excess of \$10 require a receipt and may be paid for:

- Day parking when the trip is away from the headquarters office and residence.
- Overnight public parking when the traveler is on travel status.
- Callback or scheduled overtime on a normal day off.

Commuting Transit and Vanpool

Employees who commute to and from work via public transportation or qualifying vanpools may be eligible for up to a 75-percent discount on public transit passes up to a maximum reimbursement of \$65 per month. Reimbursement is based on actual cost supported by a receipt or proof of purchase. Visit www.calhr.ca.gov/employees/Pages/miscellaneous-programs.aspx for more information.

Part-time employees' reimbursement may be prorated to correspond to their appropriate work schedule. Daily passes may be utilized for part-time employee reimbursement.

The State will pay \$100 per month to the primary driver of a qualifying vanpool consisting of seven to 15 people in lieu of the vanpool/transit rider incentive. A qualifying vanpool must meet both Internal Revenue Service (IRS) section 132 and CalHR 599.936 criteria: www.calhr.ca.gov/employees/Pages/miscellaneous-programs.aspx.

CHAPTER 4 BUSINESS EXPENSES AND RECEIPTS

Business Expenses

Business expenses are costs that are necessary for the completion of State business. Examples:

- Phone calls more than \$1 or calls totaling more than \$5. The Department of Consumer Affairs (DCA/Department) phone log can be used for logging calls when there is no official receipt provided (see “Justification for Reimbursement for Telephone Charges” in the Appendix).
- Approved training request for all out-service courses and in-State conferences and conventions. Reimbursement for training classes will be processed after completion of the training class.
- When physical examinations are required for pre-employment or as a condition of employment, the State will provide or pay for them. The applicant must pay for any services beyond the approved level for such services. For information on the current rate, see [SAM section 0191: www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap100/191.pdf](http://www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap100/191.pdf).
- Excessive porter or baggage handling, such as for several boxes of exam materials, will be reimbursed with a receipt and justification.
- Professional licenses in occupational fields that may be required by the functions of a specific position, or is beneficial to the performance of an employee’s duties, for actual cost of the application or renewal fee.
- Each department, commission, board, or agency may reimburse an employee for up to the maximum allowed per BU Contract for membership dues in job-related professional societies or associations of the employee’s choice or for a job-related professional license fee, in recognition of the professional nature of employees. Both parties agree and understand that a different amount of reimbursement, if any, may be provided to employees in the same or similar situation.
- State Bar Dues – [CalHR Rule 599.921](#)
 - Employee designation: Manager, supervisor, confidential, and excluded.
 - References: [CalHR Rule 599.921](#) and PML2015-32.
Upon certification by the appointing power that the actual practice of law is required for the performance of duties of a specific position, employees shall be reimbursed for up to \$380 of the State Bar membership fee of \$430 for the cost of annual membership fees and specialty fees of the State Bar Association.
 - The State does not pay:
 - The \$10 portion that funds the State Bar’s lobbying efforts or communications with voluntary bar associations.
 - The \$40 contribution for the Legal Services Assistance option, line 23 of the State Bar coupon.
 - Optional donations to the Conference of Delegates of California Bar Associations, Foundation of the State Bar, or the California Supreme Court Historical Society.
 - Penalties resulting from late payment of dues, unless the State is responsible for the late payment.
 - For employees who work less than full time, or less than one year, the Department may prorate the reimbursement.

Valid Receipts

A valid receipt consists of the establishment's name, address, itemized expenses, including the total amount due and method of payment. When submitting a travel expense claim ([TEC](#)), the claimant is required to include original, itemized receipts for all State business expenses, unless specifically noted and accepted in another section of this *Travel Guide*.

Reimbursement requires proof of payment by the employee. If the receipt does not show the employee paid for the expense, attach other viable information such as the canceled check, bank, or credit card statement. For security purposes, blacken out all nonrelated charges and only retain the employee's name, bank name, and the specific charge you are claiming.

Required Receipts

Receipts shall be submitted for every item of expense of \$1 or more, except as noted in this chapter.

DCA policy is for all receipts to be attached to the [TEC](#), whether paid directly (to the vendor or establishment) by the State or paid by the employee. Examples are airline itineraries, final rental car expense receipts, etc.

Receipts Not Required

The employee must retain copies of all receipts, including those original receipts not required for reimbursement by the Department, for Internal Revenue Service (IRS) purposes.

Receipts are NOT required for reimbursement of actual expenses as a result of conducting State business for the following expenses:

- Per diem meals and incidentals
- Overtime meals
- Up to the published railroad and bus fares of less than \$10 when travel is within the State
- Street car, ferry fares, bridge and road tolls, local rapid transit system, taxi shuttle or hotel bus fares, and parking fees of \$10 or less for each continuous period of parking or each separate transportation expense.

Lost Receipts

In the absence of a receipt, reimbursement will be limited to the nonreceipted amount or the published expense, when lower than the nonreceipted amount.

Odd-Size Receipts

If receipts are small, tape them to an 8 ½-inch x 11-inch sheet of paper so they will be the same size as the travel claim. More than one receipt can be on a sheet of paper as long as they do not overlap. Do not tape the receipts to both sides of the paper.

CHAPTER 5 REPORTABLE TAX ITEMS

Introduction

Various reimbursements of State business expenses and fringe benefits are subject to Federal and State income taxes and applicable Social Security and Medicare taxes. The Department of Consumer Affairs (DCA/Department) is required to report qualifying business expense reimbursements as income to the State Controller's Office each month.

Note: It is the State and Department's policy to adhere to all Internal Revenue Service (IRS) reporting requirements.

Reportable Items

The following items are the most common reportable employer-provided benefits:

- Overtime meals
- Callback mileage, including overtime mileage
- Meals on a one-day trip where there is no sleep period
- Department-approved exceptions to the 50 miles travel status radius rule
- Long-term assignments that exceed 30 consecutive days at one location for a period of more than one year. Contact the DCA Travel Unit for details when appropriate
- The personal use of State vehicles for commute miles
- Personal use of a State-provided electronic device
- Travel advances that are not cleared within 30 days of the travel date
- Relocation: Contact the DCA Travel Unit (calaters@dca.ca.gov) for details when appropriate

Note: Any nonreceipted expense, such as meals and incidentals, becomes reportable *if* the IRS conducts an audit and finds no receipts in the employee's file.

Reportable Withholdings

Below is a grid showing the percentages of taxes withheld from each agency, along with an example of the withholdings based on a \$66 reporting item. The actual total amount withheld from the \$66 item is \$26.58 for a represented employee. This amount would be deducted from the employee's next available pay warrant.

W-2s

Type of Tax	Withholding Rate	Monthly Value	Actual Withholding
Federal	25.0%	\$66	\$16.50
State	6.6%	\$66	\$4.36
*SSI	6.2%	\$66	\$4.10
Medicare	1.45%	\$66	.96
**SDI	1.0%	\$66	.66

*Supplemental Security Income: Not applicable to Safety or Peace Officer Retirement.

**State Disability Insurance: Applicable to Service Employees International Union (SEIU)-represented employees only. Click on http://SCO.ca.gov/ppsd_ppm.html for the Payroll Procedure Manual (PPM) Long Term Travel Section N141 to see most recent rates.

The reportable reimbursements will be listed under "Other Income," or will be noted as "Included in Box 1" on the employee's W-2 form.

It is the employee's responsibility to maintain all reportable receipts with their records for IRS audit purposes.

Capturing Reportable Items

There are many ways of capturing and reporting reportable items each month. Examples:

- Overtime meals, callback mileage, and meals on a one-day trip are captured at the time of the Travel Expense Claims (TEC) audit, and reimbursement is made.
- Department-approved exceptions to the "50 miles travel status radius" rule and long-term assignments that exceed 30 consecutive days are captured at the time that paperwork is submitted for approval to the Executive Office and the reimbursement of the TEC is made.
- Reporting personal mileage and/or use of a State vehicle is the responsibility of the employee. The IRS has determined that normal commute miles to and from work in a State vehicle are to be considered personal use. Only employees whose primary responsibilities are investigative law enforcement activities while they are performing law enforcement duties fit the IRS guidelines for exemption from reporting personal use of State vehicles. However, when these employees commute to and from the office for their office days or do not perform qualifying law enforcement activities on the way to or from work, the commute is reportable. All other employees who are permanently or temporarily assigned State vehicles must report personal use and/or their normal commute use. Each employee who drives a State vehicle is required to submit a monthly Employee Certification, Personal Use of State Provided Vehicles Form, to the DCA Accounting Office by the fifth day of the following month in which the personal use was incurred. Note: This requirement applies to all employees who drive a State vehicle; it is not limited to those employees whose assigned cars are stored at home or in off-site parking.

- Reporting personal use of a State-provided electronic device is the responsibility of the employee. Each employee who uses State-provided equipment for any personal use should prepare a memo stating the type of usage and the actual or estimated cost of the usage to be reported. To avoid the reporting of this type of fringe benefit, the employee can submit a personal check with the memo to reimburse the Department for their personal use.
- All travel advances are to be temporary. Any outstanding travel advances over 90 days are considered long term and should be treated as wages or compensation; therefore, reported as taxable income.
- Reporting “relocation” taxable items varies depending on the type of expenses that occur; i.e., moving of household goods, sale of residence, etc. For actual reporting requirements, contact the DCA Accounting Office’s Travel Unit (calaters@dca.ca.gov) for details.
- Continuing Medical Education (CME) expense reimbursement is a taxable fringe benefit for part time, full time, and intermittent Bargaining Unit (BU) 16 represented employees. CME expense reimbursement has been considered a taxable fringe benefit by the IRS since the program was established by the California Department of Human Resource and BU 16 representatives. This program does not meet the criteria to be non-taxable business expenses under Internal Revenue Code (IRC) 127. All reimbursements made under this program will be issued in advance as payroll checks near the beginning of each fiscal year.”

CHAPTER OUT-OF-STATE, OUT-OF-COUNTRY, AND AMENDED CLAIMS

Introduction

There are additional requirements and/or approvals when filing out-of-State, out-of-country, or amended Travel Expense Claims ([TECs](#)).

Out-of-State Travel (OST)

Before any State employee may travel out of State on official State business, specific written approval must be given by the Director, the General Secretary, the Department of Finance, and the Governor’s Office. Click on the link below for more information about *State Administrative Manual (SAM)* section 0710: www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap700/710.pdf. Approval must be obtained if either one of the following conditions exist:

1. The employee is on State time.
2. The employee is representing the State in an official capacity or is acting in such a capacity that it will be perceived that he or she is representing the State.

If either of these two criteria exist, approval is necessary regardless of whether the State is paying for the employee’s travel expenses. The trips are limited to the approved number of persons, days, and funds as specified for each blanket request. Expenses exceeding the blanket limits will require an approved blanket substitution request to cover the overages prior to travel. Any cost incurred prior to the blanket approval will be at the employee’s own expense.

OST expenses must be submitted separately from in-State travel and note the approved blanket number on the claim. Actual lodging expense, supported by a receipt and the standard meal and incidental reimbursement, may be claimed for travel outside of California. Contact the DCA Budget (go to [DCA Intranet](#), under Office of Administrative Services) or Accounting Office (calaters@dca.ca.gov) if you do not know the blanket number or require additional information. Refer to SAM 0760–0765 at <http://sam.dgs.ca.gov/TOC/700.aspx>.

Out-of-Country Travel

Employees will be reimbursed for actual lodging expenses, supported by a receipt, and will be reimbursed for actual meal and incidental expenses subject to maximum rates in accordance with the published government rates for foreign travel for the dates of travel. Failure to furnish lodging receipts will limit reimbursement to meals only. The government rates change monthly. Click on aoprals.state.gov for current reimbursement rates.

There is no allowance for blanket substitution of funds or authority for out-of-country trips. Any expenses that exceed the individual trip authority or funds will be at the traveler's expense. Claims must be submitted separately with the (approved) individual out-of-country trip request number written on the claim. Contact the [DCA Budget Office](#) if you do not know the trip number or require additional information.

Amended Claims

When filing an amended claim, the following steps should be taken:

1. Submit a new claim.
2. Write "AMENDED CLAIM" in uppercase letters at the top of the claim.
3. Claim only the amount not submitted on the original claim.
4. Attach a copy of the original claim to the new claim.
5. Attach any required information, receipts, or justification not submitted with the original claim.
6. Obtain all required approval signatures and submit the claim to Accounting Office Travel Unit for payment.

CHAPTER TRAVEL AND EXPENSE ADVANCES

Travel Advances

Short-term advances may be issued prior to the time travel is actually performed, to employees who must travel on State business. Refer to SAM [8116](#) and 8117.

- Submit the travel advance request on CalATERS Global. In the event of non-access to CalATERS Global, please complete the [Request for Travel Advance \(AISD-008\)](#) form and send it to the DCA Accounting Office within 10 to 15 working days prior to the date of travel. Original signatures are required.
- Per the Governor's order, all departments are to keep outstanding travel advance balances (accounts receivables) to a minimum (<http://gov.ca.gov/news.php?id=16991>). Because of this order, DCA has limited travel advance amounts to lodging, meals, and airport parking that are fixed expenses in an effort to keep the outstanding receivables amount at a minimum. The employee will receive reimbursement for other expenses after the processing of their [Travel Expense Claim \(TEC\)](#).
- If the trip is canceled, the advance must be returned immediately to the Accounting Office. If the travel advance check is cashed, a personal check or cashiers must be submitted as payment.

- For employees who are not required to travel on more than one trip per month, additional advances will not be issued for future travel unless the outstanding advances have been cleared. Departments may issue additional travel advances for employees who are required to travel on multiple trips within a month. Additional advances will not be allowed if the employee does not submit a [TEC](#) or return the excess advance amount within ten days of each trip.
- All advances must be cleared by submitting a [TEC](#) within ten days after the date of travel. If the advance exceeds the expense claim, to clear the advance, the employee must submit a check with the claim, money order (payable to DCA), or cash for the difference. If the claim exceeds the advance, the employee will receive the balance due them by check within ten to 15 working days.
- Add a notation regarding the advance information in section 11 or in the Note Section on CalATERS Global of the [TEC](#). (Example: March travel advance \$200.) Do not deduct the advance amount from your claim total; the auditor will make the adjustment when the claim is processed for payment.
- Any outstanding advances of more than 15 days may be deducted from your next month's salary warrant per [SAM 8116.1](#). The DCA Accounting Office will notify the employee before this process occurs. The notification letter will allow the employee time to clear the advance balance. Failure to clear advances may preclude future advances being issued until the outstanding advances are cleared. Direct deposit will be canceled for those employees with uncleared balances to collect any advance balances not cleared within a reasonable time.
- Travel advances that are not cleared within 15 days must be reported as taxable income ([SAM 8116.3](#)). Taxes due will be withheld from the next available payroll warrant and reported as taxable income on the employee's W-2. When the advance is cleared, there is no method to refund the withheld taxes to the employee.
- Some restrictions apply to seasonal or part-time employees (including board and committee members) who may not be issued travel advances. Exception requests are granted, by approval of the Deputy Director, on a limited basis.

CHAPTER 8 FILING REQUIREMENTS

Claim Form and Correction Instructions

All Travel Expense Claims must be submitted on the [CalATERS Global](#) System. A [CalATERS Global Training Request](#) form should be completed and sent as an attachment to CalATERS@dca.ca.gov to establish a [CalATERS Global](#) User ID and temporary password. There are two types of claims that can be submitted on the [CalATERS Global](#) System.

1. **Regular Travel Expense Claim**—Only one trip per claim should be entered on a Regular Travel Expense Claim (TEC). These claims consist of per diem, lodging, and mode of transportation cost to and from destinations. Expense reimbursements are determined by the date and time the trip started/ended, therefore this information must be entered for each trip. If a traveler traveled on more than one trip, each trip must be

entered on a separate claim. The claim will be returned to the traveler or travel liaison for correction if more than one trip is entered on this type of claim.

2. **Non-Travel Expense Claim**—Consists of multiple days and months, up to a full fiscal year (July 1, 2014–June 30, 2015). These claims consist of only parking, mileage, airfare, rental car/gas for rental car, business expenses, training, etc. This claim **would not include** meals, incidentals, or lodging. Please make sure when submitting this type of claim the amount is \$10 or more for budget and department cost efficiency.

The [CalATERS Global](#) TEC Transmittal should have the proper report name, index number, month and year of travel, original signature of the approver, dates, times, amounts, mode of transportation, purpose, normal work hours, etc. Original detailed receipts showing proof of payment and justifications, when necessary, are required documentation for the claim. The original [CalATERS Global](#) Travel Expense Claim and required receipts should be sent to the Accounts Payable/Travel Unit for processing.

In the event the employee is new to the Department of Consumer Affairs and does not have a [CalATERS Global](#) User ID established, a [Travel Expense Claim \(TEC\) \(std262\) Form](#) (Rev. 09/2007) can be completed to submit their first request for reimbursement of State-related travel expenses. The original and one legible copy should be submitted to the Accounts Payable/Travel Unit for processing. Keep a third copy for your records with any non-required original receipts. All [TEC \(std262\) Forms](#) should be completed in ink or typewritten. The original signature of the claimant and the approving officer are required to be completed in ink in the appropriate area of the form. For minor corrections, line-out the incorrect information and write in the corrected information. The claimant must initial all corrections. Travel claims with correction fluid or correction tape in critical areas of the form (affecting the reimbursement amount) will not be accepted. Travel claims may be returned as auditable if submitted with numerous changes or if it is difficult to read.

When to Submit Travel Expense Claims

[TECs](#) should be filed at least once a month, but not more than once in one month. If the amount claimed for any one month does not exceed \$10, filing can be deferred until the next month's travel or until June 30, whichever comes first. Several trips may be entered on one [TEC STD 262 Form](#). Only one Regular Trip at a time can be submitted on [CalATERS Global](#). When more than one trip is being listed on the [TEC STD 262 Form](#), a blank line should be left between each trip. Trips that start at the end of one month and extend into the next month should be submitted after the trip has concluded. Although it is acceptable to put several trips on one claim, the following expenses must be submitted on a separate [TEC](#): Out of State, out of country, long-term assignment, evidence and relocation expenses. Please label the [TEC](#) header when filing reimbursement claims for other than short-term travel.

All claims for the current fiscal year must be submitted by the published year-end deadline. Do not combine fiscal years. If a trip overlaps June and July, two separate [TEC STD 262](#) or [CalATERS Global](#) claims must be completed and submitted, one for each month. However, they should be submitted together for audit purposes.

Required Information

The [TEC STD 262](#) must be completed in its entirety, including heading, dates, time, amounts, mode of transportation, purpose, normal work hours, etc., and have the claimant's and the authorized approving officer's original signatures. Itemized expenses and original receipts showing proof of payment and justifications, when necessary, are required documentation for the claim. The original [TEC STD 262](#) and required receipts should be sent to the Accounts Payable/Travel Unit for processing.

CHAPTER 9

COMPLETING A TRAVEL EXPENSE CLAIM

Introduction

The [Travel Expense Claim \(TEC\)](#) Form, STD 262, requires various information, including employee information, trip information, reimbursement amounts, authorizations, and justifications be provided. This chapter provides a step-by-step description of what is required to complete a [TEC](#).

Employee Information

This information describes to whom, classification, bargaining unit, and where expenses should be charged.

Field	Enter Into Field
Claimant's Name	First name, middle initial, last name
Social Security Number or Employee Number*	13-digit position number or write "on file"
Department	Department of Consumer Affairs
Position	Civil service classification (title)
CB/ID Number	Bargaining unit number for represented employees OR Confidential, exempt, board/committee member, volunteer, or other specific title
Division or Bureau	Board, committee, program, division, or unit name
Index Number	Index/PCA number (contact the Department of Consumer Affairs [DCA] Accounting Office for assistance if you do not know your Index/PCA number)
Residence Address* (including city, state, and ZIP code)	Home address (do not use P.O. Box) <i>If confidential, contact the DCA Accounting Office for guidance.</i>
Headquarters Address (city, state, and ZIP code)	Complete headquarters (work) address
Phone Number	Office phone number (include area code)

* Refers to the Privacy Statement provided on the reverse side of the form.

Trip Information, Miscellaneous Information and Justifications, and Authorized Signatures

This section requests information regarding the when, where, and why the expenses occurred.

Field	Enter into Field																		
1	Normal Work Hours: Use the 24-hour clock																		
2	Private Vehicle License Number: Enter the license number of the private vehicle used on State business																		
3	Mileage Rate Claimed: Enter the rate claimed for private vehicle use																		
4	Month/Year: Month number (January = 1, December = 12) and four-digit year																		
5	Date: Day of the month (one day per line) Time: Departure and return (using the 24-hour clock)																		
6	Location Where Expenses Were Incurred: (A brief statement describing the purpose may be entered immediately below the last entry for each trip.)																		
7	Lodging: Enter actual cost of lodging, plus tax (up to the maximum reimbursement)																		
8	Meals: Enter actual cost of meals (up to the maximum reimbursement)																		
9	Incidentals: Enter actual cost of incidentals (up to the maximum reimbursement)																		
10 (A)	Transportation: Enter the cost of transportation if paid by employee																		
10 (B)	Transportation: Enter the method of transportation, using the following codes: <table border="1"> <thead> <tr> <th>Type</th><th>Code</th></tr> </thead> <tbody> <tr> <td>Railway</td><td>R</td></tr> <tr> <td>Bus, air porter, light rail, Bay Area Rapid Transit (BART)</td><td>B</td></tr> <tr> <td>Commercial airline</td><td>A</td></tr> <tr> <td>Privately owned vehicle (no motorcycles allowed)</td><td>PC</td></tr> <tr> <td>Private air</td><td>PA</td></tr> <tr> <td>State car</td><td>SC</td></tr> <tr> <td>Rental car</td><td>RC</td></tr> <tr> <td>Taxi</td><td>T</td></tr> </tbody> </table>	Type	Code	Railway	R	Bus, air porter, light rail, Bay Area Rapid Transit (BART)	B	Commercial airline	A	Privately owned vehicle (no motorcycles allowed)	PC	Private air	PA	State car	SC	Rental car	RC	Taxi	T
Type	Code																		
Railway	R																		
Bus, air porter, light rail, Bay Area Rapid Transit (BART)	B																		
Commercial airline	A																		
Privately owned vehicle (no motorcycles allowed)	PC																		
Private air	PA																		
State car	SC																		
Rental car	RC																		
Taxi	T																		
10 (C)	Transportation: Enter carfare, bridge road tolls, or parking expenses																		
10 (D)	Transportation: Enter the number of miles driven with private and State vehicles, and then enter the amount due for private vehicles only																		
11	Business Expense: Enter any other expenses necessary for completion of State business, with justification as required. <u>Note:</u> Expenses more than \$25 require Office of Administrative Services authorization. The DCA Accounting Office will obtain signatures.																		
12	Total Expenses for Day: Enter the total expenses for that day																		
13	Subtotals: Enter the total expenses for each column																		
14	Purpose of Trip, Remarks, and Details: Enter the justification and miscellaneous information, such as: Explanation of business expenses Phone expenses, including place, party, and number called Receipt justification, if needed Justification for obtaining rental cars, other than a compact, or use of a noncontract vendor Travel advances received																		

15	Claimant's original signature and date signed
16	Approving Officer's original signature and date signed
17	Special expense signatures are obtained by the DCA Accounting Office

**APPENDIX
RESOURCE MATERIALS AND FORMS**

Resource Materials

Subject	Issue Date	Expires	Number
Approval of Excess Lodging Rates	12/19/2013		California Department of Human Resources (CalHR) (Personnel Management Liaisons [PML] 2013-044) www.calhr.ca.gov/PML%20Library/201304.pdf
FLSA Guidelines	04/16/2004		DC DPM-PERS 02-06 http://inside.dca.ca.gov/offices/oas/hr/labor_rel.html
Travel and Relocation–Lodging Receipts	07/01/2014		www.calhr.ca.gov/employees/pages/travel-reimbursements.aspx CalHR PML 2013-022 www.calhr.ca.gov/PML%20Library/2013026.pdf
Vanpool Incentives	10/22/2002		DPA PML 2002-069 www.dpa.ca.gov/textdocs/freepmls/PML2002069.txt
	09/27/2002		CalHR PML 2002-064 (www.dpa.ca.gov/textdocs/freepmls/PML2002064.txt)
	04/02/2002		CalHR PML 2002-021 (www.dpa.ca.gov/textdocs/freepmls/PML2002021.txt)

The list below includes memos, policies, procedures, and websites with information regarding travel reimbursement rules and regulations.

Useful Websites and Addresses

Useful Websites	Internet Addresses
Department of General Services State Administrative Manual Forms	www.dgs.ca.gov http://sam.dgs.ca.gov/TOC/700.aspx www.dgs.ca.gov/osp/Forms.aspx
California Department of Human Resources Bargaining Unit Contracts Personnel Management Letters (PMLs)	www.calhr.ca.gov/Pages/home.aspx www.calhr.ca.gov/Pages/home.aspx
Travel Agency	www.caltravelstore.com

List of Related Forms

The travel forms mentioned in this Travel Guide are available on the [Department of Consumer Affairs \(DCA\) Intranet](http://inside.dca.ca.gov/forms/subject.html#travel) at <http://inside.dca.ca.gov/forms/subject.html#travel> and in this Appendix.

Form	Number	DCA Intranet and/or Internet Links
Authorization to Use Privately Owned Vehicles on State Business	STD 261	www.documents.dgs.ca.gov/dgs/fmc/pdf/std261.pdf
Cost Comparison Page	N/A	http://inside.dca.ca.gov/forms/oas/cost_comparison.pdf
Excess Lodging Rate Request/Approval	STD 255C	www.documents.dgs.ca.gov/dgs/fmc/pdf/std255C.pdf
Conference Attendance Request	N/A	http://inside.dca.ca.gov/forms/oas/conf_attend.pdf
Hotel/Motel Transient Occupancy Tax Waiver	STD 236	www.documents.dgs.ca.gov/dgs/fmc/pdf/std236.pdf
Justification for Reimbursement for Postage Charges	AISD 12	http://inside.dca.ca.gov/forms/oas/postal_charges.pdf
Justification for Reimbursement for Telephone Charges	AISD 11	http://inside.dca.ca.gov/forms/oas/phone_charges.pdf
Request for Travel Advance	AISD 008	http://inside.dca.ca.gov/forms/oas/travel_advance.pdf
Travel Advances and Travel Expenses Policy	SAM Chapter 8100	www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap8100/8116.pdf www.documents.dgs.ca.gov/sam/SamPrint/new/sam_master/rev427sept14/chap8100/8116.1.pdf
Travel Expense Claim	STD 262	www.documents.dgs.ca.gov/dgs/fmc/pdf/std262.pdf

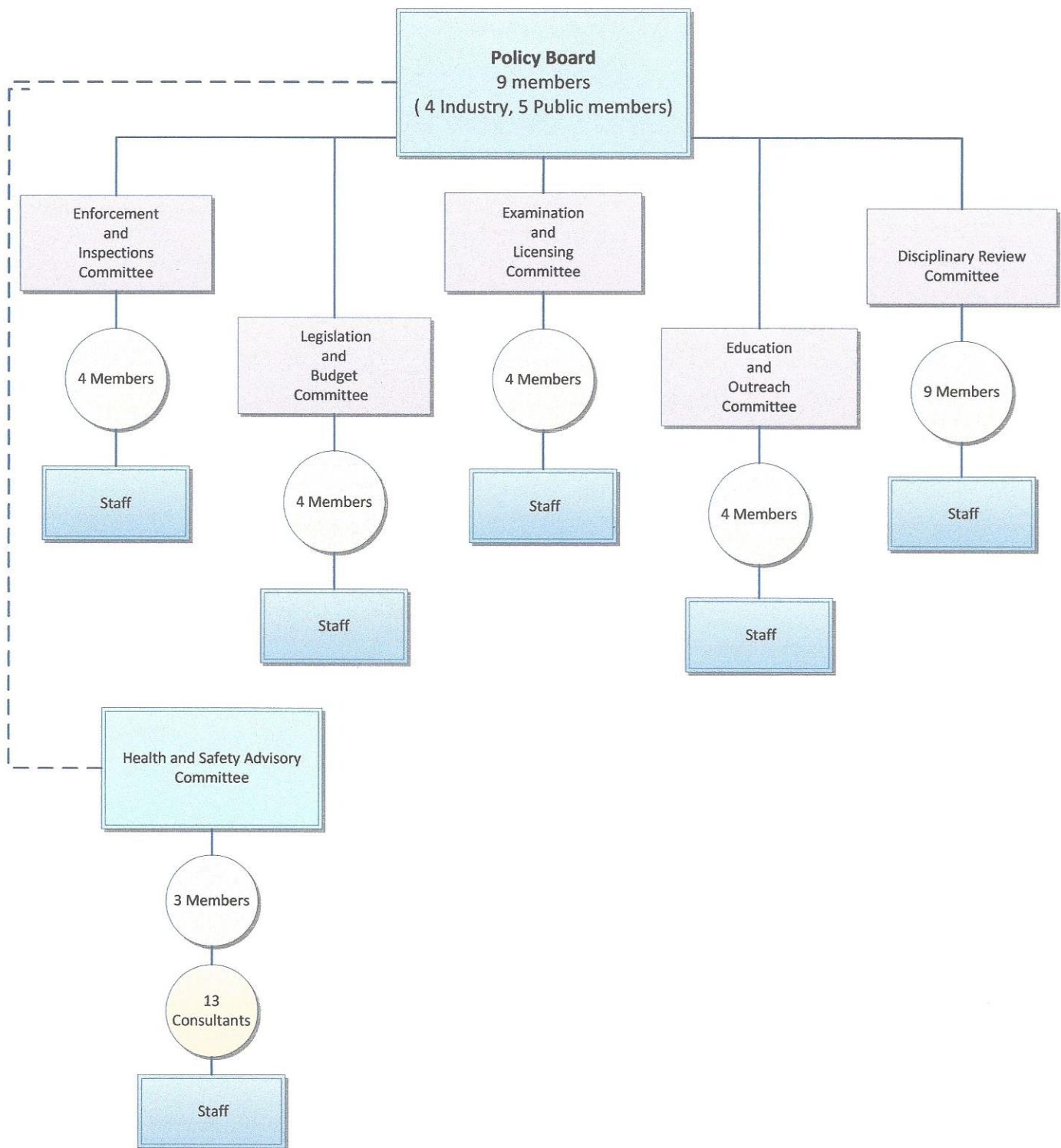


2420 DEL PASO ROAD, SUITE 100, SACRAMENTO, CA 95834
www.barbercosmo.ca.gov 800-952-5210

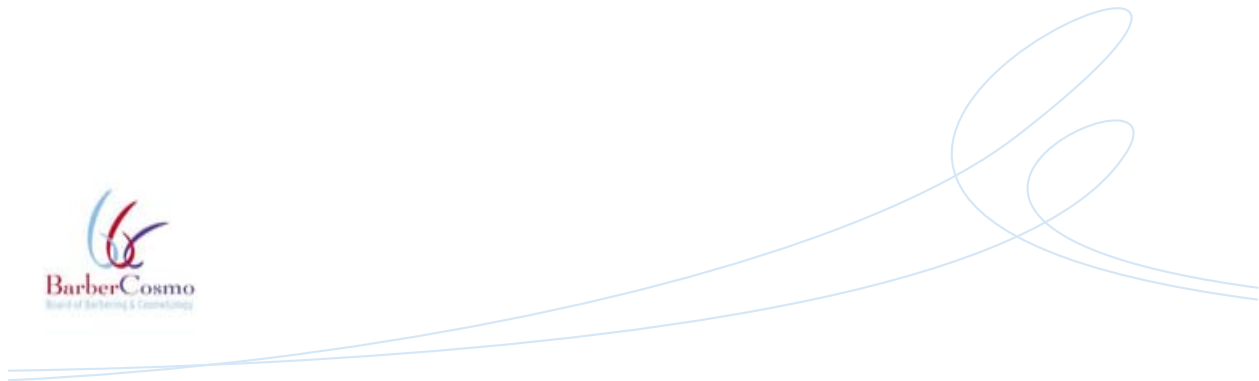


Attachment B

Board Organizational Chart



Attachment C



CALIFORNIA STATE
BOARD OF BARBERING AND COSMETOLOGY

Personal Service Permit

Approved by the Board: May 15, 2017



Board of Barbering and Cosmetology

Report on the Implementation Progress of the Personal Service Permit

In March of 2015, the Senate and Assembly Business and Professions Committees conducted a joint oversight Sunset review hearing of the California Board of Barbering and Cosmetology (Board). Assembly Bill 181 (AB 181) was the resulting legislative law from the joint Committees hearing. The provisions of AB 181 became effective on January 1, 2016. Included in the legislative changes as promulgated by the bill was the requirement that the Board may issue a Personal Service Permit (PSP) to an individual who meets the criteria for a PSP as set forth by Board regulation. The Committees requested that at a minimum, two Stakeholder meetings be held to thoroughly determine if and how the industry wanted the PSP to be enacted. The Board is to report on the progress of the regulatory process and issuance of the PSP to the Legislature on or before July 1, 2017.

Personal Service Permit Definition

A permit that authorizes an individual to perform services, for which he or she holds a license, outside of an establishment in accordance with regulations established by the Board.

Industry Trends

California consumers are beginning to seek barbering and beauty services outside the walls of a traditional brick and mortar establishment. In addition, California is currently experiencing an upsurge of smart phone applications designed to connect a technician to a client with the intent of providing barbering or beauty services at an office, bridal suite, client home or other location, outside the confines of the licensed brick and mortar establishment. Generally speaking, services rendered primarily include hairstyling, make up and nail polish changes.

Entrepreneurs with a personal nail service business model approached the Board staff to discuss how to legitimize the offering of nail services to office workers of large corporations within the State of California.

The Board sees numerous articles from industry magazines endorsing the freelance career pathway.

There are numerous advertisements in newspapers, blogs and posting boards, such as Craig's List, advertising services being offered outside a licensed establishment.

Current Law

Provides the licensure and regulation of the practices of Barbering, Cosmetology and Electrology by the California Board of Barbering and Cosmetology. (BP&C* 7312)

States that it is unlawful for any person, firm, or corporation to engage in barbering, cosmetology or electrolysis practices for compensation, in an establishment or mobile unit which is not licensed by the Board. (BP&C 7317)

Provides for an exemption from licensure if the person employed to render the services is in the course of and incidental to the business of employers engaged in the theatrical, radio, television or motion picture production company. (BP&C 7319 (c))

Requires any person, firm or corporation operating an establishment where activity regulated under the Board is practiced, to apply for an establishment license. Existing law prohibits the Board from issuing a license to any applicant who has committed specified acts or crimes which are grounds for denial of licensure. Requires operation of the establishment only at the location for which the license was issued. (BP&C 7347)

Requires any person, firm or corporation operating an establishment where activity regulated under the Board is practiced, to comply with the Board's rules and regulations. (BP&C 7402)

Authorizes the Board to assess administrative fines for the violation of the Act or regulations adopted by the Board. (BP&C 7406)

Stakeholder Meeting Overview

The focus of the Stakeholder meetings was to gather information from Stakeholders regarding whether the industry wanted the addition of a PSP, proposed regulations Stakeholders would like to see incorporated in the creation of the PSP, and enforcement options available, if the permit was enacted.

Executive Officer Kristy Underwood presented a PowerPoint presentation which highlighted the best practice options as compiled from the other State Boards of Barbering and Cosmetology within the United States. Time was scheduled to allow for questions and comments from the interested parties. The agenda to these meetings was posted on the Board's website and agenda mail outs and emails were sent to the interested parties. In addition, the Board made use of social media (Facebook, Twitter) to advertise the pending meetings. Four meetings were conducted, two meetings in Northern California and two in Southern California locations. The first two meetings were webcast (March 29, 2016 – Sacramento, CA and April 4, 2016 – Riverside, CA). The webcasted meetings are currently archived on the Board's BarberCosmo website. The interested parties were encouraged to submit suggestions/comments either by email or by comment cards provided at the meeting sites.

Meeting agenda items included:

- Summary of Best Practices from Other State Boards.
- Discussion of Appropriate Licensing Categories and the Feasibility of the Personal Service Permit within the Licensing Category in Order to Protect Consumer Safety (BPC § 7402.5(c) (1)).
- Discussion of Proof of Liability Insurance and Criminal Background Clearance Requirements (BPC § 7402.5(c) (5)).
- Discussion of Permit Fee, Renewal Fee and Delinquency Fee. (BPC § 7402.5(d)).
- Discussion and Identification of Specific Draft Language of Regulations Pertaining to the Personal Service Permit.

Results of the March 29, 2016 Meeting – Sacramento, CA

Fred Jones, Professional Beauty Federation of California (PBFC) was the only attendee and a number of individuals attended via webcast. Mr. Jones encouraged the Board to recognize the pressures and realities currently facing brick and mortar salons. This includes establishments which are employee based, commission based, booth rental based and pyramid based. The recent changes and proposed changes (minimum wage [AB 1513], piece rate wage, etc.) have put pressure on the employee based salon owners. Mr. Jones cautioned the Board on the possibility of unintended consequences. If the PSP is implemented, the PBFC would like to see a direct connection between the PSP holder and a physical brick and mortar establishment. This would allow Board inspectors access to check the permit holder's protocols, tools and verify that the Board's health and safety regulations are being followed. Without the physical establishment, the health and safety of consumers cannot be monitored. This may or may not include traditional salon establishments or office type establishments. PBFC recommends personal liability insurance for the holder of a PSP.

Results of the April 5, 2016 Meeting – Riverside, CA

Over 75 individuals attended and a number of individuals attended via webcast. The attendees were primarily Riverside Community College, Citrus College and Royal College of Beauty students and staff. There was a representative of the California Estheticians Facebook group (approximately 1500 members) present, a kit company owner and establishment owners.

Views on the PSP were numerous and varied. The attendees appeared to be split on a decision if the permit should even be pursued. Reasoning included the fact that providing personal services already occurs within the State (illegally) with no documented consumer harm. The group seemed to be split on the requirement of personal liability insurance. While most felt it should be encouraged, it should not be required by the State. In addition, if the PSP was linked to the establishment, the establishment owner should carry the personal liability insurance on the PSP employee.

The point was also clearly made that the Board cannot currently conduct its regular yearly inspections on licensed establishments, how will it be able to enforce or inspect more worksites? Generally speaking, most felt that there would be no real enforcement and that this type of permit would breed a reactive response from the Board. Consumers would have possible recourse *after* the harm but not *before* the harm occurs. Many felt this was in opposition to the Board's mission to provide consumer protection.

The Estheticians Facebook group stated that the group is in favor of the PSP. They do not think electrology services should be offered as a PSP service. They want the entire scope of practice of the esthetician to be included in PSP services. It was felt by this group that the majority esthetic services that would be requested in a PSP setting would be waxing, lash extensions and facials. They do not want the PSP connected to a traditional brick and mortar establishment. The group representative stated that it is the general feeling of the group that if a PSP is obtained, the holder of the PSP should be held to a higher expectation level. PSP holders should carry personal liability insurance (recommended, but not required), hold a blood-borne pathogen training certificate and receive a background check/live scan, not just a "you pay this amount and you get this additional opportunity".

Concerns were raised during this meeting regarding the lack of control the Board would have on ensuring consumers were safe. For example if the services took place in a home setting and the consumers were receiving potentially harmful chemicals on them (such as ingredients in acrylic nail products), how would the Board be able to verify that there was proper ventilation (exposure to the elderly or children)? Also, how would the Board monitor environmental issues, such as disposing of disinfectant or harmful chemicals down the drain? In general, it was felt that the Board would not have a way to inspect the worksite or even be able to control or enforce any potential concerns. Even if the inspectors could inspect the worksite (for privacy issues, they could not), the sheer volume of inspections would greatly outweigh the number of inspectors within the State. There would not be viable enforcement monitoring by the Board. Any sort of Enforcement would have to be completely complaint driven by the consumer.

Many felt, if the PSP were implemented, they should not have to pay an additional fee to be the holder of the PSP.

Issues were raised regarding services being offered that could potentially cause unintended blood exposure, such as a barber shaving or a manicurist that nips the nail cuticle. Some felt that these services should not be offered outside the confines of a licensed establishment.

It was recommended that if the PSP is linked with an establishment, then the owners should be required to do specified training as some establishment owners have not gone through schooling to learn basic health and safety protocols.

It was felt by a few in the audience that if the PSP moves forward, then the actual service locations such as home, church, work site, etc. should be included in regulation, to prevent little street corner stands from popping up.

The suggestion was made that if the PSP moves forward, then it should possibly be limited to licensees who are in good standing with the Board and have not received any significant health and safety violations within a year.

It was recommended by some that the PSP holder be required to display and print their personal license number and PSP number on any business cards and both license and permit be displayed at the worksite.

Results of the May 16, 2016 Meeting – Costa Mesa, CA

There were 16 individuals present. The meeting was not webcast. Attendees included representatives from Supercuts, Fantastic Sam's and Sports Clips, a Paul Mitchell establishment owner, a Paul Mitchell school representative and stylists. The establishment owners of Supercuts, Fantastic Sam's and Sports Clips (which represented hundreds of California based establishments) were adamantly opposed to the implementation of a PSP. In summary, the reasons are listed below:

- Some freelance services are already being performed within the State illegally. Establishment owners already have difficulty in finding staff to hire. The fact that freelance services are illegal, acts as a 'gatekeeper' for the flux of staff availability. If a PSP is implemented and not linked to an establishment, it could potentially cause establishments to fail due to the unavailability of staff to hire.

- There are numerous new and potential encumbrances being put on establishment owners, such as, the new minimum wage requirement, piece wage (commission payment) requirement, potential training requirements, etc. The representatives feel that the unintended consequences of a PSP may potentially put a large number of establishments out of business since it will no longer be lucrative to be an establishment owner in California.
- It is impossible for the Board to enforce any regulations on the holder of a PSP as they would have no way to inspect the work site. Consumer health and safety will be at risk. PSP is a slippery slope; there is a possibility of losing control of the order established for consumer safety. (Order vs. Anarchy)
- Implementation of a PSP because a company comes into California and wants to "Uberize" the nail industry is not the right reason to implement the permit. These licensees would be considered employees under California laws. Uber has faced many legal issues and there could be similar issues for PSP holders.
- It was expressed that if the PSP was linked through a brick and mortar establishment, the establishment owner would have to carry additional liability insurance. If the PSP was not linked through the establishment, the personal licensee would need to carry personal liability insurance.
- Valuable training and mentoring by seasoned establishment employees would be lost on new licensees who enter the industry and go right to a PSP situation.
- The PSP degrades the industry. It opens the door for unsafe practices. It is not playing on an even playing field between establishment owners and the individual PSP holder.
- Concern was expressed that there would be an increase in fraudulent activity. The PSP could be "borrowed out" to others, even if it is tied to an establishment, the Board does not have the resources to check the validity of the information provided from the PSP holder.

It was noted by a participant that while we may not personally like the general idea of a PSP, it is the next business model trending within the State. It is the future of the industry. People are already performing services outside the confines of a licensed brick and mortar establishment. It is the direction the industry is currently moving in and she felt that PSP services will only increase within the State. She expressed that the Board should at least set up some regulations to help protect the health and safety of California consumers and be accountable. This gives licensees the opportunity to be legitimate. The industry needs to decide how to manage off site services because it is happening and will continue to happen.

A stylist was present and was in favor of the PSP. She feels that regulations can be implemented to enforce the PSP and hairstyling is the only service that should be offered under the PSP. She was unsure if makeup services should be offered.

A stylist recommended that the PSP be linked to a special event (such as a wedding) and not just for services offered out of the home or elsewhere.

Results of the May 18, 2016 Meeting – Sacramento, CA

A representative from a marketing firm representing various booth renters from the Orange county area was present. Her clients (booth renters) would like to have the PSP implemented if it could be tied to the traditional brick and mortar establishment. The booth renters are looking for opportunities to expand their business income and to have the ability to offer services in non-traditional settings and time frames. They wish to retain the traditional services and the business plan of the licensed brick and mortar establishment.

Fred Jones, Professional Beauty Federation of California (PBFC) was present and reiterated the concerns he expressed at the March 29, 2016 meeting. He clearly stated that the PBFC was not in favor of the establishment of a PSP. There is no way of guaranteeing consumer health and safety when the pool of licensees increase. There will be industry ramifications since the State Board will not be able to properly enforce the health and safety regulations in a PSP environment. The PSP creates unfair competitive economic realities between brick and mortar establishments and the PSP holder. PBFC believes that implementation of this permit will cause unintended consequences/hardships on employee based establishment owners within the State. This is in part due to recent legislative action (rise in minimum wage, piece wage bill, etc.). By 2022, establishment owners will have to pay their employees \$15.00 per hour, tips and absorb an additional 30% more in payroll expenses. He noted that in the 1980's and 90's, workers compensation rates were on the rise and this directly led to the booth rental explosion. Salon owners could not afford the additional workers compensation expenses. Booth rental became a way for employee based establishments to avoid the workers compensation fees. While many booth rental salons operate within the confines of the law, it should be noted that many use booth rental as a way to escape the payment of taxes, workers compensation and such. This booth rental model has done a disservice to the employee based salons and the industry as a whole. The non-payment of taxes has led to a reduction in student loan money available to the next generation of licensees. In addition, a new law was just signed in October by Governor Brown that undermines the ability to pay a stylist through commissions (AB 1513). It is now cost prohibited to pay via commission. The PBFC has concerns that the PSP could turn into the next booth rental phenomenon and do further damage to the industry. PBFC expressed concern that if services were allowed to be performed outside of the confines of a brick and mortar establishment that there may be a surge in individuals, who only held back because it was illegal, to start entering the off-site services field, without the training or experience to provide healthy, safe services. The "bad-actors" could increase by 10 fold. Even though the Board could restrict which services were performed, there is no way the Board could actually enforce what is being done. If the Board moves forward with the PSP, it must be linked to a brick and mortar establishment and personal liability insurance is a must. If the Board moves forward with the PSP, the PBFC will offer constructive suggestions on regulatory language for enforcement.

Two establishment owners from San Ramon were present and initially indicated that they were in favor of the PSP. They recognized the fact that illegal services are taking place in the State and felt that the PSP might help add a higher standard or expectation of health and safety protocols to be followed if it was perceived that the Board is watching the conduct of the permit holders. They feel that personal liability insurance should be required. They did not feel the State was in the position of properly enforcing the PSP, partly due to costs involved in hiring a sizeable inspections staff. If implemented, services should be limited to only bridal hair and makeup. Concern was expressed regarding the numerous on-demand apps and agencies that hire licensed and non-licensed operators. If the PSP is implemented, how would the Board ever

be able to enforce any sort of consumer protection with these agencies or on-demand apps? Concern was also expressed that new licensees may, upon receiving their license, immediately apply for a PSP. They felt that a person should be licensed for a period of time, to gain actual industry experience, before applying for a PSP. Concern was expressed that since a PSP holder would not necessarily have to be tied to a licensed brick and mortar establishment, that establishment owners might have increased difficulty in being able to find enough staff to hire. If implemented, the PSP should be linked to a traditional brick and mortar establishment. By the end of the meeting, they were not in favor of establishing the PSP due to the comments brought forward by Fred Jones (PBFC).

Gary Federico, salon and school owner, was present and made the point that the Board should take in consideration what is best for the entire industry overall. He does not feel that this is the PSP. There would be a major fiscal impact to the industry since the Board would have to hire several more inspectors.

Email Comments

The Board received a total of four email comments from March 29, 2016 to May 19, 2016. The applicable portions of the emails are included below:

1. "I want to follow up from the stakeholder's meeting in Sacramento regarding the personal service permit. This is a change I strongly agree with that will help the barber industry by providing more job opportunities for the barbers which will often go along with a gig at their current barber shops. I was surprised of the current law when I found out, since many states such as New York allow of such service, especially since there are many ways to operate safely.

The safety and quality of service will be maintained by background checks and even out of establishment inspections if necessary. I noticed a few businesses such hairdoo.com and shearapp.com that currently operate in California."

2. "Hi, so I will not be able to attend the meeting for southern CA because ironically I will be on location for the month doing Makeup for a movie in Hollywood. I understand they want to charge a yearly fee for like a mobile license which is not my problem my problem is setting limitations on how many photo shoots or music videos or movies I can do because I have an Esthetic license? Will this only be for Esthetic treatments on locations or does it include makeup which you don't need one for. Have they considered the Hollywood industry all services are mobile do you think celebrities go to the Salon we travel to their homes or to hotels. I would hope that they would consider not setting limitations like how many days you can work."

3. "I am currently a student at Royale College of Beauty in Temecula, CA. I do not agree with having limited services with the PSP as well as having a fee to pay to the board after already having to pay for my license yearly. I think if the PSP comes into effect, it should have to go through as any other business license (permit) & submit through the Board of Equalization. I think that many of us that come in to this industry to be their own boss. I personally do not want to work at a salon or have to work for anyone. My license should be sufficient enough to be able work out of someone's home with a required waiver/disclosure stating that I am coming to their home & if anything happens to their home, i.e. color stain on sink, monomer spilling etc. I cannot be liable because they are asking me to do a service at their home. I do not agree with having to put my license # on anything except having it on my license that I will be receiving from the board. I think we should not have limits to what type of services we can or cannot provide in a

home or whatever place we would be called to. That to me would be diminishing the capabilities of my license. I think having the PSP be unlimited to how many times it can be used as well, if this actually becomes a thing. Having liability insurance is definitely for us normally a MUST. I do not think any extra testing should be required since we've already been tested during our licensing exam. I do think it is important to give the consumer a way to get ahold of the board if they have been harmed by the licensee. I do not think that we should have to display our license. I do think a background check is would be a good idea. I definitely do not want to pay an extra \$135 more to be my own boss. I am sorry if I rambled on. I do appreciate your time and thank you for allowing us to send in our comments."

4. "I'm watching the current stakeholder's meeting and want to add more input regarding the personal service permit:

- Should not be directly connected with an establishment, because barbers may want to operate outside of their job. Many times stylist are asked if they can cut hair at home from the actual barber. Cutting hair at home does not need to be related to a store. Keeping records and inspections can still be implemented but outside of a shop, perhaps an office where everything is inspected and recorded.

- Time of a permit should not be any shorter than 12 months as this can cause a lot of hassle for barbers and hurt their pockets.

- As far as which locations should be allowed to receive haircuts shouldn't be too limited as a mutual agreement between two individuals is enough to assume they are operated safely for both individuals. Insurance and a background check will solve this together.

- Shaving should be allowed although it may be hazardous the idea is that the barber and board work with each other to maintain everything. It's the job of the Barber & Cosmetology Association to give licenses to prepared individuals and it assumes the individual is prepared to safely operate.

The big message I want to put out is the Barber & Cosmetology Association is here to prepare barbers and cosmetologist to operate safely whether it'd be in or outside of an establishment. Complaints can still be made and I believe anyone who doesn't inspect their own tools and maintain a professional service as trained by Barber & Cosmetology Association will be dealt with accordingly.

Limiting the procedure is not the right path; the right path is operating normal services and maintaining its quality and safety which can all be done through insurance, agreements, etc."

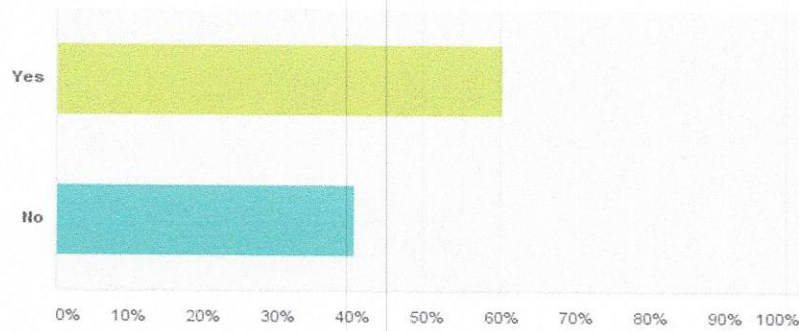
Note: For privacy reasons, personal information has been removed and some comments have been grammatically edited.

Board Survey Results

From April 22, 2016 to May 23, 2016, the Board posted the following survey on its BarberCosmo website.

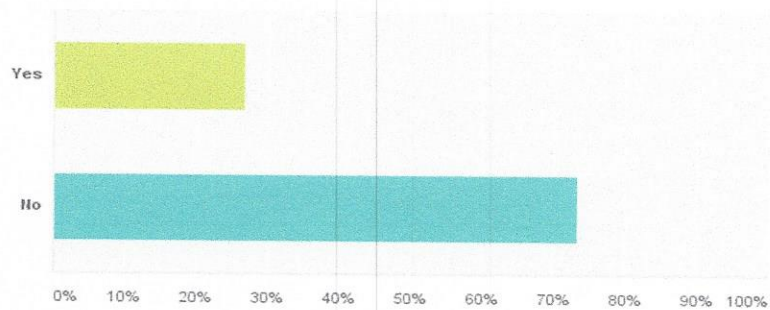
Q1 Do you think the Board should implement the PSP, to enable licensees to perform services outside of a licensed establishment?

Answered: 157 Skipped: 1



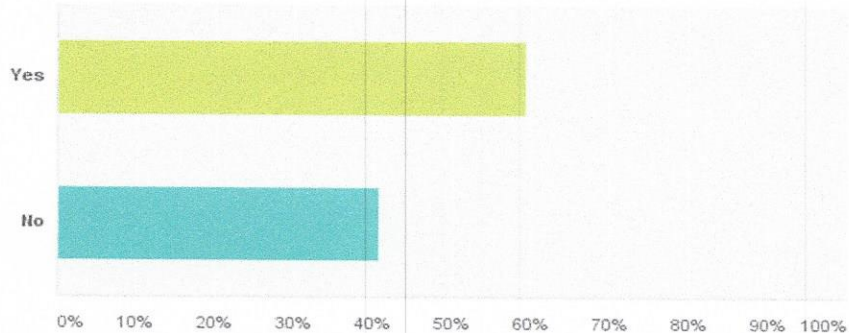
Q2 If the PSP is implemented, should the permit holder be required to make the appointments through the salon they currently work in?

Answered: 154 Skipped: 4



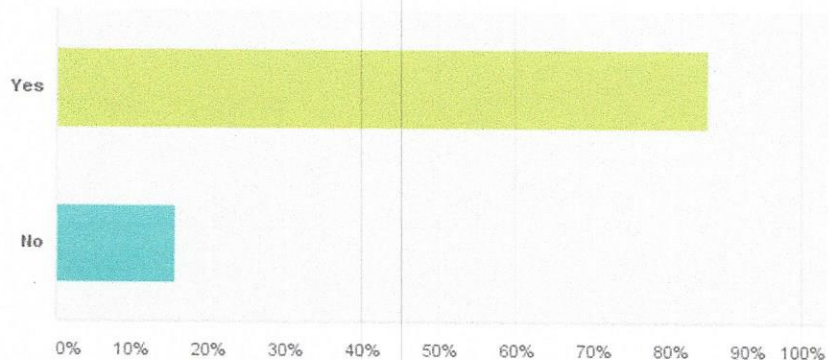
Q3 Do you think there are any services that should not be allowed to be performed outside of a licensed establishment? (For instance, should chemical work such as perms, hair colors, skin peels, etc. be allowed to be performed outside of a licensed establishment?)

Answered: 157 Skipped: 1



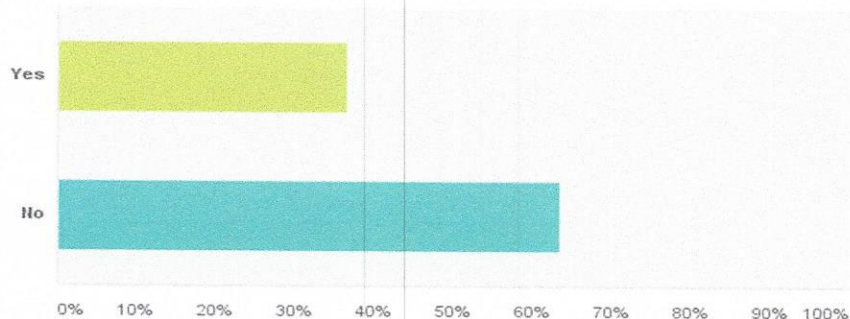
Q4 Should the holder of a PSP be required to hold personal liability insurance?

Answered: 156 Skipped: 2



Q5 Do you have any suggestions regarding regulations that should be imposed upon the holder of a PSP?

Answered: 145 Skipped: 13



Comments:

- Don't feel you should allow the PSP to be allowed at all.
- Limited timeframe for the permits.
- Don't let this pass!! All regulations should be imposed!
- Holder of PSP must be a licensed by State Board of Barbering and Cosmetology.
- They should be able to be checked on by state-board like salons.
- There should be NO PSP.
- They should only be able perform these services on folks who are unable to leave their home/facility and go out into the world to get the service done. So some kind of proof of disability/residency.
- Random house visits to check their work area like it is done at the salon.
- Again, if you are licensed through the state and in good standing, No other regulations imposed.
- This license must be the sole responsibility of the individual applying for the PSP.
- Offsite sanitation requirements, maybe a checklist or written requirements to spell out what the offsite work space should contain.
- They should be asked to hold a premise insurance. Uniform pricing. Standardized products. Dispute regulations. Must have city license.
- There should be basic sanitation regulations.

- Sanitation regulations should include the car or service vehicle being used.
- If you are licensed you know what you are doing. I think just having and a permit is enough and if you ever get a complaint the stylist knows they could get their license taken away. That is enough.
- Impossible to regulate and inspect.
- Yes, stop this nonsense....
- They would need to pay a license and be available for random inspections just like salons. The problem is how do you know when/where they are working to inspect.
- They should be required to hold the same permit, licenses, and certificates that a salon is required to hold.
- They should abide by the same rules and regulations that's a licensed cosmetologist follows.
- In home inspection to maintain compliance similar to and above the current laws should be held to the same standards as an operating business. Just don't allow PSP.
- Yes. Proper documentation of all outside work for bookkeeping purposes.
- Yes please do not allow non-licensed people to get this permit and help put a stop to all the people who aren't licensed providing services. There has been talk amongst them being "grandfathered in" to this Permit since they have been providing hair services for so many years. It upsets me because we went to school for a long time, learned all of our regulations all of our sanitation and everything else involved with cosmetology, spent thousands of dollars for our education and there's people out there that completely disregard this. I know for fact two people that have had state board called on them for doing hair for bridal that are makeup artist that used to work behind a makeup counter. They are not licensed to do hair they know nothing of the industry the rules or regulations and when the state board lady confronted them they simply said oh we don't do hair we just do make up. Which if you look at any of their websites you will see the truth of the matter and it's become very frustrating for us to have worked hard for our businesses.
- Be responsible for the same sanitation practices.
- They shouldn't be allowed to do any chemical services out of the salon.
- They shouldn't give them the permit to work at home if they are employee.
- Following the NY regulations would be a good move, there's no need to look for every aspect of this to limit.
- We already have thousands of people doing hair at home both licensed and unlicensed and getting paid for it and not declaring the money as income. There is not enough

enforcement of the current regulations and the public doesn't care... until someone gets hurt.

- All professionals should be required to carry Liability insurance.
- That if the services performed, will have no reflection on the establishment they're employed. I case the results aren't what expected.
- Already made them.
- No PSP!! It's impossible to regulate or monitor. When they're in someone's home, you have no idea what's going on behind closed doors.
- How about an oath to provide quality work in a clean and professional environment? Going to a hotel for bridal services isn't an issue, but the random apartment services are a little sketchy.
- They should not be allowed but if this happens they should be held to all same standards of any operating salon.
- I think we should hold the same standard as if we have our own business establishment.
- The only reason I can see for a PSP is if someone was physically not able to visit an establishment (i.e., bedbound, etc.)
- The regulations imposed on professionals in salons should remain the same for personal service permit holders. For displaying of the license maybe a badge version of the license could be issued to permit holders so it could be displayed in the work space or attached to clothing.
- I believe there should be a kit requirement similar to State Board Examination that ensures sanitation and disinfection procedures are followed: I.e. Clean implements container, to be disinfected container, individually sealed bags with disposables per client.
- Proof of Liability Insurance Lifescan documentation Blood Borne Pathogen documentation Basic First Aid/CPR documentation clean record with the BBC/DCA, with allowable minor fines (labeling, minor corrective actions upon inspection, etc.)
- Proof of Liability insurance should have to be provided. License should still need to be prominently displayed.
- I think it should be renewed every year and they should provide proof of liability insurance to the board before it is issued.
- Only that they maintain consistency in following rules of sanitation i.e. No double dipping.

- I believe the infection control and sanitation protocols should be the same. I think the main problem with this is accountability. Hopefully you guys can come up with a way to make these professionals perform at the same high standards as in a spa/salon.
- The applicant should have at least 3-5 years working in licensed establishment so they have a significant amount of experience working with the public under supervised professionals. This way the person has an understanding of how to deal with multiple situations and scenarios that can occur while performing cosmetology services.
- Vote No on PSP.
- It should be strictly controlled and limited to certain locations that the services can be performed.
- Should be a booth renter to get a permit not to go outside the dhip.
- The permit holder should work under an establishment licensed salon. Giving the salon the right to set prices, receive revenue from these holders and provide the client with reassurance.
- Same as in salon with the exception in volunteering non chemical services to needy Ex. Homeless running water many use water bottles and go out to the street to help.
- Clean and safety regulations.
- There should be no difference between a PSP and regular license.
- They should be held to the same requirements as a licensed establishment, and be required to have regular kit inspections.
- They must keep up to code..sanitation and sterilization are key. Cosmetologist's licenses should suffice.
- Sanitation and disinfection always.
- A PSP should require a license verification of some sort. There needs to be a way to make consumers aware that there are licensed professionals performing these services.
- Why not make the PSP an extension of an establishment license instead of the individual's license? It will create less work for the board by issuing to an establishment vs. many individual permits. I believe it will also create a more regulated system as the salon owners will also be held accountable.
- Must have adequate equipment and supplies for sanitations and be a licensed professional under the scope of services being performed.

Q6 Please provide any additional suggestions, concerns or ideas you may have regarding the implementation of the PSP.

Comments:

- I think having a PSP is a great idea for stylists, there are many occasions that being "on location" for your client would be very convenient. I also think it's a way for the board to set licensed aestheticians and cosmetologists apart from the unlicensed "makeup artists" who are not trained in sanitation and disinfection practices. To say you have insurance and a personal service permit comes off as very professional and assures the client you are serious about their health and safety.
- I really feel strongly about individuals that will be performing out of a licensed establishment. If they will be able to do so with the PSP regulation then, this should mean the possession of personal liability insurance should be also implemented to the individual performing these outside jobs.
- Safety, it will also have an impact on salon business and there will also be no way to regulate services performed are going to be safe.
- As a client I would want to make sure the permit holder has had a clean background check.
- There should be very consistent and thorough inspections for those operating from mobile units or home based establishments. Those providing on site services should have routine check ins with inspectors to ensure proper tools etc. are within codes.
- DON'T DO IT!!
- This is a horrible idea and should not happen, this will destroy everything we have worked for by building salon cultures and stylists working together!
- #1 safety of the clients don't let this pass to take away from the salon experience of getting your hair done.
- If this was to happen salon owners wouldn't make any money and the establishment wouldn't have any return guests. Everyone would want to have the stylist just go to their homes to do the service. It would take too much time out of our day and time with our guests.
- Dry Bar and Glam App are already doing services at client's homes. Are all makeup and cosmetic stores licensed establishments? I think that we, the ones that pay for professional licensing, establishment license, insurance and are otherwise abiding to rules and regulations are scrutinized the hardest and intimidated on regular basis by State Board regulations / enforcement/lack of.
- I think this would be a wonderful addition to our license. Not all people are able come in our office for various reasons.

- I don't think this should pass. Your basically allowing stylists to come to an establishment learn someone's technique and then quit and take the guests with them. You will have salons go out of businesses and if you let a brand new stylist get this permit they will make mistakes left and right and what does that mean for you? This is a reckless idea.
- I disagree.
- There is no way the board will be able to keep up with and be able to do inspections if these PSP holders are never in the same place. You will be allowing a lot of things to go wrong. You will not be able to check that safety and disinfection are being done appropriately.
- I think this is way too risky to have in existence at all. I fear stylist will lose their license. Seems like stylist will be able to cut corners on safety and sanitation regulations. This could be a detriment to salon business everywhere, as stylist can choose what to charge, then create a clientele off the grid. I DO NOT SUPPORT THIS IN ANY WAY!
- DO NOT PASS!!!! THERE IS NO REAL WAY TO REGULATE THIS!!! IF A BUSINESS HAS TO DO IT THE RIGHT WAY, WHY GIVE SOMEONE A FREE PASS?!
- None, licensed individuals should be allowed to run a business the way they wish, as long as it follows all regulation and guidelines.
- Don't make it impossible for an independent person to obtain such a license. Also for anyone who is working as a makeup artist that is not licensed under the board should have to take a one day class on sanitation before they can get this license and should have to update class every 2 years to get renewal, just like us.
- As the trend of app driven services continues to grow so will the desire for stylists to add to their income. Requiring stylists to carry liability insurance while performing services outside of the salon protects the consumer and the stylist. App driven services will have the responsibility of verifying licenses and liability insurance of the service provider. Salon owners may require their employees to NOT have a PSP, this can be done by amending their rules and regulations in their employee handbook, effectively making it an employment condition.
- This practice in whole is not ethical and should not be encouraged as it can cause more harm in the community.
- This would allow small business/at home to grow their business and offer services to those who may not like/or cannot travel to a salon. Those who are disabled, cannot drive can benefit from a mobile service. Thank you.
- Becoming a licensed establishment is too hard and expensive to do hair out of the home.
- The PSP holder should be solely responsible for all fines and fees. It makes no since to attach the fines and/or fees to the establishment.

- Quit the increase burden you put on small businesses....
- As an established business/license holder it becomes extremely disheartening to know that anyone can be conducting services, that I am licensed for, have put in due hours, and paid thousands of dollars in school tuition as well as passing state board. I believe all venues, hotels should maintain the copies of the permitted as well to have on hand so ALL parties are liable to maintain a permit as well as liable to only allow permit holders.
- In general, it seems unworkable and puts clients at risk due to difficulty of regulating. Therefore, I would not recommend implementing the PSP.
- It's a bad idea. Injury can easily be caused to a patron by a person that is not properly trained.
- This seems like a bad idea: salons are currently finding it difficult to hire with the reduction in schools. Now the state wants to create an additional way for stylists to avoid declaring income? How would these people get healthcare? It makes sense for people to get serviced inside a shop.
- By allowing PSP's, small businesses could go out of business as there would be fewer stylists willing to work in a salon and overhead costs would continue to be high to maintain state board standards in a Salon where there would be fewer clients coming in for service.
- PSP will put the public in danger. Why would you want to do something like this?
- If all stylists have Personal Service Permits, who will take care of their education and their personal benefits? What will customers do if they aren't happy with the service or the amount they are charged?
- They would need to carry their personal license and post it wherever they are, just like in the salon.
- This is ridiculous that I as a cosmetologist should have to have a separate license to do what I already do on location.
- So looking forward to this! It will be so nice to offer our clients non-chemical services within their home or hotel. This is a really great change our industry needs I just really hope they tighten up on it being for licensed only.
- Sanitation should be their priority.
- Individuals that hold this PSP are solely responsible for all services performed.
- As I said before this is a terrible idea and does not protect the 25,000 plus hair salons located with the state of California.
- NO PSP!!! It's a big mistake from every perspective!

- This is already happening so much. Some may not even realize it is against the rules, some may not care. It lowers the professional image of our industry and raising the bar would be better for us all.
- The PSP should be free of charge to any licensee who applies for one and meets all eligibility requirements.
- More suggestion to come...
- Please consider other issues like tax collection. I believe this would make it easier for income tax evasion.
- Issuing PSP permits would provide many opportunities for professionals and for clients seeking services, but if not properly regulated, it could also open the door to many new issues. Some suggestions: Have each individual applying for a PSP submit their business plan or their special event outline describing services offered and location conditions. Also have them provide a copy of their professional and business license. Each permit could be reviewed on a case by case basis. Have a reporting system where permit holders schedule/report events or services to an online website OR through a salon or beauty school. The Board inspectors could show up at any event just as they could to a salon. Have permit holders take a safety and regulations written test specific to providing services outside of a salon via online or at testing cite before issuing the permit.
- I really look forward to seeing this implemented in a productive way to help advance our offerings while also allowing another stream of income for State Board.
- This should be our opportunity to represent the DCA/BBC as licensees that can be trusted to provide the consumers with safe, ethical, professional treatments outside of a brick-and-mortar licensed establishment. As this is a situation that allows us to expand our business, the privilege of serving the public in this manner should be met with the highest business standards and ethics, ensuring the public that a PSP holder provides trusted, safe services.
- The hair industry has worked very hard to raise the standards of safety and sanitation, sending out PSP's would definitely undermine this. I also feel that PSP's plus the recent changes to min wage and commission pay would make it hard for salons to survive.
- PSP could lose their home if any wrong doing or bad service.
- It would be a tremendous advantage to implement a PSP to open up many business opportunities to the licensed professional.
- If doing an event, will a PSP be valid for the entire date range, or will the applicant have to apply for each date separate? I understand the need for regulation, but I feel that unless the inspectors are going to events how will this be enforced adequately?
- This will only be a benefit to customers who can't conform to salon hours. And will better protect and support what is already being done in the industry.

- It seems like a gateway to many at home disasters. At my salon, we do many color correction services and have to refuse some because of these low-cost at-home services bad results. In my opinion, NO to PSP.
- The PSP is a loophole where people can do services by just paying a permit/fee. Instead do required at least a 200 hours classes, plus a written exam toward state board as a minimum requirement. Then once student pass they do the PSP yearly. Do feel that PSP will get abuse and people will start doing beyond its entitlement.
- Tracking and keeping all records on outside work for follow up on board infractions.
- Required to post who the services were done to.
- The PSP should be part of the standard license. It should be treated the same as if someone chooses to rent a booth instead of being employed by a salon owner.
- If think the plan is great but I'm concerned that there will be more issues with safety as it will be hard to properly inspect or check on the PSP holders. There needs to be a way to hold them accountable. Maybe the license should specify the services they can provide and there is a routine lit inspections. Also, in general and to assist in regulating maybe the board should use social media and the Internet to monitor unlicensed activity. If someone unlicensed is advertising services or if someone is advertising services they are unlicensed to do.
- PSP is a path towards deregulation. There is no way to ensure proper sanitation requirements are being met, which I'd why we have you in the first place. This activity already goes on, however making it legal is going to hurt all hard working, rent paying owners, and put us out of business.
- Require the event to be registered with the board if having personal services outside an establishment. 1. Bride name 2. Date & location of service 3. Services to be performed and on whom 4. Marriage certificate number 5. Licensee name 6. License number 7. Insurance Provider contact info.
- Just they be required insurance and the license be displayed while working.

Note: For privacy reasons, personal information has been removed and some comments have been grammatically edited.

California Estheticians Facebook Group Survey

The California Estheticians Facebook group contacted the Board after the March 29, 2016 PSP meeting in Sacramento. The group's moderator, hosted an informal survey based off the PowerPoint slides presented at the PSP March 29, 2016 meeting. The questions and results of that survey are included:

Should services be limited on the PSP?

No (16 votes)

Should random audits for compliance for health and safety be allowed?

Possible scenarios are that inspection can happen at the special event, residential appointment, etc.

No, random inspections should not be allowed. It's a violation of the privacy of the event and would disrupt special occasions. (43 votes)

Yes, random inspections should be allowed. It's for the protection of the consumer. (3 votes)

Do you agree:

No alcohol shall be served in the area where services are performed

No food shall be served where services are performed

Food & alcohol okay outside of treatment rooms. (51 votes)

Yes, food and alcohol are both ok. (13 votes)

Food and alcohol should be prohibited for sanitation reasons. (8 votes)

Comments:

"I am in a salon suite. Clients bring their kids in and plant them in the chair while they get a quick peel. It is also where I eat my lunch. Or grab a handful of almonds in between clients. I have my morning and afternoon, (ok, and my evening coffee) in my little 98 sq. ft. room. I don't want that restricted. And stylists serve beer and wine to their clients, I don't understand the big deal with that. I don't want BBC dictating that to me quite honestly."

"I too am solo. I have wrapped dark chocolate in my room for my clients. They have come to expect it and look forward to it they tell me. They bring their beverages in my room. I don't "cook" Or prepare food in my room. In the salon, we have occasional parties we set up for clients to enjoy. Some after hours. Some clients bring their food and eat during their hair appointments, sitting with color on. It would be a shame to restrict our ability to offer those perks for our client's enjoyment. Frankly, we should have enough common sense to know what is appropriate or not in our set ups."

"This rule or possible rule is silly really! There are way too many possible variables. As a one room business, where am I supposed to keep my meal food? Do I tell a client to throw their food in the trash if they happen to bring with them, dump their coffee, etc.? Having a coffee or tea in my room would it be a fine for that too? Seems pretty crazy to have this even on the agenda. Allow beverages and food, as long as we are not preparing and selling why should it matter?"

"No reason to ban clients from bringing in their own water/drink, but it should not be left in the direct treatment area."

"As a service provider, I am against us having any food/drink visible to the client or eaten while working with a client."

"There are some things I think that should be left to each operator's discretion and judgment and not legislated. All of our situations are unique and while I hope we all strive for professional conduct, I don't want to be in violation of anything if my client walks into my one room studio with a Starbucks drink and I don't think she should have to throw it away either."

"This should be up to the service provider whether or not to allow their clients to eat or drink during the service and whether or not to provide food or drink during the service. "The service area". Is too broad a term; does it include the entire room or just a table or chair? The service provider should not be prohibited from drinking any non-alcoholic beverage while providing a service and should not be prohibited from drinking a non-alcoholic beverage or eating in the room when a client is not present."

**Should the PSP number be included on all advertisements for services?
(Advising the general public that the LE servicing the client has special
permit/permission to do so.)**

Yes (25 votes)

No (1 vote)

**Should the PSP be connected to a licensed establishment or connected to the license of
an individual esthetician?**

Permit connected to the license of an individual esthetician. (61 votes)

Permit connected to a licensed establishment. (1 vote)

Comments:

"I'm not at all experienced in the salon/spa world, but I think the responsibility should lie with the technician. I say that based upon what I experienced in school for a year and a half. There are those who will always break the rules, and try to get away with whatever they can, and by making them solely responsible they may think twice."

"Personal responsibility all the way"

**A Personal Service Permit would allow a licensee to perform services outside of a
licensed establishment.**

Options under consideration are:

Renewable Yearly (38 votes)

Renewable Bi-annually, with your current license (14 votes)

additional vote added: Should be required for artists working in makeup booths or kiosks. (22 votes)

Permit only valid for 7 days (0 votes)

Limit 4 permits per calendar year (0 votes)
Permit only valid for 10 days (0 votes)

Fiscal Impact

If the PSP is implemented, the estimated ongoing costs to the Board are approximately \$ 70,000 per year for issuing new personal service permits. It is anticipated the ongoing fee revenues to be approximately 5 million per year for new personal service permits. (It is anticipated that 15% percent of licensees will seek the new permit.) Costs are unknown for the enforcement of potential licensing requirements related to the permit.

July 17, 2016 Board Meeting Summary

From January 1, 2016 to July 17, 2016, the Board understood the language of Business and Professions Code Section 7402.5 (b) in the terms that the Board “may” issue a Personal Service Permit, not that the Board “shall” issue a Personal Service Permit. At the July 17, 2016, legal representation from the Department of Consumer Affairs advised the Board on the interpretation of Section 7402.5 (b) and (c) and it was determined that the Board is required to proceed with the implementation of the PSP. Based on this legal direction, a discussion of the findings from the stakeholder meetings ensued and an attempt was made to establish a regulatory direction. A number of regulatory suggestions were presented. At the conclusion, it was decided by Board member motion for the ideas discussed during the meeting be forwarded to the Licensing and Examinations Committee for vetting.

November 14, 2016 Licensing and Examinations Committee Meeting Summary

On November 14, 2016 the Licensing and Examinations Committee met and the Committee members proposed the following regulatory guidelines:

- The regulations will limit the Personal Service Permit (PSP) to cutting and styling hair.
- The PSP will be tied to a licensed, working, brick-and-mortar establishment.
- The licensed establishment and PSP holder will provide proof of liability insurance.
- The number of PSP holders per establishment will be limited.
- A criminal background check will be part of the PSP licensing process.
- The regulations will stipulate how tools will be disinfected and transported. The clean, closed container language can be used and the PSP holder will also be required to carry a soiled container to bring back to the establishment to disinfect later.
- Spray-on disinfectants and wipes will be permitted in the field.
- The PSP holder will post their PSP and establishment licenses on any advertisement.
- A notice will be posted on the website to direct consumers to check license numbers online and verify the connection to an establishment.
- The PSP holder will be required to have a photo I.D. to show that they match the license number advertised.

As customary, the Board allowed for public comments during this meeting. Fred Jones, Legal Counsel for the Professional Beauty Federation of California (PBFC), spoke in favor of tying the

PSP to a brick-and-mortar establishment so equipment can be inspected. He suggested that the following be included in the regulations:

- PSP holders must demonstrate, while at the licensed establishment, their protocols used when in someone's home or place of business.
- The minimum liability insurance should be \$1 million. That amount should be specified in the regulations.
- Geographical boundary limitations per PSP holder should be limited, such as within "X" miles of the licensed establishment.
- PSP holders should be made employees of the establishment they are tied to.

Future Actions

Proposed regulations will be presented at the Board's next Licensing and Examinations committee meeting. Upon adoption of the proposed regulations, staff will proceed with the regulatory process. Completion of the regulatory process is expected by December 2018.

CALIFORNIA STATE
BOARD OF BARBERING AND COSMETOLOGY

Nail Care Scope of Practice Task Force

Approved by the Board: October 22, 2017



California Board of Barbering and Cosmetology

Nail Care Scope of Practice Task Force

On September 18, 2017, the Nail Care Scope of Practice Task Force (Task Force) met to study the appropriate educational and training requirements needed for an individual licensed in California as a manicurist to possibly increase their skillset to allow these individuals to safely practice superfluous hair removal while prioritizing public health and well-being. The Task Force was assembled at the request of Senators Nguyen and Hill.

All members of the Task Force were in unanimous agreement that public health and well-being would not be preserved by the inclusion of superfluous hair removal to the scope of practice by licensed manicurists in the State of California.

Reasons for this belief include the following:

- The Board needs to address and stop the rampant selling of school hours by obtaining sole oversight of schools. There are serious concerns with the validity of the training provided by several schools that offer the manicurists training course.
- Manicurists continue to be the highest cited Board licensing category and nail care and waxing related injuries are among the highest consumer harm reported incidents*.
- Due to limited inspector staff, the Board cannot control the unlicensed activity currently prevalent within the nail community. This problem may be exacerbated by increasing the licensing population within the community without increasing the inspector staff.
- Due to the maintenance of client privacy within treatment rooms, waxing services are historically difficult to regulate.
- Increasing the scope of practice of a manicurist does not address the concerns raised by the Senators and addressed within the Little Hoover Commissions report, *Jobs for Californians: Strategies to Ease Occupational Licensing Barriers*. Additional training would require more out of pocket fees to the trainee, whereas, if the trainee were to obtain the esthetic license, they may qualify for Federal funding assistance. Within Appendix A, this Task Force is including the Wall Street Journal article, *How Much-Criticized Occupational Licenses May Reduce Pay Inequality*.

Technical reasons why the scope should not be expanded included:

- If implemented, other licensing types would also want the inclusion of hair removal (waxing, tweezing) to their scope of practice (i.e. electrologist, barber).
- The fiscal impact to the Board would be substantial. (Appendix B)

Industry reasons why the manicurists scope of practice should not be expanded:

- No manicurist chose to attend the task force meeting to offer support of the scope expansion. It is questioned, how well received the idea will be by licensed manicurists.

*At the request of the Task Force, the Board has provided statistical information within Appendix C.

- Estheticians feel their license scope is being encroached on and expressed concern for the degradation of their license type. All estheticians in attendance at the task force meeting publicly opposed the expansion of the manicurist scope of practice.

If the Legislature were to decide to move forward with the scope expansion against the recommendation of this Task Force, the Task Force respectfully requests the following be seriously considered:

- The methods employed to make sure previously licensed manicurists receive appropriate training to allow them to offer waxing services.
- Consideration of if waxing services should be an add-on option to the manicurist license or if it should be a stand-alone hair removal license.
- If insurance companies would be willing to insure manicurists offering waxing services.

The Task Force hesitantly and with much consternation offers the following minimal training requirements if hair removal services are included in the scope of practice of a licensed manicurist. This Task Force strongly encourages the Legislature, if it is decided to move forward with the manicurist scope expansion, to include reforms to address the concerns within this report.

Total Additional Hours Assigned for Hair Removal Component: 115 hours
Total Additional Practical Operations Assigned for Hair Removal Component: 50 hours

Total Hours Required for Nail Care/Hair Removal License: 515 hours

NAIL CARE / HAIR REMOVAL CURRICULUM REQUIREMENT BREAKDOWN			
SUBJECT	TECHNICAL INSTRUCTION (HOURS)	PRACTICAL OPERATIONS (ACTUAL OPERATIONS – NOT HOURS)	
NAIL CARE (300 hours required)	Minimum Hours Required	Minimum Operations Required	
Manicures and Pedicures Shall include, but is not limited to the following techniques and procedures: Water and oil manicures, including hand and arm massage, complete pedicure including foot and ankle massage, application of artificial nails including liquid, gel, and powder brush-ons, nail tips, nail wraps and repairs and nail analysis.	60	60	180 nails
		Total Hours Completed in Nail Care: <u>300</u> hours	
HEALTH AND SAFETY REQUIRED	Minimum Hours Required	Minimum Operations Required	
Health and Safety Considerations* (previously 100 hours were required) Training in chemicals and chemistry pertaining to the practices of nail care and hair removal services including the chemical composition and purpose of nail care and wax preparations. Training in the Health and Safety Course which includes training in hazardous substances, Safety Data Sheets, protection from hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics, and communicable disease, including HIV/AIDS and Hepatitis B. Training in basic labor laws and workers' rights and responsibilities. Training in sexual/domestic violence abuse.	200	0	
<ul style="list-style-type: none"> <u>Laws and Regulations</u> The subject of Laws and Regulations shall include, but is not limited to, the following issues: The Barbering and Cosmetology Act and the Board's Rules and Regulations. 	20	0	

<ul style="list-style-type: none"> • <u>Disinfection and Sanitation</u> Procedures to protect the health and safety of the consumer and the technician. The ten required minimum operations shall entail performing all necessary functions for disinfecting instruments and equipment as specified in Sections 979 and 980. Disinfection emphasized throughout the entire training period must be performed before use of all instruments and equipment, with special attention given to pedicure foot spa and basin disinfection procedures detailed in Sections 980.1, 980.2, 980.3 and 980.4. 	30		10
<ul style="list-style-type: none"> • <u>Bacteriology, Anatomy and Physiology</u> Training shall include, but is not limited to, the following issues: Bacteriology, human anatomy, human physiology, skin and nail analysis and conditions. 	30		0
<ul style="list-style-type: none"> • <u>Eyebrow/Lip Beautification</u> Eyebrow shaping, (arching), hair removal techniques, hair analysis, waxing, tweezing, manual or electrical depilatories. 	25		50
Client Preparation Shall include, but not limited to the following issues: Client Consultation, intake procedures, contraindications, professionalism, client record keeping, pre- and post-operative care, CPR/AED equipment and salon and spa skills.	15		0
Business Skills (Recommended, not required) Communication Skills, professional ethics, salesmanship, decorum, recordkeeping, client service record cards.	0		0

Depending on how long it takes a student to complete the required number of practical operations, a student may exceed the total number of hours required in a subject, or may not yet meet the total hours required in a subject. If a student does not yet meet the total number of hours required, the school will be responsible for making sure the student completes additional hours to meet the total hour requirement in that subject.

*Per Business and Professions Code section 7389, a health and safety course on hazardous substances (separate from the health and safety hours required in the Board's minimum curriculum requirements) must be taught in schools approved by the Board.

Appendix A

WALL STREET JOURNAL

How Much-Criticized Occupational Licenses May Reduce Pay Inequality

New research shows occupational licensing conveys information to employers about skills and criminal records



A teacher in Meridian, Miss., reads to third-graders Monday on their first day back to school. Workers with occupational licenses, such as teachers, surgeons and manicurists, earn more than other Americans. PHOTO: PAULA MERRITT /THE MERIDIAN STAR VIA AP



By [Ben Leubsdorf](#)

Aug 11, 2017 6:56 am ET

The rising number of U.S. workers who need a government-mandated license to do their job has become a target for [liberal](#) and [conservative](#) reformers looking for ways to revive the economy's [dynamism](#).

Advocates for overhauling the current system say it can discourage people from entering desirable careers or relocating across state lines, while raising prices for consumers. Who benefits? Those who get licensed, who [earn more](#) than other Americans. And [new research](#) shows their pay is more equal as well, with occupational licenses appearing to boost earnings for women and black men relative to higher-paid white men.

"The traditional view has been that the license is just a barrier to entry," said **Clemson University** economist [Peter Blair](#), who co-authored the paper with Clemson graduate student **Bobby Chung**. But, he said in an interview, licenses also provide potential employers with information about the workers who have them: Many require special training or [bar people with criminal records](#).

The study suggests women are rewarded because a license signals training and job skills, while black men benefit when a license signals they don't have a felony conviction.

"Licensing may not be the most efficient way to convey this information, but we need to acknowledge that licensing is providing this information," Mr. Blair said.

Occupational licenses have become [popular and bipartisan target for policy makers](#).

President **Barack Obama**'s administration in 2015 said [a quarter of all workers](#) fell under state licensing requirements, describing an inefficient patchwork of laws and regulations that weigh on workers and the economy at large. President **Donald Trump**'s labor secretary, **Alexander Acosta**, last week urged state officials to reduce what he described as excessive licensing; "Our goal should be [to expand opportunities](#) for Americans, not limit them," he said.

The new analysis by Messrs. Blair and Chung, circulated this summer in a working paper through the [Human Capital and Economic Opportunity Global Working Group](#) at the **University of Chicago**, looked at data on worker earnings and licensing requirements. They found licensing reduced the wage gap between black men and white men by 43%, compared with nonlicensed workers, and shrank the pay gap between women and white men between 36% and 40%. They also identified likely channels for how employers took signals from occupational licenses, based on training requirements and whether licenses were limited to nonfelons.

The paper isn't a full-throated argument that licenses should be preserved in their current form. But it offers a warning that employers crave information about potential employees that licenses now provide. Well-meaning reforms to the occupational-licensing system could have the unintended consequence of worsening discrimination in hiring.

"This is helping us to understand the institution of licensing," Mr. Blair said. "In order to reform something, we need to understand it."

The new paper echoes [other recent research](#) that found "ban the box" laws intended to help Americans with criminal records apply for jobs may exacerbate racial discrimination, as some employers deprived of information about job applicants' criminal records instead discriminate broadly against men of color.

"It's a bit troubling," Mr. Blair said. "Why is it so important for black men to signal that they're not felons?"

Appendix B

The fiscal impact of SB 296 as currently written, to the Board is substantial. The complete financial impact of implementation of this bill is unknown at this time.

The current contract with National Interstate Council of State Boards (NIC) would need to be amended. NIC currently charges \$15.00 per examination. Given that it is assumed that at least 50 percent of the current manicurist licensee population, 64,598 manicurists are expected to want to expand their scope of services to offer waxing, the Board could expect to incur exam fees in the amount of \$1,937,940. This cost may be offset by exam and initial licensing fees imposed upon the applicants.

To accommodate the increased examination demand, it is assumed the Board would need to hire at least 2 waxing examiners, one for each exam site (Fairfield and Glendale, CA). It may be determined that additional space to hold the waxing examination at the Board's Glendale exam site may be required. This could result in amending the current building lease and securing an additional room to provide space for the examination. Additional costs associated with increasing the size of the Glendale exam site is unknown at this time. In addition, it is unknown at this time if additional space is available for lease. If space is not available, this could result in the Board defaulting on its current contract with the Glendale leasing agent and incurring expenses in the default of lease, legal costs and costs estimated in moving the examination site and entering into another building lease agreement.

There may be a need to hire 1 temporary headquarters office technician for cashiering and application processing. This would be a temporary assignment as once the initial influx of currently licensed manicurists taking the waxing exam is satisfied; the Board may be able to absorb the additional time spent on application processing.

The costs involved in promulgation regulations are estimated at \$1,000.00 per regulatory package. It is estimated the Board may need two regulatory packages.

It is assumed that the BreEZe database will need the following adjustments and costs involved in implementation are unknown at this time. It is assumed that changes may include:

- Addition of a new license type
- Amendments to the current checklist.
- Possible new business rule or modifier.
- Possible on-demand letter(s).
- Updates to the Enforcement module.

Since the assumed proposed regulations would impact IT work, IT requirements cannot be finalized until the regulations are implemented. It is presumed that regulations will require one year for completion. In addition, use of new contract resources will extend the development effort up to twelve months to allow for recruitment and hiring.

Appendix C

The chart below summarizes the number of citations issued per licensee between the cosmetologists, estheticians and manicurists. In 2016, the percentage of citations to licensee is: Manicurist 2.35%, Cosmetologist 1.42% and Esthetician .56%.

License Type	2012	2013	2014	2015	2016
Barbers	654	543	1041	993	1205
Cosmetologists	3955	2738	4245	4273	4462
Electrologists	1	2	1	5	4
Estheticians	231	173	283	340	459
Manicurists	2452	1785	2490	2501	3037
Establishments	10031	7347	10297	10220	11271
Mobile Units	1	1	3	3	2
Schools	0	7	121	88	112

The Board has compiled the number of complaints within a five-year period that have been submitted with allegation types that may be considered within the manicuring/pedicuring and waxing scope of practice.

2012*	
Allegation Types	Number of Complaints
Infection	103
Cut	43
Wax Burn	32
Skin Cut	16
Facial Burn	9
Allergic Reaction	8
Wax Infection	8
Wax Cut	6

2013*	
Allegation Types	Number of Complaints
Infection	65
Cut	33
Wax Burn	22
Skin Cut	16
Facial Burn	14
Wax Infection	6
Wax Cut	5

2014	
Allegation Types	Number of Complaints
Manicure Infection	40
Pedicure Infection	39
Manicure Burn	23
Cut	16
Manicure Allergic Reaction	16
Wax Infection	16
Facial Burn	12
Facial Infection	12

2015	
Allegation Types	Number of Complaints
Pedicure Infection	84
Manicure Infection	32
Manicure Cut	26
Pedicure Cut	21
Skin Allergic Reaction	17
Facial Burn	10
Facial Allergic Reaction	7
Wax Cut	7

2016	
Allegation Types	Number of Complaints
Pedicure Infection	87
Manicure Infection	39
Manicure Cut	26
Pedicure Cut	24
Facial Burn	8
Wax Burn	6
Skin Cut	5

*Broader allegation categories were used as the data was collected pre-BreEZe.

**CALIFORNIA STATE
BOARD OF BARBERING AND COSMETOLOGY**

1600-Hour Cosmetology Curricula Review

Reviewed by the Board: May 20, 2018

- Occupational Analysis of the Cosmetology Profession
Reviewed by the Board: October 22, 2017
- Executive Summary of the Review of the National-Interstate
Council of State Boards of Cosmetology, Inc. National
Cosmetology Theory and Practical Examinations
Reviewed by the Board: August 27, 2018





**Report to the Assembly Committee on Business and Professions and the Senate
Committee on Business, Professions and Economic Development**

Purpose

Pursuant to Section 7303.2 (a) of the Business and Professions Code (BP&C), the California Board of Barbering and Cosmetology (Board) is submitting the following report regarding the 1600-hour training requirement for cosmetologists, the occupational analysis of the cosmetology profession in California and the review of the national written and practical examinations for cosmetologists.

Background

Assembly Bill 181 (Statutes of 2015, Chapter 430) requires the Board to do the following:

- Review the 1600-hour training requirement for cosmetologists;
- Conduct an occupational analysis of the cosmetology profession in California;
- Conduct a review of the national written and practical examination for cosmetologists to determine if the exams assess critical competencies for California cosmetologists.

The findings and recommendations of the reviews shall be reported to the Assembly Committee on Business and Professions and the Senate Committee on Business, Professions and Economic Development no later than November 1, 2018.

1600-Hour Cosmetology Curricula Review Methodology

For the Board to accurately review the 1600-hour Cosmetology curricula training requirement, a working group was established. This group consisted of Board Members, Industry representatives, Community College representatives, and private Cosmetology school representatives. The working group met on February 5 – 6, 2018, and after extensive discussion agreed that 1600 hours of training should be required for a California cosmetology license.

During the discussions several recommendations were made to the Board regarding the restructuring of the cosmetology curricula for simplicity and clarity.

I. Issues

The following curriculum issues were discussed during the workshop:

- Curriculum language is confusing, out dated, and does not appear to provide enough hours to complete both the theory portion and practical instruction, as specified.
- Current curriculum does not require a student to be supervised by an instructor while performing services on a client.
- The Nail Care curricula only requires 100 hours of health and safety training as opposed to all other curriculums requiring 200 hours.
- The mandated Health and Safety Course (BP&C § 7389) is not included in the current curriculum outlines.

II. Working Group Deliberations

During the deliberations, working group participants were asked if they felt the current cosmetology curricula adequately prepares a student to take a National-Interstate Council of State Boards Inc. (NIC) cosmetology licensing examination. Participants expressed concern with various aspects of the NIC examinations.

NIC Practical Examination Concerns

During a student's school instruction, a great deal of emphasis is placed on infection control. Students are required to learn extensive disinfection procedures such as how to safely mix quaternary ammonium (quats) for the disinfection of tools and the use of gloves to remove the disinfected tools from the quat solution, for worker protection. The NIC practical exam does not require examinees to demonstrate how to adequately mix up the quats solution or how to safely remove the tools from the solution. In addition, NIC has examinees use hand sanitizer to demonstrate hand sanitizing (instead of hand washing with soap and water).

It was also noted, that given California's history* regarding improperly cleaned pedicure foot spas, NIC does not require any examinee to demonstrate how to properly clean and disinfect a foot spa. Participants felt that knowing proper foot spa disinfection procedures should be considered a minimal competency for maintaining client health and safety.

Participants did not feel the use of a mannequin head/hand was an appropriate means for testing with regard to some services (such as the demonstration of a facial massage or nail enhancement application).

It was acknowledged from an exam proctor safety aspect that using odorless nail monomer may be beneficial, however this type of monomer reacts differently than a

* Winthrop Kevin L, Marcy Abrams, Mitchell Yakrus, Ira Schwartz, Janet Ely, Duncan Gillies, and Duc J. Vugia. 2002. "An Outbreak of Mycobacterial Furunculosis Associated with Footbaths at a Nail Salon." The New England Journal of Medicine.

regular monomer, so the efficacy of the test was questioned as real-world simulation is not maintained.

NIC Written Examination Concerns

It was noted by the working group participants that the NIC written exam questions are outdated and test on non-essential information such as in-depth scientific information, recognition of the disease process, in-depth information on the circulatory system, anatomy and physiology. It was felt that the extent of testing on these subjects is not relevant to the minimal competency of a service provider in day-to-day work-related operations. For instance, the NIC written exam contains questions on the names of the bones and muscles of the body, the working group stated that knowing the actual name of a bone or muscle holds no real value to the licensee, rather knowing the practical application of knowing that there is a muscle and how the service affects the muscle is of practical value. It was noted that requiring rote memorization and testing on subject matter that is of no use is pointless and a waste of resources. In addition, the written test contains questions regarding the recognition of the disease process. The working group felt this too was pointless as Board licensees should be taught that if there is something unusual, abnormal or questionable, they should be referring the consumer to a medical professional (for treatment and diagnosis). They should not be taught and tested so extensively that they are inclined to diagnose or treat the abnormality thereby engaging in out of scope medical practices. While the working group did include anatomy and physiology within some sections of the curricula, they did so with the intent that it should be taught pertaining to the specific subject as listed, for practical value, not a general memorization of information for testing.

III. Recommendations

1. Working group participants recommended the Board start regulatory change to implement a module-based curriculum. A sample of the proposed Cosmetology module-based curriculum appears in Appendix A. As part of the recommended module-based curriculum the workgroup did not require theory hours and practical operations to be tracked individually. It was recommended to require a number of hours per subject that included both theory instruction and practical instruction and let the schools determine how many practical operations would be needed to establish the student's minimal competency. This determination would be met by several factors, including the student's natural ability, strength of student material retention and the student's long-term career plans. It was noted by the work group, that other state boards throughout the country have had success with this type of curriculum structure.

NOTE: Currently, the Board does not require proof of actual practical operations performed on the proof of training document required to sit for a licensing examination but rather only proof that the school hours were obtained.

2. It was recommended that the Board meet with NIC to encourage the exam questions be altered to reflect information that is useful to the examinee when working in the industry (such as infection control, using electrical equipment safely, chemical disposal process, etc.)
3. Participants recommended pursuing the following regulatory change to Section 950.2 of the California Code of Regulations to secure proper supervision of students while performing services on clients.

950.2. Curriculum for Cosmetology Course

(a) The curriculum for students enrolled in a cosmetology course shall consist of sixteen hundred (1600) hours of technical instruction and practical training covering all practices constituting the art of cosmetology pursuant to Section 7316 of the Barbering and Cosmetology Act.

(b) For the purpose of this section, technical instruction shall mean instruction by demonstration, lecture, classroom participation, or examination; practical operation shall mean the actual performance by the student of a complete service on another person or on a mannequin. Practical training shall mean the time it takes to perform a practical operation. **While performing services on a person, the student must be "supervised" by a designated licensee. The tasks performed by the student must be within the scope of practice of the designated licensee who is supervising the student.**

4. All participants agreed that the Board, in addition to a Cosmetology and Barber license, should pursue implementing a Hairstyling license. (Note: The **hairstyling** curricula may be met by utilizing Module A – Hairstyling and Module D – Health and Safety, see Appendix B).

Reasons for this recommendation included:

- A Hairstyling license would allow individuals who only wish to offer hair services a faster method of entry into the profession.
- Lower student loan debt since less would be charged for the hairstyling course.
- Several other state board's offer a hairstylist/hairstyling license, so having a hairstyling license in California would make entry into the California working class easier for non-state residents desiring to move to California (including spouses of active duty military personnel).

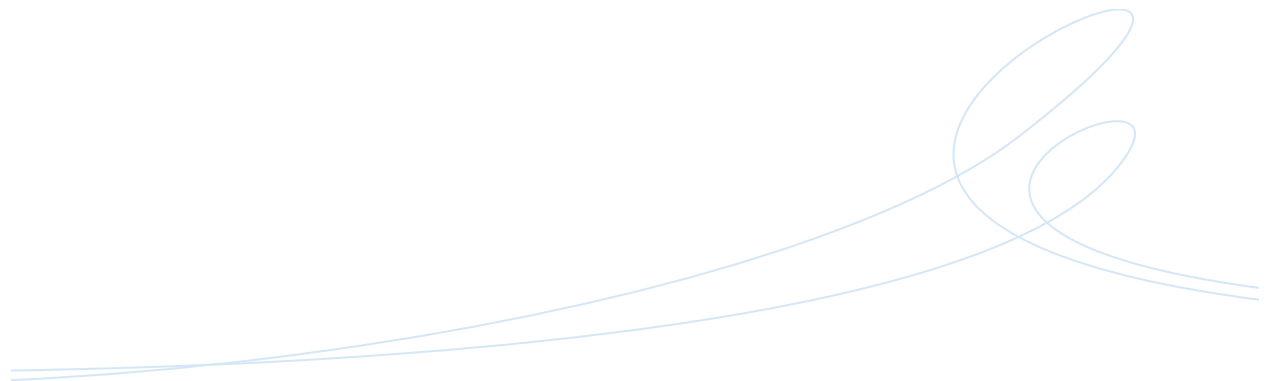
Occupational Analysis of the Cosmetology Profession

For the October 2017, Occupational Analysis of the Cosmetology Profession conducted by the Department of Consumer Affairs' Office of Professional Examination Services, see Appendix C.

National-Interstate Council of State Boards Inc. (NIC) National Cosmetology Theory and Practical Examinations Review

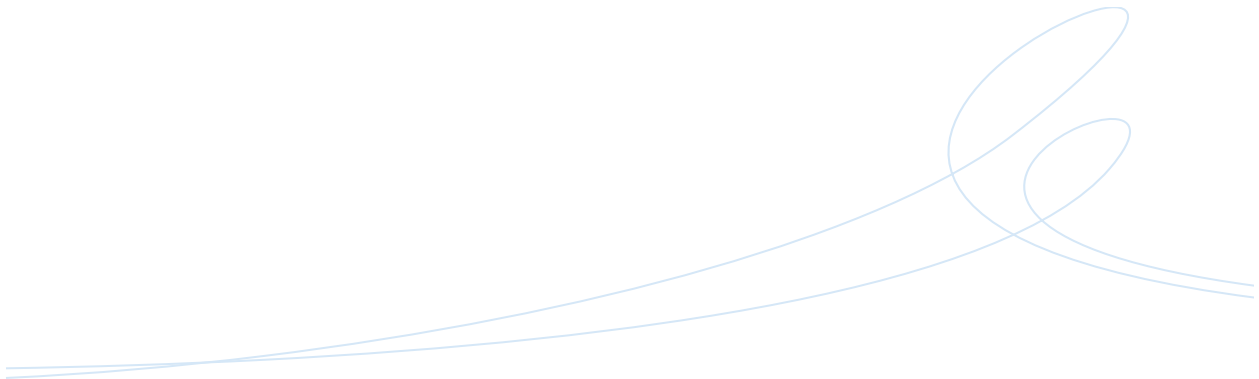
For the Executive Summary* of the Review of the National-Interstate Council of State Boards, Inc. National Cosmetology Theory and Practical Examinations conducted in May 2018, by the Department of Consumer Affairs' Office of Professional Examination Services, see Appendix D.

* The whole report was not included due to strict confidentiality parameters in order to protect the National-Interstate Council of State Boards Inc. test development, administration processes, and evaluation.





APPENDIX A



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Under the working group's proposal, the Board's curriculums (Sections 950.1, 950.2, 950.3, 950.4 and 950.5 CCR) would be folded into a single, revised Section 950.1 (see proposed regulatory language below) that would refer to six charts or "modules," each reflecting a specific area of study. These charts would be incorporated into the Board's regulations.

§ 950.1 School Curriculums.

- (a) The curriculum for students enrolled in a barbering course shall consist of fifteen hundred (1,500) hours of technical instruction and practical training in accordance with Modules A, B and F.
- (b) The curriculum for students enrolled in a cosmetology course shall consist of sixteen hundred (1,600) hours of technical instruction and practical training in accordance with Modules A, C, D and F.
- (c) The curriculum for students enrolled in a skin care course shall consist of six hundred (600) hours of technical instruction and practical training in accordance with Modules C and F.
- (d) The curriculum for students enrolled in a nail care course shall consist of four hundred (400) hours of technical instruction and practical training in accordance with Modules D and F.
- (e) The curriculum for students enrolled in an electrology course shall consist of six hundred (600) hours of technical instruction and practical training in accordance with Modules E and F.
- (f) The Board recommends that schools provide training to all students in the area of communication skills that includes professional ethics, salesmanship, decorum, record-keeping, client service record cards, basic tax responsibilities related to independent contractors, booth renters, employees and employers.

Students would qualify to sit for the respective licensing examination by completing the modules as follows:

	Barber	Cosmetologist	Skin Care	Nail Care	Electrologist
Module A – Hairstyling	1,100	1,100			
Module B – Shaving	200				
Module C – Skin Care		200	400		
Module D – Nail Care		100		300	
Module E – Electrology					400
Module F – Health & Safety	200	200	200	100*	200
TOTAL	1,500	1,600	600	400	600

***Note:** It was the working group's recommendation that the Board change the Nail Care 100-hour Health and Safety training requirement (Module F) to 200 hours for consistency with the other license types and given that nail care licensees continue to be the highest cited licensee group of the Board.

For the purposes of this report, only the modules (A, C, D and F) relating to the Cosmetology curriculum breakdown is provided as follows, as recommended by the working group:

MODULE A – HAIRSTYLING	
The Board’s Hairstyling Module shall consist of a total of 1,100 hours of technical and practical instruction.	
<p><u>Hairstyling</u></p> <p>The subject of Hairstyling shall include, but is not limited to, the following techniques and procedures:</p> <ul style="list-style-type: none"> • Client Consultation (hair and scalp analysis) • Draping and Shampooing • Principles of hair design • Wet hairstyling (such as finger waving, pin curls, hair wrapping and roller sets) • Braiding • Thermal Styling (such as blow dry styling, flat iron styling, styling with a curling iron, press and curl styling, hot comb styling, and thermal straightening) • Hair extensions applied using non-toxic chemicals • Health and safety considerations as it relates to hairstyling services • Anatomy and physiology as it relates to hairstyling services • Chemistry as it relates to hairstyling products 	250 Hours
<p><u>Chemical Texture Services</u></p> <p>The subject of Chemical Texture Services shall include, but is not limited to, the following techniques and procedures:</p> <ul style="list-style-type: none"> • Client Consultation (hair and scalp analysis) • Chemical Draping and Shampooing • Predisposition test; safety precautions • Chemical permanent waving (acid and alkaline) • Curl reformation • Chemical Straightening (such as sodium hydroxide-based relaxers, thio-based straighteners, keratin and thermal straighteners) • Health and safety considerations as it relates to chemical texture services • Anatomy and physiology as it relates to chemical texture services • Chemistry as it relates to chemical texturing products 	250 Hours

<p><u>Hair Coloring and Hair Lightening</u></p> <p>The subject of Hair Coloring and Hair lightening shall include, but is not limited to, the following techniques and procedures:</p> <ul style="list-style-type: none"> • Client Consultation (hair and scalp analysis) • Chemical Draping and Shampooing • Predisposition and strand tests; safety precautions • Formula mixing • Use of semi-permanent, demi-permanent, permanent, direct color and temporary colors • Dimensional colors (such as highlights, low lights, foiling, ballayage) • Lash/Brow Tinting (only FDA approved products may be used; otherwise, student should learn tinting via simulation) • Bleaching • Use of color removers • Color correction • Health and safety considerations as it relates to hair coloring and hair lightening services • Anatomy and physiology as it relates to hair coloring and hair lightening services • Chemistry as it relates to hair coloring and hair lightening products 	<p>250 Hours</p>
<p><u>Hair Cutting</u></p> <p>The subject of Hair Cutting shall include, but is not limited to, the following topics:</p> <ul style="list-style-type: none"> • Client Consultation (hair and scalp analysis) • Draping and Shampooing • Principles of hair design • Use of shears, texturizing shears and razor • Electrical clippers/trimmers • Health and safety considerations as it relates to hair cutting services • Anatomy and physiology as it relates to hair cutting services 	<p>250 Hours</p>
<p><u>Miscellaneous Hours</u></p> <p>To be implemented at the discretion of the school to strengthen student performance in curriculum related areas; or for supervised field trips and other course related training.</p>	<p>100 Hours</p>

MODULE C – SKIN CARE (Cosmetologist)

Skin Care Students: The Board's Cosmetology Skin Care Module shall consist of a total of 200 hours of technical instruction and practical training.

Manual, Electrical and Chemical Facials

The subject of Manual, Electrical and Chemical Facials shall include, but is not limited to, the following techniques and procedures:

- Client Consultation (skin analysis)
- Client Protection
- Draping
- Client Preparation (such as intake procedures, contraindications, professionalism, client record keeping, pre- and post-service care, CPR/AED equipment)
- Manual Facials: cleansing, scientific manipulations, packs, and masks
- Electrical Facials: Use of electrical modalities, dermal lights and electrical equipment for facials and skin beautification purposes within the limits set by Section 991 CCR
- Chemical Facials: Chemical skin peels, packs, masks, scrubs and contraindications
- Health and safety considerations as it relates to facial services
- Anatomy and physiology as it relates to facial services
- Chemistry as it relates to skin care products

All facial training shall emphasize that only the non-living, uppermost layer of facial skin, known as the epidermis, may be removed, and only for the purpose of beautification.

75 Hours

Hair Removal

The subject of Hair Removal shall include, but is not limited to, the following techniques and procedures:

- Client Consultation (hair and skin analysis)
- Client Protection
- Draping
- Eyebrow shaping and hair removal techniques
- Waxing (strip or non-strip wax), sugaring, tweezing
- Manual or electrical depilatories.
- Health and safety considerations as it relates to hair removal services
- Anatomy and physiology as it relates to hair removal services
- Chemistry as it relates to hair removal products

75 Hours

<p><u>Make-up</u></p> <p>The subject of Make-up shall include, but is not limited to, the following techniques and procedures:</p> <ul style="list-style-type: none"> • Client Consultation (skin analysis) • Client Protection • Draping • Basic and Corrective make up application • Application of artificial eyelashes (such as strip lashes, individual lashes and lash extensions) • Health and safety considerations as it relates to the application of makeup services • Anatomy and physiology as it relates to make up services • Chemistry as it relates to make up products 	<p>50 Hours</p>
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MODULE D – NAIL CARE (Cosmetologist)

Nail Care Students: The Board's Cosmetology Nail Care Module shall consist of a total of 100 hours of technical instruction and practical training.

<p><u>Natural Nails</u></p> <p>The subject of Natural Nails shall include, but is not limited to, the following techniques and procedures:</p> <ul style="list-style-type: none"> • Skin and nail analysis • Client Preparation • Manicures • Pedicures • Elbow to fingertip massage • Knee to toe massage • Health and safety considerations as it relates to natural nail services • Anatomy and physiology as it relates to natural nail services • Chemistry as it relates to natural nail products 	<p>40 Hours</p>
<p><u>Nail Enhancements</u></p> <ul style="list-style-type: none"> • Skin and nail analysis • Client Preparation • Application of nail enhancements (such as gel, acrylic liquid and powder, nail tips) • Nail wraps and repairs • Health and safety considerations as it relates to nail enhancement services 	

<ul style="list-style-type: none"> • Anatomy and physiology as it relates to nail enhancement services • Chemistry as it relates to nail enhancement products 	60 Hours
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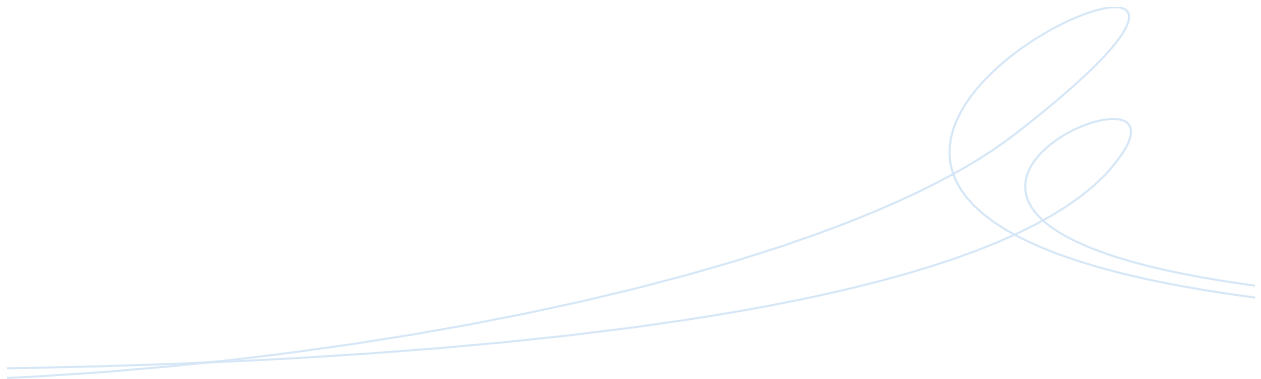
MODULE F – HEALTH AND SAFETY	
Barbering, Cosmetology, Skin Care, Nail Care and Electrology Students: The Board’s Health and Safety Module shall consist of a total of 200 hours of technical instruction and practical training.	
<u>Laws and Regulations</u> The subject of Laws and Regulations shall include, but is not limited to, the Barbering and Cosmetology Act and the Board's regulations.	20 Hours
<u>Health and Safety Course for Licensees</u> Pursuant to section 7389 of the California Business and Professions Code, the Health and Safety Course shall be taught in all schools approved by the Board.	20 Hours
<u>Safety Considerations</u> The subject of Safety Considerations shall include, but is not limited to, the following: <ul style="list-style-type: none"> • <u>Hazardous Substances/Chemical Safety:</u> such as Safety Data Sheets, injury prevention, chemical transportation and storage, disposal of chemical substances, chemical overexposure) • <u>Electrical Safety:</u> Electrical current, principles of operating electrical devices, and the various safety precautions when operating electrical equipment • <u>Fire Safety</u> 	60 Hours
<u>Infection Control:</u> The subject of Infection Control shall include, but is not limited to, the following topics: <ul style="list-style-type: none"> • <u>General Principles:</u> Proper procedures and techniques to protect the health of the consumer and service provider • <u>Transmission and Prevention of Communicable Diseases</u> • <u>Disinfecting Tools:</u> Cleaning and disinfection of electrical and non-electrical tools according to the regulations of the California State Board of Cosmetology (Section 979, 980, 980.1, 980.2, 980.3, 980.4 and 981 CCR). • <u>Sterilizing Equipment:</u> Operation and maintenance of autoclaves and dry-heat sterilizers. 	100 Hours

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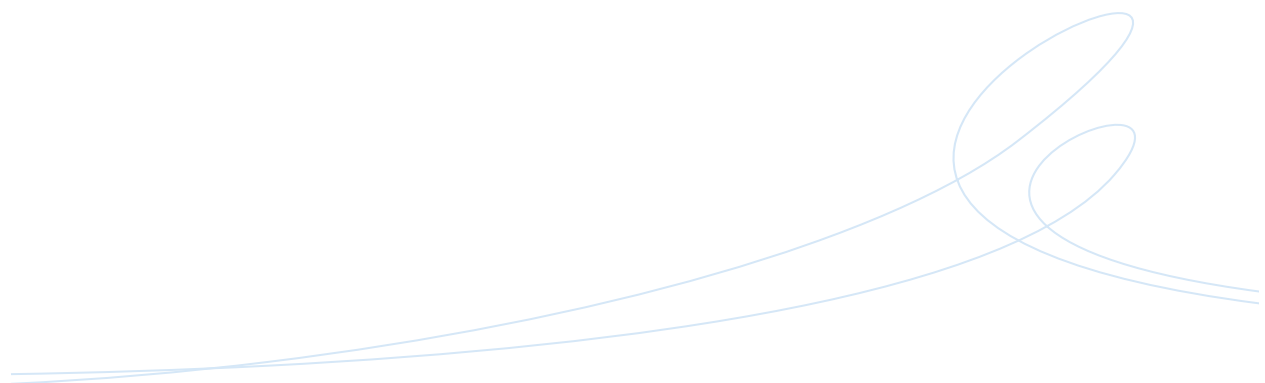


APPENDIX B

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The working group recommended the Hairstyling license training be composed of Modules A and F.

MODULE A – HAIRSTYLING	
The Board’s Hairstyling Module shall consist of a total of 1,100 hours of technical and practical instruction.	
<p><u>Hairstyling</u></p> <p>The subject of Hairstyling shall include, but is not limited to, the following techniques and procedures:</p> <ul style="list-style-type: none"> • Client Consultation (hair and scalp analysis) • Draping and Shampooing • Principles of hair design • Wet hairstyling (such as finger waving, pin curls, hair wrapping and roller sets) • Braiding • Thermal Styling (such as blow dry styling, flat iron styling, styling with a curling iron, press and curl styling, hot comb styling, and thermal straightening) • Hair extensions applied using reactive chemicals • Health and safety considerations as it relates to hairstyling services • Anatomy and physiology as it relates to hairstyling services • Chemistry as it relates to hairstyling products 	250 Hours
<p><u>Chemical Texture Services</u></p> <p>The subject of Chemical Texture Services shall include, but is not limited to, the following techniques and procedures:</p> <ul style="list-style-type: none"> • Client Consultation (hair and scalp analysis) • Chemical Draping and Shampooing • Predisposition test; safety precautions • Chemical permanent waving (acid and alkaline) • Curl reformation • Chemical Straightening (such as sodium hydroxide-based relaxers, thio-based straighteners, keratin and thermal straighteners) • Health and safety considerations as it relates to chemical texture services • Anatomy and physiology as it relates to chemical texture services • Chemistry as it relates to chemical texturing products 	250 Hours

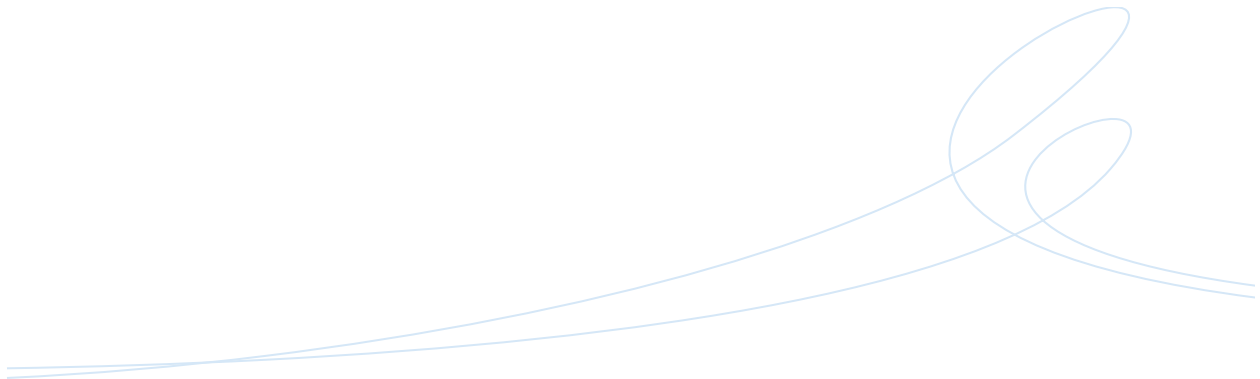
<p><u>Hair Coloring and Hair Lightening</u></p> <p>The subject of Hair Coloring and Hair lightening shall include, but is not limited to, the following techniques and procedures:</p> <ul style="list-style-type: none"> • Client Consultation (hair and scalp analysis) • Chemical Draping and Shampooing • Predisposition and strand tests; safety precautions • Formula mixing • Use of semi-permanent, demi-permanent, permanent, direct color and temporary colors • Dimensional colors (such as highlights, low lights, foiling, ballayage) • Lash/Brow Tinting (only FDA approved products may be used; otherwise, student should learn tinting via simulation) • Bleaching • Use of color removers • Color correction • Health and safety considerations as it relates to hair coloring and hair lightening services • Anatomy and physiology as it relates to hair coloring and hair lightening services • Chemistry as it relates to hair coloring and hair lightening products 	<p>250 Hours</p>
<p><u>Hair Cutting</u></p> <p>The subject of Hair Cutting shall include, but is not limited to, the following topics:</p> <ul style="list-style-type: none"> • Client Consultation (hair and scalp analysis) • Draping and Shampooing • Principles of hair design • Use of shears, texturizing shears and razor • Electrical clippers/trimmers • Health and safety considerations as it relates to hair cutting services • Anatomy and physiology as it relates to hair cutting services 	<p>250 Hours</p>
<p><u>Miscellaneous Hours</u></p> <p>To be implemented at the discretion of the school to strengthen student performance in curriculum related areas; or for supervised field trips and other course related training.</p>	<p>100 Hours</p>

MODULE F – HEALTH AND SAFETY	
Barbering, Cosmetology, Skin Care, Nail Care and Electrology Students: The Board’s Health and Safety Module shall consist of a total of 200 hours of technical instruction and practical training.	
<u>Laws and Regulations</u> The subject of Laws and Regulations shall include, but is not limited to, the Barbering and Cosmetology Act and the Board's regulations.	20 Hours
<u>Health and Safety Course for Licensees</u> Pursuant to section 7389 of the California Business and Professions Code, the Health and Safety Course shall be taught in all schools approved by the Board.	20 Hours
<u>Safety Considerations</u> The subject of Safety Considerations shall include, but is not limited to, the following: <ul style="list-style-type: none"> • <u>Hazardous Substances/Chemical Safety</u> (such as Safety Data Sheets, injury prevention, chemical transportation and storage, disposal of chemical substances, chemical overexposure) • <u>Electrical Safety</u>: Electrical current, principles of operating electrical devices, and the various safety precautions when operating electrical equipment • <u>Fire Safety</u> 	60 Hours
<u>Infection Control:</u> The subject of Infection Control shall include, but is not limited to, the following topics: <ul style="list-style-type: none"> • <u>General Principles</u>: Proper procedures and techniques to protect the health of the consumer and the service provider • <u>Disinfecting Tools</u>: Cleaning and disinfection of electrical and non-electrical tools according to the regulations of the California State Board of Cosmetology (Section 979(a) through (h), 980, 980.1, 980.2, 980.3, 980.4 and 981 CCR). • <u>Sterilizing Equipment</u>: Operation and maintenance of autoclaves and dry-heat sterilizers. 	100 Hours

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APPENDIX C

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BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE COSMETOLOGIST PROFESSION



OFFICE OF PROFESSIONAL EXAMINATION SERVICES



BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE COSMETOLOGIST PROFESSION

This report was prepared and written by the
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EXECUTIVE SUMMARY

The Board of Barbering and Cosmetology (Board) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis (OA) of cosmetology practice in California. The purpose of the OA is to define practice for California cosmetologists in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this OA provide a thorough description of practice for the cosmetologist profession that can subsequently be used to review the National Cosmetology Theory Examination and the National Cosmetology Practical Examination, which are developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

OPES test specialists began by conducting a literature review for the profession and researching profession-related sources (e.g., previous OA reports, articles, publications). Telephone interviews and one job-site interview were also conducted with cosmetologists working in various locations throughout California. The purpose of these interviews was to identify the tasks performed in cosmetology practice and to specify the knowledge required to perform those tasks in a safe and competent manner. Using the information gathered from the literature review and the interviews, OPES test specialists developed a preliminary list of tasks performed in cosmetology practice along with statements representing the knowledge needed to perform those tasks.

Subsequently in February 2017, a workshop was convened to review and refine the preliminary lists of task and knowledge statements. The workshop was comprised of licensees, or subject matter experts (SMEs), with diverse backgrounds in the profession (e.g., location of practice, years licensed, specialty area). These SMEs were also responsible for identifying changes and trends in cosmetology practice, determining demographic variables for the OA questionnaire, and performing a preliminary linkage of the task and knowledge statements to ensure that all tasks had a related knowledge and all knowledge statements had a related task. Additional task and knowledge statements were created as needed to complete the scope of the content areas of the description of practice.

Upon completion of the workshop, OPES developed a three-part questionnaire to be completed by cosmetologists statewide. Development of the questionnaire included a pilot study which was conducted using a group of licensees who had participated in interviews and/or the February 2017 workshop. Feedback from the pilot study participants was used to refine the questionnaire. The final questionnaire was prepared by OPES for administration in April 2017.

In the first part of the questionnaire, licensees were asked to provide demographic information related to their work settings and practice. In the second part of the questionnaire, the licensees were asked to rate specific job tasks in terms of frequency (e.g., how often they perform the task in their current job) and importance (e.g., how important the task is to performance of their current job). In the third part of the

questionnaire, licensees were asked to rate specific knowledge statements in terms of how important that knowledge is to performance of their current job.

In April 2017, OPES distributed the final questionnaire on behalf of the Board to a stratified random sample of licensed cosmetologists throughout California, requesting that they complete the OA questionnaire online.

Approximately 16.4% of the population of sampled cosmetologists (1,533 respondents) accessed the Web-based questionnaire. The final sample size included in the data analysis was 397 respondents. This final response rate reflects two adjustments. First, data from respondents who indicated that they were not currently licensed as a cosmetologist in California were removed from the sample. Second, incomplete and unresponsive questionnaires were removed from the sample. The demographic composition of the final respondent sample is representative of the cosmetologist population.

OPES test specialists then performed data analyses on the task and knowledge ratings obtained from the questionnaire respondents. The task frequency and importance ratings were combined to derive an overall criticality index for each task statement. The mean importance rating was used as the criticality index for each knowledge statement.

After the data was analyzed, one additional workshop with a diverse sample of SMEs was conducted to evaluate the criticality indices and determine whether any task or knowledge statements should be eliminated. The SMEs in this workshop also established the linkage between job tasks and knowledge statements, organized the task and knowledge statements into content areas and subareas, and defined those content areas.

The examination content outline is structured into six content areas weighted by criticality relative to the other content areas. This outline provides a description of the scope of practice for cosmetologists, and it also identifies the job tasks and knowledge critical to safe and effective cosmetology practice in California at the time of licensure. Additionally, this examination content outline provides a basis for evaluating the degree to which the content of any examination under consideration measures content critical to cosmetology practice in California.

At this time, California licensure for cosmetologists is granted by meeting the requisite education and training requirements and passing the National Cosmetology Theory Examination and the National Cosmetology Practical Examination developed by NIC. The content outline developed as a result of this OA will serve as a basis for the review of NIC's written and practical cosmetologist licensing examinations.

OVERVIEW OF THE CALIFORNIA COSMETOLOGIST EXAMINATION CONTENT OUTLINE

Content Area	Content Area Description	Percent Weight
I. Consultation	This area assesses the candidate's ability to analyze client's history and hair and scalp condition to determine products and services to be provided.	23
II. Preparation	This area assesses the candidate's ability to prepare the client for cosmetology services according to Board of Barbering and Cosmetology procedures.	13
III. Hair Services	This area assesses the candidate's ability to perform hair services and select products to achieve client expectations.	22
IV. Safety and Sanitation	This area assesses the candidate's ability to follow Board of Barbering and Cosmetology regulations on safety and sanitation to prevent injury and the spread of bacterial and fungal infections associated with cosmetology services.	36
V. Esthetics	This area assesses the candidate's ability to select and apply products and facial treatment services that are compatible with the client's skin type and condition.	4
VI. Manicuring	This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.	2
Total		100

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CHAPTER 1. INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

The California Board of Barbering and Cosmetology (Board) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis (OA) as part of the Board's comprehensive review of cosmetology practice in California. The purpose of the OA is to identify critical job activities performed by California-licensed cosmetologists. The results of this OA provide a description of practice for the cosmetologist profession that can then be used to review the National Cosmetology Theory Examination and the National Cosmetology Practical Examination, which are developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

CONTENT VALIDATION STRATEGY

OPES used a content validation strategy to ensure that the OA reflected the actual tasks performed by cosmetologists in independent practice. The technical expertise of California-licensed cosmetologists was used throughout the OA process to ensure the identified task and knowledge statements correctly reflect requirements for performance in current practice.

UTILIZATION OF SUBJECT MATTER EXPERTS

The Board selected California-licensed cosmetologists to participate as subject matter experts (SMEs) during various phases of the OA. These SMEs were selected from a broad range of practice settings, geographic locations, and experience backgrounds. The SMEs provided information regarding the different aspects of current cosmetology practice during the development phase of the OA. The SMEs also provided technical expertise during a workshop that was convened to evaluate and refine the content of task and knowledge statements prior to the OA questionnaire's administration. Following the questionnaire's administration, another group of SMEs was convened at OPES to review the results and finalize the description of practice, which ultimately provides the basis of the examination content outline.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensing, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations, professional guidelines, and technical standards. For the purpose of the occupational analysis, the following laws and guidelines are authoritative:

- California Business and Professions Code section 139.
- Uniform Guidelines on Employee Selection Procedures (1978), Code of Federal Regulations, Title 29, Section 1607.
- California Fair Employment and Housing Act, Government Code section 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2003), Society for Industrial and Organizational Psychology (SIOP).
- *Standards for Educational and Psychological Testing* (2014), American Educational Research Association, American Psychological Association, and National Council on Measurement in Education.

For a licensure program to meet these standards, it must be solidly based upon the job activities required for practice.

DESCRIPTION OF OCCUPATION

The cosmetology occupation is described as follows in section 7316 of the California Business and Professions Code:

(b) The practice of cosmetology is all or any combination of the following practices:

(1) Arranging, dressing, curling, waving, machineless permanent waving, permanent waving, cleansing, cutting, shampooing, relaxing, singeing, bleaching, tinting, coloring, straightening, dyeing, applying hair tonics to, beautifying, or otherwise treating by any means, the hair of any person.

(2) Massaging, cleaning, or stimulating the scalp, face, neck, arms, or upper part of the human body, by means of the hands, devices, apparatus or appliances, with or without the use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

(3) Beautifying the face, neck, arms, or upper part of the human body, by use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

(4) Removing superfluous hair from the body of any person by the use of depilatories or by the use of tweezers, chemicals, or preparations or by the use of devices or appliances of any kind or description, except by the use of light waves, commonly known as rays.

(5) Cutting, trimming, polishing, tinting, coloring, cleansing, or manicuring the nails of any person.

(6) Massaging, cleansing, treating, or beautifying the hands or feet of any person.

(c) Within the practice of cosmetology there exist the specialty branches of skin care and nail care.

(1) Skin care is any one or more of the following practices:

(A) Giving facials, applying makeup, giving skin care, removing superfluous hair from the body of any person by the use of depilatories, tweezers or waxing, or applying eyelashes to any person.

(B) Beautifying the face, neck, arms, or upper part of the human body, by use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

(C) Massaging, cleaning, or stimulating the face, neck, arms, or upper part of the human body, by means of the hands, devices, apparatus, or appliances, with the use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

(2) Nail care is the practice of cutting, trimming, polishing, coloring, tinting, cleansing, manicuring, or pedicuring the nails of any person or massaging, cleansing, or beautifying from the elbow to the fingertips or the knee to the toes of any person.

(d) The practice of barbering and the practice of cosmetology do not include any of the following:

(1) The mere sale, fitting, or styling of wigs or hairpieces.

(2) Natural hair braiding. Natural hair braiding is a service that results in tension on hair strands or roots by twisting, wrapping, weaving, extending, locking, or braiding by hand or mechanical device, provided that the service does not include haircutting or the application of dyes, reactive chemicals, or other preparations to alter the color of the hair or to straighten, curl, or alter the structure of the hair.

(3) Threading. Threading is a technique that results in removing hair by twisting thread around unwanted hair and pulling it from the skin and the incidental trimming of eyebrow hair.

(e) Notwithstanding paragraph (2) of subdivision (d), a person who engages in natural hairstyling, which is defined as the provision of natural hair braiding services together with any of the services or procedures defined within the regulated practices of barbering or cosmetology, is subject to regulation pursuant to this chapter and shall obtain and maintain a barbering or cosmetology license as applicable to the services respectively offered or performed.

(f) Electrolysis is the practice of removing hair from, or destroying hair on, the human body by the use of an electric needle only.

“Electrolysis” as used in this chapter includes electrolysis or thermolysis.

CHAPTER 2. OCCUPATIONAL ANALYSIS QUESTIONNAIRE

SUBJECT MATTER EXPERT INTERVIEWS

The Board provided OPES with a list of eight California-licensed cosmetologists to contact for telephone and/or job-site interviews. During the semi-structured interviews, the cosmetologists were asked to identify all the activities performed specific to the cosmetology profession. The licensees outlined major content areas of their practice and confirmed the job tasks performed in each content area. The cosmetologists were also asked to identify the knowledge necessary to perform each job task safely and competently.

TASK AND KNOWLEDGE STATEMENTS

OPES staff integrated information gathered from literature reviews of the profession-related sources (e.g., previous OA reports, articles, publications) and from interviews with California-licensed cosmetologists to develop a preliminary list of task and knowledge statements. The statements were then organized into major content areas of practice.

In February 2017, OPES facilitated a workshop with seven California-licensed cosmetologists serving as SMEs from diverse backgrounds (e.g., years licensed, specialty, location of practice) to evaluate the task and knowledge statements for technical accuracy and comprehensiveness. The SMEs also assigned each statement to the appropriate content area and verified that the content areas were independent and non-overlapping. In addition, these SMEs performed a preliminary linkage of the task and knowledge statements to ensure that every task had a related knowledge and every knowledge statement had a related task. Additional task and knowledge statements were created as needed to complete the scope of the content areas.

Proposed demographic variables for the OA questionnaire, including questions regarding the use of technology and social media in practice, were also verified by the SMEs.

Once the lists of task and knowledge statements and the demographic-based variables were verified, the information was used to develop an online questionnaire that was sent to a sample of California-licensed cosmetologists for completion and evaluation.

QUESTIONNAIRE DEVELOPMENT

OPES test specialists developed an online OA questionnaire soliciting California-licensed cosmetologists' ratings of the job task and knowledge statements for analysis. The surveyed sample of cosmetologists were instructed to rate each job task in terms of how often they perform the task (Frequency) and in terms of how important the task is to the performance of their current job (Importance). In addition, they were instructed to rate each knowledge statement in terms of how important the specific knowledge is to the performance of their current job (Importance). The questionnaire also included a demographic section for purposes of developing an accurate profile of the respondents and to allow for further analyses of the respondents' ratings. The questionnaire can be found in Appendix E.

PILOT STUDY

Prior to developing the final questionnaire, OPES prepared and administered an online pilot questionnaire. The pilot questionnaire was distributed for review to a group of eleven SMEs who had participated in the interviews and/or the February 2017 workshop. Seven out of the eleven SMEs reviewed the pilot questionnaire and offered their feedback regarding the technical accuracy of the task and knowledge statements, the estimated time for completion, online navigation, and ease of use of the questionnaire. OPES used this feedback to develop the final questionnaire.

CHAPTER 3. RESPONSE RATE AND DEMOGRAPHICS

SAMPLING STRATEGY AND RESPONSE RATE

OPES test specialists developed a stratified random sample of 9,910 California-licensed cosmetologists (out of the total population of 91,214 licensees) to participate in the occupational analysis in April 2017. The sample was stratified by years licensed and county of practice. Of the 9,910 selected licensees, 590 e-mails were invalid. Therefore, a final target sample of 9,320 licensed cosmetologists were e-mailed invitations by the Board inviting them to receive and complete the online questionnaire. The OA questionnaire invitation e-mail can be found in Appendix D.

A total of 1,533 California-licensed cosmetologists, or 16.4% of the target sample of cosmetologists, responded by accessing the Web-based questionnaire. The final sample size included in the data analysis was 397 respondents, or 4.3% of the total cosmetologist target sample population. This response rate reflects two adjustments. First, data from respondents who indicated they were not currently licensed and practicing as cosmetologists in California were excluded from analysis. Second, incomplete and partially completed questionnaires were removed from the sample. Based on a review of the demographic composition, the respondent sample is representative of the population of cosmetologists.

The OA questionnaire online format allowed for several enhancements to the questionnaire and the data collection process. As part of the development, configuration, and analysis of the questionnaire, various criteria were established to ensure the integrity of the data. For example, respondents were included in the analysis if they rated at least 90% of the task statements (i.e., respondents left 10% of the task statements blank).

DEMOGRAPHIC SUMMARY

As shown in Table 1, 48.4% of the respondents included in the analysis had been practicing as a cosmetologist for 5 years or less, 17.1% had been practicing between 6 and 10 years, 16.1% had been practicing between 11 and 20 years, and 18.4% had been practicing for more than 20 years.

Table 2 shows that 33.2% of the respondents work between 0 to 10 hours per week, and Table 3 shows that 46.1% see between 0 to 10 clients per week. As shown in Table 4, 36.3% of the respondents work primarily in an independently-owned salon, and Table 5 shows that 31.7% of the respondents are the only licensed cosmetologists in their primary work setting.

When asked to indicate their primary work setting, 70.8% of respondents reported working in an urban area (see Table 6). When asked to indicate other California state-

issued licenses or certifications held, 72.8% reported that they did not hold any other license or certification (see Table 11).

The candidates were asked several questions pertaining to their use of social media sites and online booking services. As shown in Table 7, 52.4% of respondents reported that they did not use social media sites and/or e-mail for client consultations (i.e., using videoconferencing or sending digital pictures as part of consultation prior to services). Table 8 shows that 66.0% of respondents indicated not using online booking services for scheduling client appointments.

The candidates were also asked to rate how often they perform several cosmetology services. Table 31 and Figure 11 show that the top three services performed were haircutting (Mean Frequency = 2.98), shampooing (Mean Frequency = 2.89), and wet hair styling (Mean Frequency = 2.73). In addition, as shown in Table 32, respondents reported spending the highest percentage of time on cosmetology (hair) (87.57%), followed by esthetics (11.84%), and then manicuring (9.25%).

More detailed demographic information from respondents can be found in Tables 1 through 33.

TABLE 1 – NUMBER OF YEARS LICENSED AS A COSMETOLOGIST IN CALIFORNIA

YEARS	NUMBER (N)	PERCENT
0 to 5 years	192	48.4
6 to 10 years	68	17.1
11 to 20 years	64	16.1
More than 20 years	73	18.4
Total	397	100

FIGURE 1 – NUMBER OF YEARS LICENSED AS A COSMETOLOGIST IN CALIFORNIA

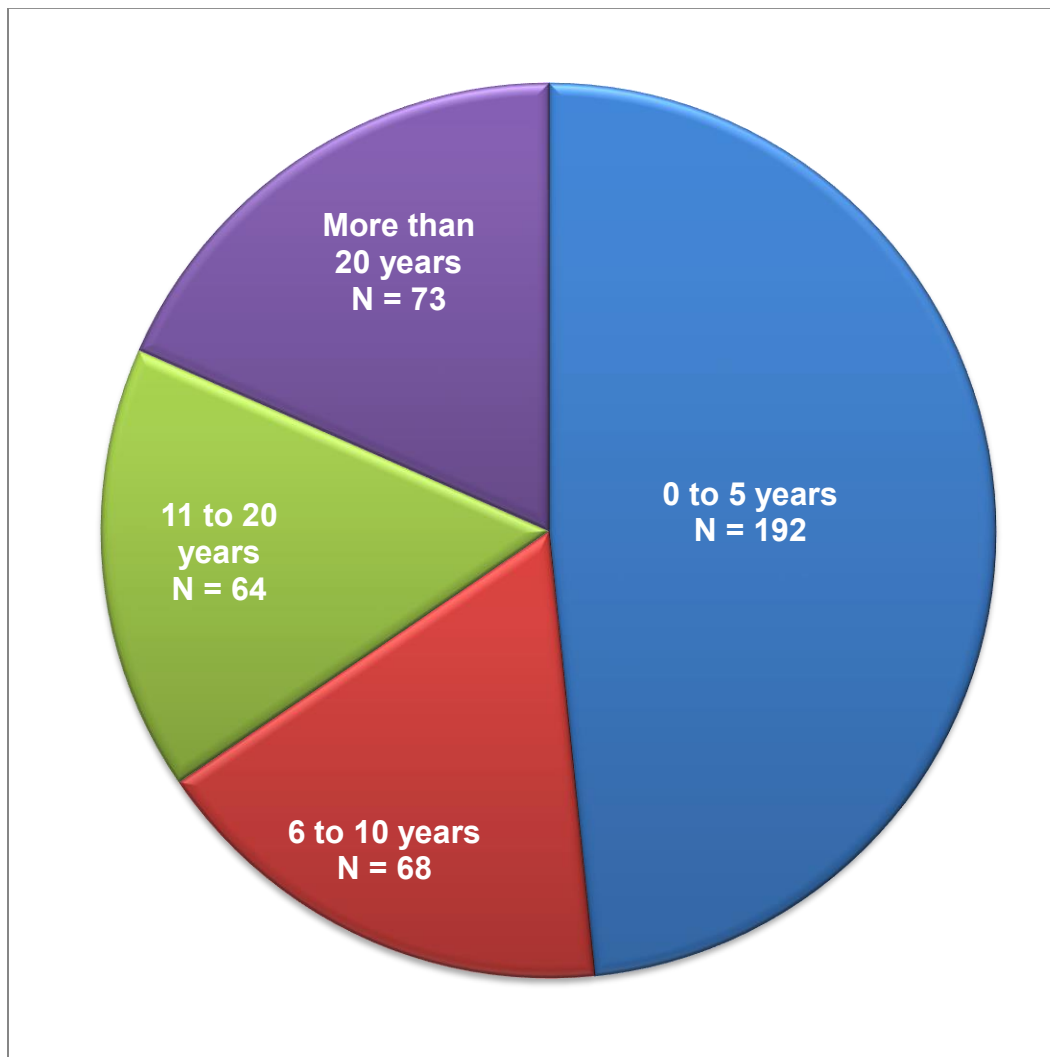


TABLE 2 – NUMBER OF HOURS WORKED PER WEEK AS A COSMETOLOGIST

HOURS	NUMBER (N)	PERCENT
0 to 10 hours	132	33.2
11 to 20 hours	48	12.1
21 to 30 hours	75	18.9
31 to 40 hours	86	21.7
More than 40 hours	50	12.6
Missing	6	1.5
Total	397	100

FIGURE 2 – NUMBER OF HOURS WORKED PER WEEK AS A COSMETOLOGIST

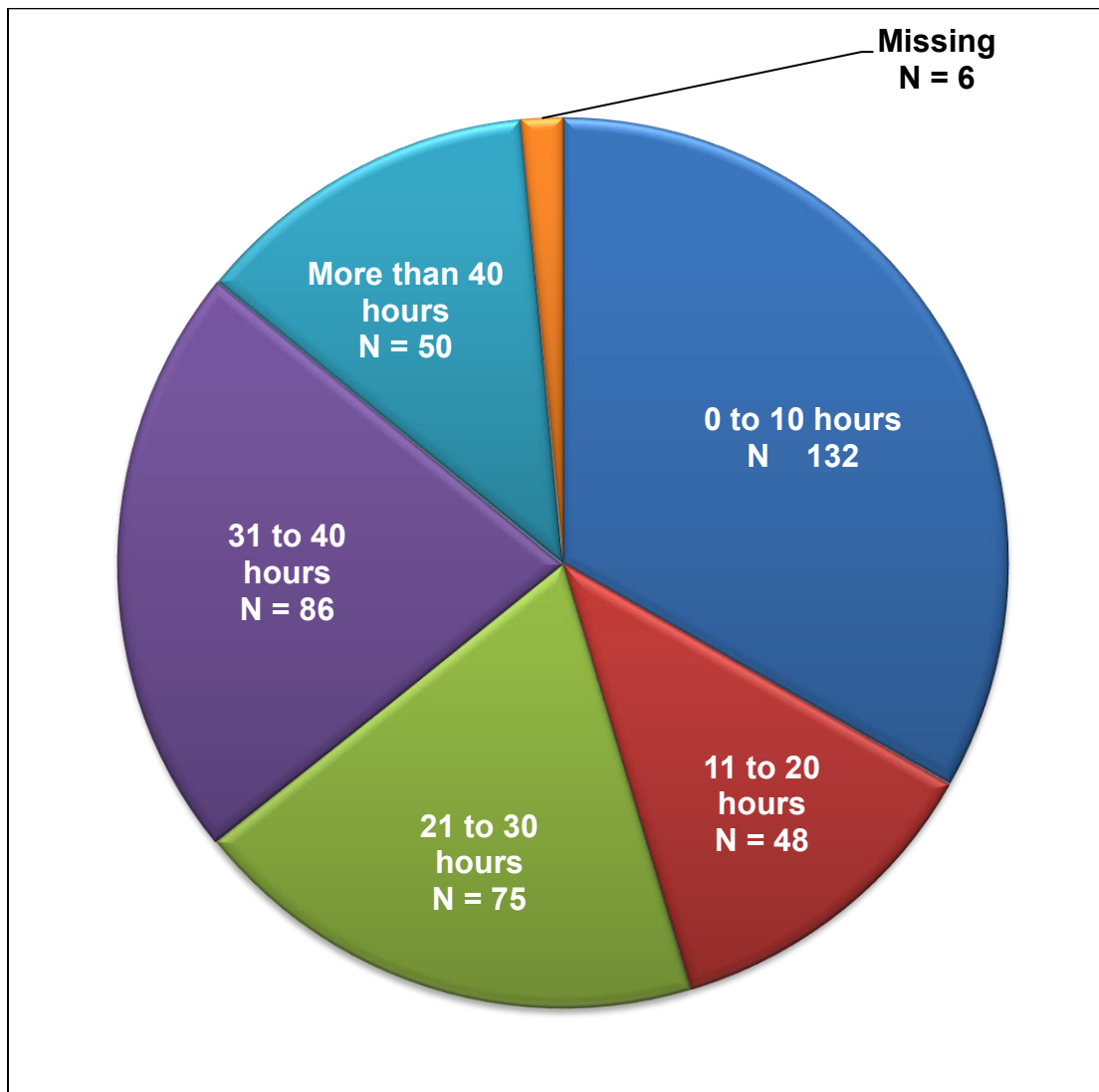


TABLE 3 – NUMBER OF CLIENTS SEEN PER WEEK AS A COSMETOLOGIST

CLIENTS	NUMBER (N)	PERCENT
0 to 10 clients	183	46.1
11 to 20 clients	82	20.7
21 to 30 clients	48	12.1
31 to 40 clients	39	9.8
More than 40 clients	40	10.1
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 3 – NUMBER OF CLIENTS SEEN PER WEEK AS A COSMETOLOGIST

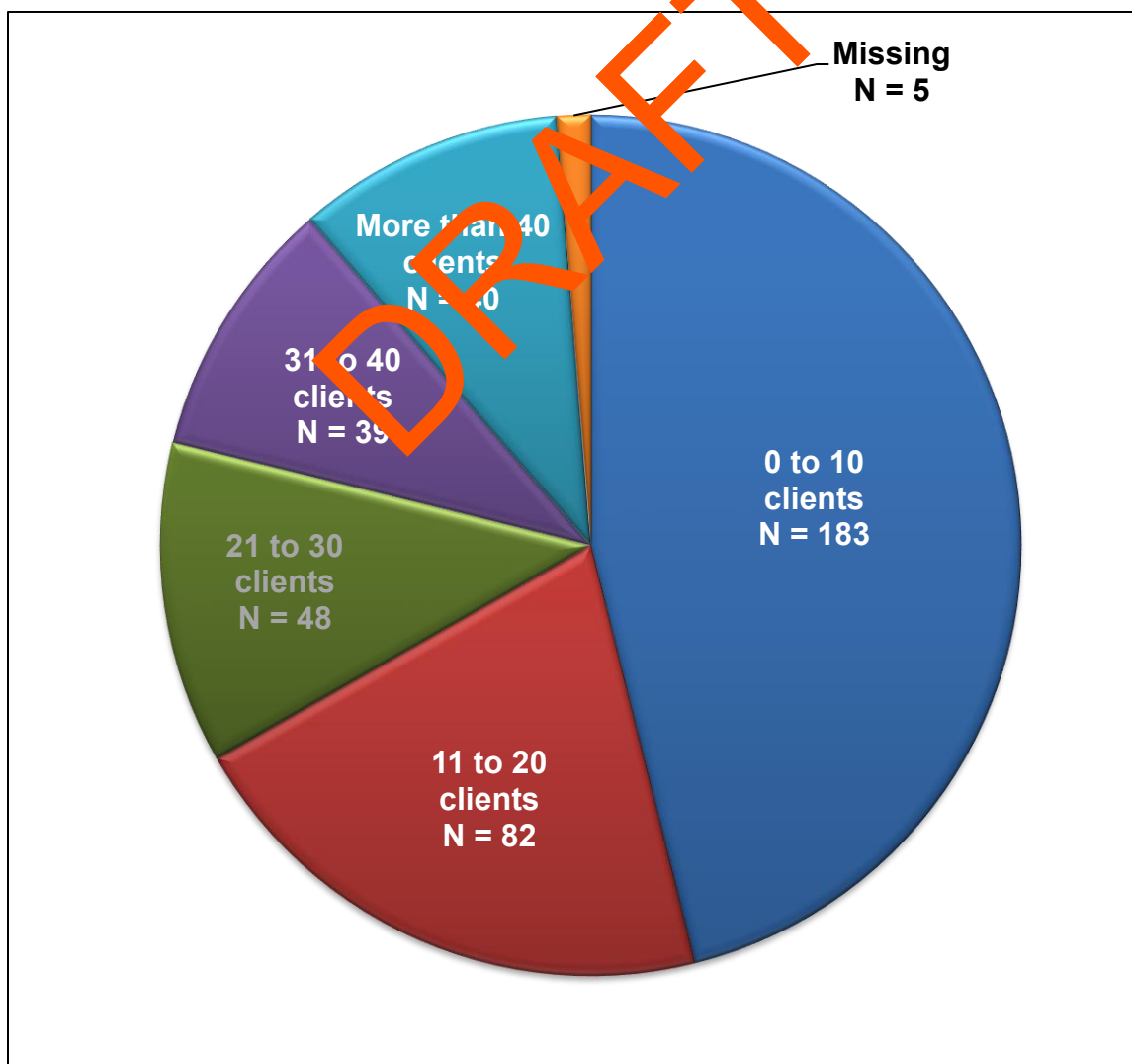


TABLE 4 – PRIMARY WORK SETTING

WORK SETTING	NUMBER (N)	PERCENT
Franchise salon	41	10.3
Full-service salon	69	17.4
Hotel/resort	2	0.5
Institution (e.g., prison, health facility, school)	8	2.0
Independently-owned salon	144	36.3
Salon day spa	21	5.3
Other	110	27.7
Missing	2	0.5
Total	397	100

FIGURE 4 – PRIMARY WORK SETTING

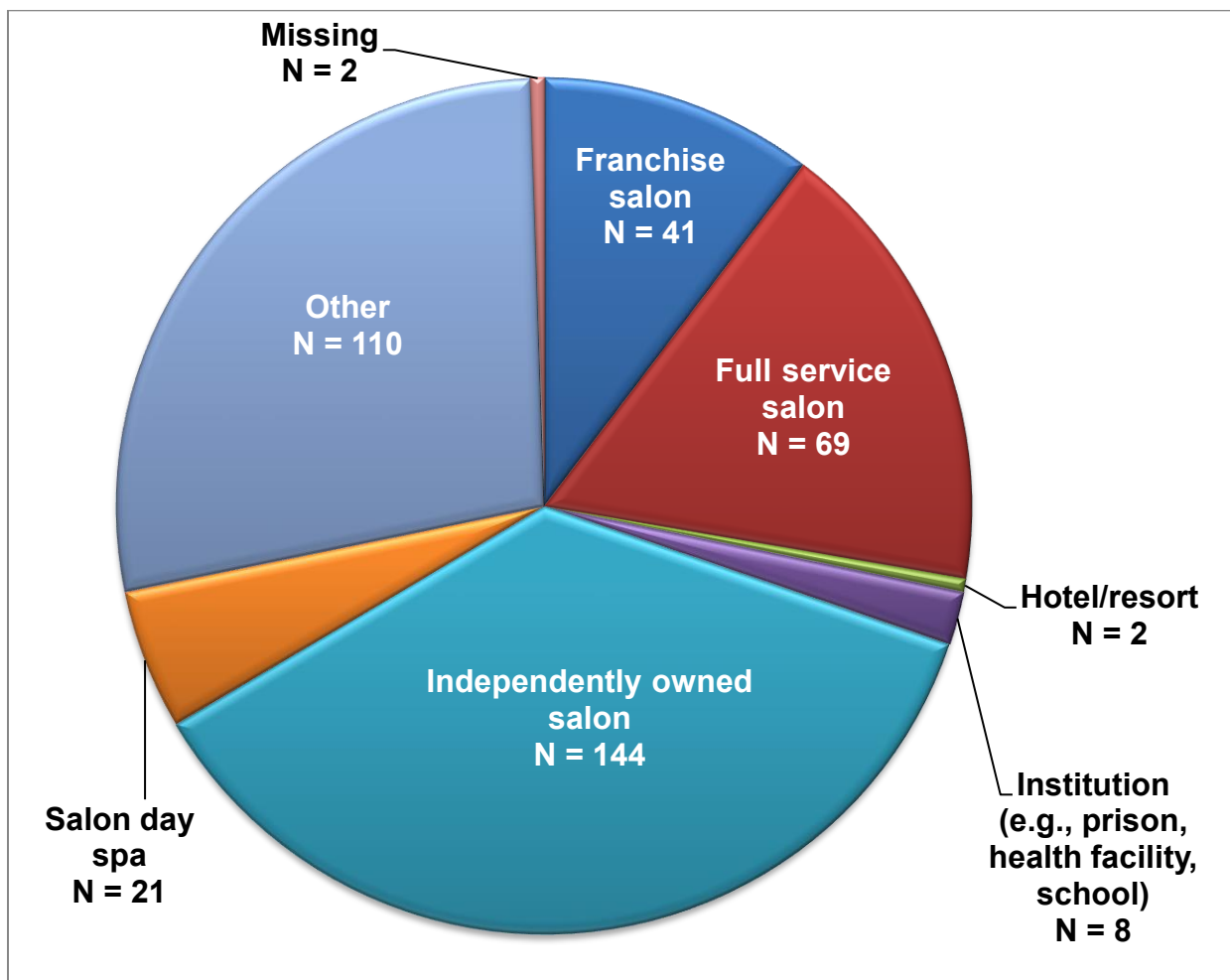


TABLE 5 – NUMBER OF OTHER LICENSED COSMETOLOGISTS WITHIN PRIMARY WORK SETTING

OTHER COSMETOLOGISTS	NUMBER (N)	PERCENT
None, I am the only licensed cosmetologist	126	31.7
1 to 5 other licensed cosmetologists	119	30.0
6 to 10 other licensed cosmetologists	80	20.2
More than 10 other licensed cosmetologists	69	17.4
Missing	3	0.8
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 5 – NUMBER OF OTHER LICENSED COSMETOLOGISTS WITHIN PRIMARY WORK SETTING

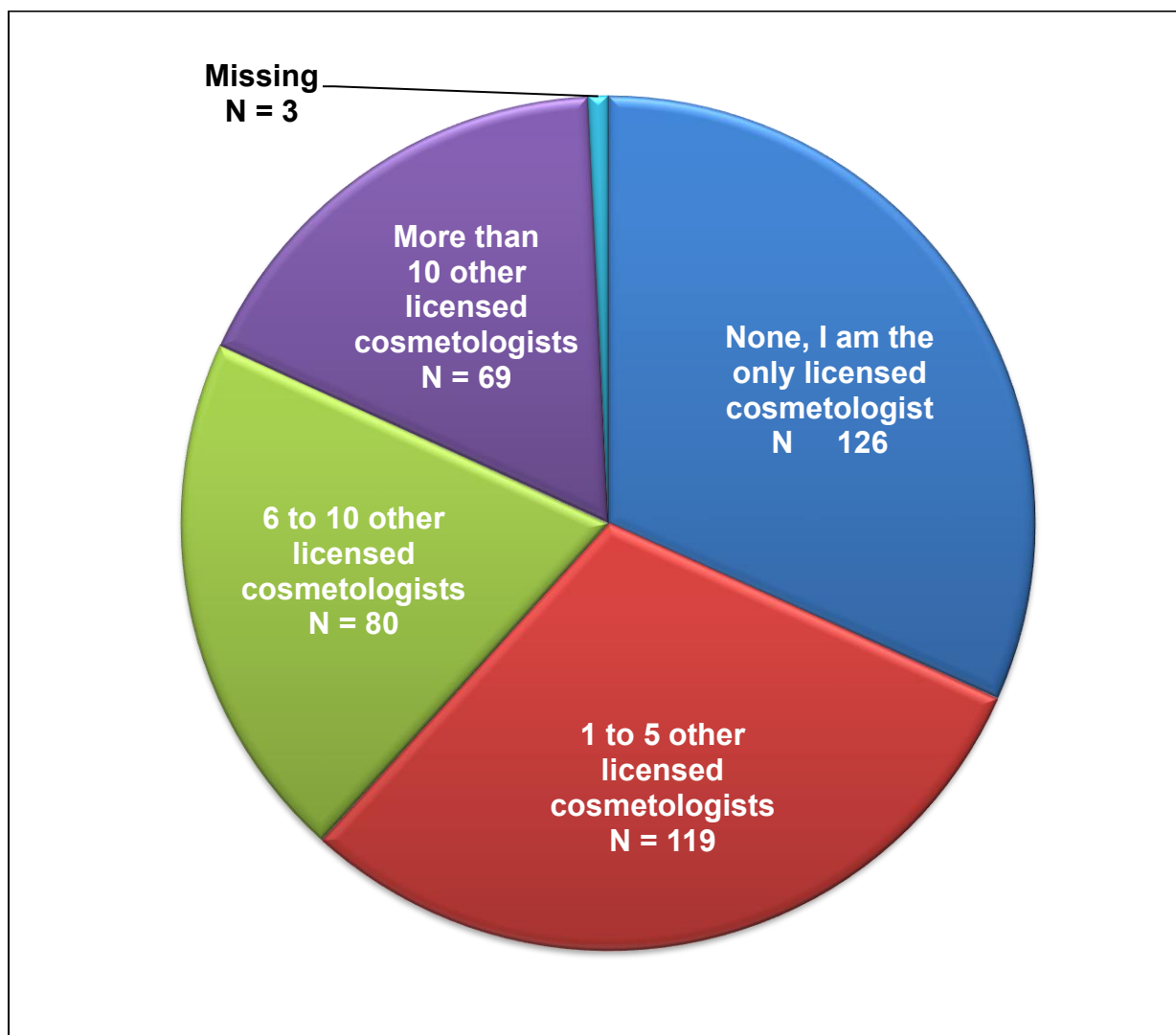


TABLE 6 – LOCATION OF PRIMARY WORK SETTING

LOCATION	NUMBER (N)	PERCENT
Urban (more than 50,000 people)	281	70.8
Rural (less than 50,000 people)	111	28.0
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 6 – LOCATION OF PRIMARY WORK SETTING

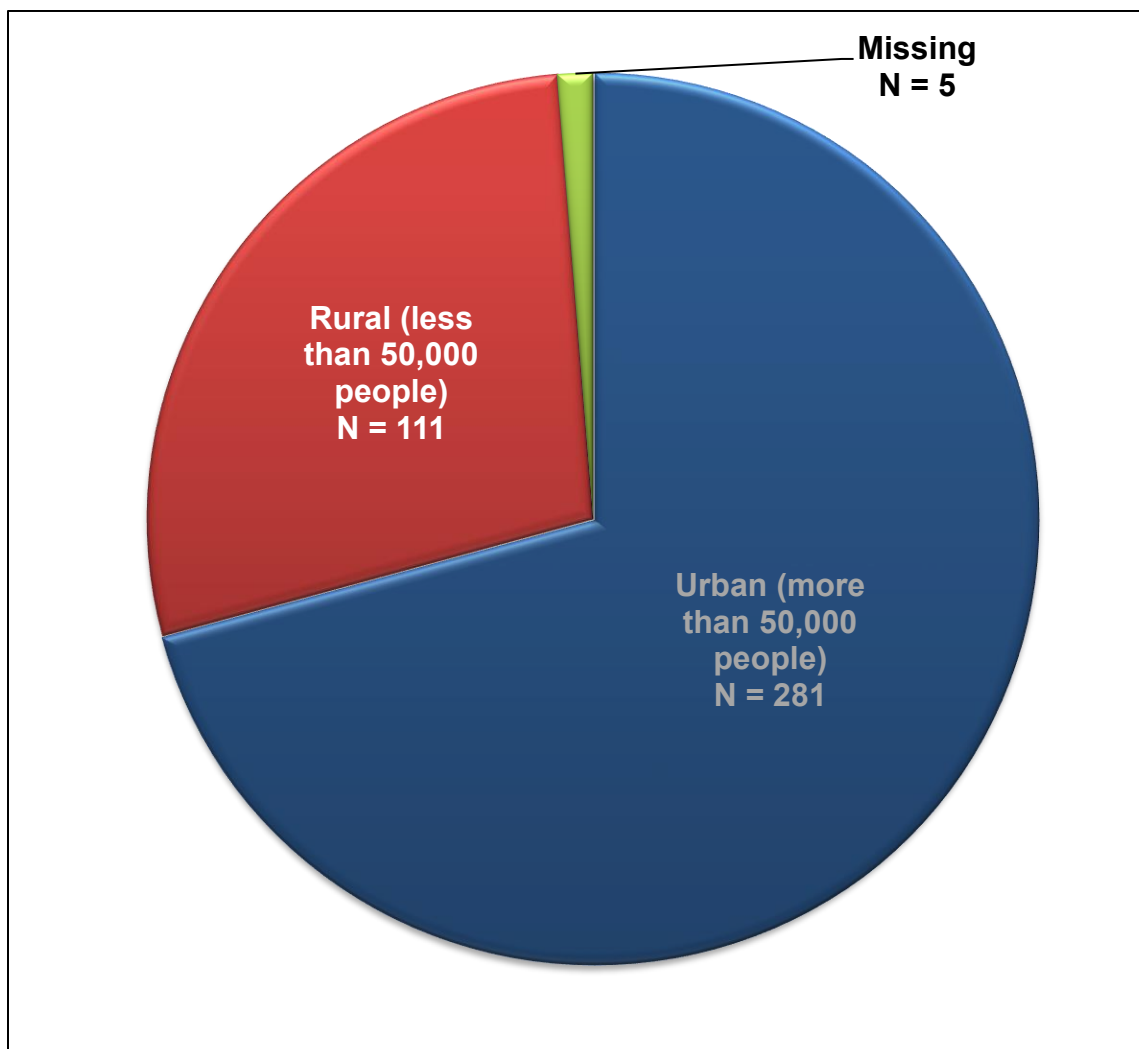


TABLE 7 – USE OF SOCIAL MEDIA SITES FOR CLIENT CONSULTATIONS

SOCIAL MEDIA SITES	NUMBER (N)	PERCENT
Yes	186	46.9
No	208	52.4
Missing	3	0.8
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 7 – USE OF SOCIAL MEDIA SITES FOR CLIENT CONSULTATIONS

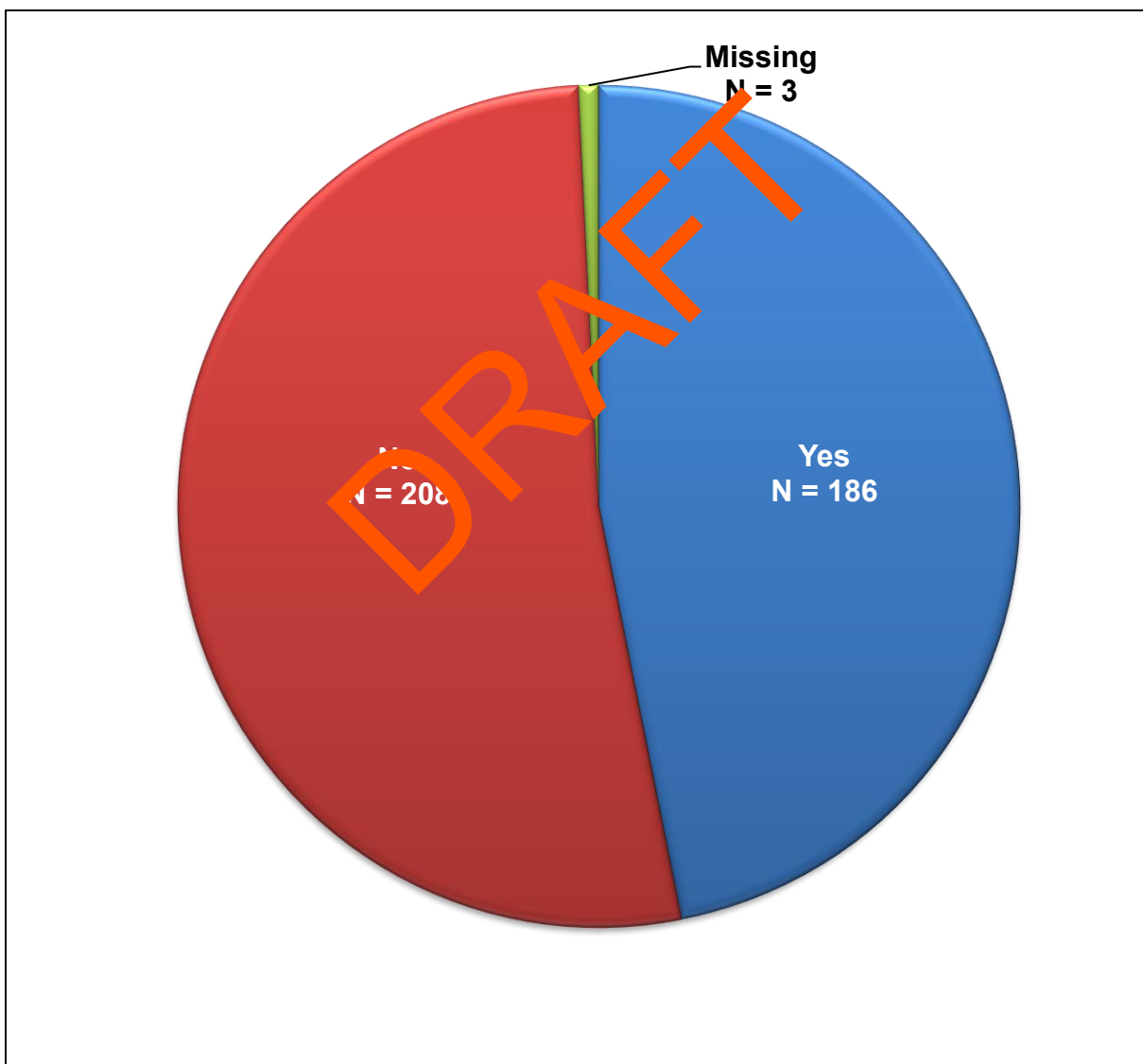


TABLE 8 – USE OF ONLINE BOOKING SERVICES FOR CLIENT APPOINTMENTS

ONLINE BOOKING SERVICES	NUMBER (N)	PERCENT
Yes	131	33.0
No	262	66.0
Missing	4	1.0
Total	397	100

FIGURE 8 – USE OF ONLINE BOOKING SERVICES FOR CLIENT APPOINTMENTS

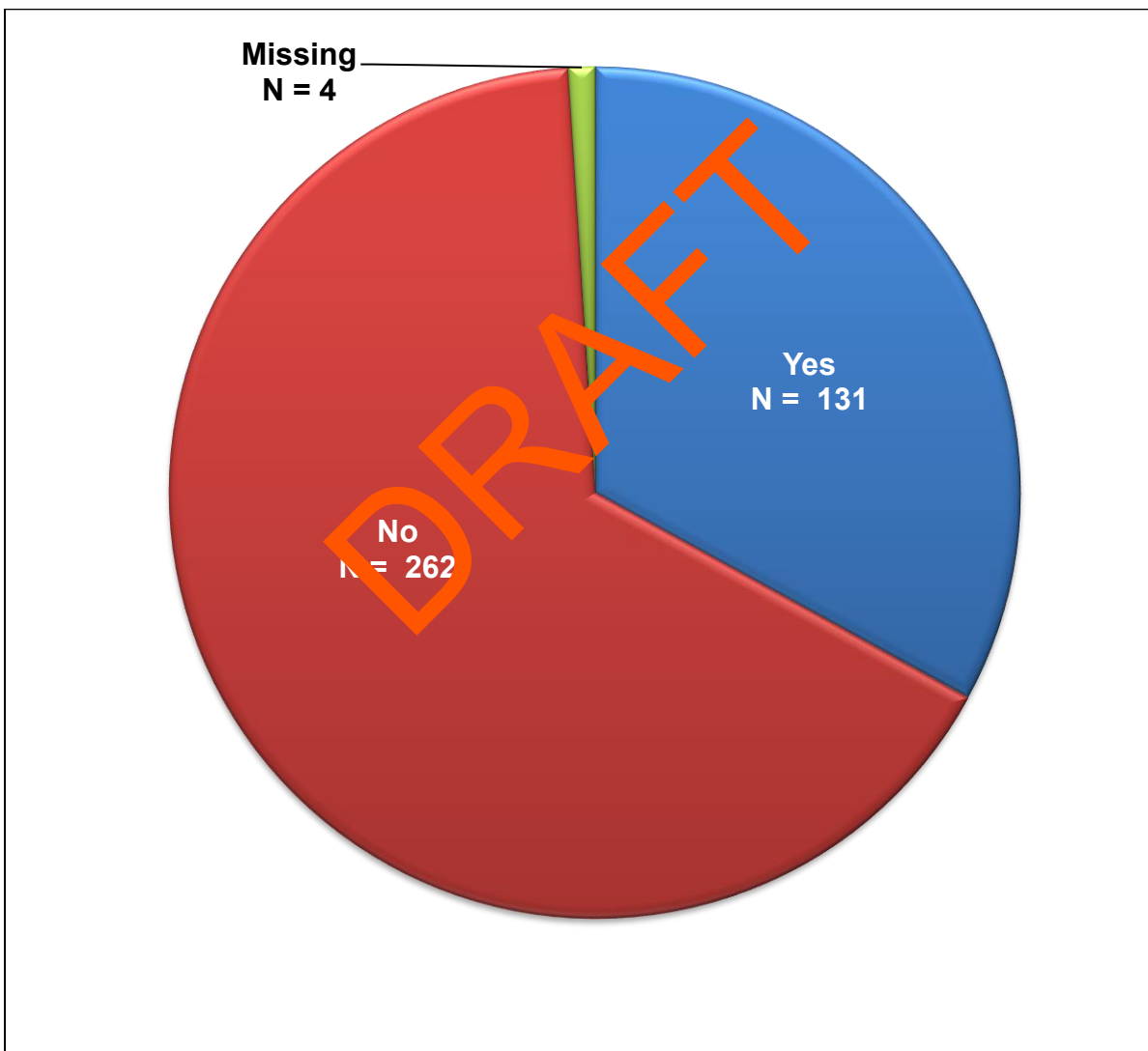


TABLE 9 – USE OF YOUTUBE OR GOOGLE TO LEARN ABOUT NEW TECHNIQUES, STYLES, AND TRENDS

YOUTUBE OR GOOGLE	NUMBER (N)	PERCENT
Never	36	9.1
Rarely	91	22.9
Daily	81	20.4
Weekly	114	28.7
Monthly	73	18.4
Missing	2	0.5
Total	397	100

FIGURE 9 – USE OF YOUTUBE OR GOOGLE TO LEARN ABOUT NEW TECHNIQUES, STYLES, AND TRENDS

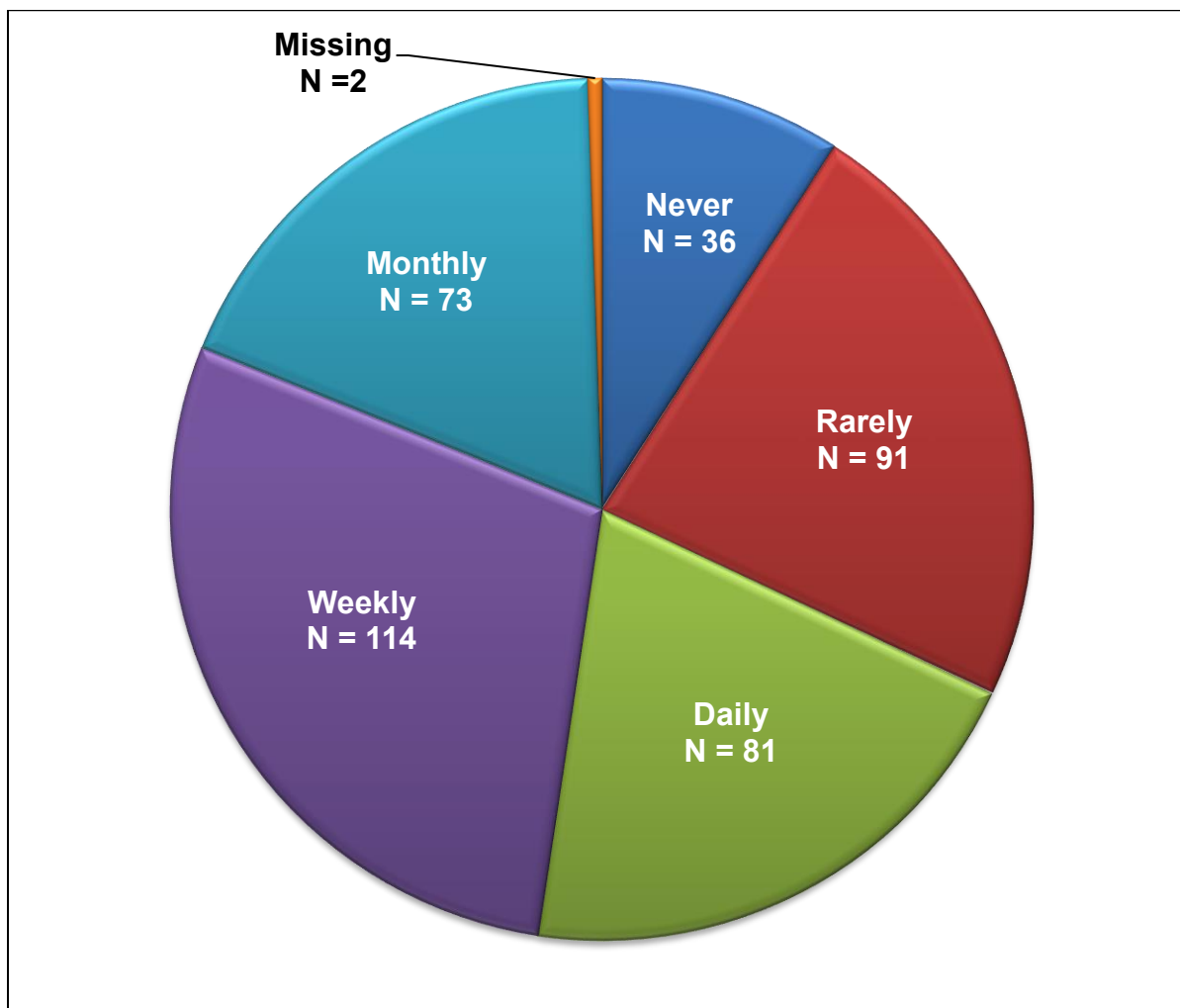


TABLE 10 – HIGHEST LEVEL OF EDUCATION

EDUCATION	NUMBER (N)	PERCENT
On-the-job training	6	1.5
Beauty college/school	252	63.5
Associate degree	66	16.6
Bachelor's degree	44	11.1
Master's degree	7	1.8
Doctoral degree	1	0.3
Other formal education	20	5.0
Missing	1	0.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 10 – HIGHEST LEVEL OF EDUCATION

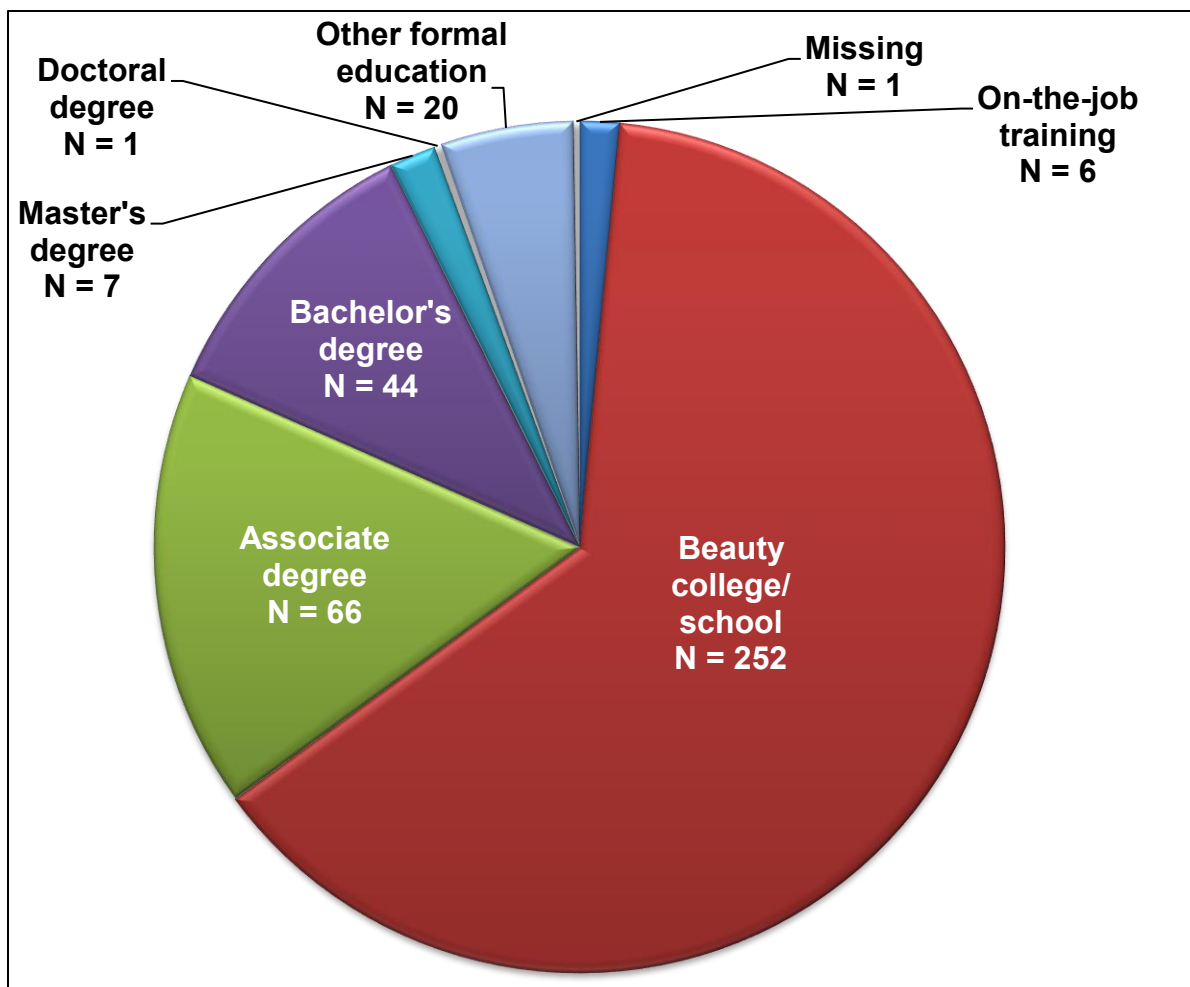


TABLE 11 – OTHER CALIFORNIA STATE-ISSUED LICENSES OR CERTIFICATIONS HELD*

OTHER LICENSES OR CERTIFICATIONS	NUMBER (N)	PERCENT
None	289	72.8
Barber	11	2.8
Cosmetology Instructor	13	3.3
Esthetician	13	3.3
Manicurist	13	3.3
Other	38	9.6

*NOTE: Respondents (N = 397) were asked to select all that apply.

TABLE 12 – SERVICES PERFORMED: ARTIFICIAL EYELASH EXTENSIONS

ARTIFICIAL EYELASH EXTENSIONS	NUMBER (N)	PERCENT
Service not performed	342	86.1
Rarely	28	7.1
Daily	6	1.5
Weekly	8	2.0
Monthly	9	2.3
Missing	4	1.0
Total	397	100

TABLE 13 – SERVICES PERFORMED: ARTIFICIAL NAILS

ARTIFICIAL NAILS	NUMBER (N)	PERCENT
Service not performed	341	85.9
Rarely	30	7.6
Daily	10	2.5
Weekly	5	1.3
Monthly	6	1.5
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 14 – SERVICES PERFORMED: BRAIDING

BRAIDING	NUMBER (N)	PERCENT
Service not performed	173	43.6
Rarely	130	32.7
Daily	22	5.5
Weekly	35	8.8
Monthly	33	8.3
Missing	4	1.0
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 15 – SERVICES PERFORMED: CHEMICAL STRAIGHTENING OR RELAXING

CHEMICAL STRAIGHTENING OR RELAXING	NUMBER (N)	PERCENT
Service not performed	222	55.9
Rarely	106	26.7
Daily	11	2.8
Weekly	16	4.0
Monthly	39	9.8
Missing	3	0.8
Total	397	100

TABLE 16 – SERVICES PERFORMED: EYEBROW ARCHING

EYEBROW ARCHING	NUMBER (N)	PERCENT
Service not performed	230	57.9
Rarely	64	16.1
Daily	25	6.3
Weekly	49	12.3
Monthly	28	7.1
Missing	1	0.3
Total	397	100

TABLE 17 – SERVICES PERFORMED: FACIALS

FACIALS	NUMBER (N)	PERCENT
Service not performed	299	75.3
Rarely	53	13.4
Daily	11	2.8
Weekly	12	3.0
Monthly	17	4.3
Missing	5	1.3
Total	397	100*

**NOTE: Percentages do not add to 100 due to rounding.*

TABLE 18 – SERVICES PERFORMED: GODDESS FAUX LOCS

GODDESS FAUX LOCS	NUMBER (N)	PERCENT
Service not performed	365	91.9
Rarely	14	3.5
Daily	4	1.0
Weekly	4	1.0
Monthly	4	1.0
Missing	6	1.5
Total	397	100*

**NOTE: Percentages do not add to 100 due to rounding.*

TABLE 19 – SERVICES PERFORMED: GROOMING LOCS

GROOMING LOCS	NUMBER (N)	PERCENT
Service not performed	334	84.1
Rarely	27	6.8
Daily	10	2.5
Weekly	10	2.5
Monthly	8	2.0
Missing	8	2.0
Total	397	100*

**NOTE: Percentages do not add to 100 due to rounding.*

TABLE 20 – SERVICES PERFORMED: HAIR COLORING, TINTING, BLEACHING, COLOR CORRECTION

HAIR COLORING, TINTING, BLEACHING, COLOR CORRECTION	NUMBER (N)	PERCENT
Service not performed	52	13.1
Rarely	47	11.8
Daily	154	38.8
Weekly	74	18.6
Monthly	67	16.9
Missing	3	0.8
Total	397	100

TABLE 21 – SERVICES PERFORMED: HAIRCUTTING

HAIRCUTTING	NUMBER (N)	PERCENT
Service not performed	30	7.6
Rarely	34	8.6
Daily	211	53.1
Weekly	59	14.9
Monthly	59	14.9
Missing	4	1.0
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 22 – SERVICES PERFORMED: MAKEUP SERVICE

MAKEUP SERVICE	NUMBER (N)	PERCENT
Service not performed	204	51.4
Rarely	77	19.4
Daily	29	7.3
Weekly	35	8.8
Monthly	48	12.1
Missing	4	1.0
Total	397	100

TABLE 23 – SERVICES PERFORMED: MANICURES

MANICURES	NUMBER (N)	PERCENT
Service not performed	304	76.6
Rarely	39	9.8
Daily	14	3.5
Weekly	18	4.5
Monthly	18	4.5
Missing	4	1.0
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 24 – SERVICES PERFORMED: PEDICURES

PEDICURES	NUMBER (N)	PERCENT
Service not performed	317	79.8
Rarely	33	8.3
Daily	16	4.0
Weekly	14	3.5
Monthly	12	3.0
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 25 – SERVICES PERFORMED: SCALP AND HAIR TREATMENT

SCALP AND HAIR TREATMENT	NUMBER (N)	PERCENT
Service not performed	122	30.7
Rarely	86	21.7
Daily	71	17.9
Weekly	51	12.8
Monthly	65	16.4
Missing	2	0.5
Total	397	100

TABLE 26 – SERVICES PERFORMED: SHAMPOOING

SHAMPOOING	NUMBER (N)	PERCENT
Service not performed	57	14.4
Rarely	25	6.3
Daily	216	54.4
Weekly	56	14.1
Monthly	38	9.6
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 27 – SERVICES PERFORMED: THERMAL PRESS AND CURL

THERMAL PRESS AND CURL	NUMBER (N)	PERCENT
Service not performed	226	56.9
Rarely	50	12.6
Daily	55	13.9
Weekly	35	8.8
Monthly	27	6.8
Missing	4	1.0
Total	397	100

TABLE 28 – SERVICES PERFORMED: WAXING

WAXING	NUMBER (N)	PERCENT
Service not performed	220	55.4
Rarely	68	17.1
Daily	34	8.6
Weekly	46	11.6
Monthly	24	6.0
Missing	5	1.3
Total	397	100

TABLE 29 – SERVICES PERFORMED: WEAVING HAIR EXTENSIONS

WEAVING HAIR EXTENSIONS	NUMBER (N)	PERCENT
Service not performed	274	69.0
Rarely	60	15.1
Daily	8	2.0
Weekly	24	6.0
Monthly	27	6.8
Missing	4	1.0
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 30 – SERVICES PERFORMED: WET HAIR STYLING

WET HAIR STYLING	NUMBER (N)	PERCENT
Service not performed	63	15.9
Rarely	34	8.6
Daily	194	48.9
Weekly	62	15.6
Monthly	43	10.8
Missing	1	0.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 31 – MEAN FREQUENCY OF SERVICES PERFORMED

SERVICES PERFORMED	MEAN FREQUENCY*
Artificial eyelash extensions	0.24
Artificial nails	0.25
Braiding	0.99
Chemical straightening or relaxing	0.70
Eyebrow arching	0.93
Facials	0.43
Goddess faux locs	0.13
Grooming locs	0.29
Hair coloring, tinting, bleaching, color correction	2.59
Haircutting	2.98
Makeup service	1.00
Manicures	0.47
Pedicures	0.42
Scalp and hair treatment	1.65
Shampooing	2.89
Thermal press and curl	1.09
Waxing	0.99
Weaving hair extensions	0.55
Wet hair styling (e.g., blow drying and curling iron)	2.73

*Mean Frequency: 0-Does not perform service, 1-Rarely, 2-Monthly, 3-Weekly, 4-Daily

FIGURE 11 – SERVICES PERFORMED – RANKED IN DESCENDING ORDER

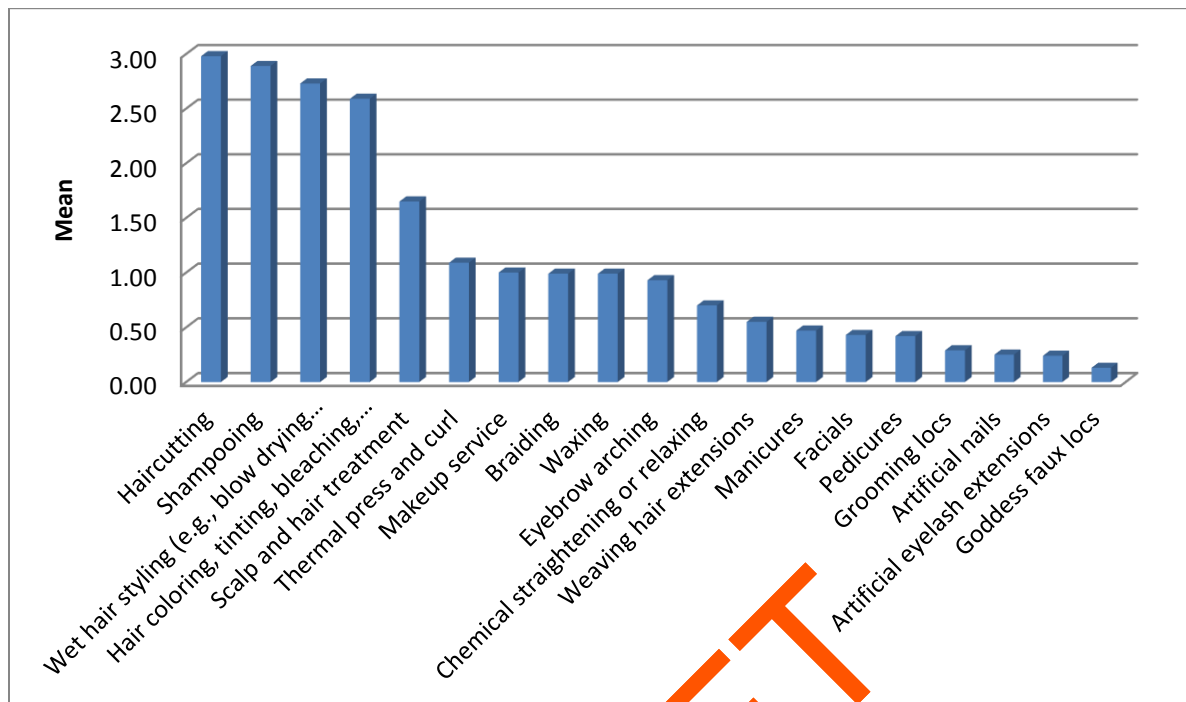


TABLE 32 – PERCENTAGE OF TIME SPENT ON COSMETOLOGY FOCUS CATEGORY

COSMETOLOGY FOCUS CATEGORY	MEAN PERCENT
Cosmetology (hair)	87.57%
Esthetics	11.84%
Manicuring	9.25%

TABLE 33 – RESPONDENTS BY REGION*

REGION NAME	NUMBER (N)	PERCENT
Los Angeles County and Vicinity	130	32.7
San Francisco Bay Area	83	20.9
San Diego County and Vicinity	43	10.8
Riverside and Vicinity	38	9.6
San Joaquin Valley	29	7.3
Sacramento Valley	25	6.3
Sierra Mountain Valley	23	5.8
South/Central Coast	11	2.8
Shasta/Cascade	7	1.8
North Coast	7	1.8
Missing	1	0.3
Total	397	100**

*NOTE: Appendix A shows a more detailed breakdown of the frequencies by region.

**NOTE: Percentages do not add to 100 due to rounding.

CHAPTER 4. DATA ANALYSIS AND RESULTS

RELIABILITY OF RATINGS

The job task and knowledge ratings obtained through the questionnaire were evaluated with a standard index of reliability called coefficient alpha (α) that ranges from 0 to 1. Coefficient alpha is an estimate of the internal consistency of the respondents' ratings of the job task and knowledge statements. A higher coefficient value indicates more consistency between respondent ratings. Coefficients were calculated for all respondent ratings.

Table 34 displays the reliability coefficients for the task statement rating scales in each content area. The overall ratings of task frequency and task importance across content areas were highly reliable with α frequency at .971 and α importance at .974. Table 35 displays the reliability coefficients for the knowledge statement rating scale in each content area. The overall ratings of knowledge importance across content areas were highly reliable ($\alpha = .995$). These results indicate that the responding cosmetologists rated the task and knowledge statements consistently throughout the questionnaire.

TABLE 34 – TASK SCALE RELIABILITY

CONTENT AREA	Number of Tasks	α Frequency	α Importance
I. Consultation	13	.928	.927
II. Preparation	5	.885	.877
III. Hair Services	15	.931	.931
IV. Safety and Sanitation	12	.950	.948
V. Esthetics	9	.943	.953
VI. Manicuring	15	.991	.993
Total	69	.971	.974

TABLE 35 – KNOWLEDGE SCALE RELIABILITY

CONTENT AREA	Number of Knowledge Statements	α Importance
I. Consultation	20	.964
II. Preparation	7	.949
III. Hair Services	31	.982
IV. Safety and Sanitation	20	.961
V. Esthetics	34	.995
VI. Manicuring	43	.999
Total	155	.995

TASK CRITICALITY INDICES

One workshop, comprised of a diverse sample of six California-licensed cosmetologists, was convened at OPES in August 2017 to review the mean frequency and importance ratings for the tasks and their criticality indices and to evaluate the mean importance ratings for all knowledge statements. The desired outcome of this workshop was to identify the essential tasks and knowledge required for safe and effective cosmetology practice at the time of licensure.

In order to determine the criticality indices of the task statements, the mean frequency rating (Fi) and the mean importance rating (Ii) across respondents for each task were multiplied.

$$\text{Task criticality index} = \text{mean (Fi)} \times \text{mean (Ii)}$$

The task statements were then sorted in descending order of their criticality indices and by content area. The task statements, their mean frequency and importance ratings, and their criticality indices are presented in Appendix B.

OPES test specialists instructed the SMEs to identify a cutoff value in order to determine if any of the tasks did not have a high enough criticality index to be retained. Based on the SMEs' opinion of the relative importance of all tasks to cosmetology practice, the SMEs determined that no cutoff value should be established and all task statements would remain in the examination content outline. Therefore, no task statements were eliminated from further analysis.

Although some task statements were rated relatively low (e.g., tasks pertaining to esthetics and manicuring, and one task pertaining to performing high frequency current to client's scalp), the SMEs agreed that these tasks should be retained in the examination outline. As mentioned previously in Table 32, respondents reported

spending the highest percentage of time on cosmetology (hair) (87.57%) over esthetics (11.84%) and manicuring (9.25%). Thus, even though the task criticality indices for esthetics and manicuring were relatively low, the SMEs agreed that they are critical tasks that all cosmetologists must be able to perform, even if they do not perform them frequently in their daily practice.

KNOWLEDGE IMPORTANCE RATINGS

In order to determine the importance of each knowledge, the mean importance rating for each knowledge statement was calculated. The knowledge statements were then sorted in descending order of their mean importance ratings and by content area. The knowledge statements and their importance ratings are presented in Appendix C.

The SMEs in the August 2017 workshop also reviewed the knowledge statement importance ratings. After reviewing the mean importance ratings and considering their relative importance to cosmetology practice, the SMEs determined that no cutoff value should be established and all knowledge statements would remain in the examination content outline. Therefore, no knowledge statements were eliminated from further analysis.

DRAFT

CHAPTER 5. EXAMINATION PLAN

TASK – KNOWLEDGE LINKAGE

The SMEs who participated in the August 2017 workshop also reviewed the preliminary assignments of the task and knowledge statements to content areas and determined the appropriate linkage of specific knowledge statements to task statements. The content areas were developed so that they were non-overlapping and described major areas of practice. The SMEs then divided each content area into subareas in order to provide more detailed areas of practice within a content area.

CONTENT AREAS AND WEIGHTS

The examination weights were calculated by dividing the sum of the task criticality indices for each content area by the overall sum of the task criticality indices for all tasks, as shown below.

$$\frac{\text{Sum of Criticality Indices for Tasks in Content Area}}{\text{Sum of Criticality Indices for All Tasks}} = \text{Percent Weight of Content Area}$$

The examination subarea weights were calculated by dividing the sum of the task criticality indices for each subarea by the overall sum of the criticality indices for all tasks, as shown below.

$$\frac{\text{Sum of Criticality Indices for Tasks in Subarea}}{\text{Sum of Criticality Indices for All Tasks}} = \text{Percent Weight of Subarea}$$

A summary of the content area and subarea weights are presented in Table 36. The examination content outline for the cosmetologist profession is presented in Table 37.

TABLE 36 – CONTENT AREA AND SUBAREA WEIGHTS

CONTENT AREA	Content Area Weights	Subarea Weights
I. Consultation	23%	
A. Analysis of Hair/Scalp		12%
B. Review of History		11%
II. Preparation	13%	
A. Product and Workstation Preparation		5%
B. Hair Service Preparation		8%
III. Hair Services	22%	
A. Perform Color Services		9%
B. Perform Basic Hair Services		11%
C. Perform Permanent Wave/Hair Relaxing Services		2%
IV. Safety and Sanitation	36%	
A. Disinfection and Sanitation		19%
B. Safety Precautions		8%
C. Storage and Disposal		9%
V. Esthetics	4%	
A. Hair Removal		1%
B. Preparation for Esthetic Services		2%
C. Application of Esthetic Services		1%
VI. Manicuring	2%	
A. Basic Nail Services		1%
B. Artificial Nail Services		1%
Total	100	100

TABLE 37 – EXAMINATION CONTENT OUTLINE: COSMETOLOGIST

- I. **Consultation (23%)** – This area assesses the candidate's ability to analyze client's history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Analysis of Hair/Scalp (12%)	T4. Analyze condition of client's hair and scalp to determine whether permanent wave service can be performed on client.	<p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K8. Knowledge of products used in client's previous hair services that could affect current service.</p> <p>K9. Knowledge of procedures used to analyze client's hair condition to determine if permanent wave service can be performed.</p> <p>K13. Knowledge of methods used to determine whether client's expectations are realistic and can be performed.</p> <p>K16. Knowledge of relationship between hair condition and products used during permanent wave service.</p> <p>K18. Knowledge of relationship between hair condition and products used during all hair services.</p>
	T5. Analyze condition of client's hair and scalp to determine whether color service can be performed on client.	<p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K7. Knowledge of methods used to elicit information from client about past hair services.</p>

I. Consultation (23%) continued – This area assesses the candidate's ability to analyze client's history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Analysis of Hair/Scalp (12%) (cont.)	T5. Analyze condition of client's hair and scalp to determine whether color service can be performed on client. (cont.)	<p>K8. Knowledge of products used in client's previous hair services that could affect current service.</p> <p>K11. Knowledge of procedures used to analyze client's hair condition to determine whether color treatment can be performed.</p> <p>K18. Knowledge of relationship between hair condition and products used during all hair services.</p> <p>K20. Knowledge of methods used to test skin for reactions to products.</p>
	T6. Analyze condition of client's hair and scalp to determine product(s) to be used during basic hair service.	<p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K4. Knowledge of cosmetology services within the scope of practice.</p> <p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K8. Knowledge of products used in client's previous hair services that could affect current service.</p> <p>K12. Knowledge of methods used to assess client's service needs.</p> <p>K13. Knowledge of methods used to determine whether client's expectations are realistic and can be performed.</p> <p>K18. Knowledge of relationship between hair condition and products used during all hair services.</p>
	T7. Analyze integrity of client's hair and scalp to determine if client's hair can support the weight of extensions (e.g., texture, density, curl pattern).	<p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K8. Knowledge of products used in client's previous hair services that could affect current service.</p> <p>K12. Knowledge of methods used to assess client's service needs.</p> <p>K13. Knowledge of methods used to determine whether client's expectations are realistic and can be performed.</p> <p>K18. Knowledge of relationship between hair condition and products used during all hair services.</p>

I. Consultation (23%) continued – This area assesses the candidate's ability to analyze client's history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Analysis of Hair/Scalp (12%) (cont.)	T8. Analyze client's hair (e.g., type, condition) to select volume of developer (e.g., peroxide) to use during hair coloring process.	K8. Knowledge of products used in client's previous hair services that could affect current service. K15. Knowledge of methods used to select volume of developer. K19. Knowledge of relationship between hair condition and developer used during hair coloring process.
	T9. Analyze client's hair condition to determine strength of product to use during permanent wave.	K7. Knowledge of methods used to elicit information from client about past hair services. K8. Knowledge of products used in client's previous hair services that could affect current service. K9. Knowledge of procedures used to analyze client's hair condition to determine if permanent wave service can be performed. K11. Knowledge of relationship between hair condition and products used during permanent wave service.
	T10. Analyze client's hair condition to determine strength of product to use during hair relaxing process.	K8. Knowledge of products used in client's previous hair services that could affect current service. K10. Knowledge of procedures used to analyze client's hair condition to determine whether hair relaxing service can be performed. K17. Knowledge of relationship between hair condition and products used during hair relaxing processes.
	T12. Administer patch test to determine whether product(s) can be used on client.	K13. Knowledge of methods used to determine whether client's expectations are realistic and can be performed. K20. Knowledge of methods used to test skin for reactions to products.

- I. **Consultation (23%) continued** – This area assesses the candidate's ability to analyze client's history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
B. Review of History (11%)	T1. Assess client's expectations to determine whether cosmetology service goals can be met (e.g., cost of services, time, realistic expectations, at-home care).	<p>K4. Knowledge of cosmetology services within the scope of practice.</p> <p>K6. Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.</p> <p>K12. Knowledge of methods used to assess client's service needs.</p> <p>K13. Knowledge of methods used to determine whether client's expectations are realistic and can be performed.</p>
	T2. Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether cosmetology services can be performed on client.	<p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K4. Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.</p> <p>K5. Knowledge of methods used to elicit information from client about past hair services.</p> <p>K8. Knowledge of products used in client's previous hair services that could affect current service.</p>
	T3. Take and review photos of client to determine hair services to be provided with client's consent.	K14. Knowledge of methods used to record client services, including consent for digital media.
	T11. Provide alternative options to client when original services to be provided cannot be performed.	K2. Knowledge of medical conditions that prevent cosmetology services from being performed.
		K3. Knowledge of diseases or disorders that prevent cosmetology services.
		K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.
		K6. Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.
		K12. Knowledge of methods used to assess client's service needs.
		K13. Knowledge of methods used to determine whether client's expectations are realistic and can be performed.

- I. **Consultation (23%) continued** – This area assesses the candidate's ability to analyze client's history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
B. Review of History (11%) (cont.)	T13. Maintain records of client services by specifying details (e.g., products, processing time) of services performed.	<p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K6. Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.</p> <p>K7. Knowledge of methods used to elicit information from client about past hair services.</p> <p>K14. Knowledge of methods used to record client services, including consent for digital media.</p>

II. Preparation (13%) – This area assesses the candidate's ability to prepare the client for cosmetology services according to Board of Barbering and Cosmetology procedures.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Product and Workstation Preparation (5%)	T14. Prepare workstation according to type of cosmetology service to be performed on client.	K27. Knowledge of types of products/equipment to be used and that are available during each type of cosmetology service.
	T18. Prepare hair products by using Board of Barbering and Cosmetology approved methods when mixing chemicals.	K24. Knowledge of Board of Barbering and Cosmetology approved methods used to mix hair chemical products.
B. Hair Service Preparation (8%)	T15. Prepare client for cosmetology service by draping client prior to service to protect from product(s).	K25. Knowledge of methods used to protect client during cosmetology services.
	T16. Perform cleansing of client's hair by removing residue (e.g., natural oil, product) from hair to facilitate service process.	K21. Knowledge of methods used to cleanse client's hair prior to performing services. K22. Knowledge of products used to cleanse client's hair. K23. Knowledge of products used to protect client during cosmetology services.
	T17. Prepare client's hair prior to service by sectioning hair for control during procedure(s).	K23. Knowledge of methods used to section client's hair before service.

III. Hair Services (22%) - This area assesses the candidate's ability to perform hair services and select products to achieve client expectations.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Perform Color Services (9%)	T26. Perform tinting service on client by using Board of Barbering and Cosmetology approved techniques.	<p>K28. Knowledge of types of products used in color services.</p> <p>K40. Knowledge of volume levels used to lift hair color.</p> <p>K41. Knowledge of volume levels used to deposit color into hair.</p> <p>K42. Knowledge of methods used to prepare client's hair prior to service.</p> <p>K48. Knowledge of techniques used to perform tinting service on client's hair.</p>
	T27. Perform bleach/toner service on client by using Board of Barbering and Cosmetology approved techniques.	<p>K40. Knowledge of volume levels used to lift hair color.</p> <p>K41. Knowledge of volume levels used to deposit color into hair.</p> <p>K42. Knowledge of methods used to prepare client's hair prior to service.</p> <p>K47. Knowledge of methods used to verify whether chemicals have completed processing hair.</p> <p>K51. Knowledge of techniques used to perform bleach/toner service on client's hair.</p> <p>K52. Knowledge of methods used to remove chemicals from hair.</p>
	T28. Perform highlight service on client to achieve a multidimensional color effect on hair.	<p>K41. Knowledge of volume levels used to lift hair color.</p> <p>K42. Knowledge of methods used to deposit color into hair.</p> <p>K47. Knowledge of methods used to prepare client's hair prior to service.</p> <p>K49. Knowledge of techniques used to perform highlighting service on client's hair.</p>
	T29. Perform lowlight service on client to achieve a multidimensional color effect on hair.	<p>K41. Knowledge of volume levels used to deposit color into hair.</p> <p>K42. Knowledge of methods used to prepare client's hair prior to service.</p> <p>K47. Knowledge of methods used to verify whether chemicals have completed processing hair.</p> <p>K50. Knowledge of techniques used to perform lowlight service on client's hair.</p>
	T30. Perform corrective hair service(s) on client's hair that has been damaged (e.g., chemical, apple cider vinegar soak) to enhance condition of hair.	<p>K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair.</p> <p>K42. Knowledge of methods used to prepare client's hair prior to service.</p> <p>K53. Knowledge of procedures used to aid in correcting damaged hair.</p>

III. Hair Services (22%) continued - This area assesses the candidate's ability to perform hair services and select products to achieve client expectations.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
B. Perform Basic Hair Services (11%)	T19. Apply treatment products (e.g., conditioner, reconstructor) to client's hair to assist in restoring the natural condition of the hair.	K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair.
		K32. Knowledge of types of products used to condition hair.
		K53. Knowledge of procedures used to aid in correcting damaged hair.
	T20. Perform haircutting techniques by using implements (e.g., scissors, razors, clippers) to cut hair according to client's needs.	K35. Knowledge of techniques used to cut client's hair.
		K36. Knowledge of types of implements used to cut client's hair.
	T21. Perform styling techniques by using equipment (e.g., curling iron) to style hair according to client's needs.	K37. Knowledge of techniques used to style client's hair.
		K39. Knowledge of types of equipment used to style hair.
	T22. Perform styling techniques by using products (e.g., hair spray) to style hair according to client's needs.	K41. Knowledge of techniques used to style client's hair.
		K38. Knowledge of types of products used to style client's hair.
		K40. Knowledge of types of equipment used to style hair.
	T31. Attach hair extensions to client's hair to provide a style (e.g., texture, length, color) according to client's needs.	K42. Knowledge of methods used to prepare client's hair prior to service.
		K54. Knowledge of methods used to attach (e.g., glue, braid, sew) hair extensions to client's hair.
		K55. Knowledge of methods used to maintain hair extensions.
		K56. Knowledge of types of hair extensions (e.g., track, weave) used during hair service(s).
	T32. Perform high frequency electric current to client's scalp to promote cellular turnover and to provide foundation for healthy hair.	K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair.
		K58. Knowledge of hair and scalp disorders as they relate to trichology.
	T33. Perform co-wash/cleansing conditioner on client's natural hair prior to shampooing to detangle hair to avoid matting.	K33. Knowledge of types of products used to detangle natural hair.
		K34. Knowledge of techniques used to detangle natural hair.

III. Hair Services (22%) continued - This area assesses the candidate's ability to perform hair services and select products to achieve client expectations.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
C. Perform Permanent Wave/Hair Relaxing Services (2%)	T23. Perform permanent wave service on client by using Board of Barbering and Cosmetology approved techniques.	<p>K29. Knowledge of types of products used in permanent wave services.</p> <p>K42. Knowledge of methods used to prepare client's hair prior to service.</p> <p>K43. Knowledge of types of permanent wave rods used to wave hair.</p> <p>K44. Knowledge of criteria used to select permanent wave rods for service.</p>
		<p>K45. Knowledge of techniques used to wrap client's hair on rods during permanent wave service.</p>
		<p>K46. Knowledge of methods used to apply permanent wave chemicals to hair.</p>
		<p>K47. Knowledge of methods used to verify whether chemicals have completed processing hair.</p>
		<p>K30. Knowledge of types of products used in hair relaxing services.</p> <p>K41. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair.</p> <p>K42. Knowledge of methods used to prepare client's hair prior to service.</p> <p>K47. Knowledge of methods used to verify whether chemicals have completed processing hair.</p> <p>K52. Knowledge of methods used to remove chemicals from hair.</p>
	T25. Perform smoothing/keratin service on client by using Board of Barbering and Cosmetology approved techniques.	<p>K42. Knowledge of methods used to prepare client's hair prior to service.</p> <p>K47. Knowledge of methods used to verify whether chemicals have completed processing hair.</p> <p>K57. Knowledge of types of products used in smoothing/keratin services.</p>

IV. Safety and Sanitation (36%) - This area assesses the candidate's ability to follow Board of Barbering and Cosmetology regulations on safety and sanitation to prevent injury and the spread of bacterial and fungal infections associated with cosmetology services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Disinfection and Sanitation (19%)	T34. Sanitize hands in preparation for cosmetology service(s) by washing with soap and warm water and/or hand sanitizer.	<p>K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services.</p> <p>K60. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitizing hands.</p> <p>K76. Knowledge of types of antibacterial soaps and/or hand sanitizers used to sanitize hands.</p>
	T35. Disinfect implements in preparation for cosmetology service.	<p>K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services.</p> <p>K61. Knowledge of Board of Barbering and Cosmetology regulations regarding disinfecting implements.</p> <p>K71. Knowledge of types of EPA-registered disinfectant products.</p>
	T36. Sanitize supplies (e.g., drape, towels, sheets) in preparation for cosmetology service.	<p>K62. Knowledge of methods used to sanitize supplies according to Board of Barbering and Cosmetology regulations.</p> <p>K72. Knowledge of methods used to contain used linens.</p> <p>K73. Knowledge of methods used to store cosmetology products and supplies.</p> <p>K74. Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies.</p>
	T37. Sanitize equipment in preparation for cosmetology service.	<p>K63. Knowledge of methods used to sanitize equipment according to Board of Barbering and Cosmetology regulations.</p> <p>K75. Knowledge of types of EPA-registered disinfectant products.</p>
	T38. Sanitize surfaces of work area in preparation for cosmetology service.	<p>K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services.</p> <p>K64. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.</p>
	T39. Create sanitary maintenance area (SMA) in preparation for cosmetology service.	<p>K64. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.</p>

IV. Safety and Sanitation (36%) continued - This area assesses the candidate's ability to follow Board of Barbering and Cosmetology regulations on safety and sanitation to prevent injury and the spread of bacterial and fungal infections associated with cosmetology services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
B. Safety Precautions (8%)	T40. Protect client's skin/eyes to prevent reaction to chemical substances.	K65. Knowledge of methods used to protect client's skin/eyes from chemicals used during cosmetology services.
	T41. Identify potential chemical hazards in products used for cosmetology service to protect client and cosmetologist.	K66. Knowledge of chemical hazards related to cosmetology services. K67. Knowledge of basic chemistry related to cosmetology services. K68. Knowledge of indicators of a reaction to cosmetology products and services. K70. Knowledge of methods used to obtain cosmetology product ingredients.
	T42. Identify chemical contents of products used for cosmetology service to determine compatibility with other products and potential safety hazards.	K68. Knowledge of indicators of a reaction to cosmetology products and services. K69. Knowledge of methods used to obtain cosmetology product ingredients.
	T43. Store cosmetology products and supplies according to Board of Barbering and Cosmetology requirements.	K73. Knowledge of types of EPA-registered disinfectant products and supplies. K74. Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies. K75. Knowledge of types of EPA-registered disinfectant products. K77. Knowledge of methods used to label nail products for storage. K78. Knowledge of manufacturer's recommended procedures for nail product storage.
C. Storage and Disposal (9%)	T44. Discard products and disposable supplies after service by following Board of Barbering and Cosmetology regulations and procedures.	K69. Knowledge of Board of Barbering and Cosmetology regulations related to discarding used products and disposable implements/supplies.
	T45. Contain used linens in covered, marked containers after each cosmetology service to prevent contamination.	K71. Knowledge of Board of Barbering and Cosmetology regulations regarding containment of linens. K72. Knowledge of methods used to contain used linens.

V. Esthetics (4%) - This area assesses the candidate's ability to select and apply products and facial treatment services that are compatible with the client's skin type and condition.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Hair Removal (1%)	T50. Test wax temperature prior to application to client's skin to prevent harming the client.	K91. Knowledge of techniques used to test wax temperature. K92. Knowledge of wax consistency needed prior to client application.
	T53. Perform facial hair removal on client by using Board of Barbering and Cosmetology approved techniques (e.g., waxing, tweezing).	K91. Knowledge of techniques used to test wax temperature. K92. Knowledge of wax consistency needed prior to client application. K103. Knowledge of types of wax procedures used for hair removal. K104. Knowledge of methods used to apply wax to skin area. K105. Knowledge of methods used to remove wax from skin area. K106. Knowledge of methods used to tweeze hair. K107. Knowledge of types of implements used to tweeze hair.
B. Preparation for Esthetic Services (2%)	T46. Assess client's skin to determine whether esthetic treatment can be performed.	K87. Knowledge of methods used to assess skin type. K80. Knowledge of skin physiology as related to esthetic services. K81. Knowledge of skin anatomy as related to esthetic services. K82. Knowledge of skin treatments that are within scope of practice. K83. Knowledge of methods used to determine types of skin care products used prior to facial treatment. K87. Knowledge of types of esthetic services that can be performed.
	T47. Prepare client's skin prior to performing skin treatment by removing debris from the skin.	K84. Knowledge of methods used to cleanse client's skin prior to treatment. K85. Knowledge of skin care products used for cleansing. K89. Knowledge of skin care products used to remove dead skin cells. K98. Knowledge of methods used to remove dead skin cells from face.
	T48. Select facial product(s) according to client's skin analysis to be used during treatment.	K85. Knowledge of skin care products used for cleansing. K86. Knowledge of methods used to determine types of skin care products to use prior to facial treatment. K93. Knowledge of types of skin care products applied during facial treatment. K94. Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment.
	T49. Maintain sanitary condition of facial products (e.g., makeup, creams) and application tools to prevent contamination.	K90. Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools.

V. Esthetics (4%) continued - This area assesses the candidate's ability to select and apply products and facial treatment services that are compatible with the client's skin type and condition.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
C. Application of Esthetic Services (1%)	T51. Perform facial treatments (e.g., facial mask) by using Board of Barbering and Cosmetology approved procedures.	<p>K96. Knowledge of methods used to apply facial masks.</p> <p>K97. Knowledge of implements used to apply facial masks.</p> <p>K99. Knowledge of techniques used to perform facial massage.</p> <p>K100. Knowledge of muscles affected by facial massage.</p> <p>K101. Knowledge of methods used to soothe skin following a facial treatment.</p> <p>K102. Knowledge of methods used to remove facial masks.</p> <p>K112. Knowledge of sensory nerves affected by facial massage (e.g., heat/cold, pressure).</p>
	T52. Apply final skin care product(s) (e.g., moisturizer, toner) according to type of esthetic treatment performed.	<p>K94. Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment.</p> <p>K95. Knowledge of methods used to determine when final skin care products should be applied to client (e.g., skin reaction).</p> <p>K101. Knowledge of methods used to soothe skin following a facial treatment.</p> <p>K111. Knowledge of purposes of final skin care products used following facial treatment.</p>
	T54. Apply makeup product(s) to enhance and/or conceal client's facial features.	<p>K83. Knowledge of facial/bone structure related to application of makeup.</p> <p>K88. Knowledge of indicators of a reaction to skin care product.</p> <p>K90. Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools.</p> <p>K108. Knowledge of application tools used to apply makeup.</p> <p>K109. Knowledge of techniques used to apply makeup to enhance and/or conceal facial features.</p> <p>K110. Knowledge of makeup products used to enhance and/or conceal facial features.</p>

VI. Manicuring (2%) - This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Basic Nail Services (1%)	T55. Examine client's nails and surrounding skin to determine whether nail service can be performed.	<p>K113. Knowledge of basic nail anatomy (e.g., nail plate, cuticle) related to nail services.</p> <p>K114. Knowledge of common disorders and diseases that affect natural nails and surrounding areas.</p> <p>K115. Knowledge of basic skin anatomy (e.g., cuticle, mantle, eponychium, perionychium) related to nail services.</p> <p>K116. Knowledge of nail disorders that prevent nail services.</p> <p>K117. Knowledge of procedures used for different types of nail services.</p> <p>K121. Knowledge of procedures for different types of manicures.</p>
	T56. Prepare client's nails for nail service(s) by cleansing the nail surface.	<p>K118. Knowledge of types of polish removers.</p> <p>K119. Knowledge of methods used to cleanse nails.</p> <p>K121. Knowledge of procedures for different types of manicures.</p> <p>K127. Knowledge of nail antiseptics used during nail service.</p>
	T57. Remove excess oil/lotion from nail surface to prepare nail(s) for application of polish.	<p>K118. Knowledge of types of polish removers.</p> <p>K119. Knowledge of methods used to cleanse nails.</p> <p>K126. Knowledge of methods used to remove oil/lotion from nail surfaces prior to nail polishing.</p>
	T58. Soften client's cuticle prior to pushing back the cuticle to loosen from the nail plate.	<p>K120. Knowledge of implements and equipment used in performing a manicure.</p> <p>K122. Knowledge of types of cuticle softeners and removers.</p>
	T59. Shape client's nails to achieve a desired form by using Board of Barbering and Cosmetology approved techniques (e.g., trimming, filing, buffing).	<p>K120. Knowledge of implements and equipment used in performing a manicure.</p> <p>K127. Knowledge of nail antiseptics used during nail service.</p> <p>K131. Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).</p>
	T65. Apply polish/enamel to client's nails according to manufacturer's directions.	<p>K123. Knowledge of types of top and base coats.</p> <p>K124. Knowledge of types of nail hardeners and strengtheners.</p> <p>K129. Knowledge of techniques to apply nail polishes, enamels, and lacquers.</p> <p>K130. Knowledge of types of nail polishes, enamels, and lacquers.</p>

VI. Manicuring (2%) continued - This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Basic Nail Services (1%) (cont.)	T66. Perform hand/foot massage by applying Board of Barbering and Cosmetology approved techniques.	K135. Knowledge of Board of Barbering and Cosmetology regulations regarding procedures used during hand and foot massages.
		K136. Knowledge of effects on the nervous system in performing hand or foot massage.
		K137. Knowledge of techniques for performing hand or foot massage.
		K138. Knowledge of muscles affected by hand or foot massage.
	T67. Soak feet in footbath to facilitate the pedicure process.	K132. Knowledge of implements and equipment used in performing a pedicure.
		K133. Knowledge of methods used to perform a pedicure.
		K134. Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.
	T68. Trim toenails to a desired length by clipping straight across using toenail clippers.	K131. Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).
		K132. Knowledge of implements and equipment used in performing a pedicure.
		K133. Knowledge of methods used to perform a pedicure.
	T69. Use foot file on client to smooth dry skin and calluses.	K132. Knowledge of implements and equipment used in performing a pedicure.
		K134. Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.

VI. Manicuring (2%) continued - This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
B. Artificial Nail Services (1%)	T60. Remove artificial nails from client by following manufacturer's directions.	K125. Knowledge of methods to prevent overexposure (e.g., ventilation, contamination) of artificial nail product(s) to client and cosmetologist. K141. Knowledge of implements and equipment used for artificial nail service.
		K142. Knowledge of acrylic nail products.
		K144. Knowledge of techniques and procedures used to remove acrylic nails.
		K148. Knowledge of techniques and procedures used to remove nail tips.
	T61. Apply nail tip during artificial nail application to extend length of natural nail.	K139. Knowledge of methods used to apply artificial nails.
		K140. Knowledge of types of nail adhesives.
		K141. Knowledge of implements and equipment used for artificial nail service.
		K145. Knowledge of types of nail tips for nail enhancement service.
		K146. Knowledge of materials and procedures used to apply nail tips.
	T62. Blend artificial nail surface to natural nail by smoothing out visible line.	K147. Knowledge of types of nail adhesives.
		K149. Knowledge of implements and equipment used for artificial nail service.
		K141. Knowledge of implements and equipment used for artificial nail service.
		K147. Knowledge of methods used to blend artificial and natural nail surfaces together.
	T63. Apply acrylic/gel product(s) to nail by following manufacturer's directions.	K128. Knowledge of indicators of a reaction to artificial nail products.
		K142. Knowledge of acrylic nail products.
		K143. Knowledge of techniques and procedures used to maintain and repair acrylic nails.
		K152. Knowledge of gel nail products.
		K153. Knowledge of techniques and procedures used to maintain and repair gel nails.
		K154. Knowledge of techniques and procedures used to apply gel nail products over nail tips.
		K155. Knowledge of techniques and procedures used to remove gel nails.

VI. Manicuring (2%) continued - This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
B. Artificial Nail Services (1%) (cont.)	T64. Apply wraps (e.g., silk, gel, paper) to nail by following manufacturer's directions.	<p>K149. Knowledge of silk, linen, paper, or liquid products for nail wrap service.</p> <p>K150. Knowledge of techniques and procedures used to apply nail wraps.</p> <p>K151. Knowledge of techniques and procedures used to remove nail wraps.</p> <p>K152. Knowledge of gel nail products.</p> <p>K153. Knowledge of techniques and procedures used to maintain and repair gel nails.</p> <p>K154. Knowledge of techniques and procedures used to apply gel nail products over nail tips.</p> <p>K155. Knowledge of techniques and procedures used to remove gel nails.</p>

CHAPTER 6. CONCLUSION

The occupational analysis of the cosmetologist profession described in this report provides a comprehensive description of current practice in California. The procedures employed to perform the occupational analysis were based upon a content validation strategy to ensure that the results accurately represent cosmetology practice. Results of this occupational analysis provide information regarding current practice that can be used to review the National Cosmetology Theory Examination and the National Cosmetology Practical Examination in order to make job-related decisions regarding professional licensure.

By adopting the cosmetologist examination content outline contained in this report, the Board ensures that its examination program reflects current practice.

This report provides all documentation necessary to verify that the analysis has been completed in accordance with legal, professional, and technical standards.

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APPENDIX A. RESPONDENTS BY REGION

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LOS ANGELES COUNTY AND VICINITY

County of Practice	Frequency
Los Angeles	98
Orange	32
TOTAL	130

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Alameda	17
Contra Costa	9
Marin	4
Napa	5
San Francisco	17
San Mateo	2
Santa Clara	20
Santa Cruz	1
Solano	8
TOTAL	83

SAN DIEGO COUNTY AND VICINITY

County of Practice	Frequency
Imperial	1
San Diego	42
TOTAL	43

RIVERSIDE AND VICINITY

County of Practice	Frequency
Riverside	24
San Bernardino	14
TOTAL	38

SAN JOAQUIN VALLEY

County of Practice	Frequency
Fresno	9
Kings	4
Madera	1
Merced	2
San Joaquin	7
Stanislaus	3
Tulare	3
TOTAL	29

SACRAMENTO VALLEY

County of Practice	Frequency
Butte	4
Colusa	1
Sacramento	13
Sutter	2
Yolo	2
Yuba	3
TOTAL	25

SIERRA MOUNTAIN VALLEY

County of Practice	Frequency
Alpine	2
Amador	1
El Dorado	2
Inyo	2
Mono	1
Nevada	2
Placer	9
Sierra	1
Tuolumne	3
TOTAL	23

SOUTH/CENTRAL COAST

County of Practice	Frequency
Monterey	2
San Luis Obispo	2
Santa Barbara	3
Ventura	4
TOTAL	11

SHASTA/CASCADE

County of Practice	Frequency
Shasta	5
Siskiyou	1
Trinity	1
TOTAL	7

NORTH COAST

County of Practice	Frequency
Del Norte	2
Humboldt	1
Mendocino	2
Sonoma	2
TOTAL	7

MISSING

	Frequency
TOTAL	1

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APPENDIX B. CRITICALITY INDICES FOR ALL TASKS

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I. Consultation (23%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
1	Assess client's expectations to determine whether cosmetology service goals can be met (e.g., cost of services, time, realistic expectations, at-home care).	4.15	4.19	17.37
2	Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether cosmetology services can be performed on client.	4.02	4.14	16.64
13	Maintain records of client services by specifying details (e.g., products, processing time) of services performed.	3.95	4.01	15.85
6	Analyze condition of client's hair and scalp to determine product(s) to be used during basic hair service.	3.94	3.92	15.45
5	Analyze condition of client's hair and scalp to determine whether color service can be performed on client.	3.76	3.98	14.98
8	Analyze client's hair (e.g., type, condition) to select volume of developer (e.g., peroxide) to use during hair coloring process.	3.76	3.95	14.83
11	Provide alternative options to client when original services to be provided cannot be performed.	3.34	3.73	12.46
12	Administer patch test to determine whether product(s) can be used on client.	2.87	3.42	9.79
3	Take and review photos of client to determine hair services to be provided with client's consent.	2.92	2.89	8.45
4	Analyze condition of client's hair and scalp to determine whether permanent wave service can be performed on client.	2.71	3.10	8.42
9	Analyze client's hair condition to determine strength of product to use during permanent wave.	2.40	2.88	6.91
7	Analyze integrity of client's hair and scalp to determine if client's hair can support the weight of extensions (e.g., texture, density, curl pattern).	2.13	2.48	5.27
10	Analyze client's hair condition to determine strength of product to use during hair relaxing process.	1.84	2.33	4.28

II. Preparation (13%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
15	Prepare client for cosmetology service by draping client prior to service to protect from product(s).	4.45	4.38	19.48
14	Prepare workstation according to type of cosmetology service to be performed on client.	4.39	4.19	18.38
17	Prepare client's hair prior to service by sectioning hair for control during procedure(s).	4.11	3.90	16.02
18	Prepare hair products by using Board of Barbering and Cosmetology approved methods when mixing chemicals.	3.90	3.99	15.55
16	Perform cleansing of client's hair by removing residue (e.g., natural oil, product) from hair to facilitate service process.	3.72	3.70	13.78

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III. Hair Services (22%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
20	Perform haircutting techniques by using implements (e.g., scissors, razors, clippers) to cut hair according to client's needs.	4.19	4.19	17.54
21	Perform styling techniques by using equipment (e.g., curling iron) to style hair according to client's needs.	4.06	3.92	15.89
22	Perform styling techniques by using products (e.g., hair spray) to style hair according to client's needs.	4.11	3.87	15.87
26	Perform tinting service on client by using Board of Barbering and Cosmetology approved techniques.	3.60	3.78	13.63
19	Apply treatment products (e.g., conditioner, reconstructor) to client's hair to assist in restoring the natural condition of the hair.	3.62	3.65	13.21
27	Perform bleach/toner service on client by using Board of Barbering and Cosmetology approved techniques.	3.43	3.80	13.01
28	Perform highlight service on client to achieve a multidimensional color effect on hair.	3.44	3.63	12.51
29	Perform lowlight service on client to achieve a multidimensional color effect on hair.	3.24	3.47	11.27
30	Perform corrective hair services on client's hair that has been damaged (e.g., chemical, apple cider vinegar soak) to enhance condition of hair.	2.39	2.92	6.96
33	Perform co-wash/cleansing conditioner on client's natural hair prior to shampooing to detangle hair to avoid matting.	2.45	2.63	6.44
23	Perform permanent wave service on client by using Board of Barbering and Cosmetology approved techniques.	2.02	2.60	5.24
25	Perform smoothing/keratin service on client by using Board of Barbering and Cosmetology approved techniques.	1.97	2.55	5.03
24	Perform hair relaxing service on client by using Board of Barbering and Cosmetology approved techniques.	1.48	2.06	3.05
31	Attach hair extensions to client's hair to provide a style (e.g., texture, length, color) according to client's needs.	1.57	1.88	2.96
32	Perform high frequency electric current to client's scalp to promote cellular turnover and to provide foundation for healthy hair.	0.64	0.89	0.57

IV. Safety and Sanitation (36%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
35	Disinfect implements in preparation for cosmetology service.	4.66	4.68	21.84
37	Sanitize equipment in preparation for cosmetology service.	4.64	4.67	21.66
34	Sanitize hands in preparation for cosmetology service(s) by washing with soap and warm water and/or hand sanitizer.	4.62	4.60	21.24
36	Sanitize supplies (e.g., drape, towels, sheets) in preparation for cosmetology service.	4.58	4.59	21.00
38	Sanitize surfaces of work area in preparation for cosmetology service.	4.54	4.54	20.59
44	Discard products and disposable supplies after service by following Board of Barbering and Cosmetology regulations and procedures.	4.50	4.50	20.26
43	Store cosmetology products and supplies according to Board of Barbering and Cosmetology requirements.	4.47	4.40	19.68
39	Create sanitary maintenance area (SMA) in preparation for cosmetology service.	4.40	4.40	19.40
45	Contain used linens in covered, marked containers after each cosmetology service to prevent contamination.	4.43	4.36	19.35
40	Protect client's skin/eyes to prevent reaction to chemical substances.	4.10	4.28	17.53
41	Identify potential chemical hazards in products used for cosmetology service to protect client and cosmetologist.	4.02	4.32	17.37
42	Identify chemical contents of products used for cosmetology service to determine compatibility with other products and potential safety hazards.	3.87	4.18	16.18

V. Esthetics (4%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
50	Test wax temperature prior to application to client's skin to prevent harming the client.	1.89	2.25	4.26
53	Perform facial hair removal on client by using Board of Barbering and Cosmetology approved techniques (e.g., waxing, tweezing).	1.89	2.20	4.18
49	Maintain sanitary condition of facial products (e.g., makeup, creams) and application tools to prevent contamination.	1.76	2.07	3.65
54	Apply makeup product(s) to enhance and/or conceal client's facial features.	1.55	1.79	2.77
46	Assess client's skin to determine whether esthetic treatment can be performed.	1.36	1.74	2.37
47	Prepare client's skin prior to performing skin treatment by removing debris from the skin.	1.32	1.66	2.19
48	Select facial product(s) according to client's skin analysis to be used during treatment.	1.25	1.57	1.96
52	Apply final skin care product(s) (e.g., moisturizer, toner) according to type of esthetic treatment performed.	1.27	1.54	1.95
51	Perform facial treatments (e.g., facial mask) by using Board of Barbering and Cosmetology approved procedures.	1.04	1.39	1.45

VI. Manicuring (2%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
59	Shape client's nails to achieve a desired form by using Board of Barbering and Cosmetology approved techniques (e.g., trimming, filing, buffing).	1.00	1.33	1.33
55	Examine client's nails and surrounding skin to determine whether nail service can be performed.	0.99	1.33	1.32
58	Soften client's cuticle prior to pushing back the cuticle to loosen from the nail plate.	0.98	1.32	1.30
56	Prepare client's nails for nail service(s) by cleansing the nail surface.	0.98	1.31	1.29
57	Remove excess oil/lotion from nail surface to prepare nail(s) for application of polish.	0.96	1.31	1.26
65	Apply polish/enamel to client's nails according to manufacturer's directions.	0.97	1.28	1.25
66	Perform hand/foot massage by applying Board of Barbering and Cosmetology approved techniques.	0.95	1.26	1.20
68	Trim toenails to a desired length by clipping straight across using toenail clippers.	0.86	1.22	1.05
67	Soak feet in footbath to facilitate pedicure process.	0.86	1.20	1.03
69	Use foot file on client to smooth dry skin and calluses.	0.82	1.14	0.93
63	Apply acrylic/gel product(s) to nail by following manufacturer's directions.	0.80	1.16	0.93
60	Remove artificial nails from client by following manufacturer's directions.	0.73	1.10	0.80
62	Blend artificial nail surface to natural nail by smoothing out visible line.	0.72	1.07	0.77
64	Apply wraps (e.g., silk, gel, paper) to nail by following manufacturer's directions.	0.69	1.05	0.72
61	Apply nail tip during artificial nail application to extend length of natural nail.	0.69	0.98	0.67

APPENDIX C. KNOWLEDGE IMPORTANCE RATINGS

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I. Consultation (23%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
13	Knowledge of methods used to determine whether client's expectations are realistic and can be performed.	4.30
4	Knowledge of cosmetology services within the scope of practice.	4.30
3	Knowledge of diseases or disorders that prevent cosmetology services.	4.23
5	Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.	4.21
12	Knowledge of methods used to assess client's service needs.	4.12
18	Knowledge of relationship between hair condition and products used during all hair services.	4.08
8	Knowledge of products used in client's previous hair services that could affect current service.	4.01
19	Knowledge of relationship between hair condition and developer used during hair coloring processes.	4.01
15	Knowledge of methods used to select volume of developer.	3.99
2	Knowledge of medical conditions that prevent cosmetology services from being performed.	3.98
11	Knowledge of procedures used to analyze client's hair condition to determine whether color treatment can be performed.	3.98
20	Knowledge of methods used to test skin for reactions to products.	3.94
1	Knowledge of types of medications used by client that prevent cosmetology services from being performed.	3.77
14	Knowledge of methods used to record client services, including consent for digital media.	3.76
7	Knowledge of methods used to elicit information from client about past hair services.	3.70
6	Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.	3.68
9	Knowledge of procedures used to analyze client's hair condition to determine if permanent wave service can be performed.	3.30
16	Knowledge of relationship between hair condition and products used during permanent wave service.	3.26
17	Knowledge of relationship between hair condition and products used during hair relaxing processes.	3.11
10	Knowledge of procedures used to analyze client's hair condition to determine whether hair relaxing service can be performed.	3.05

II. Preparation (13%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
25	Knowledge of methods used to protect client during cosmetology services.	4.30
27	Knowledge of types of products/equipment to be used and that are available during each type of cosmetology service.	4.24
26	Knowledge of products used to protect client during cosmetology services.	4.22
24	Knowledge of Board of Barbering and Cosmetology approved methods used to mix hair chemical products.	3.93
22	Knowledge of products used to cleanse client's hair.	3.76
21	Knowledge of methods used to cleanse client's hair prior to performing services.	3.74
23	Knowledge of methods used to section client's hair before service.	3.62

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III. Hair Services (22%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
35	Knowledge of techniques used to cut client's hair.	4.13
40	Knowledge of volume levels used to lift hair color.	4.06
36	Knowledge of types of implements used to cut client's hair.	4.05
41	Knowledge of volume levels used to deposit color into hair.	4.04
51	Knowledge of techniques used to perform bleach/toner service on client's hair.	4.03
53	Knowledge of procedures used to aid in correcting damaged hair.	4.01
28	Knowledge of types of products used in color services.	4.00
37	Knowledge of techniques used to style client's hair.	3.99
39	Knowledge of types of equipment used to style hair.	3.98
42	Knowledge of methods used to prepare client's hair prior to service.	3.93
52	Knowledge of methods used to remove chemicals from hair.	3.93
49	Knowledge of techniques used to perform highlighting service on client's hair.	3.93
38	Knowledge of types of products used to style client's hair.	3.93
48	Knowledge of techniques used to perform tinting service on client's hair.	3.91
58	Knowledge of hair and scalp disorders as they relate to trichology.	3.87
31	Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair.	3.85
50	Knowledge of techniques used to perform lowlight service on client's hair.	3.84
32	Knowledge of types of products used to condition hair.	3.83
47	Knowledge of methods used to verify whether chemicals have completed processing hair.	3.71
34	Knowledge of techniques used to detangle natural hair.	3.69
33	Knowledge of types of products used to detangle natural hair.	3.67
46	Knowledge of methods used to apply permanent wave chemicals to hair.	3.28
29	Knowledge of types of products used in permanent wave services.	3.25
57	Knowledge of types of products used in smoothing/keratin services.	3.22
43	Knowledge of types of permanent wave rods used to wave hair.	3.17
45	Knowledge of techniques used to wrap client's hair on rods during permanent wave service.	3.16

III. Hair Services (22%) continued

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
44	Knowledge of criteria used to select permanent wave rods for service.	3.15
30	Knowledge of types of products used in hair relaxing services.	3.07
55	Knowledge of methods used to maintain hair extensions.	2.94
56	Knowledge of types of hair extensions (e.g., track, weave) used during hair service(s).	2.93
54	Knowledge of methods used to attach (e.g., glue, braid, sew) hair extensions into client's hair.	2.88

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IV. Safety and Sanitation (36%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
59	Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services.	4.68
61	Knowledge of Board of Barbering and Cosmetology regulations regarding disinfecting implements.	4.67
62	Knowledge of methods used to sanitize supplies according to Board of Barbering and Cosmetology regulations.	4.63
63	Knowledge of methods used to sanitize equipment according to Board of Barbering and Cosmetology regulations.	4.63
60	Knowledge of Board of Barbering and Cosmetology regulations regarding sanitizing hands.	4.61
64	Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.	4.58
66	Knowledge of chemical hazards related to cosmetology services.	4.47
68	Knowledge of indicators of a reaction to cosmetology products and services.	4.46
75	Knowledge of types of EPA-registered disinfectant products.	4.45
65	Knowledge of methods used to protect client's skin/eyes from chemicals used during cosmetology services.	4.45
69	Knowledge of Board of Barbering and Cosmetology regulations related to discarding used products and disposable implements/supplies.	4.42
67	Knowledge of basic chemistry related to cosmetology services.	4.34
76	Knowledge of types of antibacterial soaps and/or hand sanitizers used to sanitize hands.	4.34
73	Knowledge of methods used to store cosmetology products and supplies.	4.29
74	Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies.	4.28
71	Knowledge of Board of Barbering and Cosmetology regulations regarding containment of linens.	4.24
72	Knowledge of methods used to contain used linens.	4.19
70	Knowledge of methods used to obtain cosmetology product ingredients.	4.13
77	Knowledge of methods used to label nail products for storage.	2.93
78	Knowledge of manufacturer's recommended procedures for nail product storage.	2.87

V. Esthetics (4%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
90	Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools.	2.95
91	Knowledge of techniques used to test wax temperature.	2.91
88	Knowledge of indicators of a reaction to skin care product.	2.91
105	Knowledge of methods used to remove wax from skin area.	2.89
106	Knowledge of methods used to tweeze hair.	2.89
107	Knowledge of types of implements used to tweeze hair.	2.87
104	Knowledge of methods used to apply wax to skin area.	2.85
92	Knowledge of wax consistency needed prior to client application.	2.83
85	Knowledge of skin care products used for cleansing.	2.78
84	Knowledge of methods used to cleanse client's skin prior to treatment.	2.77
103	Knowledge of types of wax procedures used for hair removal.	2.77
79	Knowledge of methods used to assess skin type.	2.76
82	Knowledge of skin treatments that are within scope of practice.	2.71
95	Knowledge of methods used to determine when final skin care products should be applied to client (e.g., skin reaction).	2.71
109	Knowledge of techniques used to apply makeup to enhance and/or conceal facial features.	2.70
83	Knowledge of facial/bone structure related to application of makeup.	2.69
108	Knowledge of application tools used to apply makeup.	2.68
110	Knowledge of makeup products used to enhance and/or conceal facial features.	2.67
87	Knowledge of types of esthetic services that can be performed.	2.67
81	Knowledge of skin anatomy as related to esthetic services.	2.66
86	Knowledge of methods used to determine types of skin care products to use prior to facial treatment.	2.66
93	Knowledge of types of skin care products applied during facial treatment.	2.63
80	Knowledge of skin physiology as related to esthetic services.	2.62
89	Knowledge of skin care products used to remove dead skin cells.	2.60
94	Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment.	2.58
112	Knowledge of sensory nerves affected by facial massage (e.g., heat/cold, pressure).	2.50
98	Knowledge of methods used to remove dead skin cells from face.	2.48
101	Knowledge of methods used to soothe skin following a facial treatment.	2.47
111	Knowledge of purposes of final skin care products used following facial treatment.	2.47
99	Knowledge of techniques used to perform facial massage.	2.44
100	Knowledge of muscles affected by facial massage.	2.44

V. Esthetics (4%) continued

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
97	Knowledge of implements used to apply facial masks.	2.43
96	Knowledge of methods used to apply facial masks.	2.43
102	Knowledge of methods used to remove facial masks.	2.43

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VI. Manicuring (2%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
114	Knowledge of common disorders and diseases that affect natural nails and surrounding areas.	2.51
116	Knowledge of nail disorders that prevent nail services.	2.48
136	Knowledge of effects on the nervous system in performing hand or foot massage.	2.44
135	Knowledge of Board of Barbering and Cosmetology regulations regarding procedures used during hand and foot massages.	2.43
125	Knowledge of methods to prevent overexposure (e.g., ventilation, contamination) of artificial nail product(s) to client and cosmetologist.	2.43
113	Knowledge of basic nail anatomy (e.g., nail plate, cuticle) related to nail services.	2.42
128	Knowledge of indicators of a reaction to artificial nail products.	2.41
115	Knowledge of basic skin anatomy (e.g., cuticle, mantle, eponychium, perionychium) related to nail services.	2.41
127	Knowledge of nail antiseptics used during nail service.	2.37
117	Knowledge of procedures used for different types of nail services.	2.36
120	Knowledge of implements and equipment used in performing a manicure.	2.34
138	Knowledge of muscles affected by hand or foot massage.	2.32
132	Knowledge of implements and equipment used in performing a pedicure.	2.31
137	Knowledge of techniques for performing hand or foot massage.	2.30
126	Knowledge of methods used to remove oil/lotion from nail surfaces prior to nail polishing.	2.29
119	Knowledge of methods used to cleanse nails.	2.28
133	Knowledge of methods used to perform a pedicure.	2.28
121	Knowledge of procedures for different types of manicures.	2.28
131	Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).	2.25
134	Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.	2.25
129	Knowledge of techniques to apply nail polishes, enamels, and lacquers.	2.25
155	Knowledge of techniques and procedures used to remove gel nails.	2.25
122	Knowledge of types of cuticle softeners and removers.	2.25
144	Knowledge of techniques and procedures used to remove acrylic nails.	2.23
118	Knowledge of types of polish removers.	2.22
141	Knowledge of implements and equipment used for artificial nail service.	2.22
154	Knowledge of techniques and procedures used to apply gel nail products over nail tips.	2.20

VI. Manicuring (2%) continued

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
147	Knowledge of methods used to blend artificial and natural nail surfaces together.	2.20
148	Knowledge of techniques and procedures used to remove nail tips.	2.20
124	Knowledge of types of nail hardeners and strengtheners.	2.20
153	Knowledge of techniques and procedures used to maintain and repair gel nails.	2.19
140	Knowledge of types of nail adhesives.	2.19
130	Knowledge of types of nail polishes, enamels, and lacquers.	2.19
143	Knowledge of techniques and procedures used to maintain and repair acrylic nails.	2.18
152	Knowledge of gel nail products.	2.18
139	Knowledge of methods used to apply artificial nails.	2.17
123	Knowledge of types of top and base coats.	2.15
142	Knowledge of acrylic nail products.	2.14
146	Knowledge of materials and procedures used to apply nail tips.	2.13
149	Knowledge of silk, linen, paper, or liquid products for nail wrap service.	2.12
145	Knowledge of types of nail tips for nail enhancement service.	2.11
151	Knowledge of techniques and procedures used to remove nail wraps.	2.09
150	Knowledge of techniques and procedures used to apply nail wraps.	2.08

APPENDIX D. QUESTIONNAIRE INVITATION E-MAIL

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Cosmetologist Occupational Analysis Questionnaire

Congratulations! You have been selected by the Board of Barbering and Cosmetology to participate in the 2017 Cosmetologist Occupational Analysis Questionnaire. The purpose of the questionnaire is to gather data on the job tasks performed by California-licensed Cosmetologists as well as to specify the knowledge required to perform those tasks. Your participation is essential to the success of this project.

The questionnaire should take approximately 30-60 minutes to complete, but you do not need to complete it all at one sitting. You may return to it multiple times as long as you are using the same computer. Your individual responses will be kept confidential.

Please complete the entire questionnaire by **May 31, 2017**. Click the button below to start the questionnaire. Thank you for your participation!

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.
[Unsubscribe](#) from this list

Powered by  SurveyMonkey

APPENDIX E. QUESTIONNAIRE

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Cosmetologist Occupational Analysis Questionnaire

1. Cosmetologist Occupational Analysis

Dear Cosmetologist:

In order to progress through this questionnaire, please use the following navigation buttons:

- Click the Next button to continue to the next page.
- Click the Prev button to return to the previous page.
- Click the Exit this survey button if you need to exit the questionnaire and return to it at a later time.
- Click the Done/Submit button to submit your questionnaire when fully completed.

Any questions marked with an asterisk (*) require an answer in order to progress through the questionnaire.

This questionnaire has three parts:

PART I asks you for background information about yourself and your current job.

PART II asks you to rate job tasks in terms of:

**HOW OFTEN you perform each task in your current job; and
HOW IMPORTANT the performance of each task is to your current job.**

PART III asks you to rate knowledge in terms of HOW IMPORTANT each type of knowledge is to the performance of tasks in your current job.

Please Note:

Once you have started the questionnaire, you can exit at any time and return to it later as long as you are using the same computer. The questionnaire automatically saves fully completed pages, but it will not save partially completed pages. Therefore, if you exit the questionnaire on a page with only a few questions completed, you will return to that same page but will need to answer those few questions again. The Web link is available 24 hours a day, 7 days a week, for your convenience.

If you have any questions about completing this questionnaire, please contact Tami Guess at tandra.guess@dca.ca.gov. The Board of Barbering and Cosmetology welcomes your participation in this project and thanks you for your time.

Please submit the completed questionnaire no later than May 31, 2017.



Cosmetologist Occupational Analysis Questionnaire

2. Cosmetologist Occupational Analysis

The Board of Barbering and Cosmetology recognizes that every Cosmetologist may not perform all of the tasks or use all of the knowledge contained in this questionnaire. However, your contributions will help establish standards for safe and effective work in the Cosmetology profession in the State of California. Your responses will be combined with those of other California-licensed Cosmetologists.

Complete this questionnaire only if you are currently licensed as a Cosmetologist in California.



Cosmetologist Occupational Analysis Questionnaire

3. Part I - Personal Data

The information you provide in this section is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code section 1798 et seq.) and used only for the purpose of analyzing the ratings from this questionnaire.

* 1. Are you currently licensed as a Cosmetologist in California?

☐ Yes

☐ No



Cosmetologist Occupational Analysis Questionnaire

4. Part I - Personal Data (Continued)

2. How many years have you been licensed as a Cosmetologist in California?

- ☐ 0-5 years
- ☐ 6-10 years
- ☐ 11-20 years
- ☐ More than 20 years

3. How many hours per week do you work as a Cosmetologist?

- ☐ 1-10 hours
- ☐ 11-20 hours
- ☐ 21-30 hours
- ☐ 31-40 hours
- ☐ More than 40 hours

4. How many clients do you see per week as a Cosmetologist?

- ☐ 0-10 clients
- ☐ 11-20 clients
- ☐ 21-30 clients
- ☐ 31-40 clients
- ☐ More than 40 clients

5. How would you describe your primary work setting?

- ☐ Franchise salon
- ☐ Full-service salon
- ☐ Hotel/resort
- ☐ Institution (e.g., prison, health facility, school)
- ☐ Independently owned salon
- ☐ Salon day spa
- ☐ Other (please specify)

6. How many other licensed Cosmetologists work within your primary work setting?

- ☐ None, I am the only licensed Cosmetologist
- ☐ 1-5 other licensed Cosmetologists
- ☐ 6-10 other licensed Cosmetologists
- ☐ More than 10 other licensed Cosmetologists



Cosmetologist Occupational Analysis Questionnaire

5. Part I - Personal Data (Continued)

7. What describes the location of your primary work setting?

- ☐ Urban (more than 50,000 people)
- ☐ Rural (less than 50,000 people)

8. Do you utilize social media sites such as Pinterest, Skype, and Facetime and/or e-mail for client consultations?

- ☐ Yes
- ☐ No

9. Do you utilize online booking services for client appointments?

- ☐ Yes
- ☐ No

10. How often do you utilize sites such as YouTube or Google to learn about new techniques, styles, and trends in the industry?

- ☐ Never
- ☐ Rarely
- ☐ Daily
- ☐ Weekly
- ☐ Monthly

11. What is the highest level of education you have achieved?

- ☐ On-the-job training
- ☐ Beauty college/school
- ☐ Associate degree
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctorate degree
- ☐ Other formal education (please specify)

12. What other California state-issued licenses or certifications do you hold?(**Check all that apply.**)

- ☐ None
- ☐ Barber
- ☐ Barber Instructor
- ☐ Cosmetology Instructor
- ☐ Electrologist
- ☐ Esthetician
- ☐ Manicurist
- ☐ Other (please specify)



Cosmetologist Occupational Analysis Questionnaire

6. Part I - Personal Data (Continued)

13. How often do you perform each of the following services?

0 - I **do not** perform this service. 1 - I **rarely** perform this service. 2 - I perform this service **daily**. 3 - I perform this service **weekly**. 4 - I perform this service **monthly**.

Artificial eyelash extensions					<input type="radio"/>
Artificial nails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Braiding					
Chemical straightening or relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eyebrow arching					
Facials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goddess faux locs					
Grooming locs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair coloring, tinting, bleaching, color correction					
Haircutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makeup service					
Manicures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pedicures					
Scalp and hair treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shampooing					
Thermal press and curl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waxing					<input type="radio"/>
Weaving hair extensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wet hair styling (e.g., blow drying and curling iron)					

14. What percentage of time do you spend performing the following tasks? (Your percentages should add up to 100. You do not need to include the "%" symbol in your answer.)

Cosmetology (hair)

Esthetics

Manicuring

15. In what California county do you perform the majority of your work?

- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Alameda | <input type="radio"/> Marin | <input type="radio"/> San Mateo |
| <input type="radio"/> Alpine | <input type="radio"/> Mariposa | <input type="radio"/> Santa Barbara |
| <input type="radio"/> Amador | <input type="radio"/> Mendocino | <input type="radio"/> Santa Clara |
| <input type="radio"/> Butte | <input type="radio"/> Merced | <input type="radio"/> Santa Cruz |
| <input type="radio"/> Calaveras | <input type="radio"/> Modoc | <input type="radio"/> Shasta |
| <input type="radio"/> Colusa | <input type="radio"/> Mono | <input type="radio"/> Sierra |
| <input type="radio"/> Contra Costa | <input type="radio"/> Monterey | <input type="radio"/> Siskiyou |
| <input type="radio"/> Del Norte | <input type="radio"/> Napa | <input type="radio"/> Solano |
| <input type="radio"/> El Dorado | <input type="radio"/> Nevada | <input type="radio"/> Sonoma |
| <input type="radio"/> Fresno | <input type="radio"/> Orange | <input type="radio"/> Stanislaus |
| <input type="radio"/> Glenn | <input type="radio"/> Placer | <input type="radio"/> Sutter |
| <input type="radio"/> Humboldt | <input type="radio"/> Plumas | <input type="radio"/> Tehama |
| <input type="radio"/> Imperial | <input type="radio"/> Riverside | <input type="radio"/> Trinity |
| <input type="radio"/> Inyo | <input type="radio"/> Sacramento | <input type="radio"/> Tulare |
| <input type="radio"/> Kern | <input type="radio"/> San Benito | <input type="radio"/> Tuolumne |
| <input type="radio"/> Kings | <input type="radio"/> San Bernardino | <input type="radio"/> Ventura |
| <input type="radio"/> Lake | <input type="radio"/> San Diego | <input type="radio"/> Yolo |
| <input type="radio"/> Lassen | <input type="radio"/> San Francisco | <input type="radio"/> Yuba |
| <input type="radio"/> Los Angeles | <input type="radio"/> San Joaquin | |
| <input type="radio"/> Madera | <input type="radio"/> San Luis Obispo | |



Cosmetologist Occupational Analysis Questionnaire

7. Part II - Task Rating Instructions

In this part of the questionnaire, you will be presented with 69 tasks reflecting the nature of Cosmetology work in California. First, using the Frequency Scale below, you will be asked to rate each task in terms of frequency (how frequently you perform the task). Then, using the Importance Scale below, you will rate the same task in terms of importance (how important the task is in the performance of your current job).

Rate each task as it relates to your current job as a licensed Cosmetologist. Do not respond based on what you believe all Cosmetologists should be expected to know or be able to do.

Your frequency and importance ratings should be separate and independent ratings. Therefore, the ratings that you assign using one rating scale should not influence the ratings that you assign using another rating scale. For example, you may perform a task frequently, but the task may not be important.

Data inconsistent with these instructions will be omitted from analysis.

The boxes for rating the frequency and importance of each task have drop-down lists. Click on the "down" arrow for each list to see the ratings and then select the option based on your current work. If the task is NOT a part of your current job, rate the task as "0 - DOES NOT APPLY TO MY JOB" for frequency and "0 - NOT IMPORTANT/DOES NOT APPLY" for importance.

FREQUENCY SCALE

HOW OFTEN do you perform this task in your current job? Consider all of the job tasks you have performed over the past year and make your judgment relative to all other tasks you perform.

0 - DOES NOT APPLY TO MY JOB. I never perform this task in my job.

1 - RARELY. This is one of the least frequently performed tasks in my job.

2 - SELDOM. This task is performed infrequently relative to other tasks that I perform in my job.

3 - OCCASIONALLY. This task is performed somewhat frequently and is about average relative to all other tasks that I perform in my job.

4 - OFTEN. This task is performed more frequently than most other tasks in my job.

5 - VERY OFTEN. I perform this task almost constantly and it is one of the most frequently performed tasks in my job.

IMPORTANCE SCALE

HOW IMPORTANT is performance of this task in your current job? Consider all of the job tasks you have performed over the past year and make your judgment relative to all other tasks you perform.

0 - NOT IMPORTANT; DOES NOT APPLY TO MY JOB This task is not important and/or I do not perform this task in my job.

1 - OF MINOR IMPORTANCE. This task has the lowest priority of all the tasks that I perform in my job.

2 - FAIRLY IMPORTANT. This task is fairly important relative to other tasks; however, it does not have the priority of most other tasks that I perform in my job.

3 - MODERATELY IMPORTANT. This task has about average priority among all tasks that I perform in my job.

4 - VERY IMPORTANT. This task is very important for my job; it has a higher degree of importance or priority than most other tasks that I perform in my job.

5 - CRITICALLY IMPORTANT. This task is among the most critical tasks that I perform in my job.



Cosmetologist Occupational Analysis Questionnaire

8. Part II - Task Ratings

16. Consultation

	Frequency	Importance
T1. Assess client's expectations to determine whether cosmetology service goals can be met (e.g., cost of services, time, realistic expectations, at-home care).	<input type="text"/>	<input type="text"/>
T2. Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether cosmetology services can be performed on client.	<input type="text"/>	<input type="text"/>
T3. Take and review photos of client to determine hair services to be provided with client's consent.	<input type="text"/>	<input type="text"/>
T4. Analyze condition of client's hair and scalp to determine whether permanent wave service can be performed on client.	<input type="text"/>	<input type="text"/>
T5. Analyze condition of client's hair and scalp to determine whether color service can be performed on client.	<input type="text"/>	<input type="text"/>
T6. Analyze condition of client's hair and scalp to determine product(s) to be used during basic hair service.	<input type="text"/>	<input type="text"/>
T7. Analyze integrity of client's hair and scalp to determine if client's hair can support the weight of extensions (e.g., texture, density, curl pattern).	<input type="text"/>	<input type="text"/>
T8. Analyze client's hair (e.g., type, condition) to select volume of developer (e.g., peroxide) to use during hair coloring process.	<input type="text"/>	<input type="text"/>
T9. Analyze client's hair condition to determine strength of product to use during permanent wave.	<input type="text"/>	<input type="text"/>
T10. Analyze client's hair condition to determine strength of product to use during hair relaxing process.	<input type="text"/>	<input type="text"/>
T11. Provide alternative options to client when original services to be provided cannot be performed.	<input type="text"/>	<input type="text"/>
T12. Administer patch test to determine whether product(s) can be used on client.	<input type="text"/>	<input type="text"/>
T13. Maintain records of client services by specifying details (e.g., products, processing time) of services performed.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

9. Part II - Task Ratings (Continued)

17. Preparation

	Frequency	Importance
T14. Prepare workstation according to type of cosmetology service to be performed on client.	<input type="text"/>	<input type="text"/>
T15. Prepare client for cosmetology service by draping client prior to service to protect from product(s).	<input type="text"/>	<input type="text"/>
T16. Perform cleansing of client's hair by removing residue (e.g., natural oil, product) from hair to facilitate service process.	<input type="text"/>	<input type="text"/>
T17. Prepare client's hair prior to service by sectioning hair for control during procedure(s).	<input type="text"/>	<input type="text"/>
T18. Prepare hair products by using Board of Barbering and Cosmetology approved methods when mixing chemicals.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

10. Part II - Task Ratings (Continued)

18. Hair Services

	Frequency	Importance
T19. Apply treatment products (e.g., conditioner, reconstructor) to client's hair to assist in restoring the natural condition of the hair.	<input type="text"/>	<input type="text"/>
T20. Perform haircutting techniques by using implements (e.g., scissors, razors, clippers) to cut hair according to client's needs.	<input type="text"/>	<input type="text"/>
T21. Perform styling techniques by using equipment (e.g., curling iron) to style hair according to client's needs.	<input type="text"/>	<input type="text"/>
T22. Perform styling techniques by using products (e.g., hair spray) to style hair according to client's needs.	<input type="text"/>	<input type="text"/>
T23. Perform permanent wave service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T24. Perform hair relaxing service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T25. Perform smoothing/keratin service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T26. Perform tinting service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T27. Perform bleach/toner service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T28. Perform highlight service on client to achieve a multidimensional color effect on hair.	<input type="text"/>	<input type="text"/>
T29. Perform lowlight service on client to achieve a multidimensional color effect on hair.	<input type="text"/>	<input type="text"/>
T30. Perform corrective hair service(s) on client's hair that has been damaged (e.g., chemical, apple cider vinegar soak) to enhance condition of hair.	<input type="text"/>	<input type="text"/>
T31. Attach hair extensions to client's hair to provide a style (e.g., texture, length, color) according to client's needs.	<input type="text"/>	<input type="text"/>
T32. Perform high frequency electric current to client's scalp to promote cellular turnover and to provide foundation for healthy hair.	<input type="text"/>	<input type="text"/>
T33. Perform co-wash/cleansing conditioner on client's natural hair prior to shampooing to detangle hair to avoid matting.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

11. Part II - Task Ratings (Continued)

19. Safety and Sanitation

	Frequency	Importance
T34. Sanitize hands in preparation for cosmetology service(s) by washing with soap and warm water and/or hand sanitizer.	<input type="text"/>	<input type="text"/>
T35. Disinfect implements in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T36. Sanitize supplies (e.g., drape, towels, sheets) in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T37. Sanitize equipment in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T38. Sanitize surfaces of work area in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T39. Create sanitary maintenance area (SMA) in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T40. Protect client's skin/eyes to prevent reaction to chemical substances.	<input type="text"/>	<input type="text"/>
T41. Identify potential chemical hazard in products used for cosmetology service to protect client and cosmetologist.	<input type="text"/>	<input type="text"/>
T42. Identify chemical contents of products used for cosmetology service to determine compatibility with other products and potential safety hazards.	<input type="text"/>	<input type="text"/>
T43. Store cosmetology products and supplies according to Board of Barbering and Cosmetology requirements.	<input type="text"/>	<input type="text"/>
T44. Discard products and disposable supplies after service by following Board of Barbering and Cosmetology regulations and procedures.	<input type="text"/>	<input type="text"/>
T45. Contain used linens in covered, marked containers after each cosmetology service to prevent contamination.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

12. Part II - Task Ratings (Continued)

20. Esthetics

	Frequency	Importance
T46. Assess client's skin to determine whether esthetic treatment can be performed.	<input type="text"/>	<input type="text"/>
T47. Prepare client's skin prior to performing skin treatment by removing debris from the skin.	<input type="text"/>	<input type="text"/>
T48. Select facial product(s) according to client's skin analysis to be used during treatment.	<input type="text"/>	<input type="text"/>
T49. Maintain sanitary condition of facial products (e.g., makeup, creams) and application tools to prevent contamination.	<input type="text"/>	<input type="text"/>
T50. Test wax temperature prior to application to client's skin to prevent harming the client.	<input type="text"/>	<input type="text"/>
T51. Perform facial treatments (e.g., facial mask) by using Board of Barbering and Cosmetology approved procedures.	<input type="text"/>	<input type="text"/>
T52. Apply final skin care product(s) (e.g., moisturizer, toner) according to type of esthetic treatment performed.	<input type="text"/>	<input type="text"/>
T53. Perform facial hair removal on client by using Board of Barbering and Cosmetology approved techniques (e.g., waxing, tweezing).	<input type="text"/>	<input type="text"/>
T54. Apply makeup product(s) to enhance and/or conceal client's facial features.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

13. Part II - Task Ratings (Continued)

21. Manicuring

	Frequency	Importance
T55. Examine client's nails and surrounding skin to determine whether nail service can be performed.	<input type="text"/>	<input type="text"/>
T56. Prepare client's nails for nail service(s) by cleansing the nail surface.	<input type="text"/>	<input type="text"/>
T57. Remove excess oil/lotion from nail surface to prepare nail(s) for application of polish.	<input type="text"/>	<input type="text"/>
T58. Soften client's cuticle prior to pushing back the cuticle to loosen from the nail plate.	<input type="text"/>	<input type="text"/>
T59. Shape client's nails to achieve a desired form by using Board of Barbering and Cosmetology approved techniques (e.g., trimming, filing, buffing).	<input type="text"/>	<input type="text"/>
T60. Remove artificial nails from client by following manufacturer's directions.	<input type="text"/>	<input type="text"/>
T61. Apply nail tip during artificial nail application to extend length of natural nail.	<input type="text"/>	<input type="text"/>
T62. Blend artificial nail surface to natural nail by smoothing out visible line.	<input type="text"/>	<input type="text"/>
T63. Apply acrylic/gel product(s) to nail by following manufacturer's directions.	<input type="text"/>	<input type="text"/>
T64. Apply wraps (e.g., silk, gel, paper) to nail by following manufacturer's directions.	<input type="text"/>	<input type="text"/>
T65. Apply polish/enamel to client's nails according to manufacturer's directions.	<input type="text"/>	<input type="text"/>
T66. Perform hand/foot massage by applying Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T67. Soak feet in footbath to facilitate the pedicure process.	<input type="text"/>	<input type="text"/>
T68. Trim toenails to a desired length by clipping straight across using toenail clippers.	<input type="text"/>	<input type="text"/>
T69. Use foot file on client to smooth dry skin and calluses.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

14. Part III - Knowledge Rating Instructions

In this part of the questionnaire, you will be presented with 155 knowledge statements. Rate each knowledge statement based on how important you believe that knowledge is to the performance of tasks in your job.

If a knowledge is NOT a part of your job, rate the statement "not important; not required" and go on to the next item.

Use the following Importance Scale to rate the knowledge statements.

IMPORTANCE SCALE

HOW IMPORTANT is this knowledge to performance of tasks in your current job?

0 - NOT IMPORTANT; NOT REQUIRED. This job knowledge does not apply to my job; it is not required for job performance.

1 - OF MINOR IMPORTANCE. This job knowledge is of minor importance for job performance; it is useful for some minor part of my job.

2 - FAIRLY IMPORTANT. This job knowledge is fairly important for job performance in some relatively major part of my job.

3 - MODERATELY IMPORTANT. This job knowledge is moderately important for job performance in some relatively major part of my job.

4 - VERY IMPORTANT. This job knowledge is very important for job performance in a significant part of my job.

5 - CRITICALLY IMPORTANT. This job knowledge is critically important for job performance.



Cosmetologist Occupational Analysis Questionnaire

15. Part III - Knowledge Ratings

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22. Consultation

	Importance
K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.	<input type="text"/>
K2. Knowledge of medical conditions that prevent cosmetology services from being performed.	<input type="text"/>
K3. Knowledge of diseases or disorders that prevent cosmetology services.	<input type="text"/>
K4. Knowledge of cosmetology services within the scope of practice.	<input type="text"/>
K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.	<input type="text"/>
K6. Knowledge of types of lifestyles (e.g., sun bathing, swimming) that may prevent cosmetology services from being performed.	<input type="text"/>
K7. Knowledge of methods used to elicit information from client about past hair services.	<input type="text"/>
K8. Knowledge of products used in client's previous hair services that could affect current service.	<input type="text"/>
K9. Knowledge of procedures used to analyze client's hair condition to determine if permanent wave service can be performed.	<input type="text"/>
K10. Knowledge of procedures used to analyze client's hair condition to determine whether hair relaxing service can be performed.	<input type="text"/>
K11. Knowledge of procedures used to analyze client's hair condition to determine whether color treatment can be performed.	<input type="text"/>
K12. Knowledge of methods used to assess client's service needs.	<input type="text"/>
K13. Knowledge of methods used to determine whether client's expectations are realistic and can be performed.	<input type="text"/>
K14. Knowledge of methods used to record client services, including consent for digital media.	<input type="text"/>
K15. Knowledge of methods used to select volume of developer.	<input type="text"/>
K16. Knowledge of relationship between hair condition and products used during permanent wave service.	<input type="text"/>
K17. Knowledge of relationship between hair condition and products used during hair relaxing processes.	<input type="text"/>
K18. Knowledge of relationship between hair condition and products used during all hair services.	<input type="text"/>
K19. Knowledge of relationship between hair condition and developer used during hair coloring process.	<input type="text"/>
K20. Knowledge of methods used to test skin for reactions to products.	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

16. Part III - Knowledge Ratings (Continued)

23. Preparation

Importance

K21. Knowledge of methods used to cleanse client's hair prior to performing services.

K22. Knowledge of products used to cleanse client's hair.

K23. Knowledge of methods used to section client's hair before service.

K24. Knowledge of Board of Barbering and Cosmetology approved methods used to mix hair chemical products.

K25. Knowledge of methods used to protect client during cosmetology services.

K26. Knowledge of products used to protect client during cosmetology services.

K27. Knowledge of types of products/equipment to be used that are available during each type of cosmetology service.



Cosmetologist Occupational Analysis Questionnaire

17. Part III - Knowledge Ratings (Continued)

24. Hair Service

Importance

K28. Knowledge of types of products used in color services.

K29. Knowledge of types of products used in permanent wave services.

K30. Knowledge of types of products used in hair relaxing services.

K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair.

K32. Knowledge of types of products used to condition hair.

K33. Knowledge of types of products used to detangle natural hair.

K34. Knowledge of techniques used to detangle natural hair.

K35. Knowledge of techniques used to cut men's hair.

K36. Knowledge of types of implements used to cut client's hair.

K37. Knowledge of techniques used to style client's hair.

K38. Knowledge of types of products used to style client's hair.

K39. Knowledge of types of equipment used to style hair.

K40. Knowledge of volume levels used to lift hair color.

K41. Knowledge of volume levels used to deposit color into hair.

K42. Knowledge of methods used to prepare client's hair prior to service.

K43. Knowledge of types of permanent wave rods used to wave hair.

K44. Knowledge of criteria used to select permanent wave rods for service.

K45. Knowledge of techniques used to wrap client's hair on rods during permanent wave service.

Importance

K46. Knowledge of methods used to apply permanent wave chemicals to hair.

K47. Knowledge of methods used to verify whether chemicals have completed processing hair.

K48. Knowledge of techniques used to perform tinting service on client's hair.

K49. Knowledge of techniques used to perform highlighting service on client's hair.

K50. Knowledge of techniques used to perform lowlight service on client's hair.

K51. Knowledge of techniques used to perform bleach/toner service on client's hair.

K52. Knowledge of methods used to remove chemicals from hair.

K53. Knowledge of procedures used to aid in correcting damaged hair.

K54. Knowledge of methods used to attach (e.g., glue, braid, sew) hair extensions into client's hair.

K55. Knowledge of methods used to maintain hair extensions.

K56. Knowledge of types of hair extensions (e.g., track, weave) used during hair service(s).

K57. Knowledge of types of products used in smoothing/straightening services.

K58. Knowledge of hair and scalp disorders as they relate to technology.



Cosmetologist Occupational Analysis Questionnaire

18. Part III - Knowledge Ratings (Continued)

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25. Safety and Sanitation

	Importance
K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services.	<input type="text"/>
K60. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitizing hands.	<input type="text"/>
K61. Knowledge of Board of Barbering and Cosmetology regulations regarding disinfecting implements.	<input type="text"/>
K62. Knowledge of methods used to sanitize supplies according to Board of Barbering and Cosmetology regulations.	<input type="text"/>
K63. Knowledge of methods used to sanitize equipment according to Board of Barbering and Cosmetology regulations.	<input type="text"/>
K64. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.	<input type="text"/>
K65. Knowledge of methods used to protect client's skin/eyes from chemicals used during cosmetology services.	<input type="text"/>
K66. Knowledge of chemical hazards related to cosmetology services.	<input type="text"/>
K67. Knowledge of basic chemistry related to cosmetology services.	<input type="text"/>
K68. Knowledge of indicators of a reaction to cosmetology products and services.	<input type="text"/>
K69. Knowledge of Board of Barbering and Cosmetology regulations related to discarding used products and disposable implements/supplies.	<input type="text"/>
K70. Knowledge of methods used to obtain cosmetology product ingredients.	<input type="text"/>
K71. Knowledge of Board of Barbering and Cosmetology regulations regarding containment of linens.	<input type="text"/>
K72. Knowledge of methods used to contain used linens.	<input type="text"/>
K73. Knowledge of methods used to store cosmetology products and supplies.	<input type="text"/>
K74. Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies.	<input type="text"/>
K75. Knowledge of types of EPA-registered disinfectant products.	<input type="text"/>
K76. Knowledge of types of antibacterial soaps and/or hand sanitizers used to sanitize hands.	<input type="text"/>
K77. Knowledge of methods used to label nail products for storage.	<input type="text"/>
K78. Knowledge of manufacturer's recommended procedures for nail product storage.	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

19. Part III - Knowledge Ratings (Continued)

26. Esthetics

Importance

K79. Knowledge of methods used to assess skin type.

K80. Knowledge of skin physiology as related to esthetic services.

K81. Knowledge of skin anatomy as related to esthetic services.

K82. Knowledge of skin treatments that are within scope of practice.

K83. Knowledge of facial/bone structure related to application of makeup.

K84. Knowledge of methods used to cleanse client's skin prior to treatment.

K85. Knowledge of skin care products used for cleansing.

K86. Knowledge of methods used to determine types of skin care products to use prior to facial treatment.

K87. Knowledge of types of esthetic services that can be performed.

K88. Knowledge of indicators of a reaction to skin care product.

K89. Knowledge of skin care products used to remove dead skin cells.

K90. Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools.

K91. Knowledge of techniques used to test wax temperature.

K92. Knowledge of wax consistency needed prior to client application.

K93. Knowledge of types of skin care products applied during facial treatment.

K94. Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment.

K95. Knowledge of methods used to determine when final skin care products should be applied to client (e.g., skin reaction).

K96. Knowledge of methods used to apply facial masks.

Importance

K97. Knowledge of implements used to apply facial masks.

K98. Knowledge of methods used to remove dead skin cells from face.

K99. Knowledge of techniques used to perform facial massage.

K100. Knowledge of muscles affected by facial massage.

K101. Knowledge of methods used to soothe skin following a facial treatment.

K102. Knowledge of methods used to remove facial masks.

K103. Knowledge of types of wax procedures used for hair removal.

K104. Knowledge of methods used to apply wax to skin area.

K105. Knowledge of methods used to remove wax from skin area.

K106. Knowledge of methods used to tweeze hair.

K107. Knowledge of types of implements used to tweeze hair.

K108. Knowledge of application tools used to apply makeup.

K109. Knowledge of techniques used to apply makeup to enhance and/or conceal facial features.

K110. Knowledge of makeup products used to enhance and/or conceal facial features.

K111. Knowledge of purposes of final skin care products used following facial treatment.

K112. Knowledge of sensory nerves affected by facial massage (e.g., heat/cold, pressure).



Cosmetologist Occupational Analysis Questionnaire

20. Part III - Knowledge Ratings (Continued)

27. Manicuring

Importance

K113. Knowledge of basic nail anatomy (e.g., nail plate, cuticle) related to nail services.

K114. Knowledge of common disorders and diseases that affect natural nails and surrounding areas.

K115. Knowledge of basic skin anatomy (e.g., cuticle, mantle, eponychium, perionychium) related to nail services.

K116. Knowledge of nail disorders that prevent nail services.

K117. Knowledge of procedures used for different types of nail services.

K118. Knowledge of types of polish removers.

K119. Knowledge of methods used to cleanse nail.

K120. Knowledge of implements and equipment used in performing a manicure.

K121. Knowledge of procedures for different types of manicures.

K122. Knowledge of types of cuticle softeners and removers.

K123. Knowledge of types of top and base coats.

K124. Knowledge of types of nail hardeners and strengtheners.

K125. Knowledge of methods to prevent overexposure (e.g., ventilation, contamination) of artificial nail product(s) to client and cosmetologist.

K126. Knowledge of methods used to remove oil/lotion from nail surfaces prior to nail polishing.

K127. Knowledge of nail antiseptics used during nail service.

K128. Knowledge of indicators of a reaction to artificial nail products.

K129. Knowledge of techniques to apply nail polishes, enamels, and lacquers.

Importance

K130. Knowledge of types of nail polishes, enamels, and lacquers.

K131. Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).

K132. Knowledge of implements and equipment used in performing a pedicure.

K133. Knowledge of methods used to perform a pedicure.

K134. Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.

K135. Knowledge of Board of Barbering and Cosmetology regulations regarding procedures used during hand and foot massages.

K136. Knowledge of effects on the nervous system in performing hand or foot massage.

K137. Knowledge of techniques for performing hand or foot massage.

K138. Knowledge of muscles affected by hand or foot massage.

K139. Knowledge of methods used to apply artificial nails.

K140. Knowledge of types of nail adhesives.

K141. Knowledge of implements and equipment used for artificial nail service.

K142. Knowledge of acrylic nail products.

K143. Knowledge of techniques and procedures used to maintain and repair acrylic nails.

K144. Knowledge of techniques and procedures used to remove acrylic nails.

K145. Knowledge of types of nail tips for nail enhancement service.

K146. Knowledge of materials and procedures used to apply nail tips.

K147. Knowledge of methods used to blend artificial and natural nail surfaces together.

K148. Knowledge of techniques and procedures used to remove nail tips.

K149. Knowledge of silk, linen, paper, or liquid products for nail wrap service.

K150. Knowledge of techniques and procedures used to apply nail wraps.

K151. Knowledge of techniques and procedures used to remove nail wraps.

K152. Knowledge of gel nail products.

Importance

K153. Knowledge of techniques and procedures used to maintain and repair gel nails.

K154. Knowledge of techniques and procedures used to apply gel nail products over nail tips.

K155. Knowledge of techniques and procedures used to remove gel nails.

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21. FINISHED

Thank you for completing this questionnaire. Your feedback is extremely valuable.

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APPENDIX D

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EXECUTIVE SUMMARY

Licensing boards and bureaus within the California Department of Consumer Affairs (DCA) are required to ensure that examination programs used in the California licensure process comply with psychometric and legal standards. The California Board of Barbering and Cosmetology (Board) requested that DCA's Office of Professional Examination Services (OPES) complete a comprehensive review of the National Cosmetology Theory Examination and the National Cosmetology Practical Examination, which are developed by the National-Interstate Council of State Boards of Cosmetology, Inc. (NIC). NIC worked with Schroeder Measurement Technologies, Inc., (SMT) to conduct the job analysis and to develop examinations for NIC's cosmetologist certification program. The purpose of the OPES review was to evaluate the suitability of the National Cosmetology Theory Examination and the National Cosmetology Practical Examination for continued use in California.

OPES, through collaboration with the Board, received and reviewed documents provided by SMT. One of the documents provided was the *NIC Cosmetology 2014 Job Analysis Report*. Follow-up emails were exchanged in order to clarify the procedures and practices used to validate and develop the National Cosmetology Theory Examination and the National Cosmetology Practical Examination. A comprehensive evaluation of the documents was made to determine whether the following test program components met professional guidelines and technical standards: (a) occupational analysis, (b) examination development, (c) passing scores, (d) test administration, (e) examination scoring and performance, and (f) test security procedures. OPES found that the procedures used to establish and support the validity and defensibility of the above test program components of the National Cosmetology Theory Examination and the National Cosmetology Practical Examination meet professional guidelines and technical standards outlined in the *Standards for Educational and Psychological Testing* (2014) (*Standards*) and California Business and Professions Code section 139. However, OPES found a few issues that should be addressed by NIC in order to improve and enhance its testing program.

In addition to reviewing documents provided by SMT, OPES convened a panel of licensed cosmetologists to serve as subject matter experts (SMEs) to review the content of the National Cosmetology Theory Examination and the National Cosmetology Practical Examination. The SMEs were selected by the Board based on their geographic location, experience, and practice specialty. The purpose of the review was to compare the content of the two national examinations with the description of practice for California cosmetologists resulting from the 2017 California Cosmetologist Occupational Analysis (OA) performed by OPES.

Specifically, the SMEs performed a comparison by linking the job task and knowledge statements of the California Cosmetologist OA to the examination outline of the National Cosmetology Theory Examination and to the 12 content domains of the National

Cosmetology Practical Examination required for California. This linkage was performed to identify whether there were areas of California cosmetology practice not measured by either the National Cosmetology Theory Examination or the National Cosmetology Practical Examination.

The results of the linkage study indicate that there were only two California OA task statements that could not be linked to either the National Cosmetology Theory Examination or the National Cosmetology Practical Examination. It should be noted, however, that the California OA task and knowledge statements are written at a more detailed level of specificity compared to the national task and knowledge elements. Even though the SMEs could not make a direct link for the two California OA task statements, they noted that linkage could inherently exist, but that they could not make that distinction given the general way in which the national task and knowledge elements are written. The SMEs did not believe that this lack of coverage would support the need for the Board to develop a supplemental California examination. Overall, the SMEs concluded that the National Cosmetology Theory Examination and the National Cosmetology Practical Examination adequately assess what a California cosmetologist is expected to have mastered at the time of licensure.

Due to the historically low passing rates for candidates taking the Spanish-language version, OPES also investigated the differential passing rates of the National Cosmetology Theory Examination by language (English, Spanish, Vietnamese, and Korean). OPES had questions regarding the accuracy of the translation and the additional quality control processes that occur following the translation. SMT provided responses that satisfied OPES's questions about translation accuracy and comprehensiveness.

An addition of an English-Spanish Translation Guide might alleviate the issue of the low passing rates for candidates taking the Spanish-language version, but it will take some time before the Board can fully assess the results because the passing rates must be tracked over time.

OPES recommends that NIC and the Board continue to track the passing rates of candidates taking the Spanish-language version. If passing rates continue to remain lower than for other language groups despite the availability of the translation guide, NIC and the Board should reevaluate the translation process and look for other possible factors.



CALIFORNIA STATE
BOARD OF BARBERING AND COSMETOLOGY

Review of the Low Pass Rate of Spanish Written Examinations

Approved by the Board: May 20, 2018

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Report to the Assembly Committee on Business and Professions and the Senate
Committee on Business, Professions and Economic Development

Review of the Low Pass Rate of Spanish Written Examinations

The Board has been experiencing low passing rates for candidates that are taking the written examination in Spanish. Recent legislation (AB 181, chapter 430, statutes of 2016) specifically addressed this issue by stating:

The Board shall review the Spanish language examination if, by January 1, 2016, the pass rate for Spanish speakers did not increase to the average pass rate for all other language examinations during the two-year period prior to January 1, 2016.

Background

For the last two-years, the Spanish pass rates have not increased. Therefore, pursuant to the statute above the Board must conduct a review to determine a cause for the low rate. Board staff has been reviewing this issue for several months and this report will provide information on the findings.

Data Review

Initially, staff believed we could determine a pattern in the low pass rates. For example, are the candidates coming from a specific school, a specific geographical area, etc. Numerous reviews of data were conducted, and no pattern was found. It was determined that the low pass rates include candidates who went to a California school, came from out of state, came from out of country or completed an apprenticeship program. In fact, the failure rate is an average of 82% regardless of where the initial education was determined.

Data collected on Spanish written examinations from October 3, 2013 through October 24, 2017 revealed the following:

Board Approved School Applicants				
Exam Type	Fail	Pass	Grand Total	Pass %
Barber Written Exam	367	372	739	50.34%
Cosmetology Written Exam	2446	1230	3676	33.46%
Electrology Written Exam	1	0	1	0.00%
Esthetician Written Exam	32	39	71	54.93%
Manicurist Written Exam	130	165	295	55.93%
Grand Total	2976	1806	4782	37.77%

Out of Country Applicants				
Exam Type	Fail	Pass	Grand Total	Pass %
Barber Written Exam	77	67	144	46.53%
Cosmetology Written Exam	825	287	1112	25.81%
Esthetician Written Exam	5	10	15	66.67%
Manicurist Written Exam	2	2	4	50.00%
Grand Total	909	366	1275	28.71%

Apprentice Applicants				
Exam Type	Fail	Pass	Grand Total	Pass %
Barber Written Exam	84	77	161	47.83%
Cosmetology Written Exam	735	118	853	30.20%
Grand Total	819	195	1014	32.54%

The Board started reporting pass rates by language type in 2009, when the national written examination was adopted. Data was able to be pulled from previous years to review the prior passage rate. The prior examination was developed by the Board (in conjunction with the Department of Consumer Affairs) and was provided in Spanish. The pass rates are listed below:

Fiscal Year	Pass Rate
09/10	31%
10/11	33%
11/12	24%
12/13	29%

One item that the data review did provide was that Spanish test takers are passing the practical portion of the examination. For the last two fiscal years (2013/14 and 2014/15) the pass rate for Spanish test takers of the practical examination is 82%.

Translation Review

As the Board provides a national examination developed by the National Interstate Council of State Boards of Cosmetology (NIC), the NIC also is responsible for the translations of all examinations. The Board contacted the NIC to express the concern with the low passage rate in the Spanish examinations and asked the NIC to consider a possible translation issue. The NIC responded that there is a lack of statistical evidence that the translated examination items are flawed and that leads to the conclusion that the Spanish version of the examination measures competence with the same degree of accuracy as the English examination.

Since there are many different Spanish dialects used in the United States (U.S.) the Board asked NIC to

identify which one they use (Mexican Spanish, New Mexican Spanish, Caribbean Spanish, Central American Spanish, or perhaps a different Spanish dialect). The Board was interested in seeing if the dialect chosen for the examination was the most *commonly understood*, or *most widely-used* one. NIC provided the following response:

“Translators describe the dialect used to translate English into Spanish as U.S. Spanish. The Spanish spoken along the border from Texas to California is referred to as Mexican Spanish. U.S. Spanish is Mexican Spanish made neutral. Various dialects of Spanish have different meanings for the same Spanish word. In numerous instances, a word used in one dialect may be offensive, inflammatory or simply not have the intended meaning in another. U. S. Spanish selects those words for translation that avoid the potential of multiple or unintended meaning. This is also referred to as American Neutral Spanish.

American Neutral Spanish, with its emphasis on the use of neutral terms instead of specific terms from a specific locale accommodates a broad variety of Spanish speakers in the U.S. Castilian Spanish is Spanish for Spain and is intended for the European market. When it was brought to the American continent, various dialects, now referred to as locales, developed that are now quite different from the original Castilian Spanish. Since we translate our examinations for administration in the United States, this more generic version of Spanish is appropriate for a broader audience in the U.S.

Our translators work to create a translation into Spanish that is, as far as is reasonably possible, neutral with respect to locales, or regional dialects. Translation is necessarily a compromise as one translation dictionary provides a term that is selected over another dictionary, but the intent of the compromise here is to maximize comprehension of the translation by the greatest number of individuals who take our examinations.”

Pass Rates by Examination Content Area

Staff reached out to NIC and requested an audit of Spanish written exam pass rates by exam content area. The intent was to determine if there was a trend on which area of the exam Spanish exam takers were failing. NIC conducted the audit. It was determined across all four exam domains, Spanish candidates performed lower, on average, than the English candidates. Overall there did not seem to be a performance difference within the domains for English and Spanish candidates.

Other States

According to the NIC, only one other state has expressed concern over pass rates for Spanish speaking applicants (North Carolina). The Board reached out to the State Board of North Carolina. The results are noted below. In addition, the Board has reached out to Texas, Arizona and New Mexico. As these states border Mexico, it was assumed that these States may have a larger population of Spanish speaking individuals taking the written/practical exam in the Spanish language.

North Carolina

The North Carolina Board of Cosmetic Art Examiners notes the following statistics but is currently not addressing low Spanish exam pass rates. Cosmetology 50% (142 administrations), Nail Technology 36.23% (69 administrations). These statistics include the original exam and re-exams.

Texas

The Texas Department of Licensing and Regulation does not use the NIC written exam. The

current pass rate for the 2015 written Barber exam is 73% (56 administrations given), the Cosmetology written exam is 66% (1224 administrations given), and the Cosmetology Manicurist written exam is 60% (75 administrations given).

New Mexico

The New Mexico Board of Barbers and Cosmetologists report that they do use the NIC examination and are currently not having problems with their Spanish examination pass rates.

Arizona

The Arizona Board of Cosmetology does use the NIC exam; however, they only offer the examination in English.

Candidate Survey

To further gather data Board staff added a survey that must be responded to at the end of each computer-based examination. Below are the survey questions and the responses:

Question:	Answered Yes	Answered No
Was it easy to understand the translated exam?	62%	38%
Did you use Spanish text books in school?	89%	11%
Were you taught in Spanish at school?	72%	28%
Is Spanish your natural/first language?	98%	2%
Would you take this exam in Spanish again?	93%	7%
Would you consider taking the exam in English?	69%	31%

School Survey

In April 2014, the Board reached out to cosmetology schools to determine if they had any input on this issue. The Board developed a survey and mailed it to all approved schools. Unfortunately, the responses received were minimal; however, some of the information provided may be helpful. The survey questions and responses are noted below:

Question:	# of Responses	Yes	No
Do you have Spanish speaking students?	48	54%	46%
Do you instruct and/or provide textbooks and learning material in Spanish?	23	40%	60%
What areas do you find most challenging for these students?	23	*	*
What suggestions do you have for the Board to assist your Spanish speaking students?	20	*	*
Would you send an instructor to participate in a Q & A session concerning this topic at the Boards Sacramento Office?	23	48%	52%

*Questions 3 and 4 were open-ended questions that allowed the respondent to type in the comments. See Appendix A for the written responses that were received. Please note: the survey responses are pulled directly from the survey database and appear as they were submitted by the respondents.

Bureau of Private Postsecondary Education

The Board reached out to the Bureau of Private Postsecondary Education (BPPE) to determine if they have authority over passage rates as the BPPE does regulate private cosmetology schools. The BPPE noted that their authority is to ensure the school is operating legally which would require each school

to:

- Require proof of high school graduation
- Hire competent teachers

The BPPE requires a student that does not have a certificate of graduation from a school providing high school education or the recognized equivalent of the certificate, take and pass an independently administered Ability to Benefit (ATB) examination. The ATB exam measures a student's basic verbal and quantitative skills. The Board approved school is required, prior to executing an enrollment agreement with an ATB student, to have the student take and pass an independently administered examination from the list of examinations prescribed by the United States Department of Education (as required by the California Education Code (CEC) Section 94904). A list of ATB examinations that are approved for use is available on the BPPE's website. The approved school must maintain a student file that includes the information related to how the student was admitted into the Board approved school (CEC, Section 71920). The BPPE can take administrative action if during a compliance inspection the student and/or institutional records are reviewed and found out of compliance with the law or regulation. A citation or administrative action may be taken. If a student was not properly enrolled, the BPPE may seek a refund of the tuition paid to the school.

Office of Professional Examination Services

In September 2016, staff reached out to the Office of Professional Examination Services (OPES) to inquire on the feasibility that the examination administration vendor, PSI be able to provide an option for candidates taking the cosmetology written examination in the Spanish, Vietnamese or Korean versions, have the English version of the examination displayed as well during the examination. The Board was informed that PSI did have the capabilities to perform this request. However, OPES provided the following response in a memo dated December 2, 2016, expressing concern for the request:

"The Office of Professional Examination Services (OPES) has several concerns about the requested change. The proposed change would require extra time for candidates to take the NIC examination, and BBC candidates already receive more time on the NIC examination than candidates in other states. There are also psychometric issues of fairness involved; candidates who take the Korean and Vietnamese versions of the examination would have to be provided the English examination and extra time as well. This may not be fair to the applicants who receive the English examination only."

Conclusions

High School Graduation or Equivalent

The Board's requirement for an applicant for a cosmetology license is that they must self-certify that they have completed the 10th grade. However, the BPPE requires all private schools enroll students that have graduated high-school or have the equivalent (ATB exam). Since the ATB exam is not required by the Board to sit for the Cosmetology/Barbering examination, it may be that students are sitting for the examination without a minimal level of education as required by the BPPE. There could be a conflict that schools are enrolling students that do not have a minimal level of education to enter the field of cosmetology.

Language Access

The Board's survey results do not demonstrate that language access is a concern. Applicants taking the examination in Spanish responded that 69% would take it again in Spanish.

Quality of Education

The quality of education that is taught in schools could be a potential reason for low pass rates, however, there is very little jurisdiction over quality of education by either the Board or the BPPE. The Board has minimal authority over the education of the students. While the Board sets the curriculum, and can ensure that schools are maintaining the curriculum, the Board does not have access to student records and cannot verify each student is being fully taught all aspects of the curriculum.

Practical vs. Written Examination

The Spanish speaking applicants have a high pass rate on the practical examination. This could be for a couple of reasons: 1) the students are more hands-on and visual learners and therefore are more successful in the demonstration aspect of the examination or 2) the students are being taught in school only how to pass the examination and not focusing on the theory aspect of education.

Solutions

The NIC examinations are translated into the most universal or neutral version of each language offered. Therefore, the Board feels that providing students with a list of common industry terms that may not be commonly referenced in their primary language (or dialect) may provide students with a greater understanding of what is being asked on the examination questions. The NIC agreed to provide a vocabulary list of common industry terms translated into the words that examinees will see on the actual written and practical exam. On January 10, 2017, the Spanish vocabulary list was posted to the NIC website with the Vietnamese and Korean vocabulary lists soon to follow. On February 21, 2017, the Board sent out a circular letter instructing all schools who have students being instructed in the various languages to make the vocabulary lists available to the students early in the education process, so that they may become familiar with terms they will see coming on the licensing exam.

In September 2017, internet links were added to the Board's examination admission letters and to the PSI instructional booklet, encouraging students to review the NIC translation guides prior to taking the licensing examination.

In expectation of the NIC vocabulary lists, on July 17, 2016, members adopted the proposed regulatory changes below to California Code of Regulations Title 16, Division 9, Article 7, section 961 and the Board has commenced with the regulatory process. On April 24, 2017, the Board was presented with the following regulatory language for adoption:

§ 961. Online Training and Text and Reference Books for Students.

(a) In teaching, approved schools shall use text and reference books approved by the National Interstate Council of State Boards of Cosmetology (NIC). Approved schools may use other teaching material or on-line training programs, in lieu of the text book, under the condition that they have been approved by the NIC.

(b) Each student shall possess the following:

- (1) At least one (1) of the textbooks approved by the NIC or has access to a NIC-approved online program.
- (2) The Barbering and Cosmetology Act and the Rules and Regulations of the Board of Barbering and Cosmetology.

(c) There shall be available for the use of students in the school:

- (1) A list of the text and reference books approved by the NIC.

(2) Any two approved texts other than the one text or online program access, possessed by the student. (Shall not apply to barber schools if there are less than three approved texts.)

(3) A vocabulary list (produced by NIC) of common industry terms that may appear on the NIC examinations translated into the languages offered by the California Board of Barbering and Cosmetology.

Note: Authority cited: Sections 7312 and 7362, Business and Professions Code. Reference: Section 7362, Business and Professions Code.

Additionally, to help educate examination candidates, the Board updated its examination application to include the following language:

These examinations are translated into the most universal or neutral version of each language to be acceptable to the widest possible audience.

In July 2015, the following information was provided to all approved schools:

The Board is continuing to see very low pass rates for students taking the cosmetology examination in Spanish. The Board would like all schools to remind their students that examinations are translated into the most universal or neutral version of the specified language. If a student has been taught the curriculum in English, they may be more successful if they take the examination in English.

Future Actions

On May 20, 2018 Board members directed Board Staff to form a working group comprised of representatives from:

- Board approved schools (private and community colleges)
- Staff from the Office of Professional Examination Services
- Staff from the National Interstate Council of State Boards
- Language Access Subject Matter Experts
- Board Staff

The goal of this working group is to identify additional reasons for the low pass rate and to propose ways to combat the low pass rate of Spanish speaking examinees. This working group will report its findings/suggestions to the full Board by December 2019.

It will take a measure of time to determine if the current actions taken by the Board will produce a higher pass rate in the exams. It is the Board's determination to continue to look for additional methods to mitigate the low pass exam rate (such as obtaining sole oversight of the schools). In addition, the Board continues to closely monitor the pass/fail rates of the Spanish written examinations at every Board meeting.

Appendix A

DRAFT

Q3: What areas do you find most challenging for these students?

Answered: 25 Skipped: 26

1. not enough printed material for student learning 5/31/2016 4:47 PM
2. The written portion of their education is the most challenging. 6/24/2014 1:45 PM
3. We haven't had a challenge w/our spanish speaking students understanding English instructions. 6/18/2014 2:36 PM
4. The majority of our students speak "conversational Spanish" which is very different than that on print. I have been in the industry for 20 years and consider myself fluent in the Spanish language although it is not my first language. However the cosmetology field is not foreign to me and reading the Spanish textbook and any materials provided seems to be confusing. here are so many dialects, depending on region, that I believe that my be part of the problem. For this, I don't believe there is too much that can be done, but I do believe the Board has a way to help. 6/18/2014 2:34 PM
5. The most difficult part of the Spanish speaking is the written exam is complicated, the student's how speak spanish do not understand some of the wording in the exam confusing their answers. 6/18/2014 2:19 PM
6. We do not teach in Spanish, we advice to purchase spanish textbooks and try to group them together. All spanish language varries from different parts of Mexico. 6/18/2014 2:17 PM
7. We go through Hancock College and they recieve taking a start test and they set the guidelines for entrance. We don't seem to have a problem-unless the student chooses not to study. 6/18/2014 2:15 PM
8. All of our students have a high school diploma. Therefore, all of our students speak & read English. 6/18/2014 2:13 PM
9. N/A 6/18/2014 2:05 PM
10. None. My Spanish speaking students also speak English, and usually take the exam in English. 6/18/2014 2:05 PM
11. All classes at Borner's Barber College are taught in the English Language only. 6/18/2014 2:04 PM
12. It is difficult to reinforce concepts through verbal instruction. Practical skills can be taught but they rely on the text for their written knowledge. 6/18/2014 2:04 PM
13. Theory Aspect-Anatomy and Physiology, structure growth and nutrition for skin and nails, disorders and skin diseases, concepts of chemical. Practical aspect: color, haircuts, artificial nails 6/18/2014 2:02 PM
14. Misinterpretation of phrases from English to Spanish. Language barrier 6/18/2014 1:59 PM
15. Theory/textbook subjects 6/18/2014 1:56 PM
16. Language 6/18/2014 1:30 PM

17. Theory, Chemical Straightning, Haircolor, Chemistry 6/18/2014 1:13 PM
18. The vocabulary used in the textbooks are too complicated. The Spanish speaking students are from different nationalities. The reading level of textbook and tests should be at a 6th grade reading level. 6/12/2014 12:19 PM
19. Comprehension of the technical areas seems to be most challenging for our students. Our college offers ESL classes and we recommend and refer all of our non-English speaking students of our Counseling Department so they can be assisted with any learning challenges they may have. Often, students will complete ESL classes before enrolling into cosmetology (which we highly recommend). We do our best to offer assistance to ESL students: tutoring, note takers and embedded tutors to name a few support services. Most students are visual learners and with most languages there is no translation for a great number of cosmetology terminologies they must know for licensure. Some students do try to memorize and do a pretty good job of it. We continually complete assessments of our students so the student knows and we know ahead of time the technical and practical areas where improvement(s) is required. Some students are more selfdirected than others to do what it takes to make the needed improvements. Although we use the English version of textbooks and learning materials, Spanish versions are available upon request through the college bookstore. 6/12/2014 11:47 AM
20. The translation of certain terminology from English to Spanish sometimes changes the context of the question being asked. Also, chapters with more specific terminology (anatomy & physiology, bacteriology, color theory, etc) tends to be more difficult. 6/4/2014 6:41 AM
21. Reading 5/27/2014 9:49 AM
22. Our surveys indicate that our students are not understanding the Vocabulary that is used in the test. Our Students say that the questions on the Test are not related on the Text Book. 5/21/2014 3:28 PM
23. STUDENT ARE HAVING A HARD TIME WHEN TAKING THE EXAM BECAUSE THE TERMINOLOGY USED AT STATEBOARD EXAM IS DIFFERENT BECAUSE OF THE LANGUAGE ISSUES. SPANSIH IS DIFFERENT IN MEXICO THAN IT IS IN SPAIN. AND WHEN THE STUDENTS TESTS WHOEVER WRITES THE TEST, WHAT SPANSIH ARE THEY WRITING IT IN? MEXICAN SPANISH, SPAIN SPANISH, CUBAN SPANISH, ETC. 5/20/2014 4:21 PM
24. The written exam. They learn the terminology in English but then opt to take the exam in Spanish and they get confused. 5/19/2014 8:40 AM
25. Our Spanish students here are bilingual. However, we teach them in one language which is English. 5/17/2014 10:12 AM

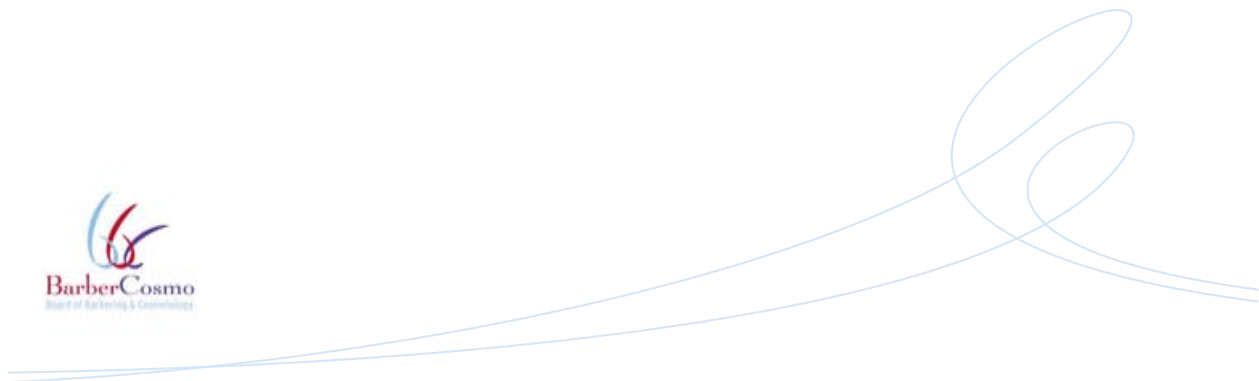
Q4: What suggestions do you have for the Board to assist your Spanish speaking students?

Answered: 22 Skipped: 29

1. Keep updated with changes that might affect students 5/31/2016 4:47 PM
2. I think providing the option to have their exam in Spanish is great. The difficulty for students is that English is their second language and schools cannot afford or have the instructors that are Spanish speaking. 6/24/2014 1:45 PM
3. non 6/18/2014 2:36 PM
4. First of all as you are aware there are MANY people who are horrible test takers especially under stressful situations, such as the one they are faced with when they are at the test sites (this is nothing new) We must not dismiss the fact most people that make up our industry are more creative than academic (a fact not a stereotype) and therefore have a difficult time with some of the subjects that get covered throughout their training. With that said, it is already left to the school to make sure the students have met the standards required to graduate. It is clear what the students need to have under their belt to do this. It is up to the Board to measure whether the student is qualified to work on the consumer. It is pretty difficult for them to be able to evaluate this in one day. The schools are already required to meet so many standards with the DOE that when a student completes it is already established that they have met the governing standards of our industry. I don't believe the test makes a fair assessment. The test questions have so many questions that only people who have been working for years can possibly have enough experience to answer, and to top it off add the stress and a language that is not in a format of their everyday conversation. Also, I don't see why the "mystery" for the test. The DMV has a manual and so much study material that drivers can study beforehand and this is for operating a vehicle putting so many people's lives at risk. A written exam shouldn't be the reason why someone should not be granted a license to work. I don't believe it necessarily proves that these people will not make good hairdressers. The test either needs to be re-evaluated or more supportive material be provided. A book that takes a year to cover is too vague for the candidates to have as support material. And believe me when I tell you that this is coming from someone who wishes to keep integrity in our industry. With more people licensed, we can continue to fulfill more jobs and boost the economy. So many people get discouraged after failing part of the test that they no longer go back and begin to work illegally. This causes violations for many, defaults in student loans and so on and so forth. 6/18/2014 2:34 PM
5. What we need is to make the exam more understandable in the questions in the spanish exam, are not the same has in the textbook making it more difficult to answer correctly. Some question have two answers to the same question in the Board. 6/18/2014 2:19 PM
6. Online examples of spanish dialects. 6/18/2014 2:17 PM
7. The students have always refused the spanish speaking test, when they have been given the choice. 6/18/2014 2:15 PM
8. None 6/18/2014 2:13 PM
9. N/A 6/18/2014 2:05 PM

10. I don't know if it's a problem with the Board. We try to accomodate Spanish speaking students, but there's no way that it's optimal. 6/18/2014 2:04 PM
11. We tend to have alot of students complain about the questions not being clear. The questions translated in spanish do not seem to be translated correctly. Most students have also mentioned that they feel like they do not have enough time. 6/18/2014 2:02 PM
12. We have bilingual instructors which helps tremendously. Having a translator or a bilingual instructor. 6/18/2014 1:59 PM
13. Tutorials-free online on what to study-practical demo's etc. We teach only in English. Our student's must be able to read/write & communicate in English-we counsel students before they sign up that they may have to work harder than others. I don't think we have many fail becuae of language. 6/18/2014 1:56 PM
14. The Board needs to have better understanding of Spanish directions for students taking exam. The words are different and the students do not understand. 6/18/2014 1:30 PM
15. n/a 6/18/2014 1:13 PM
16. Instructions (verbal and written) in should be in plain simple Spanish (including written test). 6/12/2014 12:19 PM
17. We recommend that the Board continue to do the amazing service that is currently provided for our students. Thank you. 6/12/2014 11:47 AM
18. Have someone who is bilingual proctor the exam and clarify any questions the student may have without actually giving away any answers. 6/4/2014 9:41 AM
19. The Board Should Guide the Schools and inform the schools with more information about the test, or create a guideline for them. 5/21/2014 3:28 PM
20. CHOOSE ONE TEXTBOOK AND ONE VERSION OF IT EITHER MILADY OR PIVOT POINT. HAVE A MEXICAN READ YOUR QUESTIONS SO THAT THEY CAN UNDERSTAND ALL THE WORDS AND TERMS. I THINK THE QUESTIONS SHOULD BE STRAIGHT FORWARD. EITHER THEY KNOW THE INFORMATION OR THEY DONT. NO CONFUSING QUESTIONS. 5/20/2014 4:21 PM
21. Do not use formal Spanish language, it needs to be casual conversational Spanish. 5/19/2014 8:40 AM
22. N/A 5/17/2014 10:12 AM

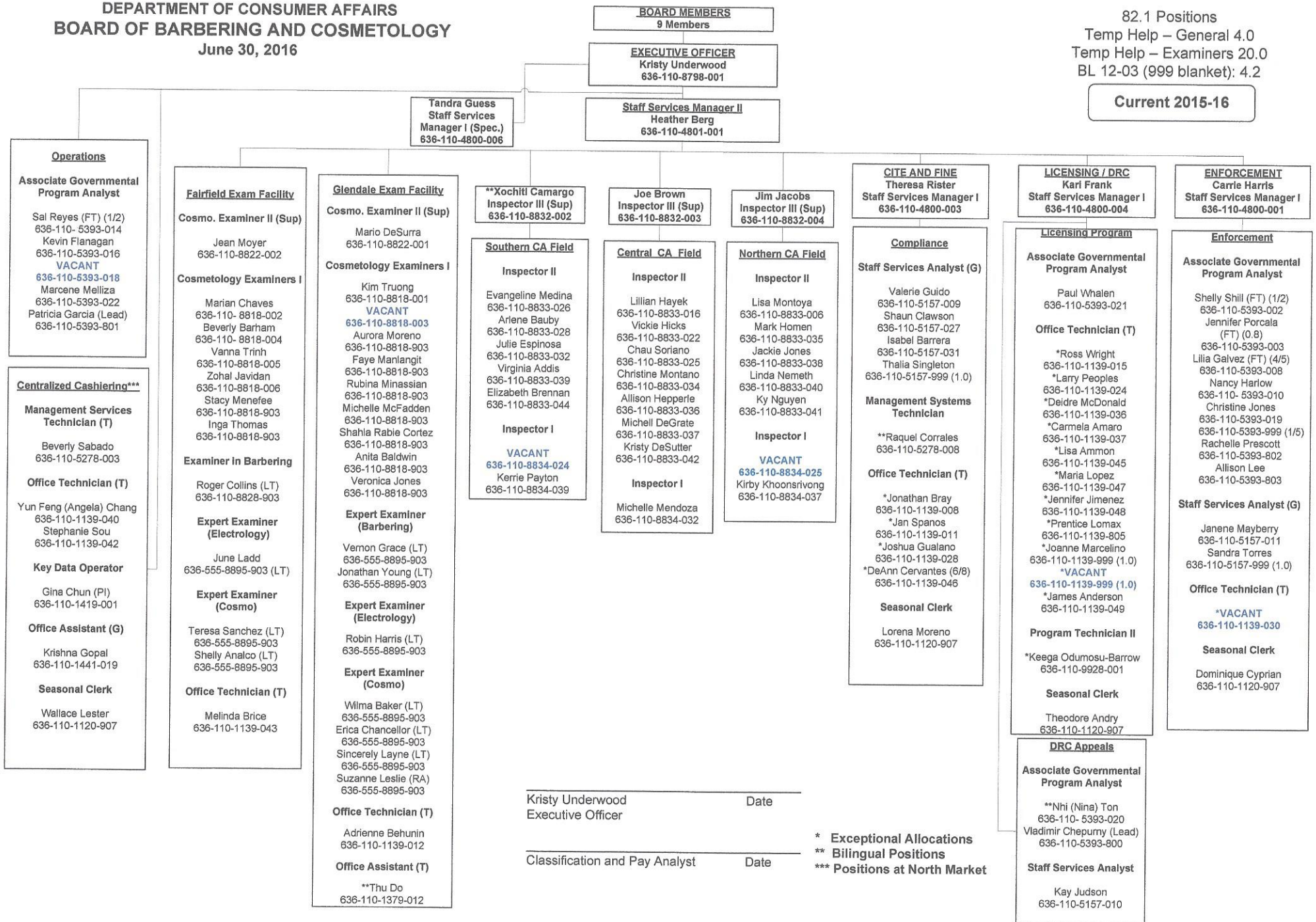
Attachment D



**DEPARTMENT OF CONSUMER AFFAIRS
BOARD OF BARBERING AND COSMETOLOGY
June 30, 2016**

82.1 Positions
Temp Help – General 4.0
Temp Help – Examiners 20.0
BL 12-03 (999 blank): 4.2

Current 2015-16

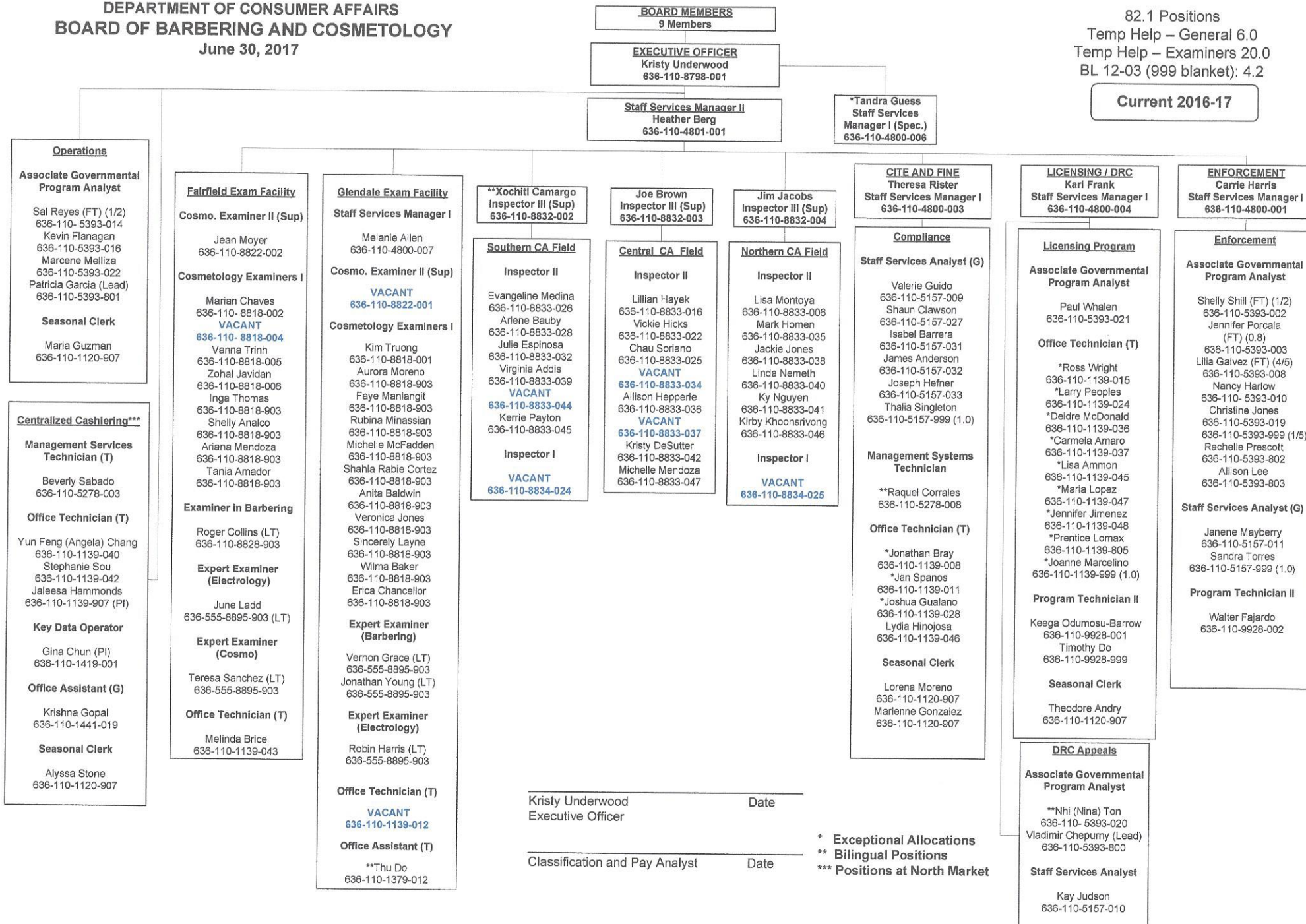


* Exceptional Allocations
** Bilingual Positions
*** Positions at North Market

**DEPARTMENT OF CONSUMER AFFAIRS
BOARD OF BARBERING AND COSMETOLOGY
June 30, 2017**

82.1 Positions
Temp Help – General 6.0
Temp Help – Examiners 20.0
BL 12-03 (999 blanket): 4.2

Current 2016-17



Kristy Underwood
Executive Officer

Classification and Pay Analyst

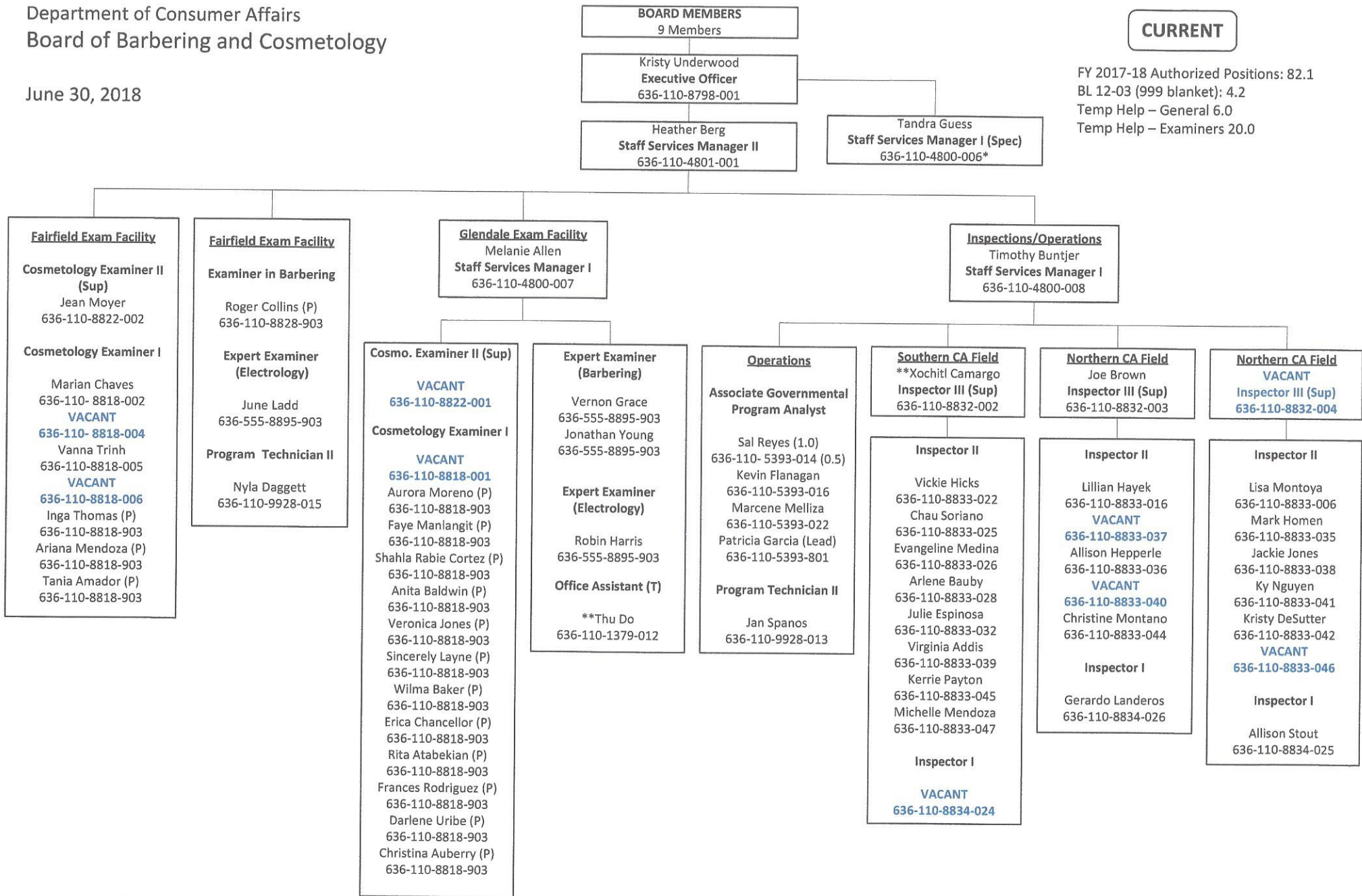
* Exceptional Allocations
** Bilingual Positions
*** Positions at North Market

Department of Consumer Affairs
Board of Barbering and Cosmetology

June 30, 2018

CURRENT

FY 2017-18 Authorized Positions: 82.1
BL 12-03 (999 blanket): 4.2
Temp Help – General 6.0
Temp Help – Examiners 20.0



Kristy Underwood or Designee _____ Date _____

Elizabeth Wood, C&P Analyst _____ Date _____

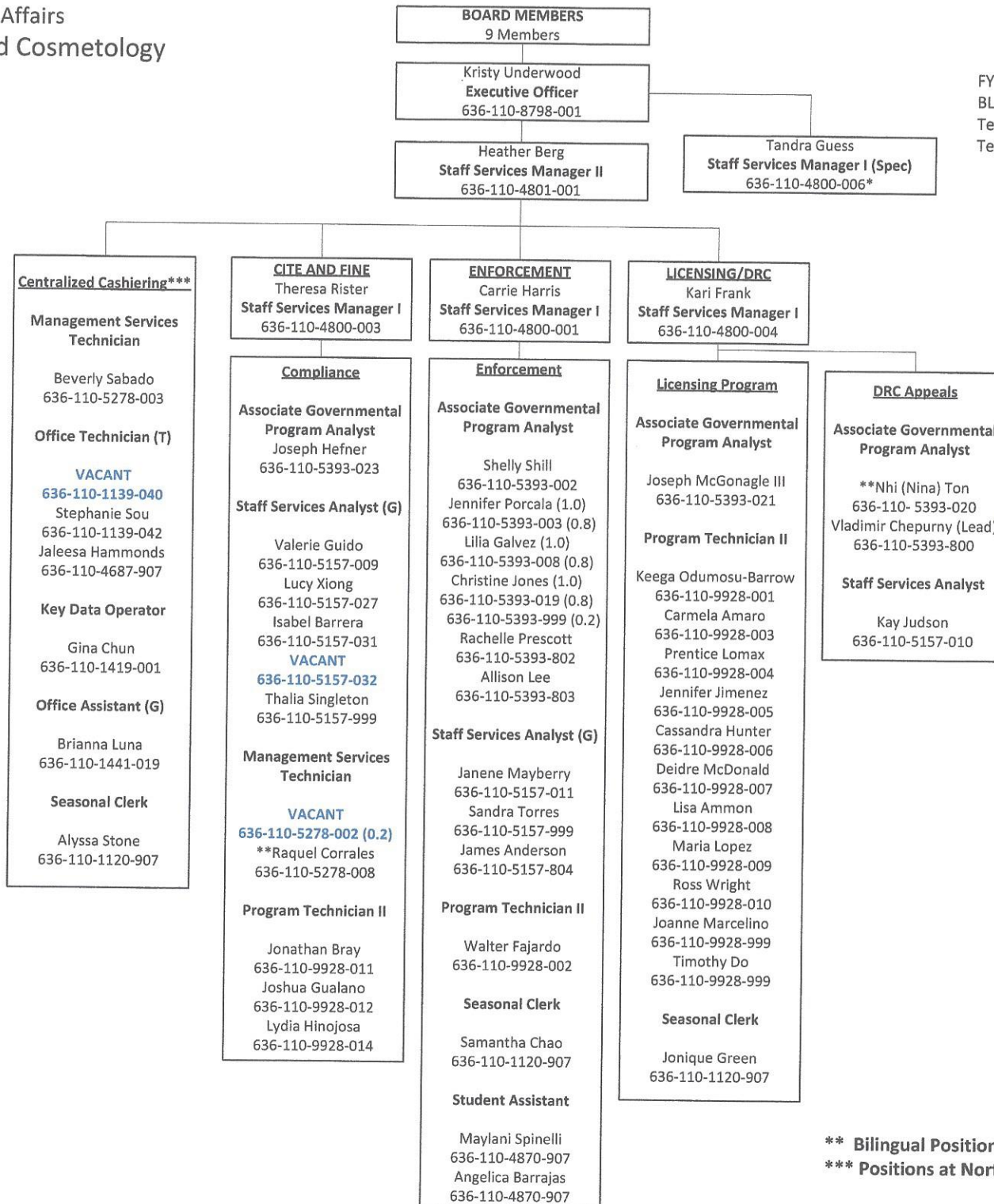
** Bilingual Positions
*** Positions at North Market

Department of Consumer Affairs
Board of Barbering and Cosmetology

June 30, 2018

CURRENT

FY 2017-18 Authorized Positions: 82.1
BL 12-03 (999 blanket): 4.2
Temp Help – General 6.0
Temp Help – Examiners 20.0



** Bilingual Positions
*** Positions at North Market

Attachment E

Strategic Plan.

2018-2022



Board of Barbering & Cosmetology

BOARD MEMBERS

Dr. Kari Williams, President, Industry Member

Andrew Drabkin, Vice President, Public Member

Bobbie Anderson, Public Member

Charles Ching, Public Member

Polly Codorniz, Industry Member

Jacquelyn Crabtree, Industry Member

Joseph Federico, Industry Member

Lisa Thong, Public Member

Steve Weeks, Public Member

Strategic plan adopted in October 2017.



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About the Board of Barbering & Cosmetology

The California Board of Barbering and Cosmetology (BBC) protects and serves California consumers by promoting ethical standards and by enforcing the laws of the barbering and beauty industry.

The Board consists of nine members; seven are appointed by the Governor, one by the Senate Pro Tem, and one by the Assembly Speaker. Of the nine appointments, four members are licensees and five are public members. The Board appoints the Executive Officer. The Executive Officer oversees a staff of 107. The major areas of responsibility in the daily operations of the Board are testing and licensing applicants as barbers, cosmetologists, manicurists, estheticians, and electrologists, as well as inspecting establishments for health and safety violations; and investigating consumer complaints.

BBC protects and serves consumers in many ways, including:

- Examining and licensing individuals who have met minimum qualifications in education, experience, and examination requirements.
- Providing a proactive and diligent enforcement program that works to fight fraud and enforce the laws that govern the barbering and beauty industry. This is accomplished by:
 - » The inspection of licensed establishments, conducting random, unannounced inspections of establishments

and practitioners' workstations, and when notified that potential consumer harm may be present, conducting a directed inspection.

- » Collaborating with the Office of the Attorney General and local district attorneys to take action against unqualified individuals and unlicensed practitioners.
- » Investigating consumer complaints and, if found to be viable, actively pursuing disciplinary actions that may include probation, suspension, or revocation of a license, citations and fines, letters of reprimand, or cease-and-desist orders.
- Supporting and advocating for consumer interests before lawmakers. BBC staff review and analyze proposed legislation and regulations to ensure consumer protection.
- Conducting a prolific outreach and educational program that includes workshops, town hall meetings, instructional videos, consumer fact sheets, industry bulletins, and leveraging social media. Efforts are made to make these instructional materials available in English, Spanish, Vietnamese, and Korean.





Our History.

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

Throughout the years, minor changes were made to the laws of each profession. For example, the requirement of apprenticeship prior to master barber licensing for barbers and revision to the cosmetology laws to include a separate manicurist license, electrology license, and esthetician license. In 1939, the manicurist license and the electrology license were added, and in 1978, the cosmetician (esthetician) license was added. In 1992, the Board of Barber Examiners and the Board of Cosmetology were merged to create the Board of Barbering and Cosmetology. Chapter 10, Division 3 of the Business and Professions Code (known and cited as the Barbering and Cosmetology Act) was enacted by AB 3008 (Eastin, Chapter 1672, Statutes of 1990) and became effective July 1, 1992.

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

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

Mission.

To ensure the health and safety of California consumers by promoting ethical standards and by enforcing the laws of the barbering and beauty industry.

Vision.

California will set and enforce the highest level of health and safety standards and provide an environment where consumers will obtain barbering and cosmetology services with the confidence and security that their health and safety will be protected.

Values

Accountability.

We are accountable to the people of California and each other as stakeholders. We operate transparently and encourage public participation in our decision-making whenever possible.

Consumer Protection

We make effective and informed decisions in the best interest and for the safety of Californians.

Customer.Service.

We acknowledge all stakeholders as our customers, listen to them, and take their needs into account.

Diversity.

We recognize and celebrate California's ever-changing diversity.

Efficiency.

We diligently identify the best ways to deliver high-quality services with the most efficient use of our resources.

Integrity.

We are honest, fair, and respectful in our treatment of everyone.

Openness (Open-mindedness).

We will actively promote the sharing of ideas and information throughout the organization and with the public, and be receptive to new ideas.

Quality.

We will deliver service, information, and products that reflect excellence



Strategic Goal Areas

GOAL 1

Board Administration

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

GOAL 2

Legislation & Regulation

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

GOAL 3

Examinations.

The Board administers written and practical examinations to ensure a candidate's minimal competency of the profession.

GOAL 4

Licensing.

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

GOAL 5

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.

GOAL 6

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.

GOAL 7

Outreach.

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



Board Administration

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

- 1.1** Establish and implement a comprehensive training plan for managers and staff to strengthen and develop their skills in promoting quality customer service in the workplace and improving the experience of stakeholders and consumers when interacting with Board administration.
- 1.2** Establish and implement internal communications to notify Board members and staff of industry issues, health and safety concerns, trends, and products for the furtherance of consumer protection.
- 1.3** Deliver the Board's *Sunset Review Report* and testify at the Sunset Review Hearing for compliance with the legislative mandate and to ensure the Board's continuance.

Legislation and Regulation.

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

- 2.1** Prepare, propose, and obtain approval on legislative proposals (i.e. continuing education requirements, reassessment of the license types, obtaining sole oversight of schools, revision of the scopes of practice and the assessment of appropriate licensing categories) for the continued relevancy of the professions and for consumer protection.
- 2.2** Develop and implement a proactive and transparent communications strategy (i.e. mailings and digital correspondence) to ensure consumer and licensee awareness of changes to the Board's statutes and regulations.
- 2.3** Create a greater presence by developing relationships with legislators through hosting legislative briefings and by creating policy platforms and priorities to advance the interest of the Board.
- 2.4** Establish and implement regulations for the Personal Service Permit to fulfill the Board's legislative mandate.

Examinations

The Board administers written and practical examinations to ensure a candidate's minimal competency of the profession.

3.1 Conduct an audit of the National-Interstate Council (NIC) examination, including:

- Accuracy of examination translations
- Examination consistency
- Effectiveness of the examiner trainings

This is to ensure examination relevance in relation to the future professional's need and NIC's effectiveness.

3.2 Conduct occupational analysis of the license types to determine NIC examination relevancy in relation to the profession.

3.3 Research the relevancy of the practical examination to evaluate the effectiveness of the examination.

Licensing.

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

- 4.1** Review and evaluate license-type curricula to ensure students are being educated in relevant subject matters.
- 4.2** Review trends that impact the scope of practice of licensees to be proactive for the industry and to protect consumers.



Inspections.

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

- 5.1** Research and proceed with legislation to increase inspector wages, including the adjustment of the bargaining unit to increase the number of inspectors to accurately enforce consumer protection.
- 5.2** Conduct yearly updated training with Board inspectors to develop:
- Relevant language access skills
 - Cultural competency
 - Customer services skills
 - Consistency in report writing

This training is to increase consistency in inspection procedures and in the criteria inspectors use to monitor compliance.

Enforcement.

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

- 5.3** Investigate and report to the Board ways to mitigate the selling of hours within the regulatory authority of the Board to ensure consumer protection.
- 5.4** Evaluate and establish enforcement procedures by applying best practices consistent with the Board's mission to protect consumers.
- 5.5** Propose and create procedures and/or regulations for proactively addressing unlicensed activity, including but not limited to, activity instigated by application-based programs and web-based employment lists for the protection of consumers.
- 5.6** Research and collaborate with local municipal government and license-issuing businesses to bring awareness and encourage licensee compliance.

Outreach.

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

- 5.7** Develop and implement proactive and effective communications strategies, accounting for the digital divide and budgetary considerations, to empower consumers and licensees.
- 5.8** Audit, update, and disseminate regulations and statutes in simple language for stakeholders (i.e. FAQs) for better understanding.
- 5.9** Develop a consumer-facing campaign to educate the public on unlicensed activity.



Strategic Planning Process.

To understand the environment in which the Board operates as well as identify factors that could impact the Board's success in carrying out its regulatory duties, the Department of Consumer Affairs' SOLID Unit conducted an environmental scan of the Board's internal and external environments by collecting information through the following methods:

- An online survey sent to Board stakeholders in May 2017. The online survey received 530 responses.
- Phone interviews with Board members in May 2017. Seven phone interviews were conducted.
- A focus group with Board management, including the Executive Officer and Assistant Executive Officer, in May 2017. Seven managers participated.
- An online survey sent to Board staff in May 2017. The online survey received 24 responses.

The most significant themes and trends identified from the environmental scan were discussed by the Board members, Executive Officer, Assistant Executive Officer, and management during a strategic planning session facilitated by SOLID on July 18, 2017. This information guided the Board in the development of its strategic objectives outlined in this *2018–2022 Strategic Plan*.



Edmund G. Brown Jr., Governor

Alexis Podesta, Acting Secretary, Business Consumer Services and Housing Agency

Dean R. Grafilo, Director, Department of Consumer Affairs

Kristy Underwood, Executive Officer, Board of Barbering & Cosmetology

Heather Berg, Assistant Executive Officer, Board of Barbering & Cosmetology



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This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the Board of Barbering & Cosmetology in July 2017.

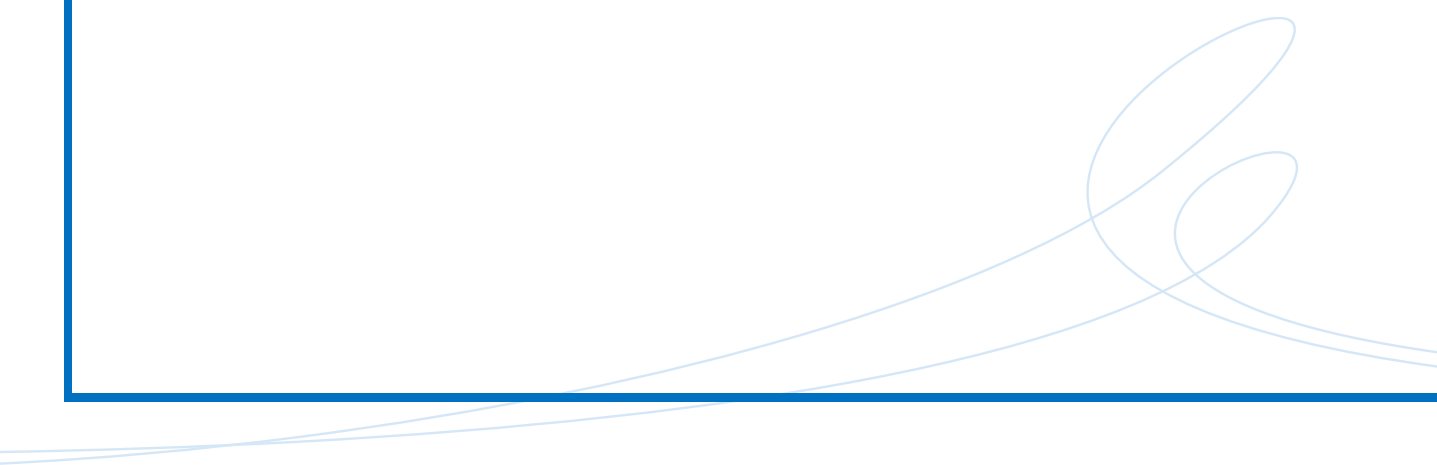
Subsequent amendments may have been made after BBC's adoption of this plan.



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Appendices

- Appendix 1 – Table 1a Attendance
- Appendix 2 – Table 1b Board Committee Roster
- Appendix 3 – DCA Performance Measures



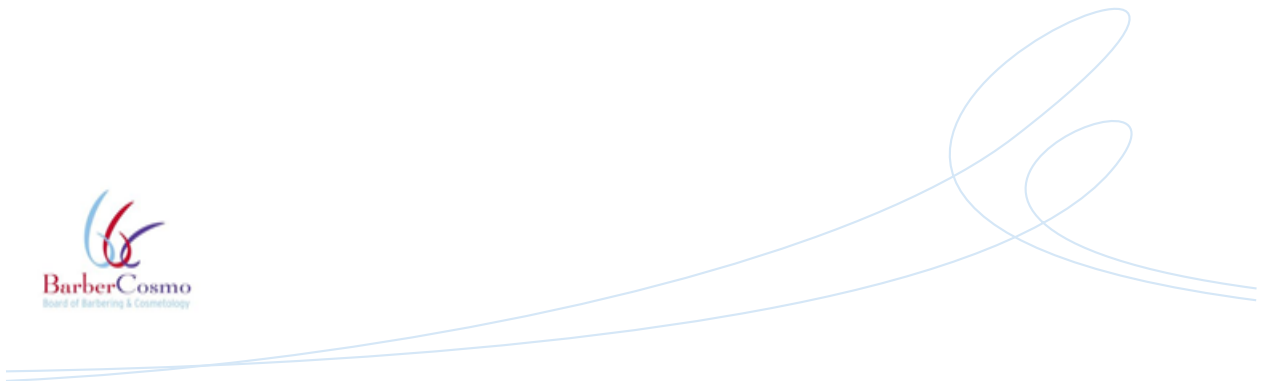


Table 1a. Attendance

Mary Lou Amaro (Professional Member)			
Date Appointed: 4/5/2013		Date Reappointed: N/A	
Meeting Type	Meeting Date	Meeting Location	Attended?
DRC Hearing	7/21/2014	Sacramento	Yes
DRC Hearing	7/22/2014	Sacramento	Yes
DRC Hearing	7/23/2014	Sacramento	Yes
DRC Hearing	7/24/2014	Sacramento	Yes
Board Meeting	7/28/2014	Sacramento	Yes
Reinstatement Hearing	7/29/2014	Sacramento	No
DRC Hearing	8/26/2014	Norwalk	N/A
DRC Hearing	8/27/2014	Norwalk	N/A
DRC Hearing	8/28/2014	Norwalk	N/A
DRC Hearing	8/29/2014	Norwalk	N/A
Board Meeting (Teleconference)	9/4/2014	Sacramento	No
DRC Hearing	9/23/2014	Los Angeles	N/A
DRC Hearing	9/24/2014	Los Angeles	N/A
DRC Hearing	9/25/2014	Los Angeles	N/A
DRC Hearing	9/26/2014	Los Angeles	N/A
Board Meeting	10/20/2014	Rancho Cucamonga	Yes
DRC Hearing	10/21/2014	Rancho Cucamonga	N/A
DRC Hearing	10/22/2014	Rancho Cucamonga	N/A
DRC Hearing	10/23/2014	Rancho Cucamonga	N/A
DRC Hearing	11/17/2014	Sacramento	Yes
DRC Hearing	11/18/2014	Sacramento	Yes
DRC Hearing	11/19/2014	Sacramento	Yes
DRC Hearing	11/20/2014	Sacramento	Yes
Enforcement Committee	12/11/2014	Sacramento	N/A
DRC Hearing	12/16/2014	Los Angeles	N/A
DRC Hearing	12/17/2014	Los Angeles	N/A
DRC Hearing	12/18/2014	Los Angeles	N/A
Board Meeting	1/12/2015	San Diego	Yes
Reinstatement Hearing	1/13/2015	San Diego	Yes
DRC Hearing	1/14/2015	San Diego	Yes
DRC Hearing	1/15/2015	San Diego	Yes
DRC Hearing	1/16/2015	San Diego	Yes
DRC Hearing	2/23/2015	Sacramento	Yes
DRC Hearing	2/24/2015	Sacramento	Yes
DRC Hearing	2/25/2015	Sacramento	Yes
DRC Hearing	2/26/2015	Sacramento	Yes
DRC Hearing	3/16/2015	Ontario	Yes
DRC Hearing	3/17/2015	Ontario	Yes
DRC Hearing	3/18/2015	Ontario	Yes
DRC Hearing	3/19/2015	Ontario	Yes

DRC Hearing	4/21/2015	Sacramento	Yes
DRC Hearing	4/22/2015	Sacramento	Yes
Licensing and Examination Committee	4/20/2015	Sacramento	Yes
Legislative and Budget Committee	4/20/2015	Sacramento	Yes
Education and Outreach Committee	4/20/2015	Sacramento	Yes
Board Meeting	4/20/2015	Sacramento	Yes
DRC Hearing	4/23/2015	Sacramento	Yes
DRC Hearing	5/18/2015	San Diego	N/A
DRC Hearing	5/19/2015	San Diego	N/A
DRC Hearing	5/20/2015	Los Angeles	N/A
DRC Hearing	5/21/2015	Los Angeles	N/A
DRC Hearing	6/22/2015	Sacramento	Yes
DRC Hearing	6/23/2015	Sacramento	Yes
DRC Hearing	6/24/2015	Sacramento	Yes
Board Meeting	7/26/2015	Santa Ana	Yes
Board Reinstatement Hearing	7/27/2015	Santa Ana	Yes
DRC Hearing	7/28/2015	Santa Ana	Yes
DRC Hearing	7/29/2015	Santa Ana	Yes
DRC Hearing	7/30/2015	Santa Ana	Yes
DRC Hearing	8/24/2015	Sacramento	Yes
DRC Hearing	8/25/2015	Sacramento	Yes
DRC Hearing	8/26/2015	Sacramento	Yes
DRC Hearing	9/21/2015	Los Angeles	Yes
DRC Hearing	9/22/2015	Los Angeles	Yes
DRC Hearing	9/23/2015	Los Angeles	Yes
Board Meeting	10/19/2015	Sacramento	Yes
DRC Hearing	10/20/2015	Sacramento	N/A
DRC Hearing	10/21/2015	Sacramento	N/A
DRC Hearing	10/22/2015	Sacramento	N/A
DRC Hearing	11/16/2015	San Diego	Yes
DRC Hearing	11/17/2015	San Diego	Yes
DRC Hearing	11/18/2015	San Diego	Yes
DRC Hearing	12/14/2015	Los Angeles	Yes
DRC Hearing	12/15/2015	Los Angeles	Yes
DRC Hearing	12/16/2015	Los Angeles	Yes
Board Meeting	1/24/2016	Santa Ana	Yes
Reinstatement Hearing	1/25/2016	Santa Ana	Yes
DRC Hearing	1/26/2016	Santa Ana	Yes
DRC Hearing	1/27/2016	Santa Ana	Yes
DRC Hearing	1/28/2016	Santa Ana	Yes
DRC Hearing	2/22/2016	Sacramento	Yes
DRC Hearing	2/23/2016	Sacramento	Yes
DRC Hearing	2/24/2016	Sacramento	Yes
DRC Hearing	3/21/2016	Norwalk	Yes
DRC Hearing	3/22/2016	Norwalk	Yes
DRC Hearing	3/23/2016	Norwalk	Yes
Board Meeting (Teleconference)	4/11/2016	Sacramento	Yes
Licensing and Examination Committee	4/25/2016	Sacramento	Yes

Reinstatement Hearing	4/25/2016	Sacramento	Yes
Board Meeting	4/26/2016	Sacramento	Yes
DRC Hearing	4/27/2016	Sacramento	N/A
DRC Hearing	4/28/2016	Sacramento	N/A
DRC Hearing	4/29/2016	Sacramento	N/A
DRC Hearing	5/23/2016	Los Angeles	N/A
DRC Hearing	5/24/2016	Los Angeles	N/A
DRC Hearing	5/25/2016	Los Angeles	N/A
DRC Hearing	6/20/2016	Sacramento	N/A
DRC Hearing	6/21/2016	Sacramento	N/A
Board Meeting	7/17/2016	San Diego	Yes
Special Board Meeting	7/18/2016	San Diego	Yes
Reinstatement Hearing	7/18/2016	San Diego	Yes
DRC Hearing	7/19/2016	San Diego	N/A
DRC Hearing	7/20/2016	San Diego	N/A
DRC Hearing	7/21/2016	San Diego	N/A
DRC Hearing	8/22/2016	Norwalk	N/A
DRC Hearing	8/23/2016	Norwalk	N/A
DRC Hearing	8/24/2016	Norwalk	N/A
DRC Hearing	9/26/2016	Sacramento	N/A
DRC Hearing	9/27/2016	Sacramento	N/A
DRC Hearing	9/28/2016	Sacramento	N/A
DRC Hearing	10/24/2016	Los Angeles	N/A
DRC Hearing	10/25/2016	Los Angeles	N/A
DRC Hearing	10/26/2016	Los Angeles	N/A
Special Board Meeting	11/14/2016	Sacramento	Yes
Board Meeting	11/14/2016	Sacramento	Yes
Licensing and Examination Committee	11/14/2016	Sacramento	Yes
DRC Hearing	11/15/2016	Sacramento	N/A
DRC Hearing	11/16/2016	Sacramento	N/A
DRC Hearing	12/19/2016	Los Angeles	N/A
DRC Hearing	12/20/2016	Los Angeles	N/A
DRC Hearing	12/21/2016	Los Angeles	N/A
Board Meeting	1/22/2017	Santa Ana	Yes
Reinstatement Hearing	1/23/2017	Santa Ana	Yes
DRC Hearing	1/24/2017	Santa Ana	N/A
DRC Hearing	1/25/2017	Santa Ana	N/A
DRC Hearing	1/26/2017	Santa Ana	N/A
DRC Hearing	2/27/2017	San Diego	N/A
DRC Hearing	2/28/2017	San Diego	N/A
DRC Hearing	3/1/2017	San Diego	N/A
Term Ends	1/1/2017		

Bobbie Anderson (Public Member)			
Date Appointed: 10/26/2012		Date Reappointed: 1/27/2015	
Meeting Type	Meeting Date	Meeting Location	Attended?
DRC Hearing	7/21/2014	Sacramento	N/A
DRC Hearing	7/22/2014	Sacramento	N/A
DRC Hearing	7/23/2014	Sacramento	N/A
DRC Hearing	7/24/2014	Sacramento	N/A
Board Meeting	7/28/2014	Sacramento	Yes
Reinstatement Hearing	7/29/2014	Sacramento	No
DRC Hearing	8/26/2014	Norwalk	N/A
DRC Hearing	8/27/2014	Norwalk	N/A
DRC Hearing	8/28/2014	Norwalk	N/A
DRC Hearing	8/29/2014	Norwalk	N/A
Board Meeting (Teleconference)	9/4/2014	Sacramento	Yes
DRC Hearing	9/23/2014	Los Angeles	N/A
DRC Hearing	9/24/2014	Los Angeles	N/A
DRC Hearing	9/25/2014	Los Angeles	N/A
DRC Hearing	9/26/2014	Los Angeles	N/A
Board Meeting	10/20/2014	Rancho Cucamonga	Yes
DRC Hearing	10/21/2014	Rancho Cucamonga	N/A
DRC Hearing	10/22/2014	Rancho Cucamonga	N/A
DRC Hearing	10/23/2014	Rancho Cucamonga	N/A
DRC Hearing	11/17/2014	Sacramento	N/A
DRC Hearing	11/18/2014	Sacramento	N/A
DRC Hearing	11/19/2014	Sacramento	N/A
DRC Hearing	11/20/2014	Sacramento	N/A
Enforcement Committee	12/11/2014	Sacramento	N/A
DRC Hearing	12/16/2014	Los Angeles	Yes
DRC Hearing	12/17/2014	Los Angeles	Yes
DRC Hearing	12/18/2014	Los Angeles	N/A
Board Meeting	1/12/2015	San Diego	Yes
Reinstatement Hearing	1/13/2015	San Diego	Yes
DRC Hearing	1/14/2015	San Diego	N/A
DRC Hearing	1/15/2015	San Diego	N/A
DRC Hearing	1/16/2015	San Diego	N/A
DRC Hearing	2/23/2015	Sacramento	N/A
DRC Hearing	2/24/2015	Sacramento	N/A
DRC Hearing	2/25/2015	Sacramento	N/A
DRC Hearing	2/26/2015	Sacramento	N/A
DRC Hearing	3/16/2015	Ontario	N/A
DRC Hearing	3/17/2015	Ontario	N/A
DRC Hearing	3/18/2015	Ontario	N/A
DRC Hearing	3/19/2015	Ontario	N/A
DRC Hearing	4/21/2015	Sacramento	N/A
DRC Hearing	4/22/2015	Sacramento	N/A
DRC Hearing	4/23/2015	Sacramento	N/A
Legislative and Budget Committee	4/20/2015	Sacramento	Yes

Board Meeting	4/20/2015	Sacramento	Yes
DRC Hearing	5/18/2015	San Diego	N/A
DRC Hearing	5/19/2015	San Diego	N/A
DRC Hearing	5/20/2015	Los Angeles	N/A
DRC Hearing	5/21/2015	Los Angeles	N/A
DRC Hearing	6/22/2015	Sacramento	N/A
DRC Hearing	6/23/2015	Sacramento	N/A
DRC Hearing	6/24/2015	Sacramento	N/A
Board Meeting	7/26/2015	Santa Ana	Yes
Board Reinstatement Hearing	7/27/2015	Santa Ana	Yes
DRC Hearing	7/28/2015	Santa Ana	N/A
DRC Hearing	7/29/2015	Santa Ana	N/A
DRC Hearing	7/30/2015	Santa Ana	N/A
DRC Hearing	8/24/2015	Sacramento	N/A
DRC Hearing	8/25/2015	Sacramento	N/A
DRC Hearing	8/26/2015	Sacramento	N/A
DRC Hearing	9/21/2015	Los Angeles	N/A
DRC Hearing	9/22/2015	Los Angeles	N/A
DRC Hearing	9/23/2015	Los Angeles	N/A
Board Meeting	10/19/2015	Sacramento	Yes
DRC Hearing	10/20/2015	Sacramento	N/A
DRC Hearing	10/21/2015	Sacramento	N/A
DRC Hearing	10/22/2015	Sacramento	N/A
DRC Hearing	11/16/2015	San Diego	N/A
DRC Hearing	11/17/2015	San Diego	N/A
DRC Hearing	11/18/2015	San Diego	N/A
DRC Hearing	12/14/2015	Los Angeles	N/A
DRC Hearing	12/15/2015	Los Angeles	N/A
DRC Hearing	12/16/2015	Los Angeles	N/A
Board Meeting	1/24/2016	Santa Ana	Yes
Reinstatement Hearing	1/25/2016	Santa Ana	Yes
DRC Hearing	1/26/2016	Santa Ana	N/A
DRC Hearing	1/27/2016	Santa Ana	N/A
DRC Hearing	1/28/2016	Santa Ana	N/A
DRC Hearing	2/22/2016	Sacramento	N/A
DRC Hearing	2/23/2016	Sacramento	N/A
DRC Hearing	2/24/2016	Sacramento	N/A
DRC Hearing	3/21/2016	Norwalk	N/A
DRC Hearing	3/22/2016	Norwalk	N/A
DRC Hearing	3/23/2016	Norwalk	N/A
Board Meeting (Teleconference)	4/11/2016	Sacramento	Yes
Reinstatement Hearing	4/25/2016	Sacramento	No
Board Meeting	4/26/2016	Sacramento	Yes Teleconference
DRC Hearing	4/27/2016	Sacramento	N/A
DRC Hearing	4/28/2016	Sacramento	N/A
DRC Hearing	4/29/2016	Sacramento	N/A
DRC Hearing	5/23/2016	Los Angeles	N/A

DRC Hearing	5/24/2016	Los Angeles	N/A
DRC Hearing	5/25/2016	Los Angeles	N/A
DRC Hearing	6/20/2016	Sacramento	N/A
DRC Hearing	6/21/2016	Sacramento	N/A
Board Meeting	7/17/2016	San Diego	No
Special Board Meeting	7/18/2016	San Diego	No
Reinstatement Hearing	7/18/2016	San Diego	No
DRC Hearing	7/19/2016	San Diego	N/A
DRC Hearing	7/20/2016	San Diego	N/A
DRC Hearing	7/21/2016	San Diego	N/A
DRC Hearing	8/22/2016	Norwalk	N/A
DRC Hearing	8/23/2016	Norwalk	N/A
DRC Hearing	8/24/2016	Norwalk	N/A
DRC Hearing	9/26/2016	Sacramento	N/A
DRC Hearing	9/27/2016	Sacramento	N/A
DRC Hearing	9/28/2016	Sacramento	N/A
DRC Hearing	10/24/2016	Los Angeles	N/A
DRC Hearing	10/25/2016	Los Angeles	N/A
DRC Hearing	10/26/2016	Los Angeles	N/A
Special Board Meeting	11/14/2016	Sacramento	No
Board Meeting	11/14/2016	Sacramento	Yes Teleconference
DRC Hearing	11/15/2016	Sacramento	N/A
DRC Hearing	11/16/2016	Sacramento	N/A
DRC Hearing	12/19/2016	Los Angeles	N/A
DRC Hearing	12/20/2016	Los Angeles	N/A
DRC Hearing	12/21/2016	Los Angeles	N/A
Board Meeting	1/22/2017	Santa Ana	Yes
Reinstatement Hearing	1/23/2017	Santa Ana	Yes
DRC Hearing	1/24/2017	Santa Ana	N/A
DRC Hearing	1/25/2017	Santa Ana	N/A
DRC Hearing	1/26/2017	Santa Ana	N/A
DRC Hearing	2/27/2017	San Diego	N/A
DRC Hearing	2/28/2017	San Diego	N/A
DRC Hearing	3/1/2017	San Diego	N/A
DRC Hearing	3/20/2017	Norwalk	N/A
DRC Hearing	3/21/2017	Norwalk	N/A
DRC Hearing	3/22/2017	Norwalk	N/A
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	No
DRC Hearing	4/25/2017	Sacramento	N/A
DRC Hearing	4/26/2017	Sacramento	N/A
Board Meeting	5/15/2017	Sacramento	No
DRC Hearing	5/23/2017	Norwalk	N/A
DRC Hearing	5/24/2017	Norwalk	N/A
DRC Hearing	5/25/2017	Norwalk	N/A
DRC Hearing	6/19/2017	Norwalk	N/A

DRC Hearing	6/20/2017	Norwalk	N/A
DRC Hearing	6/21/2017	Norwalk	N/A
Legislative and Budget Committee	7/16/2017	Sacramento	No
Board Meeting	7/17/2017	Sacramento	No
Strategic Planning Meeting	7/18/2017	Sacramento	No
DRC Hearing	7/19/2017	Sacramento	N/A
DRC Hearing	7/20/2017	Sacramento	N/A
DRC Hearing	8/21/2017	Riverside	N/A
DRC Hearing	8/22/2017	Riverside	N/A
DRC Hearing	8/23/2017	Riverside	N/A
DRC Hearing	9/25/2017	Riverside	N/A
DRC Hearing	9/26/2017	Riverside	N/A
DRC Hearing	9/27/2017	Riverside	N/A
Board Meeting	10/22/2017	San Diego	No
Reinstatement Hearing	10/23/2017	San Diego	No
DRC Hearing	10/24/2017	San Diego	N/A
DRC Hearing	10/25/2017	San Diego	N/A
DRC Hearing	10/26/2017	San Diego	N/A
DRC Hearing	11/20/2017	Sacramento	N/A
DRC Hearing	11/21/2017	Sacramento	N/A
DRC Hearing	12/18/2017	Los Angeles	N/A
DRC Hearing	12/19/2017	Los Angeles	N/A
DRC Hearing	12/20/2017	Los Angeles	N/A
Legislative and Budget Committee	1/22/2018	Sacramento	No
DRC Hearing	1/23/2018	Sacramento	N/A
DRC Hearing	1/24/2018	Sacramento	N/A
Board Meeting	2/12/2018	Sacramento	No
Reinstatement Hearing	2/13/2018	Sacramento	No
DRC Hearing	2/26/2018	San Diego	N/A
DRC Hearing	2/27/2018	San Diego	N/A
DRC Hearing	2/28/2018	San Diego	N/A
DRC Hearing	3/26/2018	Riverside	N/A
DRC Hearing	3/27/2018	Riverside	N/A
DRC Hearing	3/28/2018	Riverside	N/A
DRC Hearing	4/23/2018	Sacramento	N/A
DRC Hearing	4/24/2018	Sacramento	N/A
Board Meeting	5/20/2018	Santa Ana	Yes
Reinstatement Hearing	5/21/2018	Santa Ana	Yes
DRC Hearing	5/22/2018	Santa Ana	N/A
DRC Hearing	5/23/2018	Santa Ana	N/A
Board Meeting	7/23/2018	Sacramento	No
DRC Hearing	7/24/2018	Sacramento	N/A
DRC Hearing	7/25/2018	Sacramento	N/A
Board Meeting	8/27/2018	Sacramento	No
DRC Hearing	9/24/2018	Burbank	N/A
DRC Hearing	9/25/2018	Burbank	N/A
DRC Hearing	9/26/2018	Burbank	N/A
Term Ends	1/1/2019		

Wen Ling Cheng (Public Member)			
Date Appointed: 5/2/2011		Date Reappointed: N/A	
Meeting Type	Meeting Date	Meeting Location	Attended?
DRC Hearing	7/21/2014	Sacramento	N/A
DRC Hearing	7/22/2014	Sacramento	N/A
DRC Hearing	7/23/2014	Sacramento	N/A
DRC Hearing	7/24/2014	Sacramento	N/A
Board Meeting	7/28/2014	Sacramento	Yes
Reinstatement Hearing	7/29/2014	Sacramento	No
DRC Hearing	8/26/2014	Norwalk	N/A
DRC Hearing	8/27/2014	Norwalk	N/A
DRC Hearing	8/28/2014	Norwalk	N/A
DRC Hearing	8/29/2014	Norwalk	N/A
Board Meeting (Teleconference)	9/4/2014	Sacramento	No
DRC Hearing	9/23/2014	Los Angeles	N/A
DRC Hearing	9/24/2014	Los Angeles	N/A
DRC Hearing	9/25/2014	Los Angeles	N/A
DRC Hearing	9/26/2014	Los Angeles	N/A
Board Meeting	10/20/2014	Rancho Cucamonga	Yes Teleconference
DRC Hearing	10/21/2014	Rancho Cucamonga	N/A
DRC Hearing	10/22/2014	Rancho Cucamonga	N/A
DRC Hearing	10/23/2014	Rancho Cucamonga	N/A
DRC Hearing	11/17/2014	Sacramento	N/A
DRC Hearing	11/18/2014	Sacramento	N/A
DRC Hearing	11/19/2014	Sacramento	N/A
DRC Hearing	11/20/2014	Sacramento	N/A
Enforcement Committee	12/11/2014	Sacramento	No
DRC Hearing	12/16/2014	Los Angeles	N/A
DRC Hearing	12/17/2014	Los Angeles	N/A
DRC Hearing	12/18/2014	Los Angeles	N/A
Board Meeting	1/12/2015	San Diego	No
Reinstatement Hearing	1/13/2015	San Diego	No
DRC Hearing	1/14/2015	San Diego	N/A
DRC Hearing	1/15/2015	San Diego	N/A
DRC Hearing	1/16/2015	San Diego	N/A
DRC Hearing	2/23/2015	Sacramento	N/A
DRC Hearing	2/24/2015	Sacramento	N/A
DRC Hearing	2/25/2015	Sacramento	N/A
DRC Hearing	2/26/2015	Sacramento	N/A
DRC Hearing	3/16/2015	Ontario	N/A
DRC Hearing	3/17/2015	Ontario	N/A
DRC Hearing	3/18/2015	Ontario	N/A
DRC Hearing	3/19/2015	Ontario	N/A
Term Ends	1/1/2015		

Charles Ching (Public Member)			
Date Appointed: 3/3/2016		Date Reappointed: N/A	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting (Teleconference)	4/11/2016	Sacramento	No
Reinstatement Hearing	4/25/2016	Sacramento	Yes
Board Meeting	4/26/2016	Sacramento	Yes
DRC Hearing	6/20/2016	Sacramento	N/A
DRC Hearing	6/21/2016	Sacramento	N/A
Board Meeting	7/17/2016	San Diego	Yes
Special Board Meeting	7/18/2016	San Diego	Yes
Reinstatement Hearing	7/18/2016	San Diego	Yes
DRC Hearing	7/19/2016	San Diego	N/A
DRC Hearing	7/20/2016	San Diego	N/A
DRC Hearing	7/21/2016	San Diego	N/A
DRC Hearing	8/22/2016	Norwalk	N/A
DRC Hearing	8/23/2016	Norwalk	Yes
DRC Hearing	8/24/2016	Norwalk	N/A
DRC Hearing	9/26/2016	Sacramento	N/A
DRC Hearing	9/27/2016	Sacramento	N/A
DRC Hearing	9/28/2016	Sacramento	N/A
DRC Hearing	10/24/2016	Los Angeles	N/A
DRC Hearing	10/25/2016	Los Angeles	N/A
DRC Hearing	10/26/2016	Los Angeles	N/A
Special Board Meeting	11/14/2016	Sacramento	Yes
Board Meeting	11/14/2016	Sacramento	Yes
DRC Hearing	11/15/2016	Sacramento	Yes
DRC Hearing	11/16/2016	Sacramento	N/A
DRC Hearing	12/19/2016	Los Angeles	N/A
DRC Hearing	12/20/2016	Los Angeles	N/A
DRC Hearing	12/21/2016	Los Angeles	N/A
Board Meeting	1/22/2017	Santa Ana	Yes
Reinstatement Hearing	1/23/2017	Santa Ana	Yes
DRC Hearing	1/24/2017	Santa Ana	N/A
DRC Hearing	1/25/2017	Santa Ana	Yes
DRC Hearing	1/26/2017	Santa Ana	Yes
DRC Hearing	2/27/2017	San Diego	Yes
DRC Hearing	2/28/2017	San Diego	Yes
DRC Hearing	3/1/2017	San Diego	Yes
DRC Hearing	3/20/2017	Norwalk	N/A
DRC Hearing	3/21/2017	Norwalk	N/A
DRC Hearing	3/22/2017	Norwalk	N/A
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	Yes
DRC Hearing	4/25/2017	Sacramento	Yes
DRC Hearing	4/26/2017	Sacramento	Yes
Board Meeting	5/15/2017	Sacramento	Yes Teleconference

DRC Hearing	5/23/2017	Norwalk	Yes
DRC Hearing	5/24/2017	Norwalk	N/A
DRC Hearing	5/25/2017	Norwalk	Yes
DRC Hearing	6/19/2017	Norwalk	Yes
DRC Hearing	6/20/2017	Norwalk	N/A
DRC Hearing	6/21/2017	Norwalk	Yes
Board Meeting	7/17/2017	Sacramento	Yes
Strategic Planning Meeting	7/18/17	Sacramento	Yes
DRC Hearing	7/19/2017	Sacramento	Yes
DRC Hearing	7/20/2017	Sacramento	Yes
DRC Hearing	8/21/2017	Riverside	Yes
DRC Hearing	8/22/2017	Riverside	Yes
DRC Hearing	8/23/2017	Riverside	N/A
DRC Hearing	9/25/2017	Riverside	Yes
DRC Hearing	9/26/2017	Riverside	Yes
DRC Hearing	9/27/2017	Riverside	Yes
Board Meeting	10/22/2017	San Diego	Yes
Reinstatement Hearing	10/23/2017	San Diego	Yes
DRC Hearing	10/24/2017	San Diego	Yes
DRC Hearing	10/25/2017	San Diego	Yes
DRC Hearing	10/26/2017	San Diego	Yes
DRC Hearing	11/20/2017	Sacramento	N/A
DRC Hearing	11/21/2017	Sacramento	N/A
DRC Hearing	12/18/2017	Los Angeles	N/A
DRC Hearing	12/19/2017	Los Angeles	N/A
DRC Hearing	12/20/2017	Los Angeles	N/A
Educations and Outreach Committee	1/22/2018	Sacramento	No
DRC Hearing	1/23/2018	Sacramento	N/A
DRC Hearing	1/24/2018	Sacramento	N/A
Board Meeting	2/12/2018	Sacramento	Yes
Reinstatement Hearing	2/12/2018	Sacramento	Yes
DRC Hearing	2/26/2018	San Diego	Yes
DRC Hearing	2/27/2018	San Diego	Yes
DRC Hearing	2/28/2018	San Diego	Yes
DRC Hearing	3/26/2018	Riverside	N/A
DRC Hearing	3/27/2018	Riverside	N/A
DRC Hearing	3/28/2018	Riverside	N/A
DRC Hearing	4/23/2018	Sacramento	Yes
DRC Hearing	4/24/2018	Sacramento	Yes
Board Meeting	5/20/2018	Santa Ana	Yes
Reinstatement Hearing	5/21/2018	Santa Ana	Yes
DRC Hearing	5/22/2018	Santa Ana	Yes
DRC Hearing	5/23/2018	Santa Ana	Yes
Board Meeting	7/23/2018	Sacramento	Yes
DRC Hearing	7/24/2018	Sacramento	Yes
DRC Hearing	7/25/2018	Sacramento	Yes
Board Meeting	8/27/2018	Sacramento	No
DRC Hearing	9/24/2018	Burbank	N/A
DRC Hearing	9/25/2018	Burbank	N/A

DRC Hearing	9/26/2018	Burbank	N/A
Term Ends		1/1/2019	

Polly Codorniz (Industry Member)			
Date Appointed: 2/24/2015		Date Reappointed: N/A	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	4/20/2015	Sacramento	Yes
DRC Hearing	6/22/2015	Sacramento	N/A
DRC Hearing	6/23/2015	Sacramento	N/A
DRC Hearing	6/24/2015	Sacramento	N/A
Board Meeting	7/26/2015	Santa Ana	Yes
Reinstatement Hearing	7/27/2015	Santa Ana	Yes
DRC Hearing	7/28/2015	Santa Ana	N/A
DRC Hearing	7/29/2015	Santa Ana	N/A
DRC Hearing	7/30/2015	Santa Ana	N/A
DRC Hearing	8/24/2015	Sacramento	N/A
DRC Hearing	8/25/2015	Sacramento	N/A
DRC Hearing	8/26/2015	Sacramento	N/A
DRC Hearing	9/21/2015	Los Angeles	N/A
DRC Hearing	9/22/2015	Los Angeles	N/A
DRC Hearing	9/23/2015	Los Angeles	N/A
Enforcement Committee	10/19/2015	Sacramento	Yes
Board Meeting	10/19/2015	Sacramento	Yes
DRC Hearing	10/20/2015	Sacramento	N/A
DRC Hearing	10/21/2015	Sacramento	N/A
DRC Hearing	10/22/2015	Sacramento	N/A
DRC Hearing	11/16/2015	San Diego	N/A
DRC Hearing	11/17/2015	San Diego	N/A
DRC Hearing	11/18/2015	San Diego	N/A
DRC Hearing	12/14/2015	Los Angeles	N/A
DRC Hearing	12/15/2015	Los Angeles	N/A
DRC Hearing	12/16/2015	Los Angeles	N/A
Board Meeting	1/24/2016	Santa Ana	Yes
Reinstatement Hearing	1/25/2016	Santa Ana	Yes
DRC Hearing	1/26/2016	Santa Ana	N/A
DRC Hearing	1/27/2016	Santa Ana	N/A
DRC Hearing	1/28/2016	Santa Ana	N/A
DRC Hearing	2/22/2016	Sacramento	N/A
DRC Hearing	2/23/2016	Sacramento	N/A
DRC Hearing	2/24/2016	Sacramento	N/A
DRC Hearing	3/21/2016	Norwalk	N/A
DRC Hearing	3/22/2016	Norwalk	N/A
DRC Hearing	3/23/2016	Norwalk	N/A
Board Meeting (Teleconference)	4/11/2016	Sacramento	Yes
Reinstatement Hearing	4/25/2016	Sacramento	Yes
Board Meeting	4/26/2016	Sacramento	Yes

DRC Hearing	4/27/2016	Sacramento	N/A
DRC Hearing	4/28/2016	Sacramento	N/A
DRC Hearing	4/29/2016	Sacramento	N/A
DRC Hearing	5/23/2016	Los Angeles	N/A
DRC Hearing	5/24/2016	Los Angeles	N/A
DRC Hearing	5/25/2016	Los Angeles	N/A
DRC Hearing	6/20/2016	Sacramento	N/A
DRC Hearing	6/21/2016	Sacramento	N/A
Board Meeting	7/17/2016	San Diego	Yes
Special Board Meeting	7/18/2016	San Diego	Yes
Reinstatement Hearing	7/18/2016	San Diego	Yes
DRC Hearing	7/19/2016	San Diego	N/A
DRC Hearing	7/20/2016	San Diego	N/A
DRC Hearing	7/21/2016	San Diego	N/A
DRC Hearing	8/22/2016	Norwalk	N/A
DRC Hearing	8/23/2016	Norwalk	N/A
DRC Hearing	8/24/2016	Norwalk	N/A
DRC Hearing	9/26/2016	Sacramento	N/A
DRC Hearing	9/27/2016	Sacramento	N/A
DRC Hearing	9/28/2016	Sacramento	N/A
DRC Hearing	10/24/2016	Los Angeles	N/A
DRC Hearing	10/25/2016	Los Angeles	N/A
DRC Hearing	10/26/2016	Los Angeles	N/A
Special Board Meeting	11/14/2016	Sacramento	Yes
Board Meeting	11/14/2016	Sacramento	Yes
DRC Hearing	11/15/2016	Sacramento	N/A
DRC Hearing	11/16/2016	Sacramento	N/A
DRC Hearing	12/19/2016	Los Angeles	N/A
DRC Hearing	12/20/2016	Los Angeles	N/A
DRC Hearing	12/21/2016	Los Angeles	N/A
Board Meeting	1/22/2017	Santa Ana	Yes
Reinstatement Hearing	1/23/2017	Santa Ana	Yes
DRC Hearing	1/24/2017	Santa Ana	N/A
DRC Hearing	1/25/2017	Santa Ana	N/A
DRC Hearing	1/26/2017	Santa Ana	N/A
DRC Hearing	2/27/2017	San Diego	N/A
DRC Hearing	2/28/2017	San Diego	N/A
DRC Hearing	3/1/2017	San Diego	N/A
DRC Hearing	3/20/2017	Norwalk	N/A
DRC Hearing	3/21/2017	Norwalk	N/A
DRC Hearing	3/22/2017	Norwalk	N/A
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	Yes
DRC Hearing	4/25/2017	Sacramento	N/A
DRC Hearing	4/26/2017	Sacramento	N/A
Board Meeting	5/15/2017	Sacramento	Yes
DRC Hearing	5/23/2017	Norwalk	N/A

DRC Hearing	5/24/2017	Norwalk	N/A
DRC Hearing	5/25/2017	Norwalk	N/A
DRC Hearing	6/19/2017	Norwalk	N/A
DRC Hearing	6/20/2017	Norwalk	N/A
DRC Hearing	6/21/2017	Norwalk	N/A
Licensing and Examination Committee	7/16/2017	Sacramento	Yes
Board Meeting	7/17/2017	Sacramento	Yes
Strategic Planning Meeting	7/18/2017	Sacramento	No
DRC Hearing	7/19/2017	Sacramento	N/A
DRC Hearing	7/20/2017	Sacramento	N/A
DRC Hearing	8/21/2017	Riverside	N/A
DRC Hearing	8/22/2017	Riverside	N/A
DRC Hearing	8/23/2017	Riverside	N/A
DRC Hearing	9/25/2017	Riverside	N/A
DRC Hearing	9/26/2017	Riverside	N/A
DRC Hearing	9/27/2017	Riverside	N/A
Board Meeting	10/22/2017	San Diego	Yes
Reinstatement Hearing	10/23/2017	San Diego	Yes
DRC Hearing	10/24/2017	San Diego	N/A
DRC Hearing	10/25/2017	San Diego	N/A
DRC Hearing	10/26/2017	San Diego	N/A
DRC Hearing	11/20/2017	Sacramento	N/A
DRC Hearing	11/21/2017	Sacramento	N/A
DRC Hearing	12/18/2017	Los Angeles	N/A
DRC Hearing	12/19/2017	Los Angeles	N/A
DRC Hearing	12/20/2017	Los Angeles	N/A
Licensing and Examination Committee	1/22/2018	Sacramento	Yes
DRC Hearing	1/23/2018	Sacramento	N/A
DRC Hearing	1/24/2018	Sacramento	N/A
Board Meeting	2/12/2018	Sacramento	Yes
Reinstatement Hearing	2/13/2018	Sacramento	Yes
DRC Hearing	2/26/2018	San Diego	N/A
DRC Hearing	2/27/2018	San Diego	N/A
DRC Hearing	2/28/2018	San Diego	N/A
DRC Hearing	3/26/2018	Riverside	N/A
DRC Hearing	3/27/2018	Riverside	N/A
DRC Hearing	3/28/2018	Riverside	N/A
DRC Hearing	4/23/2018	Sacramento	N/A
DRC Hearing	4/24/2018	Sacramento	N/A
Board Meeting	5/20/2018	Santa Ana	Yes
Reinstatement Hearing	5/21/2018	Santa Ana	Yes
DRC Hearing	5/22/2018	Santa Ana	N/A
DRC Hearing	5/23/2018	Santa Ana	N/A
Board Meeting	7/23/2018	Sacramento	No
DRC Hearing	7/24/2018	Sacramento	N/A
DRC Hearing	7/25/2018	Sacramento	N/A
Board Meeting	8/27/2018	Sacramento	Yes
DRC Hearing	9/24/2018	Burbank	N/A

DRC Hearing	9/25/2018	Burbank	N/A
DRC Hearing	9/26/2018	Burbank	N/A

Jacquelyn Crabtree (Industry Member)			
Date Appointed: 2/3/2017		Date Reappointed: N/A	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	Yes
Board Meeting	5/15/2017	Sacramento	Yes
Enforcement/Inspections Committee	7/16/2017	Sacramento	Yes
Legislative and Budget Committee	7/16/2017	Sacramento	Yes
Board Meeting	7/17/2017	Sacramento	Yes
Strategic Planning Meeting	7/18/2017	Sacramento	Yes
DRC Hearing	7/19/2017	Sacramento	N/A
DRC Hearing	7/20/2017	Sacramento	N/A
DRC Hearing	8/21/2017	Riverside	N/A
DRC Hearing	8/22/2017	Riverside	N/A
DRC Hearing	8/23/2017	Riverside	N/A
DRC Hearing	9/25/2017	Riverside	N/A
DRC Hearing	9/26/2017	Riverside	N/A
DRC Hearing	9/27/2017	Riverside	N/A
Board Meeting	10/22/2017	San Diego	Yes
Reinstatement Hearing	10/23/2017	San Diego	Yes
DRC Hearing	10/24/2017	San Diego	N/A
DRC Hearing	10/25/2017	San Diego	N/A
DRC Hearing	10/26/2017	San Diego	N/A
DRC Hearing	11/20/2017	Sacramento	Yes
DRC Hearing	11/21/2017	Sacramento	Yes
DRC Hearing	12/18/2017	Los Angeles	N/A
DRC Hearing	12/19/2017	Los Angeles	N/A
DRC Hearing	12/20/2017	Los Angeles	N/A
Education and Outreach Committee	1/22/2018	Sacramento	Yes
Enforcement/Inspections Committee	1/22/2018	Sacramento	Yes
Legislative and Budget Committee	1/22/2018	Sacramento	Yes
DRC Hearing	1/23/2018	Sacramento	Yes
DRC Hearing	1/24/2018	Sacramento	Yes
1600 Hour Curriculum Review	2/5/2018	Sacramento	Yes
1600 Hour Curriculum Review	2/6/2018	Sacramento	Yes
Board Meeting	2/12/2018	Sacramento	Yes
Reinstatement Hearing	2/13/2018	Sacramento	Yes
DRC Hearing	2/26/2018	San Diego	N/A
DRC Hearing	2/27/2018	San Diego	N/A
DRC Hearing	2/28/2018	San Diego	N/A
DRC Hearing	3/26/2018	Riverside	N/A
DRC Hearing	3/27/2018	Riverside	N/A
DRC Hearing	3/28/2018	Riverside	N/A

DRC Hearing	4/23/2018	Sacramento	Yes
DRC Hearing	4/24/2018	Sacramento	Yes
Board Meeting	5/20/2018	Santa Ana	Yes
Reinstatement Hearing	5/21/2018	Santa Ana	Yes
Health and Safety Advisory Committee	5/21/2018	Santa Ana	Yes
DRC Hearing	5/22/2018	Santa Ana	N/A
DRC Hearing	5/23/2018	Santa Ana	N/A
Board Meeting	7/23/2018	Sacramento	Yes
DRC Hearing	7/24/2018	Sacramento	Yes
DRC Hearing	7/25/2018	Sacramento	Yes
Board Meeting	8/27/2018	Sacramento	Yes
Health and Safety Advisory Committee	8/28/2018	Sacramento	N/A
DRC Hearing	9/24/2018	Burbank	N/A
DRC Hearing	9/25/2018	Burbank	N/A
DRC Hearing	9/26/2018	Burbank	N/A
Term Ends	1/1/2021		

Andrew Drabkin (Public Member)			
Date Appointed: 4/5/2013		Date Reappointed: 2/3/2017	
Meeting Type	Meeting Date	Meeting Location	Attended?
DRC Hearing	7/21/2014	Sacramento	N/A
DRC Hearing	7/22/2014	Sacramento	N/A
DRC Hearing	7/23/2014	Sacramento	N/A
DRC Hearing	7/24/2014	Sacramento	N/A
Board Meeting	7/28/2014	Sacramento	Yes
Reinstatement Hearing	7/29/2014	Sacramento	Yes
DRC Hearing	8/26/2014	Norwalk	N/A
DRC Hearing	8/27/2014	Norwalk	N/A
DRC Hearing	8/28/2014	Norwalk	N/A
DRC Hearing	8/29/2014	Norwalk	N/A
Board Meeting (Teleconference)	9/4/2014	Sacramento	Yes
DRC Hearing	9/23/2014	Los Angeles	N/A
DRC Hearing	9/24/2014	Los Angeles	N/A
DRC Hearing	9/25/2014	Los Angeles	N/A
DRC Hearing	9/26/2014	Los Angeles	N/A
Enforcement Committee	10/16/2014	Sacramento	No
Board Meeting	10/20/2014	Rancho Cucamonga	Yes
DRC Hearing	10/21/2014	Rancho Cucamonga	N/A
DRC Hearing	10/22/2014	Rancho Cucamonga	N/A
DRC Hearing	10/23/2014	Rancho Cucamonga	N/A
DRC Hearing	11/17/2014	Sacramento	N/A
DRC Hearing	11/18/2014	Sacramento	N/A
DRC Hearing	11/19/2014	Sacramento	N/A
DRC Hearing	11/20/2014	Sacramento	N/A
Enforcement Committee	12/11/2014	Sacramento	Yes
DRC Hearing	12/16/2014	Los Angeles	N/A

DRC Hearing	12/17/2014	Los Angeles	N/A
DRC Hearing	12/18/2014	Los Angeles	N/A
Board Meeting	1/12/2015	San Diego	Yes
Reinstatement Hearing	1/13/2015	San Diego	No
DRC Hearing	1/14/2015	San Diego	N/A
DRC Hearing	1/15/2015	San Diego	N/A
DRC Hearing	1/16/2015	San Diego	N/A
DRC Hearing	2/23/2015	Sacramento	Yes
DRC Hearing	2/24/2015	Sacramento	N/A
DRC Hearing	2/25/2015	Sacramento	N/A
DRC Hearing	2/26/2015	Sacramento	N/A
DRC Hearing	3/16/2015	Ontario	N/A
DRC Hearing	3/17/2015	Ontario	N/A
DRC Hearing	3/18/2015	Ontario	N/A
DRC Hearing	3/19/2015	Ontario	N/A
DRC Hearing	4/21/2015	Sacramento	N/A
DRC Hearing	4/22/2015	Sacramento	N/A
DRC Hearing	4/23/2015	Sacramento	N/A
Enforcement Committee	4/20/2015	Sacramento	Yes
Education and Outreach	4/20/2015	Sacramento	Yes
Board Meeting	4/20/2015	Sacramento	Yes
DRC Hearing	5/18/2015	San Diego	N/A
DRC Hearing	5/19/2015	San Diego	N/A
DRC Hearing	5/20/2015	Los Angeles	N/A
DRC Hearing	5/21/2015	Los Angeles	N/A
DRC Hearing	5/22/2015	Sacramento	N/A
DRC Hearing	6/23/2015	Sacramento	N/A
DRC Hearing	6/24/2015	Sacramento	N/A
Board Meeting	7/26/2015	Santa Ana	Yes
Board Reinstatement Hearing	7/27/2015	Santa Ana	Yes
DRC Hearing	7/28/2015	Santa Ana	N/A
DRC Hearing	7/29/2015	Santa Ana	N/A
DRC Hearing	7/30/2015	Santa Ana	N/A
DRC Hearing	8/24/2015	Sacramento	N/A
DRC Hearing	8/25/2015	Sacramento	Yes
DRC Hearing	8/26/2015	Sacramento	N/A
DRC Hearing	9/21/2015	Los Angeles	N/A
DRC Hearing	9/22/2015	Los Angeles	N/A
DRC Hearing	9/23/2015	Los Angeles	N/A
Enforcement Committee	10/19/2015	Sacramento	Yes
Board Meeting	10/19/2015	Sacramento	Yes
DRC Hearing	10/20/2015	Sacramento	Yes
DRC Hearing	10/21/2015	Sacramento	Yes
DRC Hearing	10/22/2015	Sacramento	Yes
DRC Hearing	11/16/2015	San Diego	N/A
DRC Hearing	11/17/2015	San Diego	N/A
DRC Hearing	11/18/2015	San Diego	N/A
DRC Hearing	12/14/2015	Los Angeles	N/A

DRC Hearing	12/15/2015	Los Angeles	N/A
DRC Hearing	12/16/2015	Los Angeles	N/A
Board Meeting	1/24/2016	Santa Ana	Yes
Reinstatement Hearing	1/25/2016	Santa Ana	Yes
DRC Hearing	1/26/2016	Santa Ana	N/A
DRC Hearing	1/27/2016	Santa Ana	N/A
DRC Hearing	1/28/2016	Santa Ana	N/A
DRC Hearing	2/22/2016	Sacramento	N/A
DRC Hearing	2/23/2016	Sacramento	N/A
DRC Hearing	2/24/2016	Sacramento	N/A
DRC Hearing	3/21/2016	Norwalk	N/A
DRC Hearing	3/22/2016	Norwalk	N/A
DRC Hearing	3/23/2016	Norwalk	N/A
Board Meeting (Teleconference)	4/11/2016	Sacramento	Yes
Reinstatement Hearing	4/25/2016	Sacramento	Yes
Board Meeting	4/26/2016	Sacramento	Yes
DRC Hearing	4/27/2016	Sacramento	N/A
DRC Hearing	4/28/2016	Sacramento	N/A
DRC Hearing	4/29/2016	Sacramento	N/A
DRC Hearing	5/23/2016	Los Angeles	N/A
DRC Hearing	5/24/2016	Los Angeles	N/A
DRC Hearing	5/25/2016	Los Angeles	N/A
DRC Hearing	6/1/2016	Sacramento	N/A
DRC Hearing	6/2/2016	Sacramento	N/A
Board Meeting	7/17/2016	San Diego	Yes
Special Board Meeting	7/18/2016	San Diego	Yes
Reinstatement Hearing	7/19/2016	San Diego	Yes
DRC Hearing	7/19/2016	San Diego	N/A
DRC Hearing	7/20/2016	San Diego	N/A
DRC Hearing	7/21/2016	San Diego	N/A
DRC Hearing	8/22/2016	Norwalk	N/A
DRC Hearing	8/23/2016	Norwalk	N/A
DRC Hearing	8/24/2016	Norwalk	N/A
DRC Hearing	9/26/2016	Sacramento	N/A
DRC Hearing	9/27/2016	Sacramento	N/A
DRC Hearing	9/28/2016	Sacramento	N/A
DRC Hearing	10/24/2016	Los Angeles	N/A
DRC Hearing	10/25/2016	Los Angeles	N/A
DRC Hearing	10/26/2016	Los Angeles	N/A
Special Board Meeting	11/14/2016	Sacramento	No
Board Meeting	11/14/2016	Sacramento	No
DRC Hearing	11/15/2016	Sacramento	N/A
DRC Hearing	11/16/2016	Sacramento	N/A
DRC Hearing	12/19/2016	Los Angeles	N/A
DRC Hearing	12/20/2016	Los Angeles	N/A
DRC Hearing	12/21/2016	Los Angeles	N/A
Board Meeting	1/22/2017	Santa Ana	Yes
Reinstatement Hearing	1/23/2017	Santa Ana	Yes

DRC Hearing	1/24/2017	Santa Ana	N/A
DRC Hearing	1/25/2017	Santa Ana	N/A
DRC Hearing	1/26/2017	Santa Ana	N/A
DRC Hearing	2/27/2017	San Diego	N/A
DRC Hearing	2/28/2017	San Diego	N/A
DRC Hearing	3/01/2017	San Diego	N/A
DRC Hearing	3/20/2017	Norwalk	N/A
DRC Hearing	3/21/2017	Norwalk	N/A
DRC Hearing	3/22/2017	Norwalk	N/A
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	Yes
DRC Hearing	4/25/2017	Sacramento	N/A
DRC Hearing	4/26/2017	Sacramento	N/A
Board Meeting	5/15/2017	Sacramento	Yes
DRC Hearing	5/23/2017	Norwalk	N/A
DRC Hearing	5/24/2017	Norwalk	N/A
DRC Hearing	5/25/2017	Norwalk	N/A
DRC Hearing	6/19/2017	Norwalk	N/A
DRC Hearing	6/20/2017	Norwalk	N/A
DRC Hearing	6/21/2017	Norwalk	N/A
Legislative and Budget Committee	7/16/2017	Sacramento	Yes
Board Meeting	7/17/2017	Sacramento	Yes
Strategic Planning Meeting	7/18/2017	Sacramento	Yes
DRC Hearing	7/19/2017	Sacramento	N/A
DRC Hearing	7/20/2017	Sacramento	N/A
DRC Hearing	8/2/2017	Riverside	N/A
DRC Hearing	8/22/2017	Riverside	N/A
DRC Hearing	8/23/2017	Riverside	N/A
DRC Hearing	9/25/2017	Riverside	N/A
DRC Hearing	9/26/2017	Riverside	N/A
DRC Hearing	9/27/2017	Riverside	N/A
Board Meeting	10/22/2017	San Diego	Yes
Reinstatement Hearing	10/23/2017	San Diego	Yes
DRC Hearing	10/24/2017	San Diego	N/A
DRC Hearing	10/25/2017	San Diego	N/A
DRC Hearing	10/26/2017	San Diego	N/A
DRC Hearing	11/20/2017	Sacramento	Yes
DRC Hearing	11/21/2017	Sacramento	Yes
DRC Hearing	12/18/2017	Los Angeles	N/A
DRC Hearing	12/19/2017	Los Angeles	N/A
DRC Hearing	12/20/2017	Los Angeles	N/A
Legislative and Budget Committee	1/22/2018	Sacramento	Yes
DRC Hearing	1/23/2018	Sacramento	Yes
DRC Hearing	1/24/2018	Sacramento	Yes
Board Meeting	2/12/2018	Sacramento	No
Reinstatement Hearing	2/13/2018	Sacramento	No
DRC Hearing	2/26/2018	San Diego	N/A

DRC Hearing	2/27/2018	San Diego	N/A
DRC Hearing	2/28/2018	San Diego	N/A
DRC Hearing	3/26/2018	Riverside	N/A
DRC Hearing	3/27/2018	Riverside	N/A
DRC Hearing	3/28/2018	Riverside	N/A
DRC Hearing	4/23/2018	Sacramento	N/A
DRC Hearing	4/24/2018	Sacramento	N/A
Board Meeting	5/20/2018	Santa Ana	Yes
Reinstatement Hearing	5/21/2018	Santa Ana	Yes
DRC Hearing	5/22/2018	Santa Ana	N/A
DRC Hearing	5/23/2018	Santa Ana	N/A
Board Meeting	7/23/2018	Sacramento	Yes
DRC Hearing	7/24/2018	Sacramento	N/A
DRC Hearing	7/25/2018	Sacramento	N/A
Board Meeting	8/27/2018	Sacramento	Yes
DRC Hearing	9/24/2018	Burbank	N/A
DRC Hearing	9/25/2018	Burbank	N/A
DRC Hearing	9/26/2018	Burbank	N/A
Term Ends	1/1/2021		

Joseph Federico (Professional Member)			
Date Appointed: 12/29/2011		Date Reappointed: 1/27/2015	
Meeting Type	Meeting Date	Meeting Location	Attended?
DRC Hearing	7/21/2014	Sacramento	Yes
DRC Hearing	7/22/2014	Sacramento	Yes
DRC Hearing	7/23/2014	Sacramento	Yes
DRC Hearing	7/24/2014	Sacramento	Yes
Board Meeting	7/28/2014	Sacramento	Yes
Reinstatement Hearing	7/29/2014	Sacramento	Yes
DRC Hearing	8/26/2014	Norwalk	N/A
DRC Hearing	8/27/2014	Norwalk	N/A
DRC Hearing	8/28/2014	Norwalk	N/A
DRC Hearing	8/29/2014	Norwalk	N/A
Board Meeting (Teleconference)	9/4/2014	Sacramento	Yes
DRC Hearing	9/23/2014	Los Angeles	N/A
DRC Hearing	9/24/2014	Los Angeles	N/A
DRC Hearing	9/25/2014	Los Angeles	N/A
DRC Hearing	9/26/2014	Los Angeles	N/A
Enforcement Committee	10/16/2014	Sacramento	Yes
Board Meeting	10/20/2014	Rancho Cucamonga	Yes
DRC Hearing	10/21/2014	Rancho Cucamonga	N/A
DRC Hearing	10/22/2014	Rancho Cucamonga	N/A
DRC Hearing	10/23/2014	Rancho Cucamonga	N/A
DRC Hearing	11/17/2014	Sacramento	Yes
DRC Hearing	11/18/2014	Sacramento	Yes
DRC Hearing	11/19/2014	Sacramento	Yes

DRC Hearing	11/20/2014	Sacramento	Yes
Enforcement Committee	12/11/2014	Sacramento	Yes
DRC Hearing	12/16/2014	Los Angeles	N/A
DRC Hearing	12/17/2014	Los Angeles	N/A
DRC Hearing	12/18/2014	Los Angeles	N/A
Board Meeting	1/12/2015	San Diego	Yes
Reinstatement Hearing	1/13/2015	San Diego	No
DRC Hearing	1/14/2015	San Diego	N/A
DRC Hearing	1/15/2015	San Diego	N/A
DRC Hearing	1/16/2015	San Diego	N/A
DRC Hearing	2/23/2015	Sacramento	Yes
DRC Hearing	2/24/2015	Sacramento	Yes
DRC Hearing	2/25/2015	Sacramento	Yes
DRC Hearing	2/26/2015	Sacramento	Yes
DRC Hearing	3/16/2015	Ontario	N/A
DRC Hearing	3/17/2015	Ontario	N/A
DRC Hearing	3/18/2015	Ontario	Yes
DRC Hearing	3/19/2015	Ontario	N/A
DRC Hearing	4/21/2015	Sacramento	Yes
DRC Hearing	4/22/2015	Sacramento	Yes
DRC Hearing	4/23/2015	Sacramento	Yes
Enforcement Committee	4/20/2015	Sacramento	Yes
Licensing and Examination Committee	4/19/2015	Sacramento	Yes
Legislative and Budget	4/21/2015	Sacramento	Yes
Board Meeting	4/20/2015	Sacramento	Yes
DRC Hearing	5/18/2015	San Diego	N/A
DRC Hearing	5/19/2015	San Diego	N/A
DRC Hearing	5/20/2015	Los Angeles	N/A
DRC Hearing	5/21/2015	Los Angeles	N/A
DRC Hearing	6/22/2015	Sacramento	Yes
DRC Hearing	6/23/2015	Sacramento	Yes
DRC Hearing	6/24/2015	Sacramento	Yes
Board Meeting	7/26/2015	Santa Ana	Yes
Board Reinstatement Hearing	7/27/2015	Santa Ana	Yes
DRC Hearing	7/28/2015	Santa Ana	N/A
DRC Hearing	7/29/2015	Santa Ana	N/A
DRC Hearing	7/30/2015	Santa Ana	N/A
DRC Hearing	8/24/2015	Sacramento	Yes
DRC Hearing	8/25/2015	Sacramento	Yes
DRC Hearing	8/26/2015	Sacramento	Yes
DRC Hearing	9/21/2015	Los Angeles	N/A
DRC Hearing	9/22/2015	Los Angeles	N/A
DRC Hearing	9/23/2015	Los Angeles	N/A
Enforcement Committee	10/19/2015	Sacramento	Yes
Board Meeting	10/19/2015	Sacramento	Yes
DRC Hearing	10/20/2015	Sacramento	Yes
DRC Hearing	10/21/2015	Sacramento	Yes
DRC Hearing	10/22/2015	Sacramento	Yes

DRC Hearing	11/16/2015	San Diego	N/A
DRC Hearing	11/17/2015	San Diego	N/A
DRC Hearing	11/18/2015	San Diego	N/A
DRC Hearing	12/14/2015	Los Angeles	N/A
DRC Hearing	12/15/2015	Los Angeles	N/A
DRC Hearing	12/16/2015	Los Angeles	N/A
Board Meeting	1/24/2016	Santa Ana	Yes
Reinstatement Hearing	1/25/2016	Santa Ana	Yes
DRC Hearing	1/26/2016	Santa Ana	N/A
DRC Hearing	1/27/2016	Santa Ana	N/A
DRC Hearing	1/28/2016	Santa Ana	N/A
DRC Hearing	2/22/2016	Sacramento	Yes
DRC Hearing	2/23/2016	Sacramento	Yes
DRC Hearing	2/24/2016	Sacramento	Yes
DRC Hearing	3/21/2016	Norwalk	N/A
DRC Hearing	3/22/2016	Norwalk	N/A
DRC Hearing	3/23/2016	Norwalk	N/A
Board Meeting (Teleconference)	4/11/2016	Sacramento	Yes
Reinstatement Hearing	4/25/2016	Sacramento	Yes
Licensing and Examination Committee	4/25/2016	Sacramento	Yes
Board Meeting	4/26/2016	Sacramento	Yes
DRC Hearing	4/27/2016	Sacramento	Yes
DRC Hearing	4/28/2016	Sacramento	Yes
DRC Hearing	4/29/2016	Sacramento	Yes
DRC Hearing	5/23/2016	Los Angeles	N/A
DRC Hearing	5/24/2016	Los Angeles	N/A
DRC Hearing	5/25/2016	Los Angeles	N/A
DRC Hearing	6/20/2016	Sacramento	Yes
DRC Hearing	6/21/2016	Sacramento	Yes
Board Meeting	7/17/2016	San Diego	Yes
Special Board Meeting	7/18/2016	San Diego	Yes
Reinstatement Hearing	7/18/2016	San Diego	Yes
DRC Hearing	7/19/2016	San Diego	N/A
DRC Hearing	7/20/2016	San Diego	N/A
DRC Hearing	7/21/2016	San Diego	N/A
DRC Hearing	8/22/2016	Norwalk	N/A
DRC Hearing	8/23/2016	Norwalk	N/A
DRC Hearing	8/24/2016	Norwalk	N/A
DRC Hearing	9/26/2016	Sacramento	Yes
DRC Hearing	9/27/2016	Sacramento	Yes
DRC Hearing	9/28/2016	Sacramento	Yes
DRC Hearing	10/24/2016	Los Angeles	N/A
DRC Hearing	10/25/2016	Los Angeles	N/A
DRC Hearing	10/26/2016	Los Angeles	N/A
Special Board Meeting	11/14/2016	Sacramento	Yes
Board Meeting	11/14/2016	Sacramento	Yes
Licensing and Examination Committee	11/14/2016	Sacramento	Yes
DRC Hearing	11/15/2016	Sacramento	Yes

DRC Hearing	11/16/2016	Sacramento	Yes
DRC Hearing	12/19/2016	Los Angeles	N/A
DRC Hearing	12/20/2016	Los Angeles	N/A
DRC Hearing	12/21/2016	Los Angeles	N/A
Board Meeting	1/22/2017	Santa Ana	No
Reinstatement Hearing	1/23/2017	Santa Ana	No
DRC Hearing	1/24/2017	Santa Ana	N/A
DRC Hearing	1/25/2017	Santa Ana	N/A
DRC Hearing	1/26/2017	Santa Ana	N/A
DRC Hearing	2/27/2017	San Diego	N/A
DRC Hearing	2/28/2017	San Diego	N/A
DRC Hearing	3/1/2017	San Diego	N/A
DRC Hearing	3/20/2017	Norwalk	N/A
DRC Hearing	3/21/2017	Norwalk	N/A
DRC Hearing	3/22/2017	Norwalk	N/A
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	Yes
DRC Hearing	4/25/2017	Sacramento	Yes
DRC Hearing	4/26/2017	Sacramento	Yes
Board Meeting	5/15/2017	Sacramento	Yes
DRC Hearing	5/23/2017	Norwalk	N/A
DRC Hearing	5/24/2017	Norwalk	N/A
DRC Hearing	5/25/2017	Norwalk	N/A
DRC Hearing	6/19/2017	Norwalk	N/A
DRC Hearing	6/20/2017	Norwalk	N/A
DRC Hearing	6/21/2017	Norwalk	N/A
Enforcement Committee	7/16/2017	Sacramento	Yes
Licensing and Examination Committee	7/16/2017	Sacramento	Yes
Board Meeting	7/17/2017	Sacramento	Yes
Strategic Planning Meeting	7/18/2017	Sacramento	Yes
DRC Hearing	7/19/2017	Sacramento	Yes
DRC Hearing	7/20/2017	Sacramento	Yes
DRC Hearing	8/21/2017	Riverside	Yes
DRC Hearing	8/22/2017	Riverside	Yes
DRC Hearing	8/23/2017	Riverside	Yes
DRC Hearing	9/25/2017	Riverside	N/A
DRC Hearing	9/26/2017	Riverside	N/A
DRC Hearing	9/27/2017	Riverside	N/A
Board Meeting	10/22/2017	San Diego	Yes
Reinstatement Hearing	10/23/2017	San Diego	No
DRC Hearing	10/24/2017	San Diego	N/A
DRC Hearing	10/25/2017	San Diego	N/A
DRC Hearing	10/26/2017	San Diego	N/A
DRC Hearing	11/20/2017	Sacramento	Yes
DRC Hearing	11/21/2017	Sacramento	Yes
DRC Hearing	12/18/2017	Los Angeles	N/A
DRC Hearing	12/19/2017	Los Angeles	N/A

DRC Hearing	12/20/2017	Los Angeles	N/A
Enforcement Committee	1/22/2018	Sacramento	Yes
Licensing and Examination Committee	1/22/2018	Sacramento	Yes
DRC Hearing	1/23/2018	Sacramento	Yes
DRC Hearing	1/24/2018	Sacramento	Yes
Board Meeting	2/12/2018	Sacramento	Yes
Reinstatement Hearing	2/13/2018	Sacramento	Yes
DRC Hearing	2/26/2018	San Diego	N/A
DRC Hearing	2/27/2018	San Diego	N/A
DRC Hearing	2/28/2018	San Diego	N/A
DRC Hearing	3/26/2018	Riverside	N/A
DRC Hearing	3/27/2018	Riverside	N/A
DRC Hearing	3/28/2018	Riverside	N/A
DRC Hearing	4/23/2018	Sacramento	Yes
DRC Hearing	4/24/2018	Sacramento	Yes
Board Meeting	5/20/2018	Santa Ana	No
Reinstatement Hearing	5/21/2018	Santa Ana	No
DRC Hearing	5/22/2018	Santa Ana	N/A
DRC Hearing	5/23/2018	Santa Ana	N/A
Board Meeting	7/23/2018	Sacramento	Yes
DRC Hearing	7/24/2018	Sacramento	Yes
DRC Hearing	7/25/2018	Sacramento	Yes
Board Meeting	8/1/2018	Sacramento	Yes
DRC Hearing	9/2/2018	Burbank	N/A
DRC Hearing	9/25/2018	Burbank	N/A
DRC Hearing	9/26/2018	Burbank	N/A
Term Ends			

Richard Hedges (Public Member)			
Date Appointed: 1/1/2003		Date Reappointed: 1/1/2007; 1/14/2009; 1/9/2013	
Meeting Type	Meeting Date	Meeting Location	Attended?
DRC Hearing	7/21/2014	Sacramento	Yes
DRC Hearing	7/22/2014	Sacramento	Yes
DRC Hearing	7/23/2014	Sacramento	Yes
DRC Hearing	7/24/2014	Sacramento	Yes
Board Meeting	7/28/2014	Sacramento	Yes
Reinstatement Hearing	7/29/2014	Sacramento	Yes
DRC Hearing	8/26/2014	Norwalk	Yes
DRC Hearing	8/27/2014	Norwalk	Yes
DRC Hearing	8/28/2014	Norwalk	Yes
DRC Hearing	8/29/2014	Norwalk	Yes
Board Meeting (Teleconference)	9/4/2014	Sacramento	Yes
DRC Hearing	9/23/2014	Los Angeles	Yes
DRC Hearing	9/24/2014	Los Angeles	Yes
DRC Hearing	9/25/2014	Los Angeles	Yes
DRC Hearing	9/26/2014	Los Angeles	Yes

Enforcement Committee	10/16/2014	Sacramento	Yes
Board Meeting	10/20/2014	Rancho Cucamonga	Yes
DRC Hearing	10/21/2014	Rancho Cucamonga	Yes
DRC Hearing	10/22/2014	Rancho Cucamonga	Yes
DRC Hearing	10/23/2014	Rancho Cucamonga	Yes
DRC Hearing	11/17/2014	Sacramento	Yes
DRC Hearing	11/18/2014	Sacramento	Yes
DRC Hearing	11/19/2014	Sacramento	Yes
DRC Hearing	11/20/2014	Sacramento	Yes
Enforcement Committee	12/11/2014	Sacramento	Yes
DRC Hearing	12/16/2014	Los Angeles	Yes
DRC Hearing	12/17/2014	Los Angeles	Yes
DRC Hearing	12/18/2014	Los Angeles	Yes
Board Meeting	1/12/2015	San Diego	Yes
Reinstatement Hearing	1/13/2015	San Diego	Yes
DRC Hearing	1/14/2015	San Diego	N/A
DRC Hearing	1/15/2015	San Diego	N/A
DRC Hearing	1/16/2015	San Diego	N/A
DRC Hearing	2/23/2015	Sacramento	N/A
DRC Hearing	2/24/2015	Sacramento	N/A
DRC Hearing	2/25/2015	Sacramento	N/A
DRC Hearing	2/26/2015	Sacramento	N/A
DRC Hearing	3/1/2015	Ontario	Yes
DRC Hearing	3/1/2015	Ontario	Yes
DRC Hearing	3/18/2015	Ontario	N/A
DRC Hearing	3/19/2015	Ontario	Yes
Enforcement Committee	4/20/2015	Sacramento	Yes
Legislative and Budget Committee	4/20/2015	Sacramento	Yes
Licensing and Examination Committee	4/20/2015	Sacramento	Yes
Board Meeting	4/20/2015	Sacramento	Yes
DRC Hearing	4/21/2015	Sacramento	Yes
DRC Hearing	4/22/2015	Sacramento	Yes
DRC Hearing	4/23/2015	Sacramento	Yes
DRC Hearing	5/18/2015	San Diego	Yes
DRC Hearing	5/19/2015	San Diego	Yes
DRC Hearing	5/20/2015	Los Angeles	Yes
DRC Hearing	5/21/2015	Los Angeles	Yes
DRC Hearing	6/22/2015	Sacramento	Yes
DRC Hearing	6/23/2015	Sacramento	Yes
DRC Hearing	6/24/2015	Sacramento	Yes
Board Meeting	7/26/2015	Santa Ana	Yes
Board Reinstatement Hearing	7/27/2015	Santa Ana	Yes
DRC Hearing	7/28/2015	Santa Ana	Yes
DRC Hearing	7/29/2015	Santa Ana	Yes
DRC Hearing	7/30/2015	Santa Ana	Yes
DRC Hearing	8/24/2015	Sacramento	Yes
DRC Hearing	8/25/2015	Sacramento	Yes
DRC Hearing	8/26/2015	Sacramento	Yes

DRC Hearing	9/21/2015	Los Angeles	Yes
DRC Hearing	9/22/2015	Los Angeles	Yes
DRC Hearing	9/23/2015	Los Angeles	Yes
Enforcement Committee	10/19/2015	Sacramento	Yes
Board Meeting	10/19/2015	Sacramento	Yes
DRC Hearing	10/20/2015	Sacramento	Yes
DRC Hearing	10/21/2015	Sacramento	Yes
DRC Hearing	10/22/2015	Sacramento	Yes
DRC Hearing	11/16/2015	San Diego	Yes
DRC Hearing	11/17/2015	San Diego	Yes
DRC Hearing	11/18/2015	San Diego	Yes
DRC Hearing	12/14/2015	Los Angeles	Yes
DRC Hearing	12/15/2015	Los Angeles	Yes
DRC Hearing	12/16/2015	Los Angeles	Yes
Board Meeting	1/24/2016	Santa Ana	Yes
Reinstatement Hearing	1/25/2016	Santa Ana	Yes
DRC Hearing	1/26/2016	Santa Ana	N/A
DRC Hearing	1/27/2016	Santa Ana	N/A
DRC Hearing	1/28/2016	Santa Ana	N/A
DRC Hearing	2/22/2016	Sacramento	N/A
DRC Hearing	2/23/2016	Sacramento	N/A
DRC Hearing	2/24/2016	Sacramento	N/A
DRC Hearing	3/1/2016	Norwalk	Yes
DRC Hearing	3/2/2016	Norwalk	Yes
DRC Hearing	3/23/2016	Norwalk	Yes
Board Meeting (Teleconference)	4/11/2016	Sacramento	Yes
Licensing and Examination Committee	4/20/2016	Sacramento	Yes
Reinstatement Hearing	4/25/2016	Sacramento	Yes
Board Meeting	4/26/2016	Sacramento	Yes
DRC Hearing	4/27/2016	Sacramento	Yes
DRC Hearing	4/28/2016	Sacramento	Yes
DRC Hearing	4/29/2016	Sacramento	Yes
DRC Hearing	5/23/2016	Los Angeles	Yes
DRC Hearing	5/24/2016	Los Angeles	Yes
DRC Hearing	5/25/2016	Los Angeles	Yes
DRC Hearing	6/20/2016	Sacramento	Yes
DRC Hearing	6/21/2016	Sacramento	Yes
Board Meeting	7/17/2016	San Diego	Yes
Special Board Meeting	7/18/2016	San Diego	Yes
Reinstatement Hearing	7/18/2016	San Diego	Yes
DRC Hearing	7/19/2016	San Diego	Yes
DRC Hearing	7/20/2016	San Diego	Yes
DRC Hearing	7/21/2016	San Diego	Yes
DRC Hearing	8/22/2016	Norwalk	Yes
DRC Hearing	8/23/2016	Norwalk	Yes
DRC Hearing	8/24/2016	Norwalk	Yes
DRC Hearing	9/26/2016	Sacramento	Yes
DRC Hearing	9/27/2016	Sacramento	Yes

DRC Hearing	9/28/2016	Sacramento	Yes
DRC Hearing	10/24/2016	Los Angeles	Yes
DRC Hearing	10/25/2016	Los Angeles	Yes
DRC Hearing	10/26/2016	Los Angeles	Yes
Special Board Meeting	11/14/2016	Sacramento	Yes
Board Meeting	11/14/2016	Sacramento	Yes
Licensing and Examination Committee	11/14/2016	Sacramento	Yes
DRC Hearing	11/15/2016	Sacramento	Yes
DRC Hearing	11/16/2016	Sacramento	Yes
DRC Hearing	12/19/2016	Los Angeles	Yes
DRC Hearing	12/20/2016	Los Angeles	Yes
DRC Hearing	12/21/2016	Los Angeles	Yes
Board Meeting	1/22/2017	Santa Ana	Yes Teleconference
Reinstatement Hearing	1/23/2017	Santa Ana	No
DRC Hearing	1/24/2017	Santa Ana	N/A
DRC Hearing	1/25/2017	Santa Ana	N/A
DRC Hearing	1/26/2017	Santa Ana	N/A
DRC Hearing	2/27/2017	San Diego	N/A
DRC Hearing	2/28/2017	San Diego	N/A
DRC Hearing	3/1/2017	San Diego	N/A
DRC Hearing	3/20/2017	Norwalk	Yes
DRC Hearing	3/21/2017	Norwalk	Yes
DRC Hearing	3/22/2017	Norwalk	Yes
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	Yes
DRC Hearing	4/25/2017	Sacramento	Yes
DRC Hearing	4/26/2017	Sacramento	Yes
Board Meeting	5/15/2017	Sacramento	Yes
DRC Hearing	5/23/2017	Norwalk	Yes
DRC Hearing	5/24/2017	Norwalk	Yes
DRC Hearing	5/25/2017	Norwalk	Yes
DRC Hearing	6/19/2017	Norwalk	Yes
DRC Hearing	6/20/2017	Norwalk	Yes
DRC Hearing	6/21/2017	Norwalk	Yes
Enforcement Committee	7/16/2017	Sacramento	Yes
Legislative and Budget Committee	7/16/2017	Sacramento	Yes
Licensing and Examination Committee	7/16/2017	Sacramento	Yes
Board Meeting	7/17/2017	Sacramento	Yes
Strategic Planning	7/18/2017	Sacramento	Yes
DRC Hearing	7/19/2017	Sacramento	Yes
DRC Hearing	7/20/2017	Sacramento	Yes
Term Ends	1/1/2017		

Lisa Thong (Public Member)			
Date Appointed: 3/17/2016		Date Reappointed: 2/3/2017	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting (Teleconference)	4/11/2016	Sacramento	Yes
Reinstatement Hearing	4/25/2016	Sacramento	Yes
Board Meeting	4/26/2016	Sacramento	Yes
DRC Hearing	5/23/2016	Los Angeles	Yes
DRC Hearing	5/24/2016	Los Angeles	Yes
DRC Hearing	5/25/2016	Los Angeles	Yes
DRC Hearing	6/20/2016	Sacramento	Yes
DRC Hearing	6/21/2016	Sacramento	N/A
Board Meeting	7/17/2016	San Diego	Yes
Special Board Meeting	7/18/2016	San Diego	Yes
Reinstatement Hearing	7/18/2016	San Diego	Yes
DRC Hearing	7/19/2016	San Diego	Yes
DRC Hearing	7/20/2016	San Diego	N/A
DRC Hearing	7/21/2016	San Diego	N/A
DRC Hearing	8/22/2016	Norwalk	Yes
DRC Hearing	8/23/2016	Norwalk	N/A
DRC Hearing	8/24/2016	Norwalk	Yes
DRC Hearing	9/26/2016	Sacramento	N/A
DRC Hearing	9/27/2016	Sacramento	N/A
DRC Hearing	9/28/2016	Sacramento	N/A
DRC Hearing	10/24/2016	Los Angeles	Yes
DRC Hearing	10/25/2016	Los Angeles	Yes
DRC Hearing	10/26/2016	Los Angeles	Yes
Special Board Meeting	11/14/2016	Sacramento	Yes
Board Meeting	11/14/2016	Sacramento	Yes
DRC Hearing	11/15/2016	Sacramento	N/A
DRC Hearing	11/16/2016	Sacramento	N/A
DRC Hearing	12/19/2016	Los Angeles	Yes
DRC Hearing	12/20/2016	Los Angeles	Yes
DRC Hearing	12/21/2016	Los Angeles	Yes
Board Meeting	1/22/2017	Santa Ana	Yes
Reinstatement Hearing	1/23/2017	Santa Ana	Yes
DRC Hearing	1/24/2017	Santa Ana	Yes
DRC Hearing	1/25/2017	Santa Ana	N/A
DRC Hearing	1/26/2017	Santa Ana	N/A
DRC Hearing	2/27/2017	San Diego	N/A
DRC Hearing	2/28/2017	San Diego	N/A
DRC Hearing	3/1/2017	San Diego	N/A
DRC Hearing	3/20/2017	Norwalk	Yes
DRC Hearing	3/21/2017	Norwalk	Yes
DRC Hearing	3/22/2017	Norwalk	Yes
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	Yes

DRC Hearing	4/25/2017	Sacramento	N/A
DRC Hearing	4/26/2017	Sacramento	N/A
Board Meeting	5/15/2017	Sacramento	Yes Teleconference
DRC Hearing	5/23/2017	Norwalk	N/A
DRC Hearing	5/24/2017	Norwalk	Yes
DRC Hearing	5/25/2017	Norwalk	Yes
DRC Hearing	6/19/2017	Norwalk	N/A
DRC Hearing	6/20/2017	Norwalk	Yes
DRC Hearing	6/21/2017	Norwalk	Yes
Enforcement/Inspections Committee	7/16/2017	Sacramento	Yes
Board Meeting	7/17/2017	Sacramento	Yes
Strategic Planning Meeting	7/18/2017	Sacramento	Yes
DRC Hearing	7/19/2017	Sacramento	N/A
DRC Hearing	7/20/2017	Sacramento	N/A
DRC Hearing	8/21/2017	Riverside	N/A
DRC Hearing	8/22/2017	Riverside	N/A
DRC Hearing	8/23/2017	Riverside	N/A
DRC Hearing	9/25/2017	Riverside	Yes
DRC Hearing	9/26/2017	Riverside	Yes
DRC Hearing	9/27/2017	Riverside	Yes
Board Meeting	10/22/2017	San Diego	Yes
Reinstatement Hearing	10/23/2017	San Diego	Yes
Health and Safety Advisory Committee	10/23/2017	San Diego	Yes
DRC Hearing	10/24/2017	San Diego	Yes
DRC Hearing	10/25/2017	San Diego	Yes
DRC Hearing	10/26/2017	San Diego	Yes
DRC Hearing	11/20/2017	Sacramento	N/A
DRC Hearing	11/21/2017	Sacramento	N/A
DRC Hearing	12/18/2017	Los Angeles	N/A
DRC Hearing	12/19/2017	Los Angeles	Yes
DRC Hearing	12/20/2017	Los Angeles	Yes
Education and Outreach Committee	1/22/2018	Sacramento	Yes
Enforcement/Inspections Committee	1/22/2018	Sacramento	Yes
DRC Hearing	1/23/2018	Sacramento	N/A
DRC Hearing	1/24/2018	Sacramento	N/A
Board Meeting	2/12/2018	Sacramento	Yes
Reinstatement Hearing	2/13/2018	Sacramento	Yes
DRC Hearing	2/26/2018	San Diego	Yes
DRC Hearing	2/27/2018	San Diego	Yes
DRC Hearing	2/28/2018	San Diego	Yes
DRC Hearing	3/26/2018	Riverside	Yes
DRC Hearing	3/27/2018	Riverside	Yes
DRC Hearing	3/28/2018	Riverside	Yes
DRC Hearing	4/23/2018	Sacramento	N/A
DRC Hearing	4/24/2018	Sacramento	N/A
Board Meeting	5/20/2018	Santa Ana	Yes
Reinstatement Hearing	5/21/2018	Santa Ana	Yes

Health and Safety Advisory Committee	5/21/2018	Santa Ana	No
DRC Hearing	5/22/2018	Santa Ana	N/A
DRC Hearing	5/23/2018	Santa Ana	N/A
Board Meeting	7/23/2018	Sacramento	Yes
DRC Hearing	7/24/2018	Sacramento	N/A
DRC Hearing	7/25/2018	Sacramento	N/A
Board Meeting	8/27/2018	Sacramento	Yes
Health and Safety Advisory Committee	8/28/2018	Sacramento	Yes
DRC Hearing	9/24/2018	Burbank	Yes
DRC Hearing	9/25/2018	Burbank	Yes
DRC Hearing	9/26/2018	Burbank	Yes
Term Ends	1/1/2021		

Christie Truc Tran (Professional Member)			
Date Appointed: 1/4/2010		Date Reappointed: 1/2/2011	
Meeting Type	Meeting Date	Meeting Location	Attended?
DRC Hearing	7/21/2014	Sacramento	N/A
DRC Hearing	7/22/2014	Sacramento	N/A
DRC Hearing	7/23/2014	Sacramento	N/A
DRC Hearing	7/24/2014	Sacramento	N/A
Board Meeting	7/28/2014	Sacramento	Yes
Reinstatement Hearing	7/29/2014	Sacramento	Yes
DRC Hearing	8/20/2014	Norwalk	Yes
DRC Hearing	8/27/2014	Norwalk	Yes
DRC Hearing	8/28/2014	Norwalk	Yes
DRC Hearing	8/29/2014	Norwalk	Yes
Board Meeting (Teleconference)	9/4/2014	Sacramento	Yes
DRC Hearing	9/23/2014	Los Angeles	Yes
DRC Hearing	9/24/2014	Los Angeles	Yes
DRC Hearing	9/25/2014	Los Angeles	Yes
DRC Hearing	9/26/2014	Los Angeles	Yes
Board Meeting	10/20/2014	Rancho Cucamonga	Yes
DRC Hearing	10/21/2014	Rancho Cucamonga	Yes
DRC Hearing	10/22/2014	Rancho Cucamonga	Yes
DRC Hearing	10/23/2014	Rancho Cucamonga	Yes
DRC Hearing	11/17/2014	Sacramento	N/A
DRC Hearing	11/18/2014	Sacramento	N/A
DRC Hearing	11/19/2014	Sacramento	N/A
DRC Hearing	11/20/2014	Sacramento	N/A
Enforcement Committee	12/11/2014	Sacramento	N/A
DRC Hearing	12/16/2014	Los Angeles	Yes
DRC Hearing	12/17/2014	Los Angeles	Yes
DRC Hearing	12/18/2014	Los Angeles	N/A
Board Meeting	1/12/2015	San Diego	Yes
Reinstatement Hearing	1/13/2015	San Diego	Yes
DRC Hearing	1/14/2015	San Diego	Yes
DRC Hearing	1/15/2015	San Diego	Yes

DRC Hearing	1/16/2015	San Diego	Yes
DRC Hearing	2/23/2015	Sacramento	N/A
DRC Hearing	2/24/2015	Sacramento	N/A
DRC Hearing	2/25/2015	Sacramento	N/A
DRC Hearing	2/26/2015	Sacramento	N/A
Term Ends	1/1/2015		

Steve Weeks (Public Member)			
Date Appointed: 7/28/2017		Date Reappointed: N/A	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	10/22/2017	San Diego	Yes
Reinstatement Hearing	10/23/2017	San Diego	Yes
DRC Hearing	12/18/2017	Los Angeles	Yes
DRC Hearing	12/19/2017	Los Angeles	Yes
DRC Hearing	12/20/2017	Los Angeles	Yes
Enforcement/Inspections Committee	1/22/2018	Sacramento	Yes
Legislative and Budge Committee	1/22/2018	Sacramento	Yes
DRC Hearing	1/23/2018	Sacramento	N/A
DRC Hearing	1/24/2018	Sacramento	N/A
Board Meeting	2/12/2018	Sacramento	Yes
Reinstatement Hearing	2/13/2018	Sacramento	Yes
DRC Hearing	2/26/2018	San Diego	Yes
DRC Hearing	2/27/2018	San Diego	Yes
DRC Hearing	2/28/2018	San Diego	N/A
DRC Hearing	3/26/2018	Riverside	Yes
DRC Hearing	3/27/2018	Riverside	Yes
DRC Hearing	3/28/2018	Riverside	Yes
DRC Hearing	4/23/2018	Sacramento	N/A
DRC Hearing	4/24/2018	Sacramento	N/A
Board Meeting	5/20/2018	Santa Ana	Yes
Reinstatement Hearing	5/21/2018	Santa Ana	Yes
DRC Hearing	5/22/2018	Santa Ana	Yes
DRC Hearing	5/23/2018	Santa Ana	Yes
Board Meeting	7/23/2018	Sacramento	Yes
DRC Hearing	7/24/2018	Sacramento	N/A
DRC Hearing	7/25/2018	Sacramento	N/A
Board Meeting	8/27/2018	Sacramento	Yes
DRC Hearing	9/24/2018	Burbank	Yes
DRC Hearing	9/25/2018	Burbank	Yes
DRC Hearing	9/26/2018	Burbank	Yes
Term Ends	1/1/2021		

Dr. Kari Williams (Professional Member)			
Date Appointed: 4/5/2013		Date Reappointed: 2/3/2017	
Meeting Type	Meeting Date	Meeting Location	Attended?
DRC Hearing	7/21/2014	Sacramento	N/A
DRC Hearing	7/22/2014	Sacramento	N/A
DRC Hearing	7/23/2014	Sacramento	N/A
DRC Hearing	7/24/2014	Sacramento	N/A
Board Meeting	7/28/2014	Sacramento	Yes
Reinstatement Hearing	7/29/2014	Sacramento	Yes
DRC Hearing	8/26/2014	Norwalk	Yes
DRC Hearing	8/27/2014	Norwalk	Yes
DRC Hearing	8/28/2014	Norwalk	Yes
DRC Hearing	8/29/2014	Norwalk	N/A
Board Meeting (Teleconference)	9/4/2014	Sacramento	Yes
DRC Hearing	9/23/2014	Los Angeles	Yes
DRC Hearing	9/24/2014	Los Angeles	Yes
DRC Hearing	9/25/2014	Los Angeles	Yes
DRC Hearing	9/26/2014	Los Angeles	N/A
Enforcement Committee	10/16/2014	Sacramento	Yes
Board Meeting	10/20/2014	Rancho Cucamonga	Yes
DRC Hearing	10/21/2014	Rancho Cucamonga	Yes
DRC Hearing	10/22/2014	Rancho Cucamonga	Yes
DRC Hearing	10/23/2014	Rancho Cucamonga	Yes
DRC Hearing	11/17/2014	Sacramento	N/A
DRC Hearing	11/18/2014	Sacramento	N/A
DRC Hearing	11/19/2014	Sacramento	N/A
DRC Hearing	11/20/2014	Sacramento	N/A
Enforcement Committee	12/11/2014	Sacramento	No
DRC Hearing	12/16/2014	Los Angeles	Yes
DRC Hearing	12/17/2014	Los Angeles	N/A
DRC Hearing	12/18/2014	Los Angeles	Yes
Board Meeting	1/12/2015	San Diego	Yes
Reinstatement Hearing	1/13/2015	San Diego	Yes
DRC Hearing	1/14/2015	San Diego	Yes
DRC Hearing	1/15/2015	San Diego	Yes
DRC Hearing	1/16/2015	San Diego	Yes
DRC Hearing	2/23/2015	Sacramento	Yes
DRC Hearing	2/24/2015	Sacramento	Yes
DRC Hearing	2/25/2015	Sacramento	Yes
DRC Hearing	2/26/2015	Sacramento	Yes
DRC Hearing	3/16/2015	Ontario	Yes
DRC Hearing	3/17/2015	Ontario	Yes
DRC Hearing	3/18/2015	Ontario	N/A
DRC Hearing	3/19/2015	Ontario	Yes
DRC Hearing	4/21/2015	Sacramento	N/A

DRC Hearing	4/22/2015	Sacramento	N/A
DRC Hearing	4/23/2015	Sacramento	N/A
Enforcement Committee	4/20/2015	Sacramento	Yes
Licensing and Examination Committee	4/20/2015	Sacramento	Yes
Education and Outreach Committee	4/20/2015	Sacramento	Yes
Board Meeting	4/20/2015	Sacramento	Yes
DRC Hearing	5/18/2015	San Diego	Yes
DRC Hearing	5/19/2015	San Diego	Yes
DRC Hearing	5/20/2015	Los Angeles	Yes
DRC Hearing	5/21/2015	Los Angeles	Yes
DRC Hearing	6/22/2015	Sacramento	N/A
DRC Hearing	6/23/2015	Sacramento	N/A
DRC Hearing	6/24/2015	Sacramento	N/A
Board Meeting	7/26/2015	Santa Ana	Yes
Board Reinstatement Hearing	7/27/2015	Santa Ana	Yes
DRC Hearing	7/28/2015	Santa Ana	Yes
DRC Hearing	7/29/2015	Santa Ana	Yes
DRC Hearing	7/30/2015	Santa Ana	Yes
DRC Hearing	8/24/2015	Sacramento	N/A
DRC Hearing	8/25/2015	Sacramento	N/A
DRC Hearing	8/26/2015	Sacramento	N/A
DRC Hearing	9/21/2015	Los Angeles	N/A
DRC Hearing	9/22/2015	Los Angeles	Yes
DRC Hearing	9/23/2015	Los Angeles	Yes
Enforcement Committee	10/19/2015	Sacramento	Yes
Board Meeting	10/19/2015	Sacramento	Yes
DRC Hearing	10/20/2015	Sacramento	N/A
DRC Hearing	10/21/2015	Sacramento	N/A
DRC Hearing	10/22/2015	Sacramento	N/A
DRC Hearing	11/16/2015	San Diego	Yes
DRC Hearing	11/17/2015	San Diego	Yes
DRC Hearing	11/18/2015	San Diego	N/A
DRC Hearing	12/14/2015	Los Angeles	N/A
DRC Hearing	12/15/2015	Los Angeles	N/A
DRC Hearing	12/16/2015	Los Angeles	N/A
Board Meeting	1/24/2016	Santa Ana	Yes
Reinstatement Hearing	1/25/2016	Santa Ana	Yes
DRC Hearing	1/26/2016	Santa Ana	Yes
DRC Hearing	1/27/2016	Santa Ana	Yes
DRC Hearing	1/28/2016	Santa Ana	Yes
DRC Hearing	2/22/2016	Sacramento	N/A
DRC Hearing	2/23/2016	Sacramento	N/A
DRC Hearing	2/24/2016	Sacramento	N/A
DRC Hearing	3/21/2016	Norwalk	Yes
DRC Hearing	3/22/2016	Norwalk	Yes
DRC Hearing	3/23/2016	Norwalk	Yes
Board Meeting (Teleconference)	4/11/2016	Sacramento	Yes
Licensing and Examination Committee	4/25/2016	Sacramento	Yes

Reinstatement Hearing	4/25/2016	Sacramento	Yes
Board Meeting	4/26/2016	Sacramento	Yes
DRC Hearing	4/27/2016	Sacramento	N/A
DRC Hearing	4/28/2016	Sacramento	N/A
DRC Hearing	4/29/2016	Sacramento	N/A
DRC Hearing	5/23/2016	Los Angeles	Yes
DRC Hearing	5/24/2016	Los Angeles	N/A
DRC Hearing	5/25/2016	Los Angeles	Yes
DRC Hearing	6/20/2016	Sacramento	N/A
DRC Hearing	6/21/2016	Sacramento	N/A
Board Meeting	7/17/2016	San Diego	Yes
Special Board Meeting	7/18/2016	San Diego	Yes
Reinstatement Hearing	7/18/2016	San Diego	Yes
DRC Hearing	7/19/2016	San Diego	Yes
DRC Hearing	7/20/2016	San Diego	Yes
DRC Hearing	7/21/2016	San Diego	Yes
DRC Hearing	8/22/2016	Norwalk	N/A
DRC Hearing	8/23/2016	Norwalk	N/A
DRC Hearing	8/24/2016	Norwalk	N/A
DRC Hearing	9/26/2016	Sacramento	N/A
DRC Hearing	9/27/2016	Sacramento	N/A
DRC Hearing	9/28/2016	Sacramento	N/A
DRC Hearing	10/11/2016	Los Angeles	Yes
DRC Hearing	10/25/2016	Los Angeles	Yes
DRC Hearing	10/26/2016	Los Angeles	Yes
Special Board Meeting	11/14/2016	Sacramento	No
Board Meeting	11/14/2016	Sacramento	No
Licensing and Examination Committee	11/14/2016	Sacramento	No
DRC Hearing	11/15/2016	Sacramento	N/A
DRC Hearing	11/16/2016	Sacramento	N/A
DRC Hearing	12/19/2016	Los Angeles	Yes
DRC Hearing	12/20/2016	Los Angeles	Yes
DRC Hearing	12/21/2016	Los Angeles	Yes
Board Meeting	1/22/2017	Santa Ana	Yes
Reinstatement Hearing	1/23/2017	Santa Ana	Yes
DRC Hearing	1/24/2017	Santa Ana	Yes
DRC Hearing	1/25/2017	Santa Ana	Yes
DRC Hearing	1/26/2017	Santa Ana	Yes
DRC Hearing	2/27/2017	San Diego	Yes
DRC Hearing	2/28/2017	San Diego	Yes
DRC Hearing	3/1/2017	San Diego	Yes
DRC Hearing	3/20/2017	Norwalk	Yes
DRC Hearing	3/21/2017	Norwalk	Yes
DRC Hearing	3/22/2017	Norwalk	N/A
Board Meeting/Reinstatement Hearing Only agenda items 1-2 discussed, rest of meeting cancelled.	4/24/2017	Sacramento	Yes
DRC Hearing	4/25/2017	Sacramento	N/A

DRC Hearing	4/26/2017	Sacramento	N/A
Board Meeting	5/15/2017	Sacramento	Yes Teleconference
DRC Hearing	5/23/2017	Norwalk	Yes
DRC Hearing	5/24/2017	Norwalk	Yes
DRC Hearing	5/25/2017	Norwalk	N/A
DRC Hearing	6/19/2017	Norwalk	N/A
DRC Hearing	6/20/2017	Norwalk	N/A
DRC Hearing	6/21/2017	Norwalk	N/A
Licensing and Examination Committee	7/16/2017	Sacramento	Yes
Board Meeting	7/17/2017	Sacramento	Yes
Strategic Planning Meeting	7/18/2017	Sacramento	Yes
DRC Hearing	7/19/2017	Sacramento	N/A
DRC Hearing	7/20/2017	Sacramento	N/A
DRC Hearing	8/21/2017	Riverside	Yes
DRC Hearing	8/22/2017	Riverside	Yes
DRC Hearing	8/23/2017	Riverside	Yes
DRC Hearing	9/25/2017	Riverside	Yes
DRC Hearing	9/26/2017	Riverside	Yes
DRC Hearing	9/27/2017	Riverside	Yes
Board Meeting	10/22/2017	San Diego	Yes
Reinstatement Hearing	10/23/2017	San Diego	Yes
Health and Safety Advisory Committee	10/23/2017	San Diego	Yes
DRC Hearing	10/24/2017	San Diego	Yes
DRC Hearing	10/25/2017	San Diego	Yes
DRC Hearing	10/26/2017	San Diego	Yes
DRC Hearing	11/20/2017	Sacramento	N/A
DRC Hearing	11/21/2017	Sacramento	N/A
DRC Hearing	12/18/2017	Los Angeles	Yes
DRC Hearing	12/19/2017	Los Angeles	Yes
DRC Hearing	12/20/2017	Los Angeles	N/A
Education and Outreach Committee	1/22/2018	Sacramento	Yes
Licensing and Examination Committee	1/22/2018	Sacramento	Yes
DRC Hearing	1/23/2018	Sacramento	N/A
DRC Hearing	1/24/2018	Sacramento	N/A
1600 Hour Cosmo Curriculum Review	2/5/2018	Sacramento	No
1600 Hour Cosmo Curriculum Review	2/6/2018	Sacramento	Yes
Board Meeting	2/12/2018	Sacramento	Yes
Reinstatement Hearing	2/13/2018	Sacramento	Yes
DRC Hearing	2/26/2018	San Diego	N/A
DRC Hearing	2/27/2018	San Diego	N/A
DRC Hearing	2/28/2018	San Diego	N/A
DRC Hearing	3/26/2018	Riverside	Yes
DRC Hearing	3/27/2018	Riverside	N/A
DRC Hearing	3/28/2018	Riverside	N/A
DRC Hearing	4/23/2018	Sacramento	N/A
DRC Hearing	4/24/2018	Sacramento	N/A
Board Meeting	5/20/2018	Santa Ana	No

Reinstatement Hearing	5/21/2018	Santa Ana	Yes
Health and Safety Advisory Committee	5/21/2018	Santa Ana	Yes
DRC Hearing	5/22/2018	Santa Ana	N/A
DRC Hearing	5/23/2018	Santa Ana	N/A
Board Meeting	7/23/2018	Sacramento	Yes
DRC Hearing	7/24/2018	Sacramento	N/A
DRC Hearing	7/25/2018	Sacramento	N/A
Board Meeting	8/27/2018	Sacramento	Yes
Health and Safety Advisory Committee	8/28/2018	Sacramento	Yes
DRC Hearing	9/24/2018	Burbank	Yes
DRC Hearing	9/25/2018	Burbank	N/A
DRC Hearing	9/26/2018	Burbank	Yes
Term Ends	1/1/2021		

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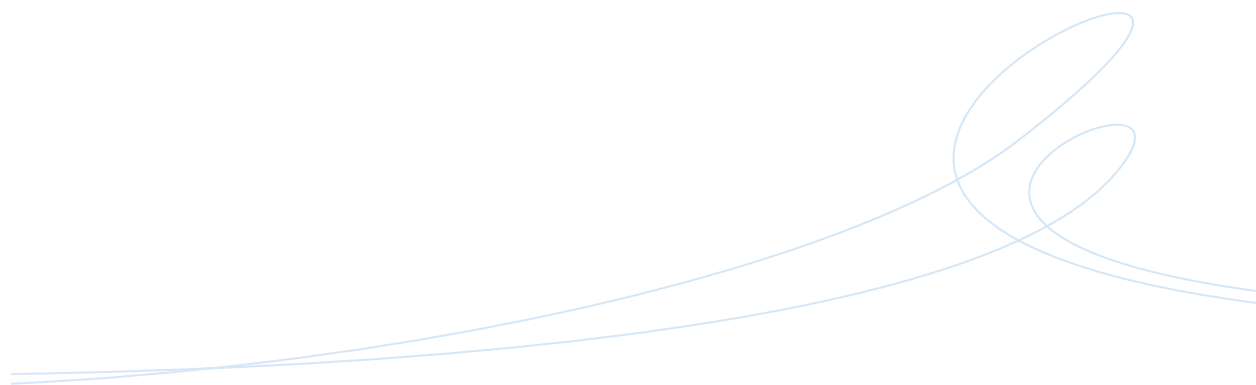
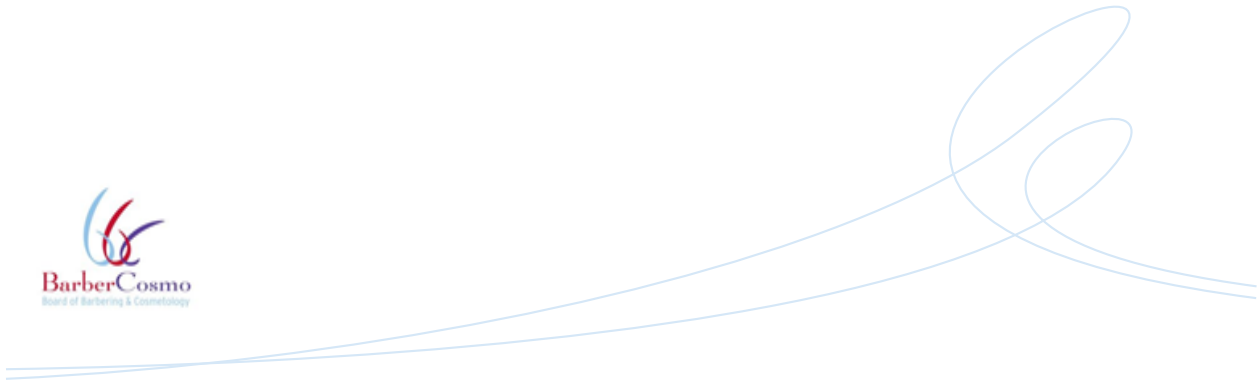
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Table 1b. Board Member Roster

Board of Barbering and Cosmetology – 9 Board Members
Executive Officer: Kristy Underwood

Member Name	Date First Appointed	Date Reappointed	Date Term Ends	Appointing Authority	Type (public or professional)
Bobbie Anderson	10/26/2012	1/27/2015	1/1/2019	Governor	Public
Jacquelyn Crabtree	2/3/2017		1/1/2021	Governor	Professional
Charles Ching	3/3/2016		1/1/2019	Speaker of the Assembly	Public
Andrew Drabkin	4/5/2013	2/3/2017	1/1/2021	Governor	Public
Joseph Federico	12/29/2011	1/27/2015	1/1/2019	Governor	Professional
Polly Codorniz	2/24/2015		1/1/2019	Governor	Professional
Lisa Thong	3/8/2016	2/3/2017	1/1/2021	Governor	Public
Steve Weeks	7/28/2017		1/1/2021	Senate Rules Committee	Public
Dr. Kari Williams	4/5/2013	2/3/2017	1/1/2021	Governor	Professional
Business & Professions Code (BP&C) 00-7021 - Senate Confirmation (Govt. Code 1322)					
BP&C § 7303. The board shall consist of nine members. Five members shall be public, and four members shall represent the professions. The Governor shall appoint three of the public members and the four professions members. The Senate Committee on Rules and the Speaker of the Assembly shall each appoint one public member. Members of the board shall be appointed for a term of four years except that of the members appointed by the Governor, two of the public members and two of the professions members shall be appointed for an initial term of two years. No Board member may serve longer than two consecutive terms.					

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Performance Measures

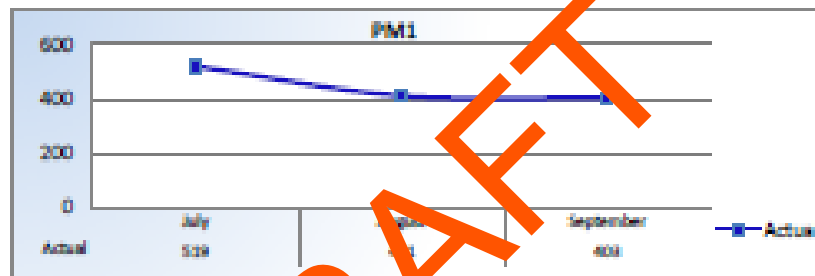
Performance Measures

Q1 Report (July - September 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

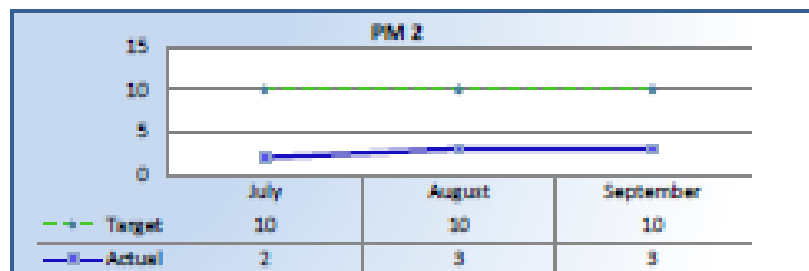


Total Received: 1416 Monthly Average: 472

Complaints: 984 | Convictions: 349

PM2 | Intake

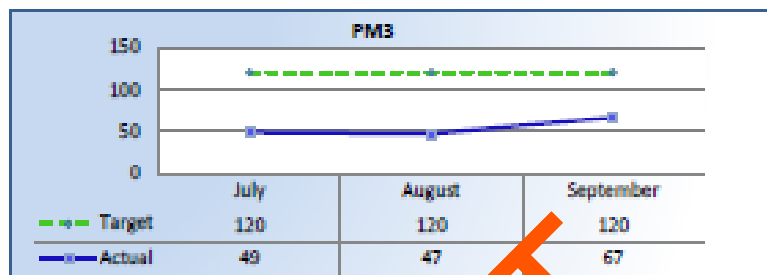
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days | Actual Average: 3 Days

PM3 | Intake & Investigation

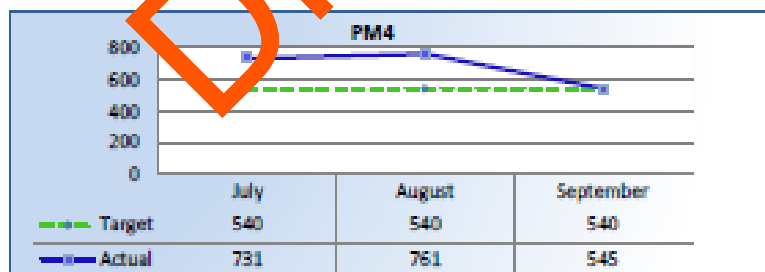
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 120 Days | Actual Average: 54 Days

PM4 | Formal Discipline

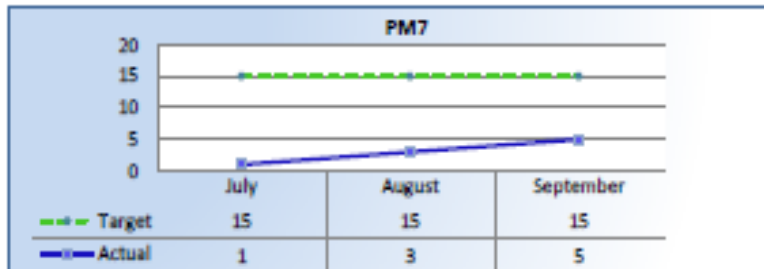
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



Target Average: 540 Days | Actual Average: 679 Days

PM7 | Probation Intake

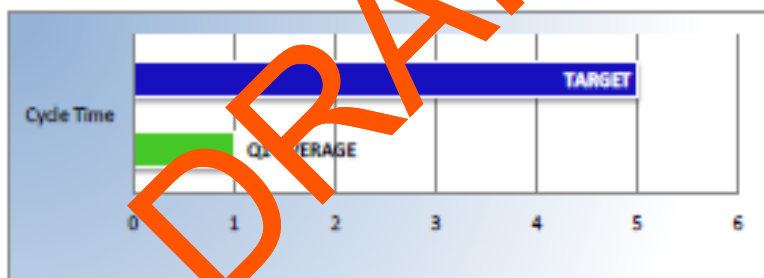
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 3 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering and
Cosmetology

Performance Measures

Q2 Report (October - December 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

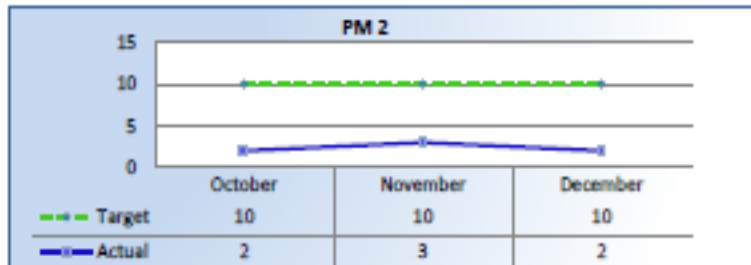


Total Received: 1,299 Monthly Average: 418

Complaints: 910 | Convictions: 345

PM2 | Intake

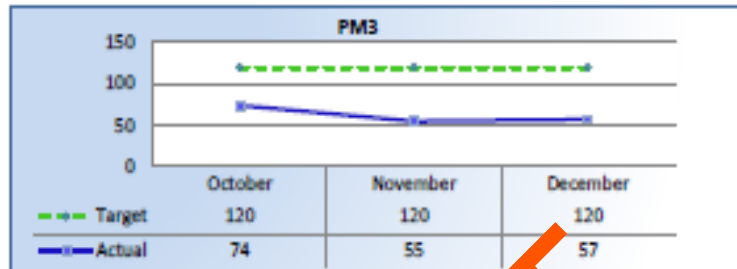
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days | Actual Average: 2 Days

PM3 | Intake & Investigation

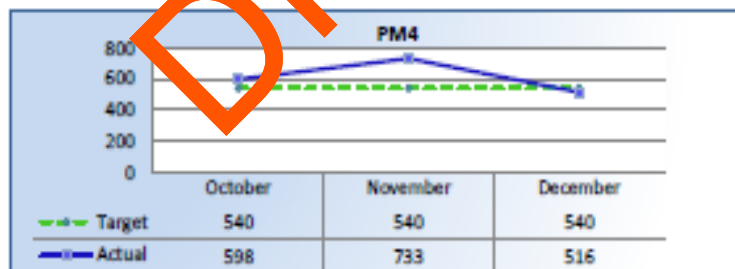
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 54 Days

PM4 | Formal Discipline

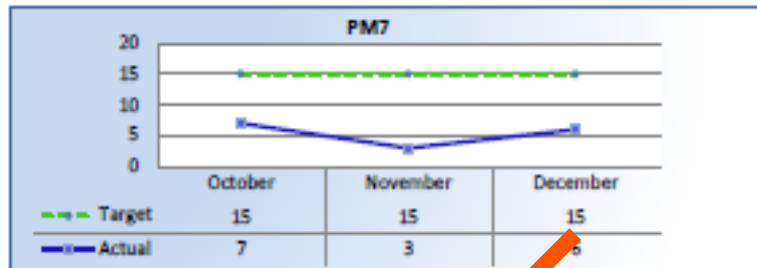
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 596 Days

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 6 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not have any probation violations this quarter.

Target Average: 5 Days | Actual Average: N/A

Department of Consumer Affairs
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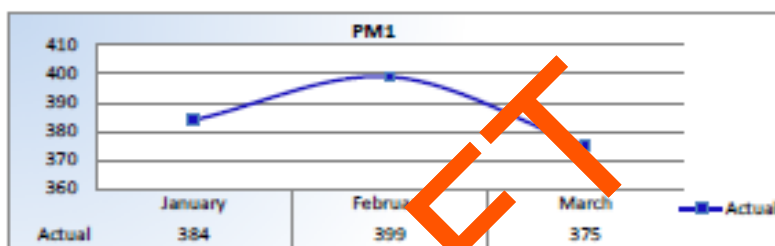
Performance Measures

Q3 Report (January - March 2015)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

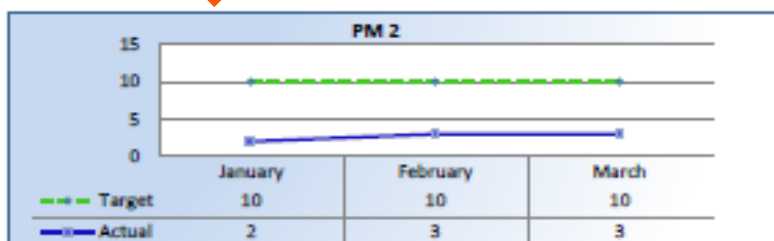


Total Received: 1,158 Monthly Average: 386

Complaints: 854 | Convictions: 304

PM2 | Intake

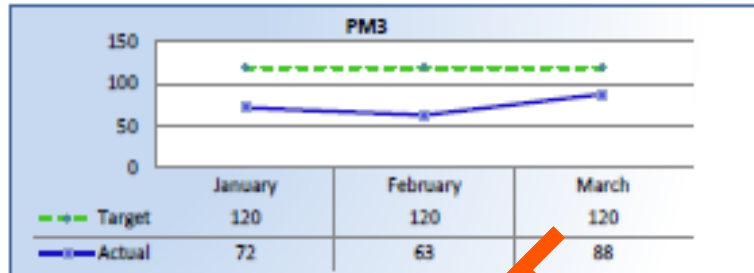
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days | Actual Average: 3 Days

PM3 | Intake & Investigation

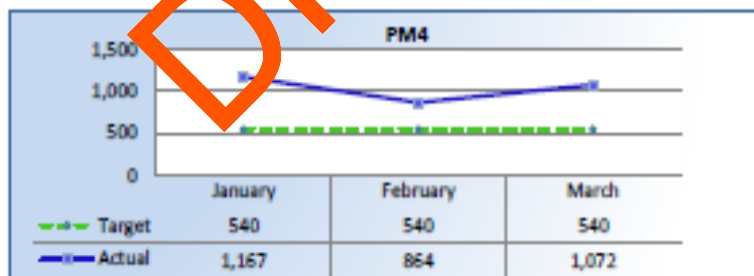
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 74 Days

PM4 | Formal Discipline

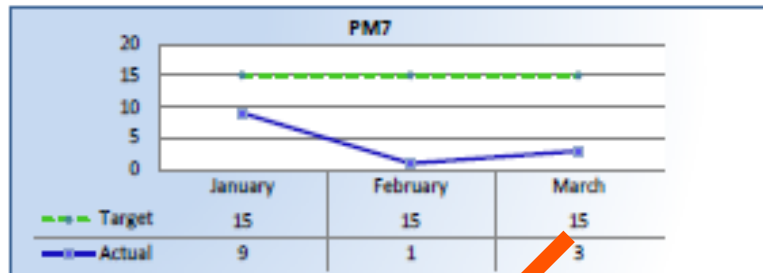
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 1,012 Days

PM7 | Probation Intake

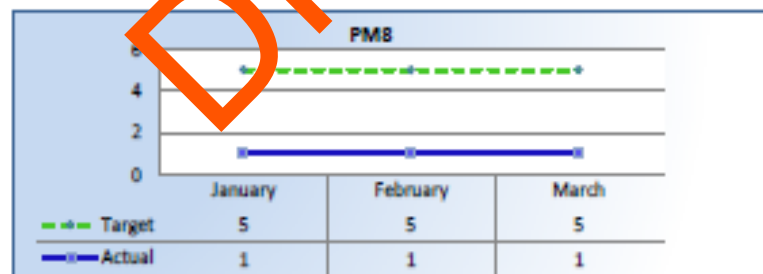
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 7 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



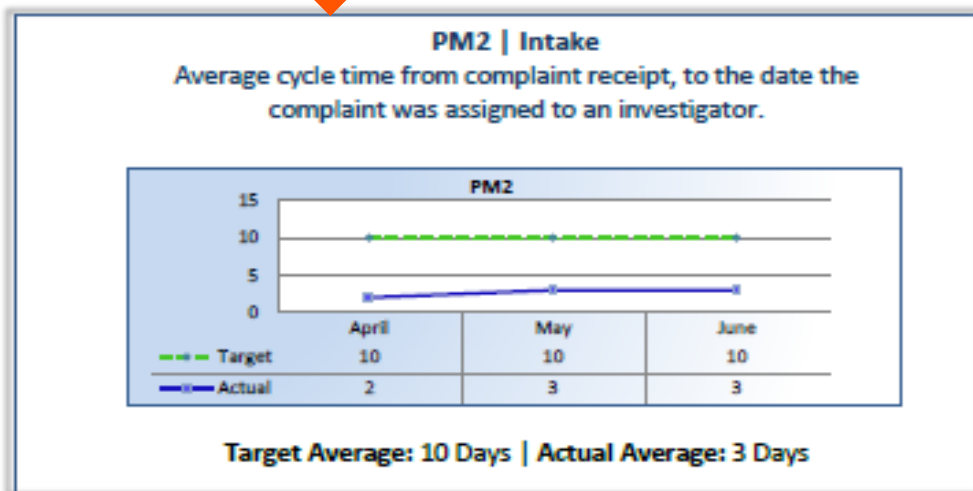
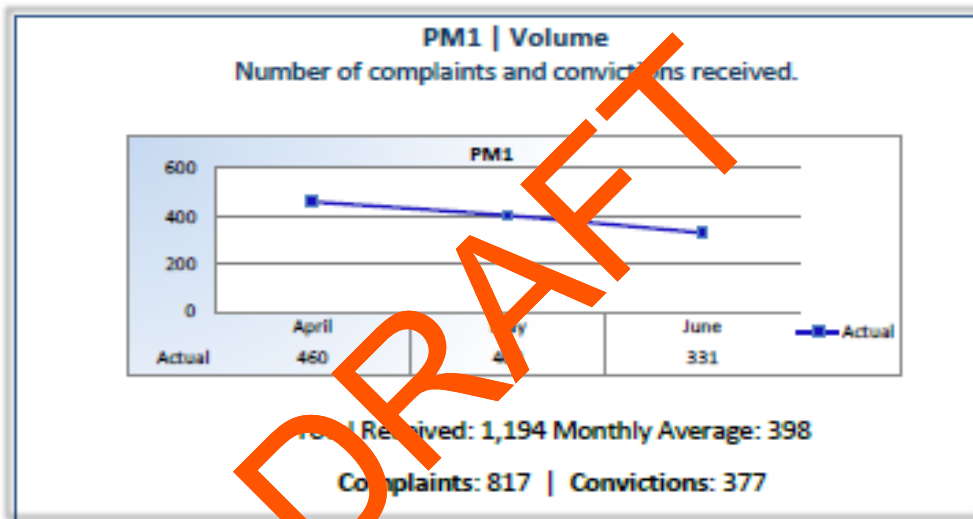
Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering and
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Performance Measures

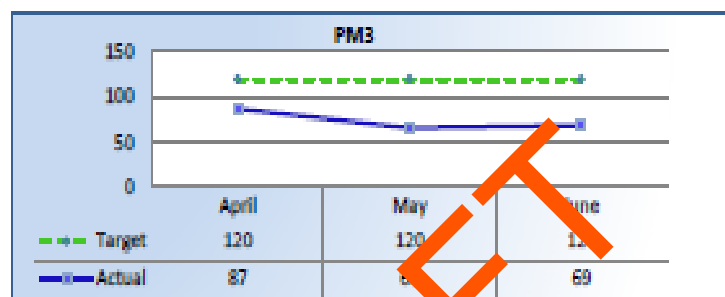
Q4 Report (April - June 2015)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM3 | Intake & Investigation

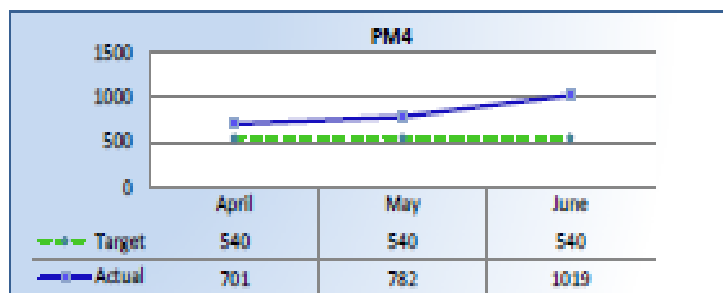
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 76 Days

PM4 | Formal Discipline

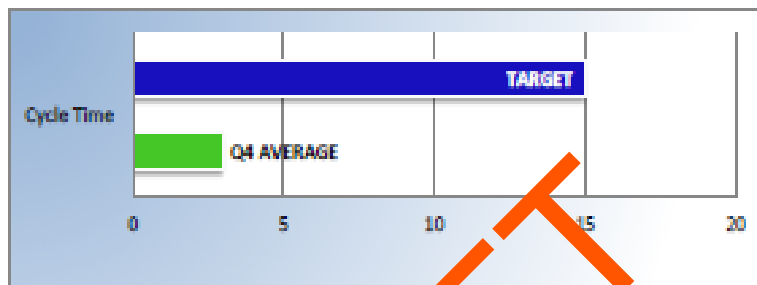
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 828 Days

PM7 | Probation Intake

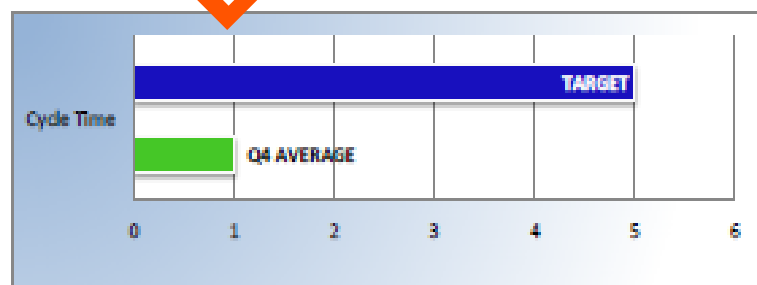
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 3 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
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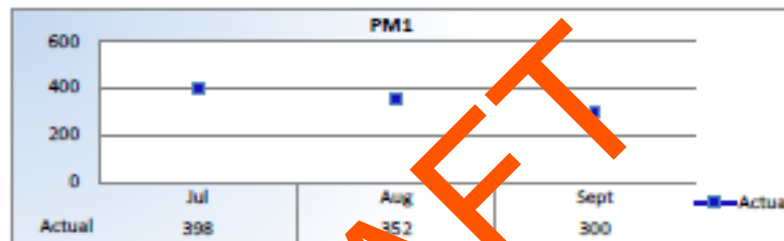
Performance Measures

Q1 Report (July – September 2015)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

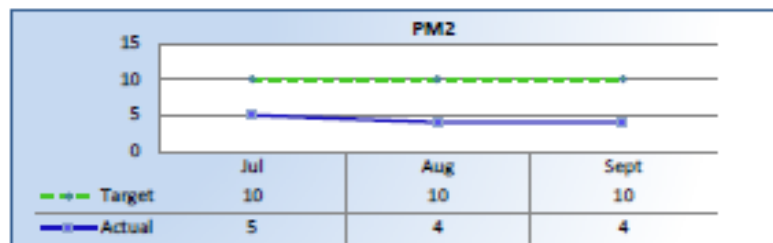


Total Received: 1,050 Monthly Average: 352

Complaints: 843 | Convictions: 210

PM2 | Intake

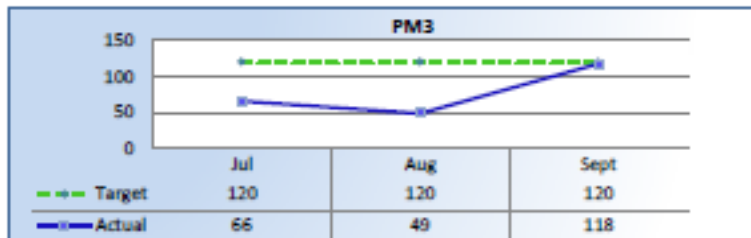
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days | Actual Average: 4 Days

PM3 | Intake & Investigation

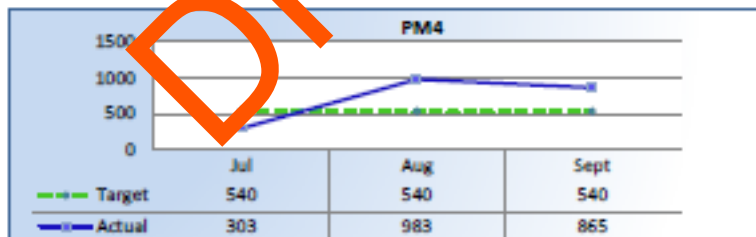
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 78 Days

PM4 | Formal Discipline

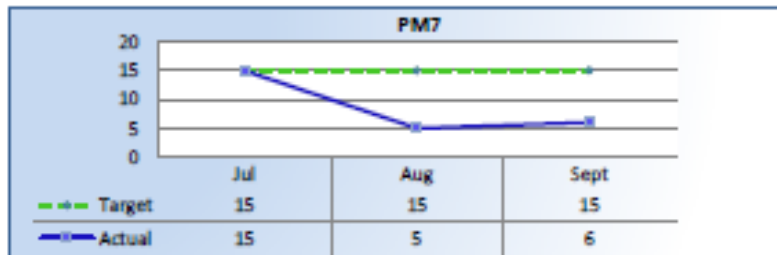
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 881 Days

PM7 | Probation Intake

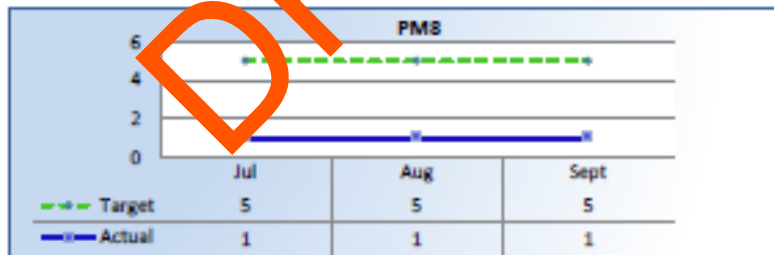
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 9 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering and
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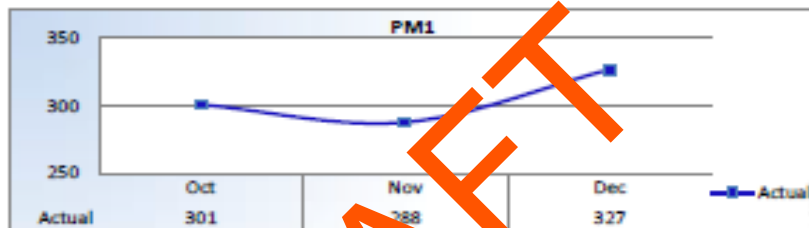
Performance Measures

Q2 Report (October - December 2015)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

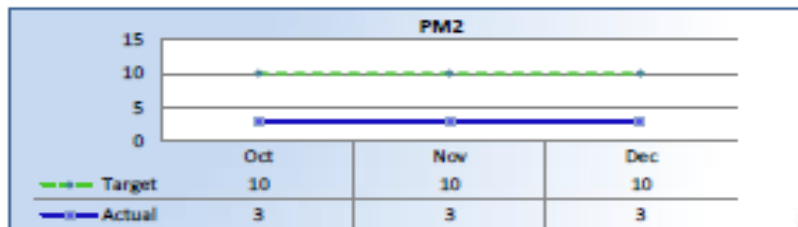


Total Received: 916 Monthly Average: 305

Complaints: 813 | Convictions: 3

PM2 | Intake

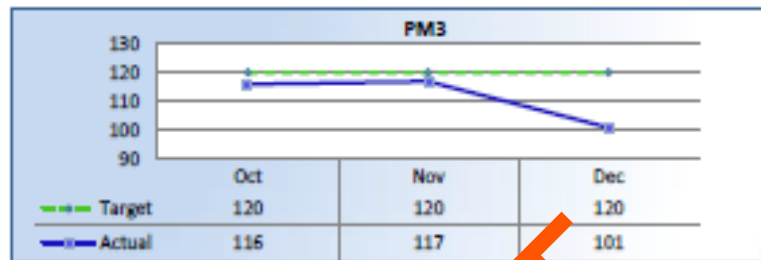
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days | Actual Average: 3 Days

PM3 | Intake & Investigation

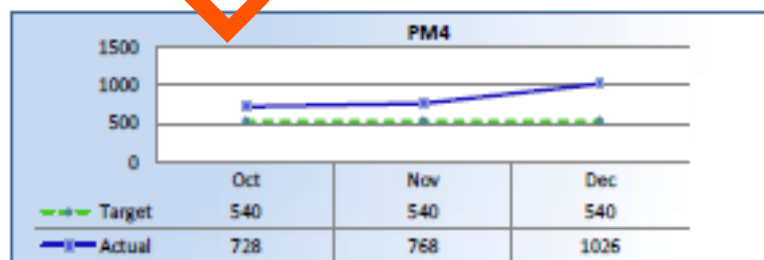
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 111 Days

PM4 | Formal Discipline

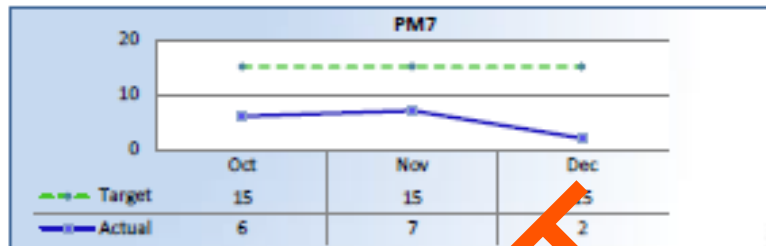
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 800 Days

PM7 | Probation Intake

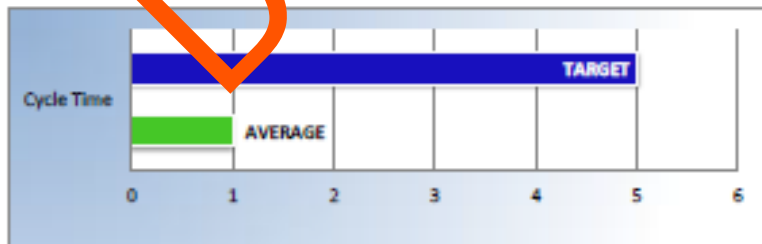
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 6 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering and
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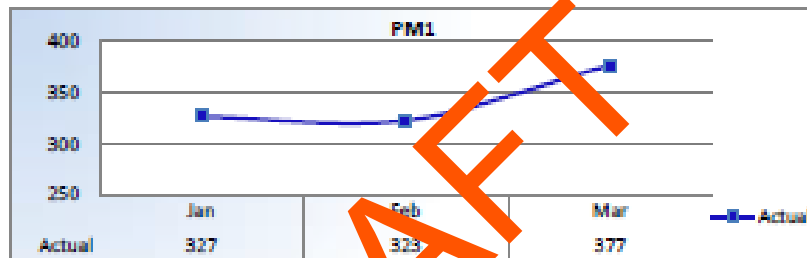
Performance Measures

Q3 Report (January – March 2016)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

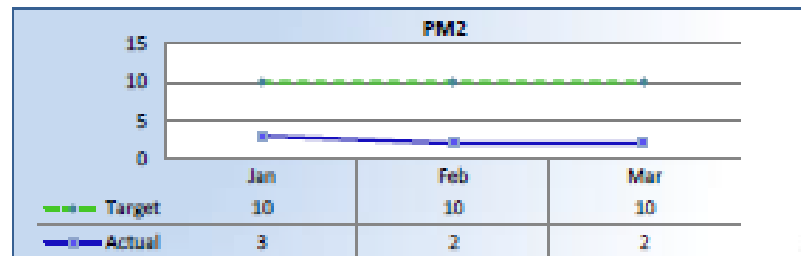


Total Received: 1,027 Monthly Average: 342

Complaints: 1,026 | Convictions: 1

PM2 | Intake

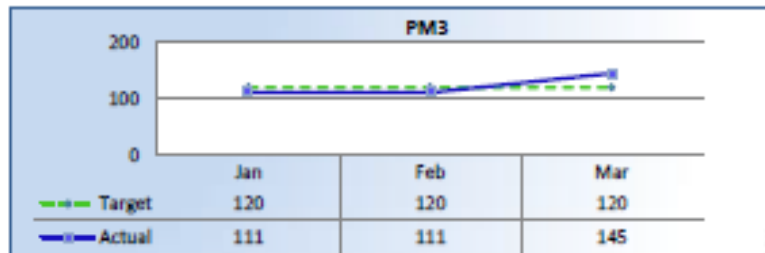
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days | Actual Average: 2 Days

PM3 | Intake & Investigation

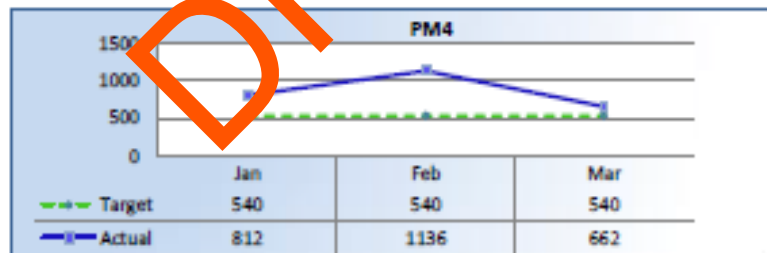
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 125 Days

PM4 | Formal Discipline

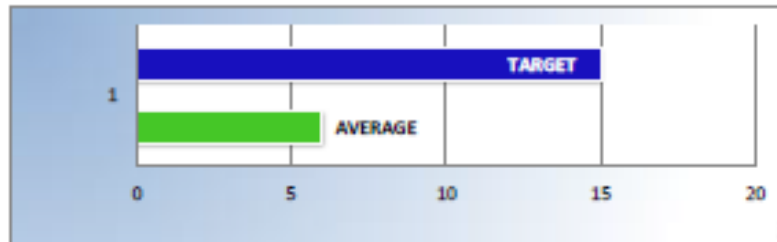
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 794 Days

PM7 | Probation Intake

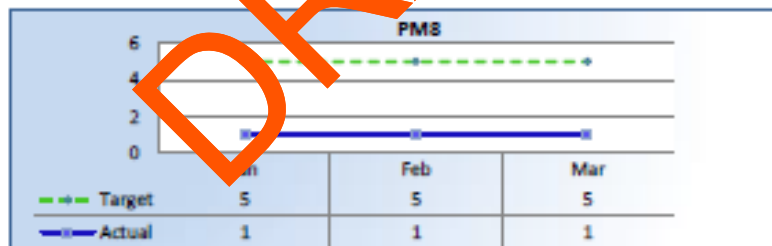
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 6 Days

PM8 | Probation Violation Response

Average number of days from the date violation of probation is reported, to the date the assigned monitor initiates appropriate action.



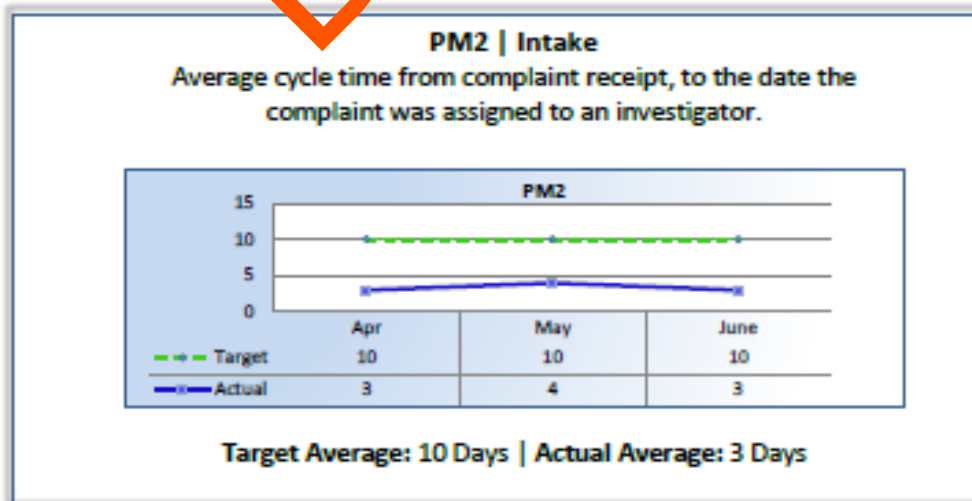
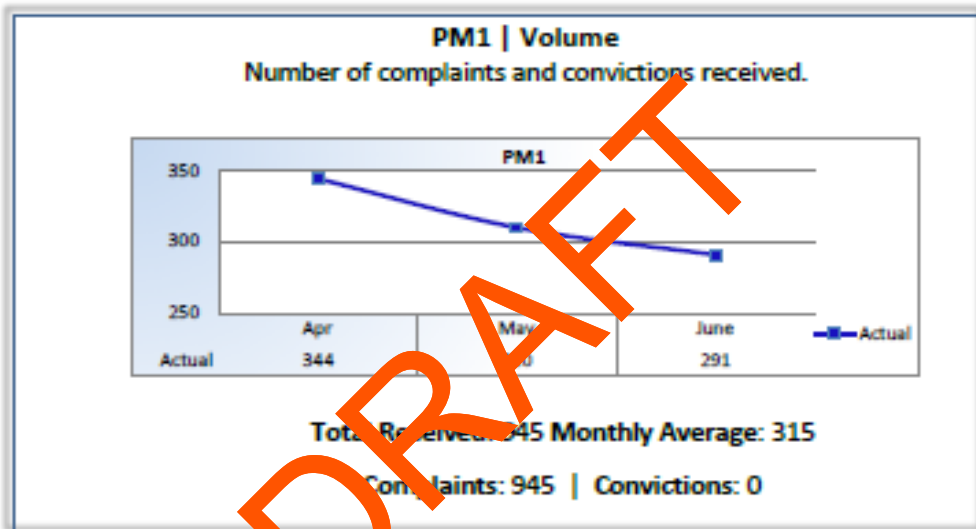
Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering and
Cosmetology

Performance Measures

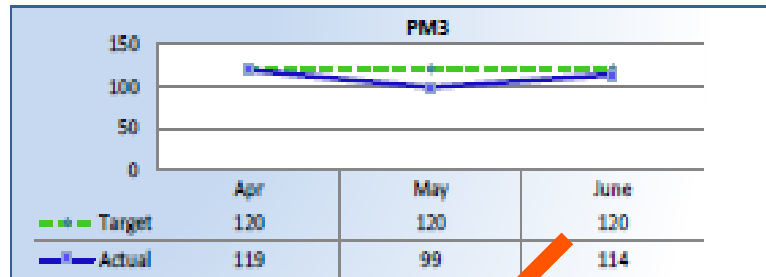
Q4 Report (April - June 2016)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM3 | Intake & Investigation

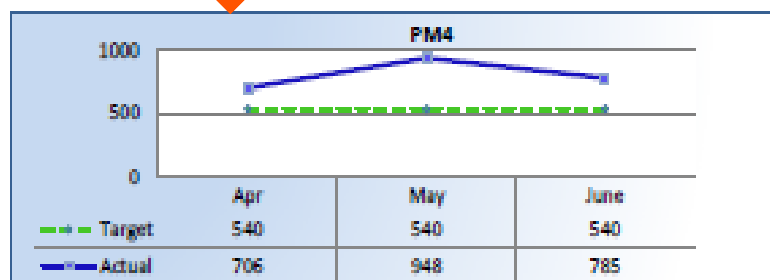
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 112 Days

PM4 | Formal Discipline

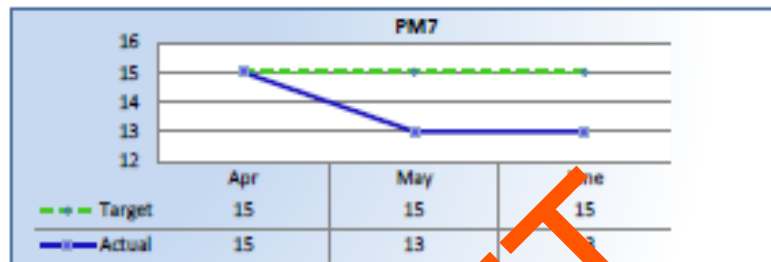
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 746 Days

PM7 | Probation Intake

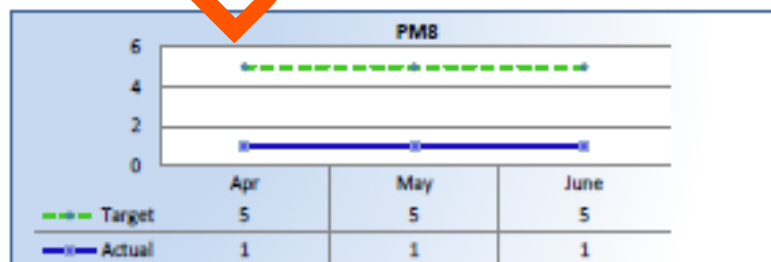
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 14 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



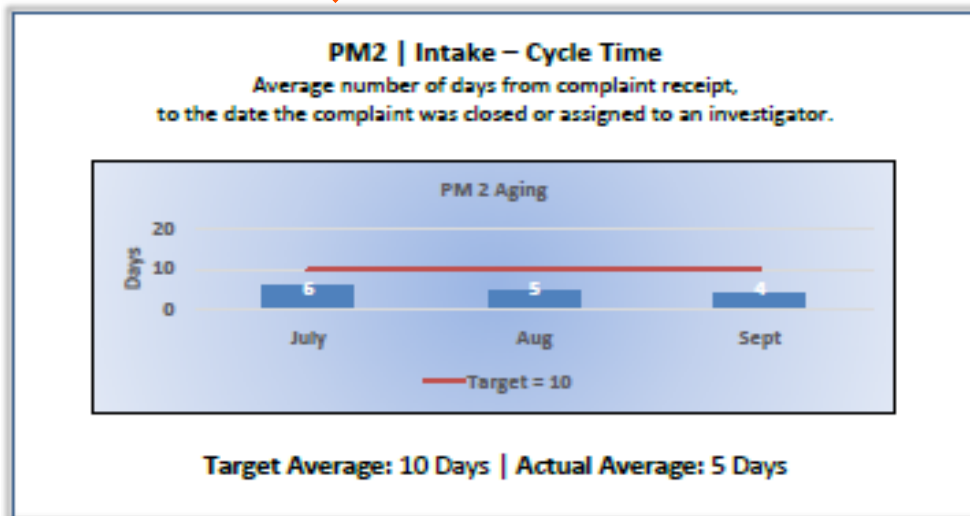
Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering &
Cosmetology

Enforcement Performance Measures

Q1 Report (July - September 2016)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM3 | Investigations – Volume

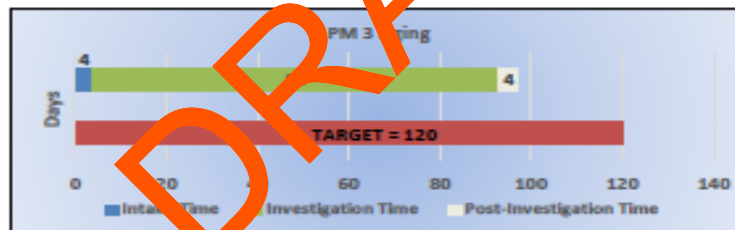
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 1,024 | Monthly Average: 368

PM3 | Investigations – Cycle Time¹

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General. (Includes intake and investigation)

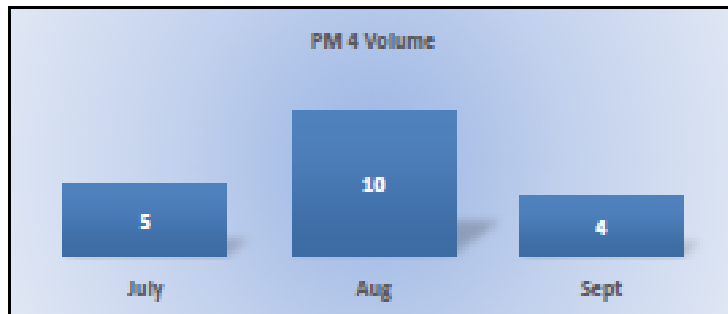


Target Average: 120 Days | Actual Average: 95 Days

¹ Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

PM4 | Formal Discipline – Volume

Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 19 | Monthly Average: 6

PM4 | Formal Discipline – Cycle Time²

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

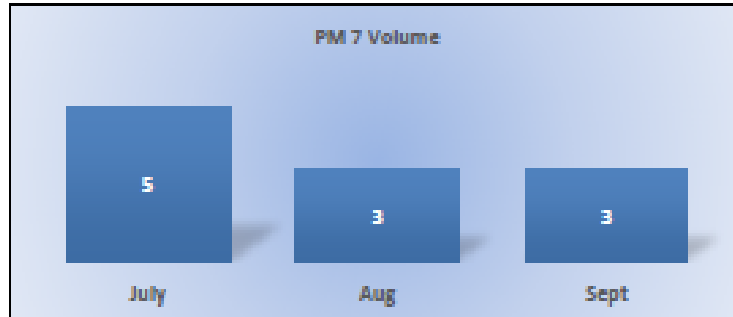


Target Average: 540 Days | Actual Average: 973 Days

² Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., intake time + investigation time + Pre-AG Transmittal time + AG time).

PM7 | Probation Intake – Volume

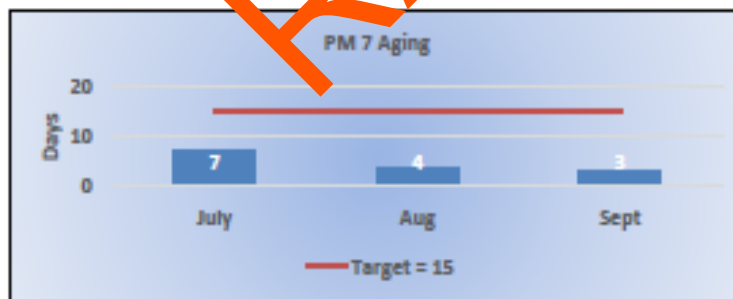
Number of new probation cases.



Total: 11

PM7 | Probation Intake – Cycle Time

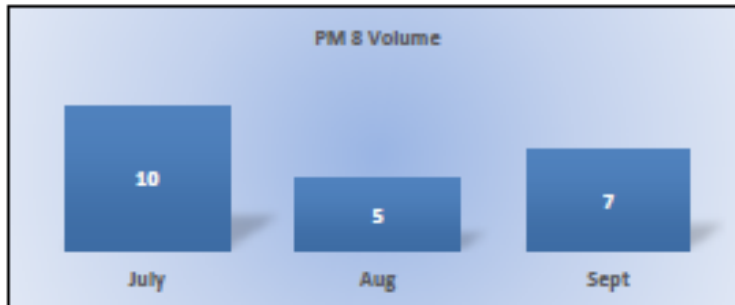
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 5 Days

PM8 | Probation Violation Response – Volume

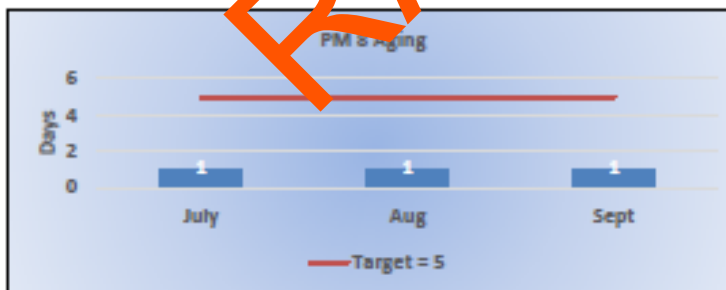
Number of probation violation cases.



Total: 22

PM8 | Probation Violation Response – Cycle Time

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



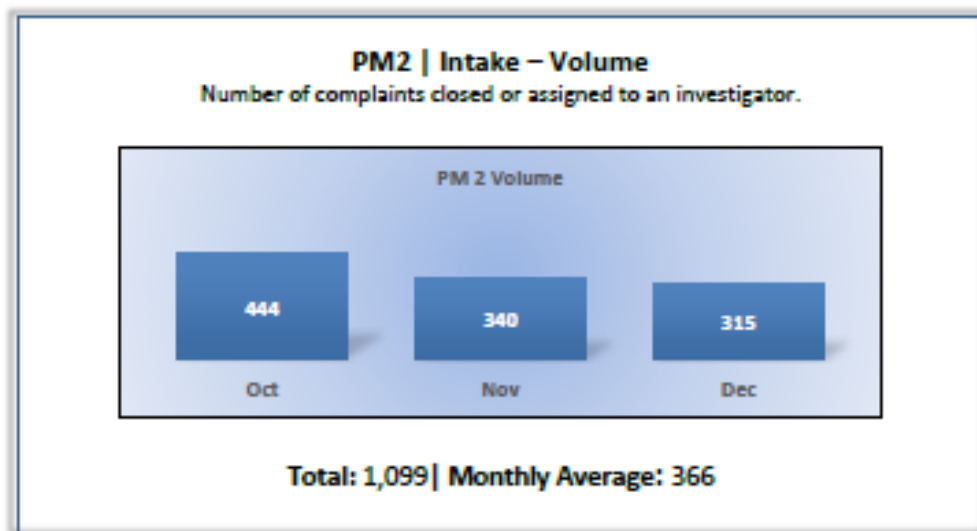
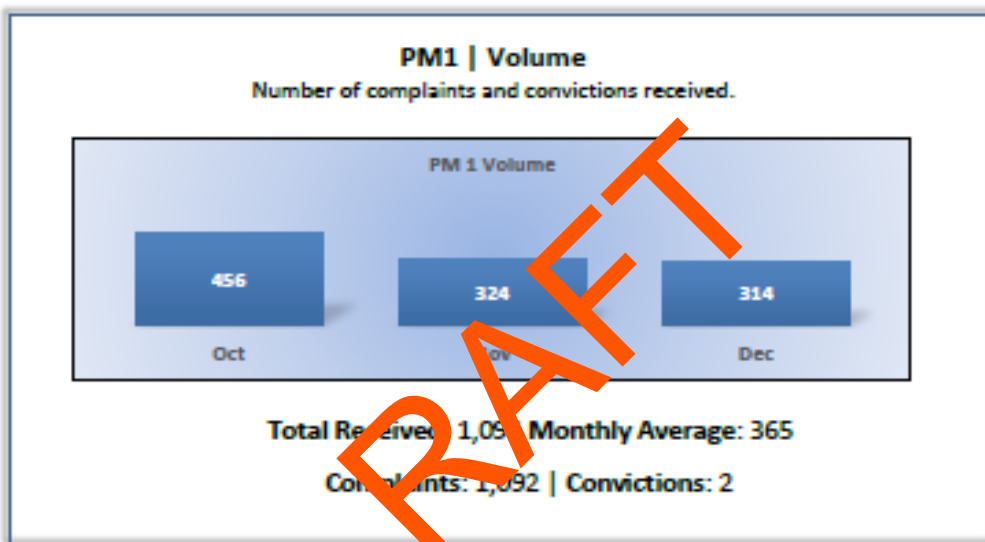
Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering &
Cosmetology

Enforcement Performance Measures

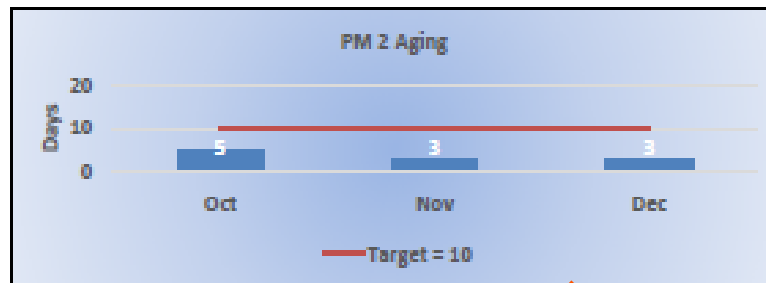
Q2 Report (October - December 2016)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM2 | Intake – Cycle Time

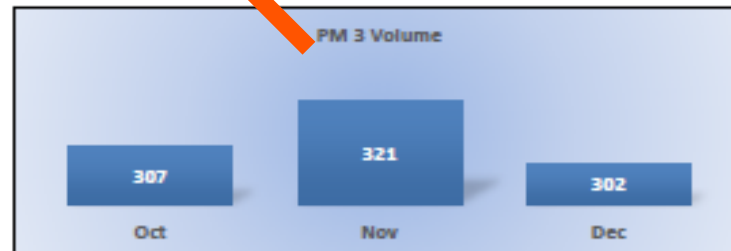
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 4 Days

PM3 | Investigations – Volume

Number of investigations closed (not including cases transferred to the Attorney General).



Total: 930 | Monthly Average: 310

PM3 | Investigations – Cycle Time¹

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation.)

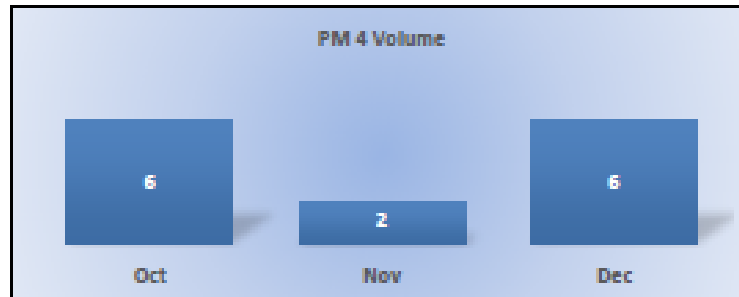


Target Average: 120 Days | Actual Average: 85 Days

¹ Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

PM4 | Formal Discipline – Volume

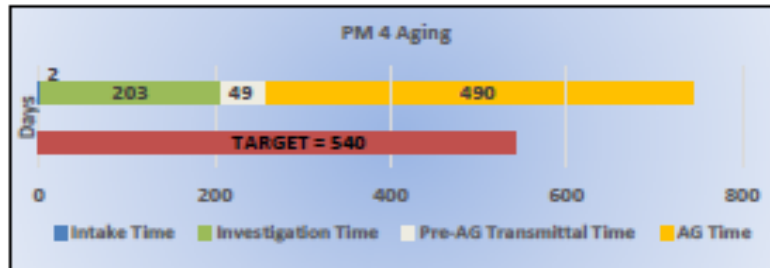
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 14 | Monthly Average: 5

PM4 | Formal Discipline – Cycle Time²

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

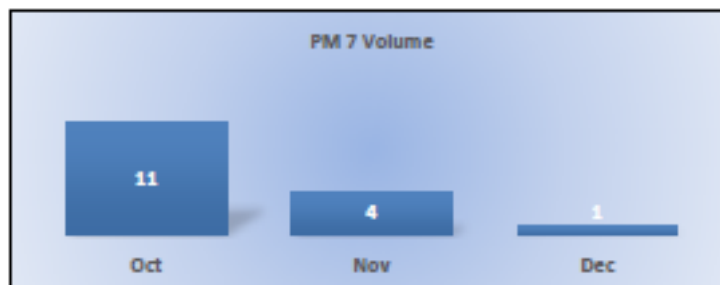


Target Average: 540 Days | Actual Average: 741 Days

² Due to rounding, there might be small discrepancies between the sum of "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).

PM7 | Probation Intake – Volume

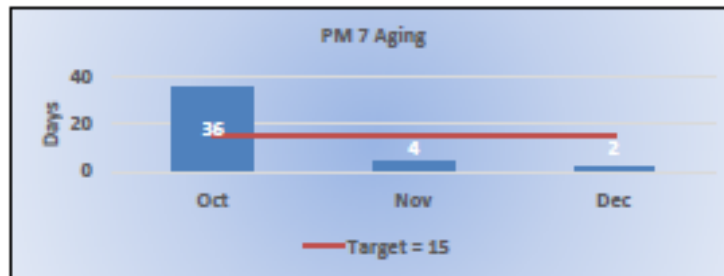
Number of new probation cases.



Total: 16

PM7 | Probation Intake – Cycle Time

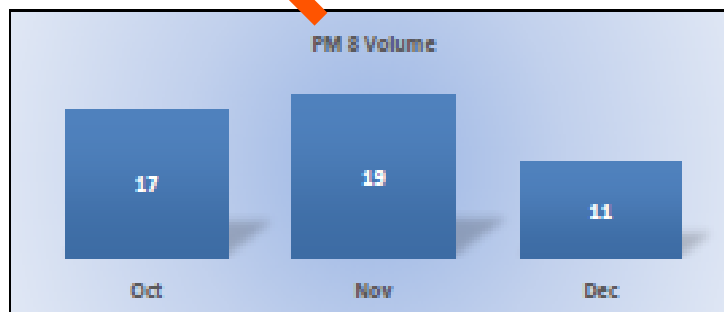
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 26 Days

PM8 | Probation Violation Response – Volume

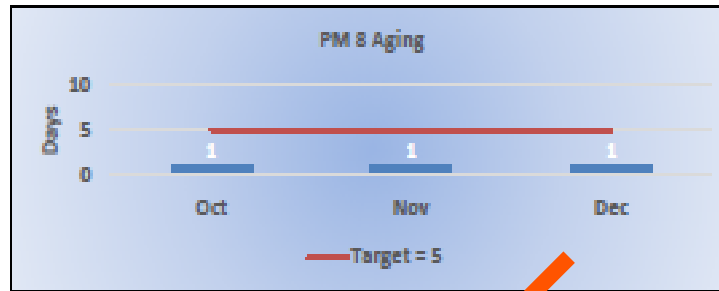
Number of probation violation cases.



Total: 47

PM8 | Probation Violation Response – Cycle Time

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



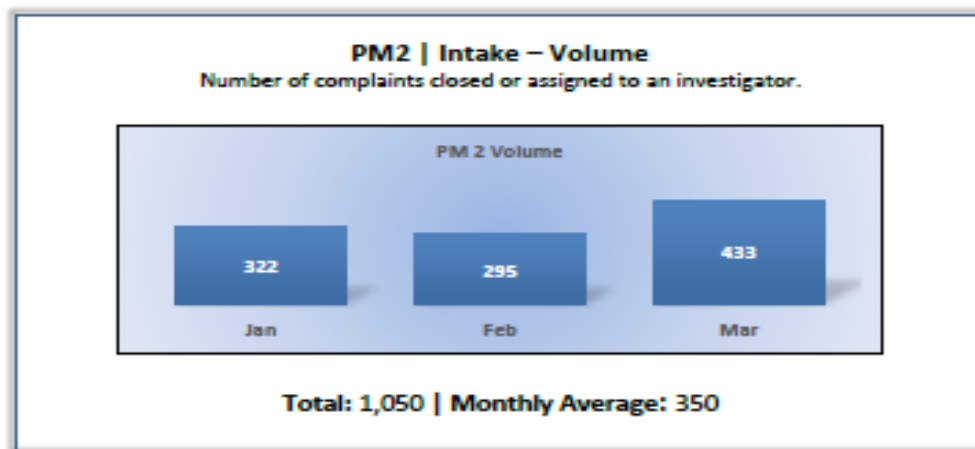
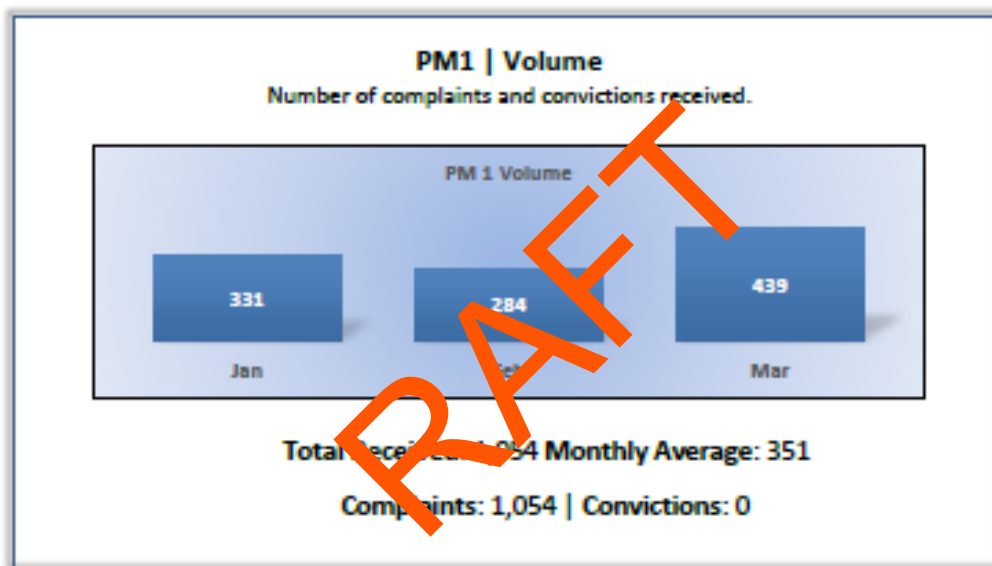
Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
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Enforcement Performance Measures

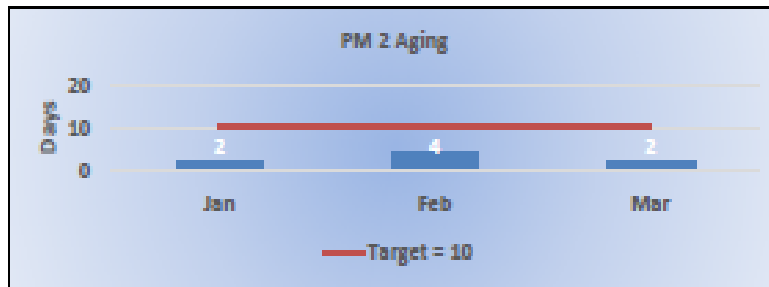
Q3 Report (January – March 2017)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM2 | Intake – Cycle Time

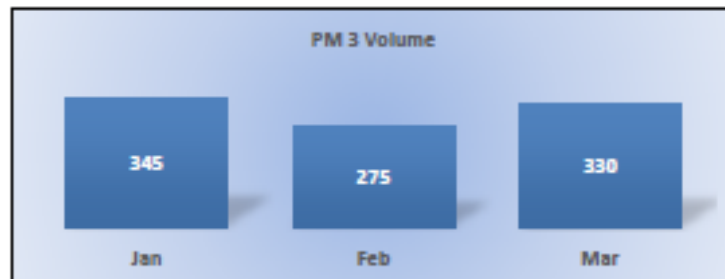
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 3 Days

PM3 | Investigations – Volume

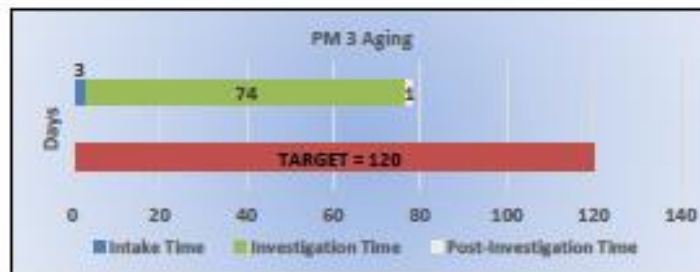
Number of investigations closed (not including cases transferred to the Attorney General).



Total: 950 | Monthly Average: 317

PM3 | Investigations – Cycle Time¹

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation.)

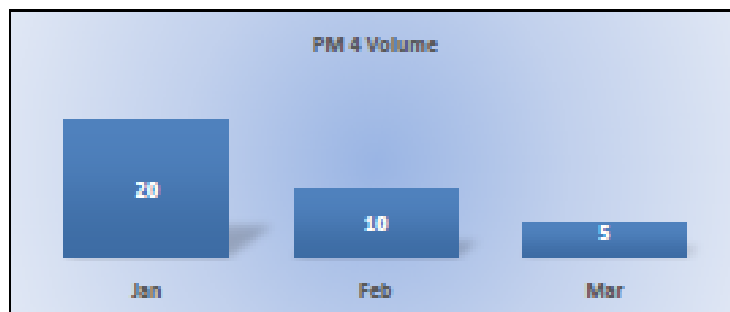


Target Average: 120 Days | Actual Average: 77 Days

¹ Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

PM4 | Formal Discipline – Volume

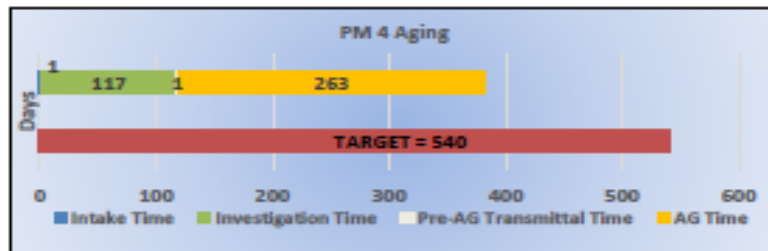
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 35 | Monthly Average: 12

PM4 | Formal Discipline – Cycle Time²

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

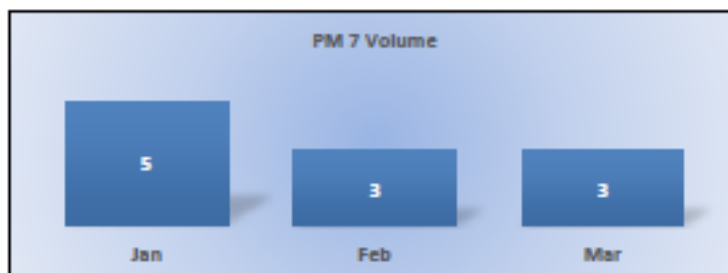


Target Average: 540 Days | Actual Average: 381 Days

² Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).

PM7 | Probation Intake – Volume

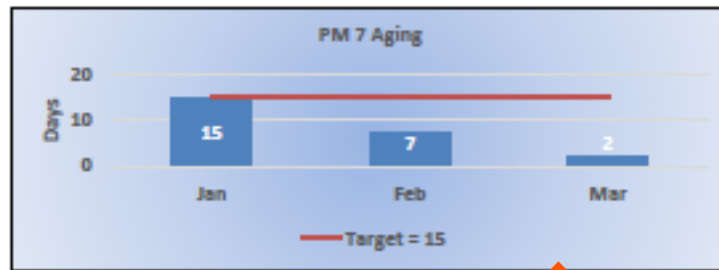
Number of new probation cases.



Total: 11

PM7 | Probation Intake – Cycle Time

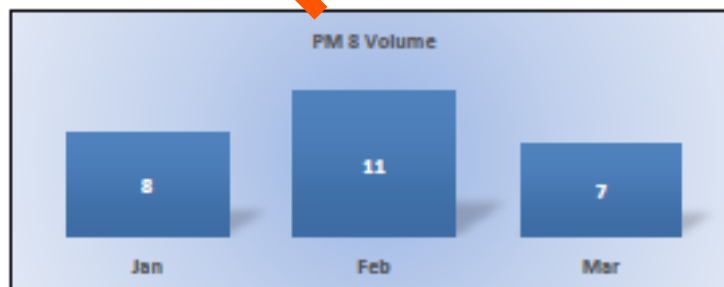
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 9 Days

PM8 | Probation Violation Response – Volume

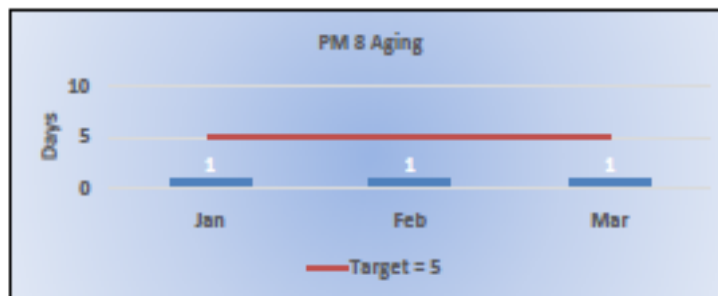
Number of probation violation cases.



Total: 26

PM8 | Probation Violation Response – Cycle Time

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 5 Days | Actual Average: 1 Day

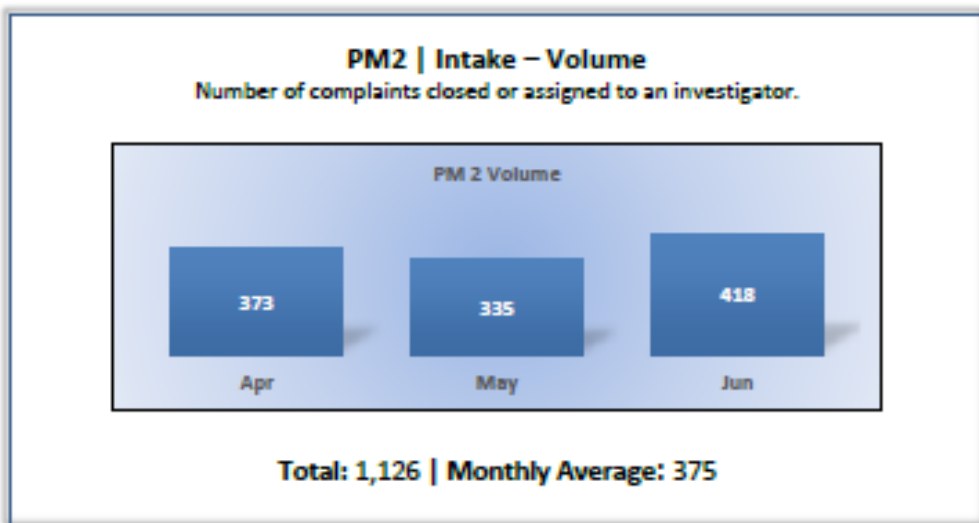
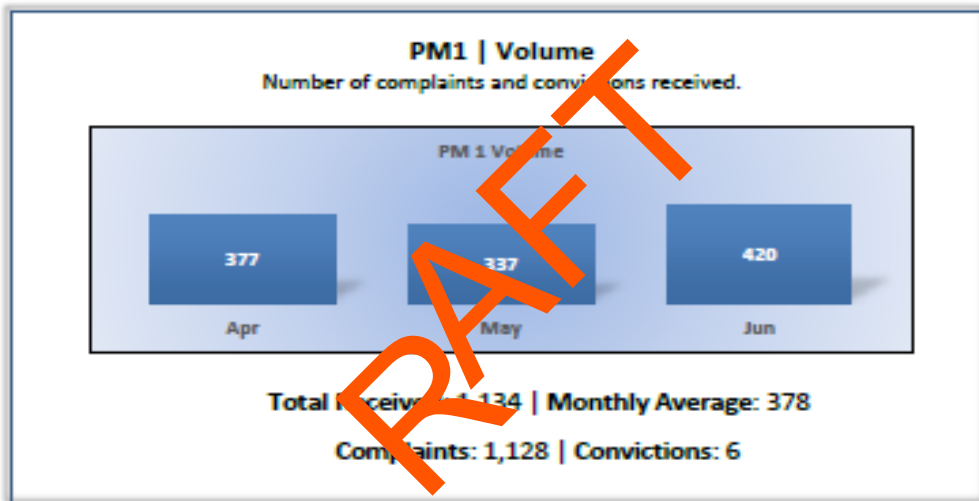
RAFT

Department of Consumer Affairs
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Enforcement Performance Measures

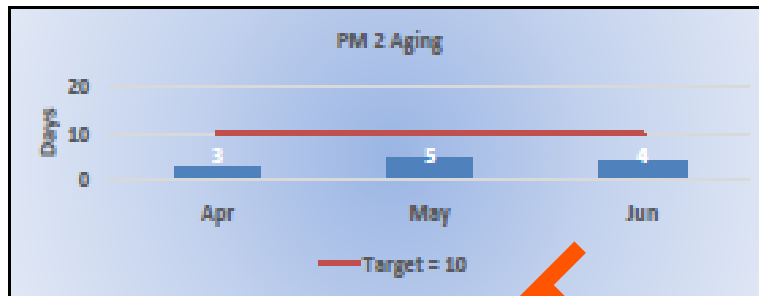
Q4 Report (April - June 2017)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM2 | Intake – Cycle Time

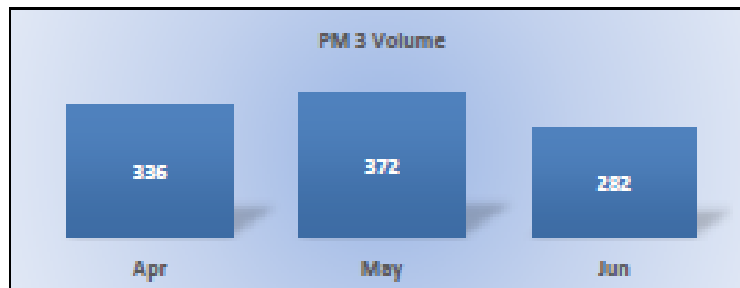
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 4 Days

PM3 | Investigations – Volume

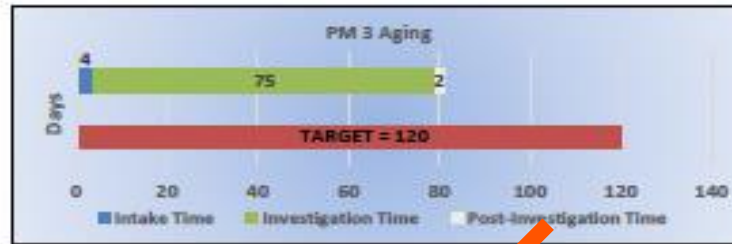
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 990 | Monthly Average: 330

PM3 | Investigations – Cycle Time¹

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation.)

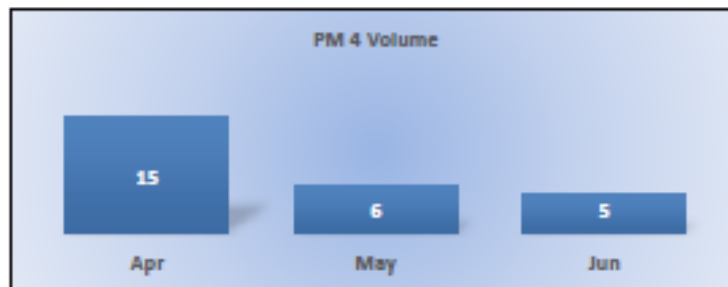


Target Average: 120 Days | Actual Average: 79 Days

¹ Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

PM4 | Formal Discipline – Volume

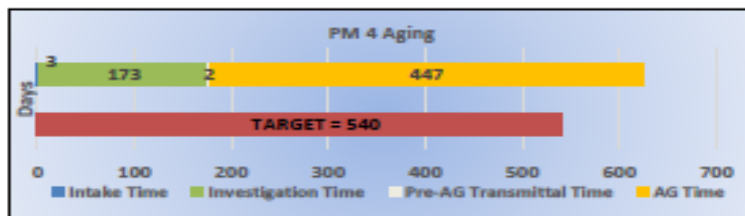
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 26 | Monthly Average: 9

PM4 | Formal Discipline – Cycle Time²

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

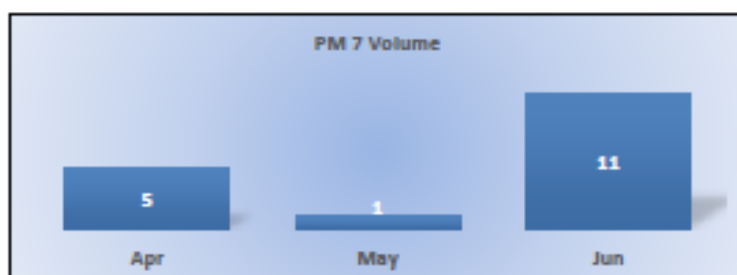


Target Average: 540 Days | Actual Average: 620 Days

² Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., intake time + investigation time + Pre-AG Transmittal time + AG time).

PM7 | Probation Intake – Volume

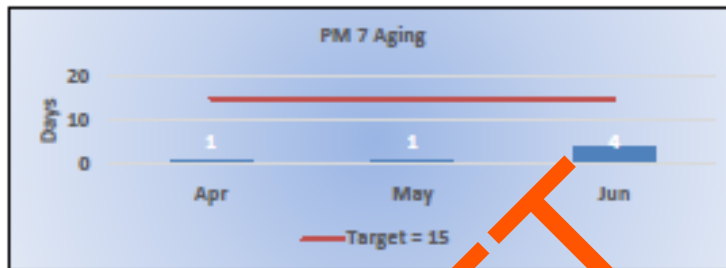
Number of new probation cases.



Total: 17

PM7 | Probation Intake – Cycle Time

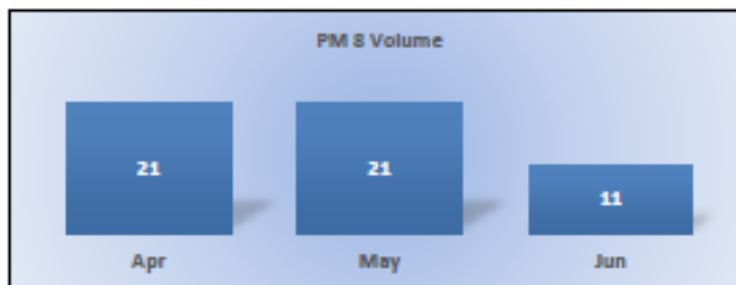
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 3 Days

PM8 | Probation Violation Response – Volume

Number of probation violation cases.



Total: 53

PM8 | Probation Violation Response – Cycle Time

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



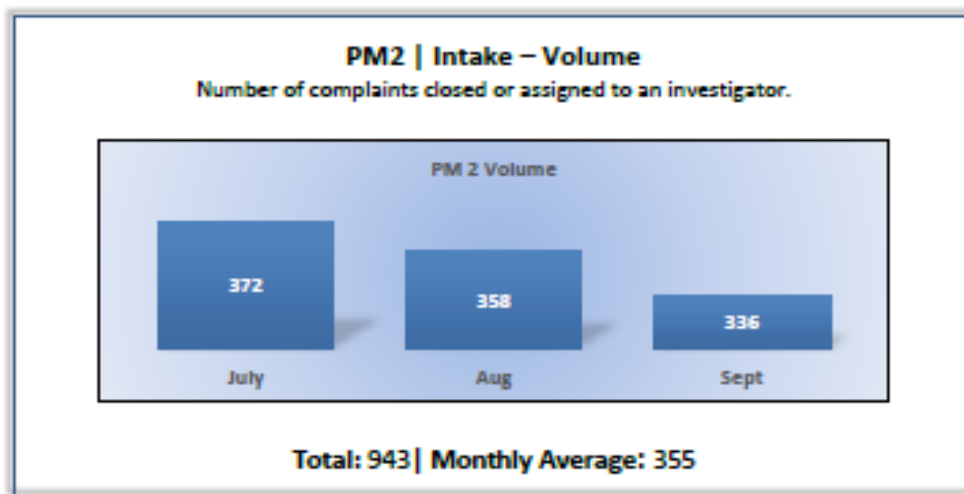
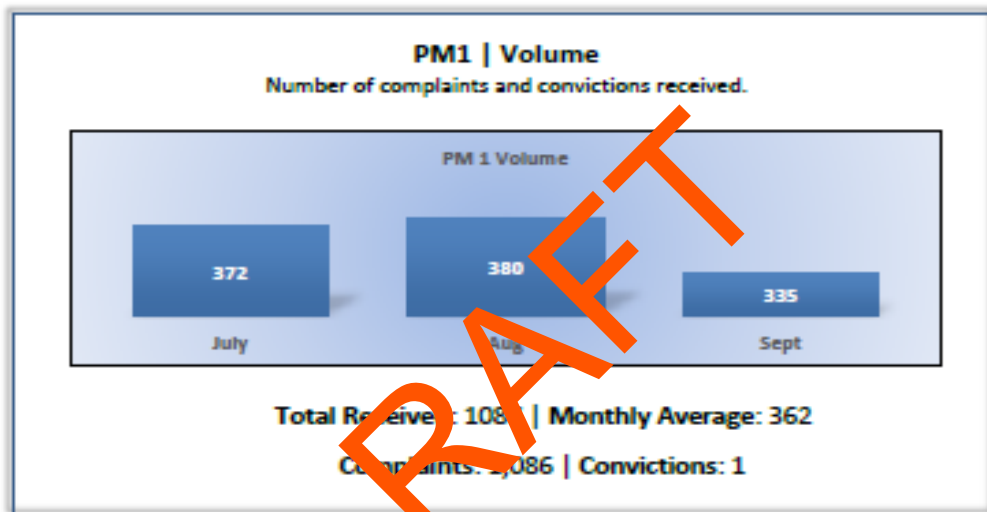
Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
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Cosmetology

Enforcement Performance Measures

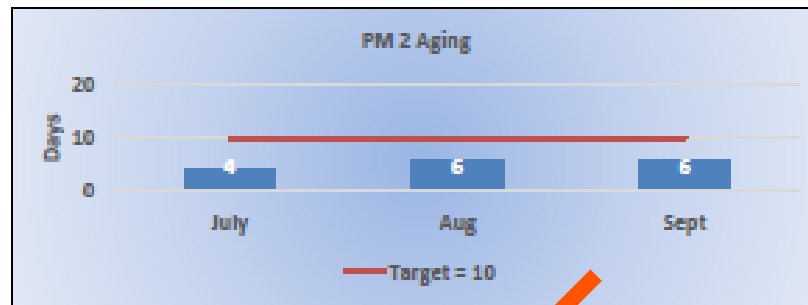
Q1 Report (July - September 2017)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM2 | Intake – Cycle Time

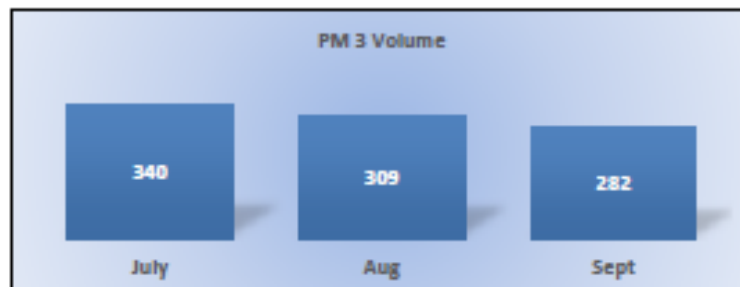
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 5 Days

PM2 | Investigations – Volume

Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 931 | Monthly Average: 310

PM3 | Investigations – Cycle Time¹

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation)

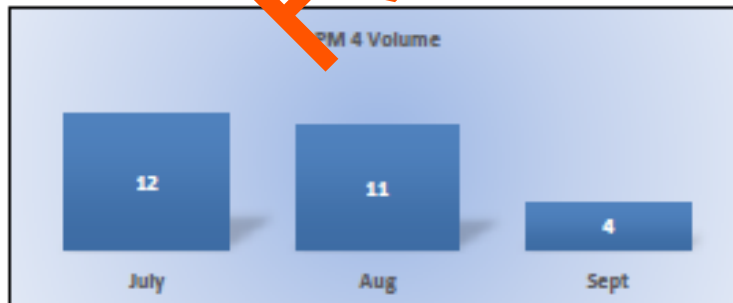


Target Average: 120 Days | Actual Average: 78 Days

¹ Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., intake time + investigation time + Post-Investigation time).

PM4 | Formal Discipline – Volume

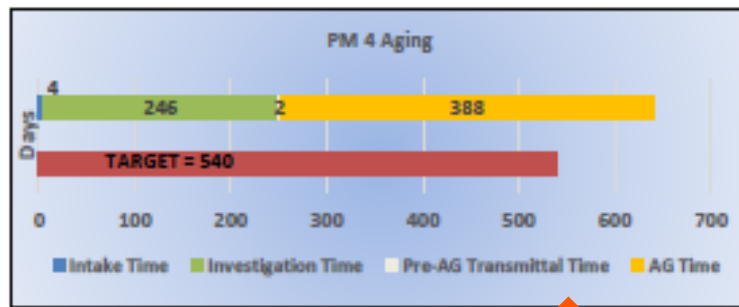
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closure without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 27 | Monthly Average: 9

PM4 | Formal Discipline – Cycle Time²

Average number of days to close cases transmitted to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

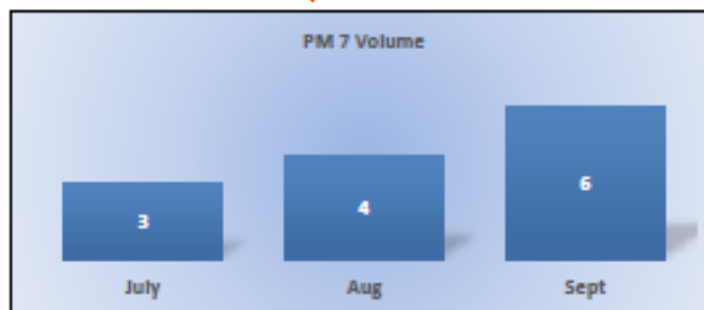


Target Average: 540 Days | Actual Average: 640 Days

² Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).

PM7 | Probation Intake – Volume

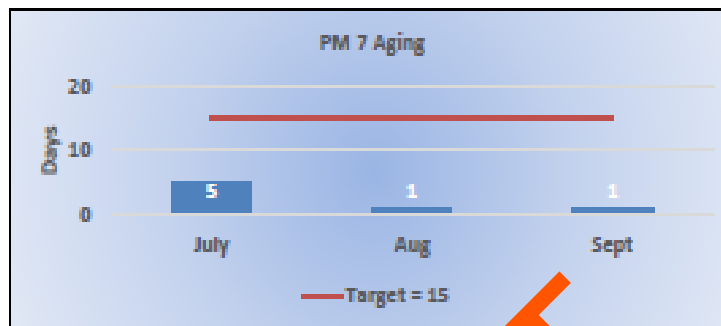
Number of new probation cases.



Total: 13

PM7 | Probation Intake – Cycle Time

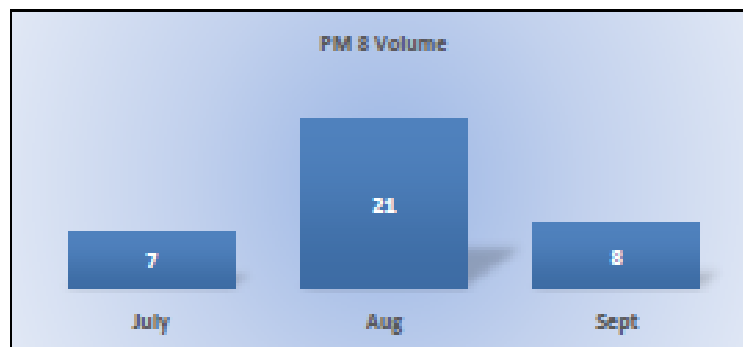
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 2 Days

PM8 | Probation Violation Response – Volume

Number of probation violation cases.



Total: 36

PM8 | Probation Violation Response – Cycle Time

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



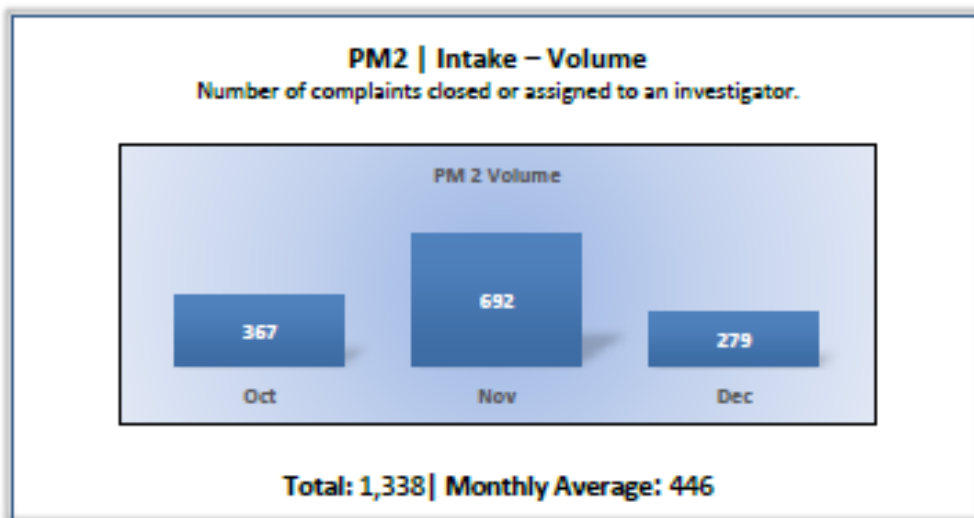
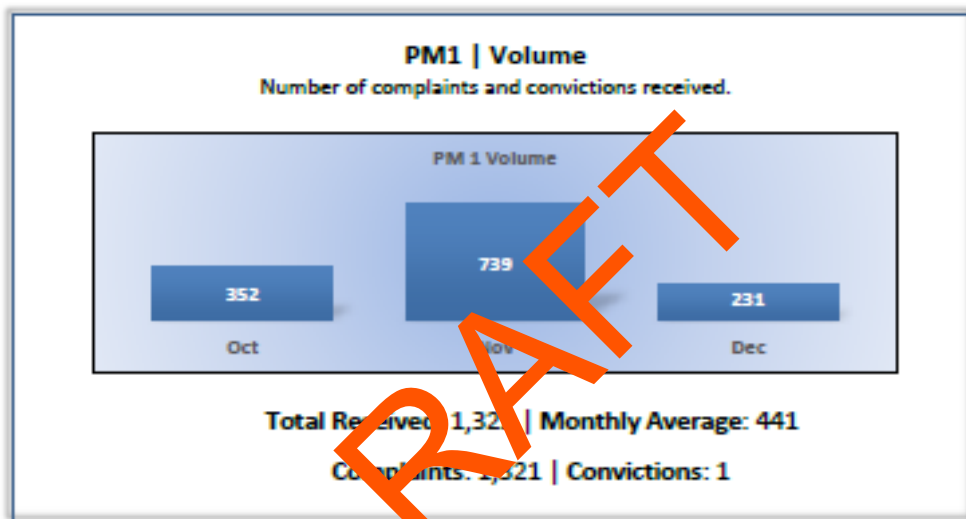
Target Average: 5 Days | Actual Average: 1 Days

Department of Consumer Affairs
Board of Barbering and
Cosmetology

Enforcement Performance Measures

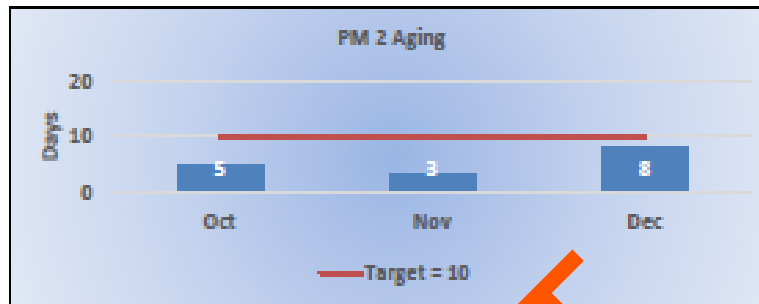
Q2 Report (October - December 2017)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM2 | Intake – Cycle Time

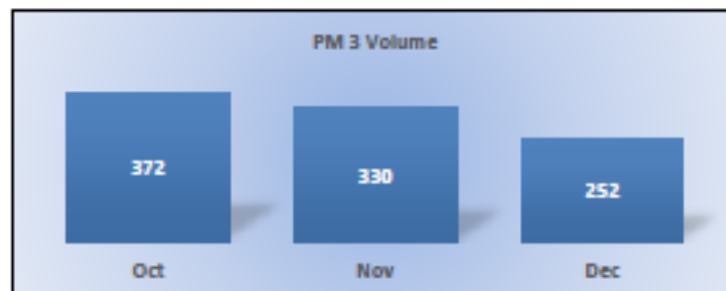
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 5 Days

PM3 | Investigations – Volume

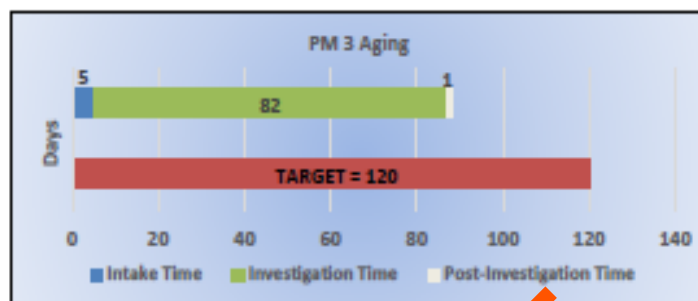
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 954 | Monthly Average: 318

PM3 | Investigations – Cycle Time¹

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation)

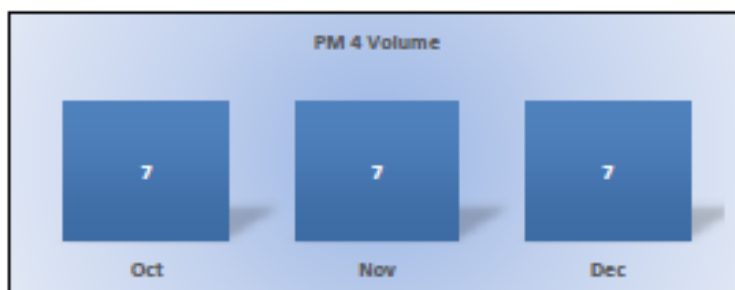


Target Average: 120 Days | Actual Average: 86 Days

¹ Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

PM4 | Formal Discipline – Volume

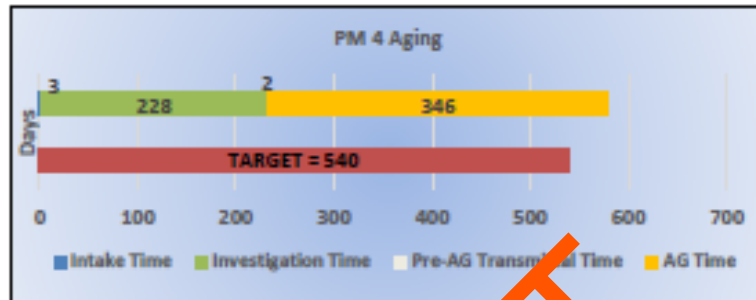
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 21 | Monthly Average: 7

PM4 | Formal Discipline – Cycle Time²

Average number of days to close cases transmitted to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

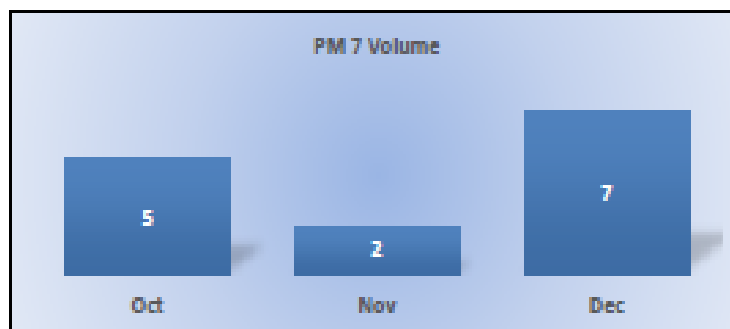


Target Average: 540 Days | Actual Average: 579 Days

² Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).

PM7 | Probation Intake – Volume

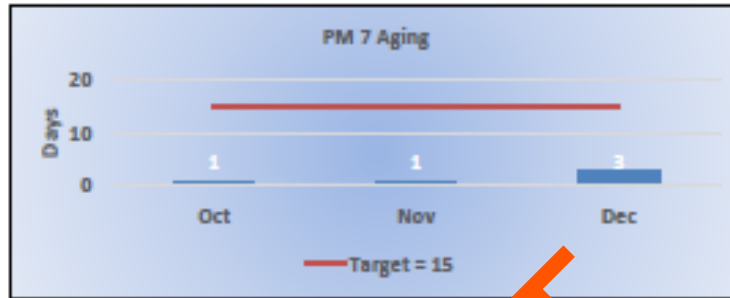
Number of new probation cases.



Total: 14

PM7 | Probation Intake – Cycle Time

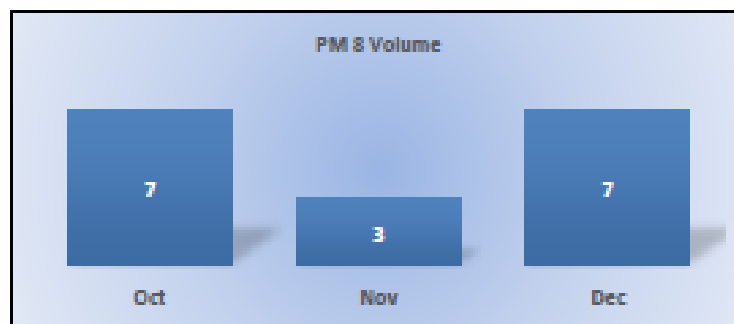
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 2 Days

PM8 | Probation Violation Response – Volume

Number of probation violation cases.



Total: 17

PM8 | Probation Violation Response – Cycle Time

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 5 Days | Actual Average: 1 Day

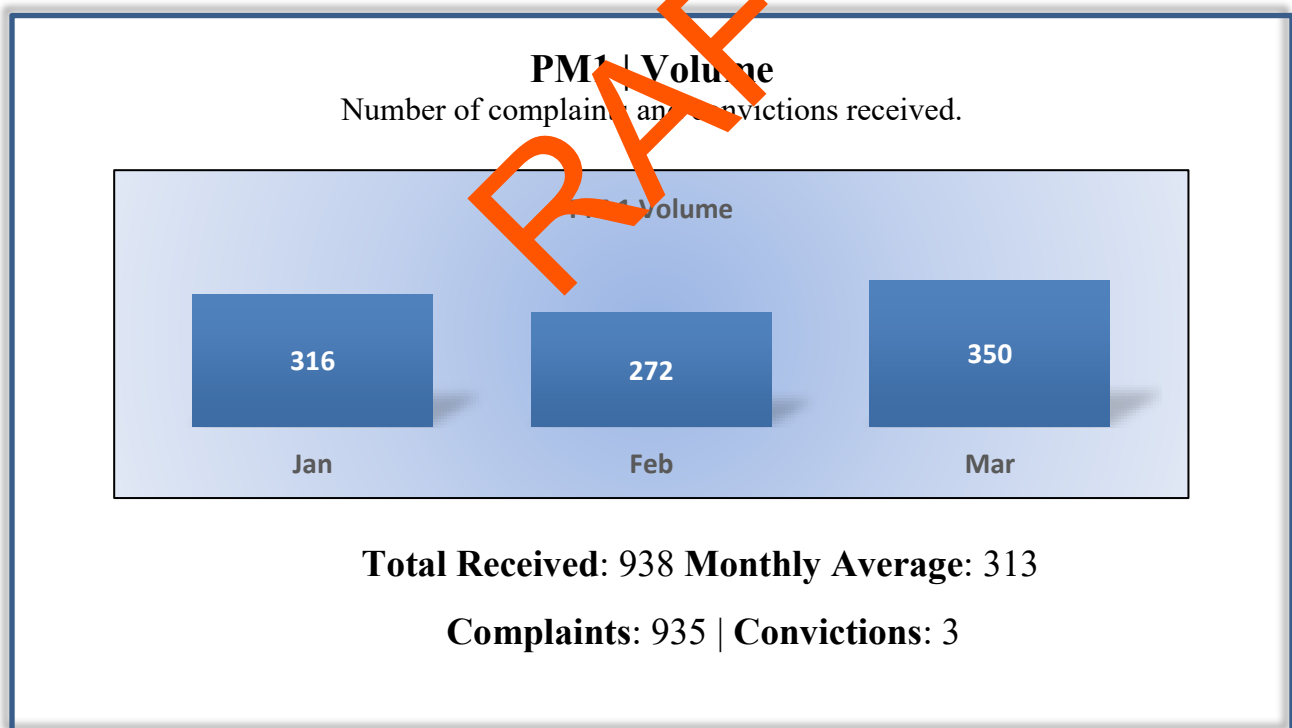
RAFT

Department of Consumer Affairs
**Board of Barbering &
Cosmetology**

Enforcement Performance Measures

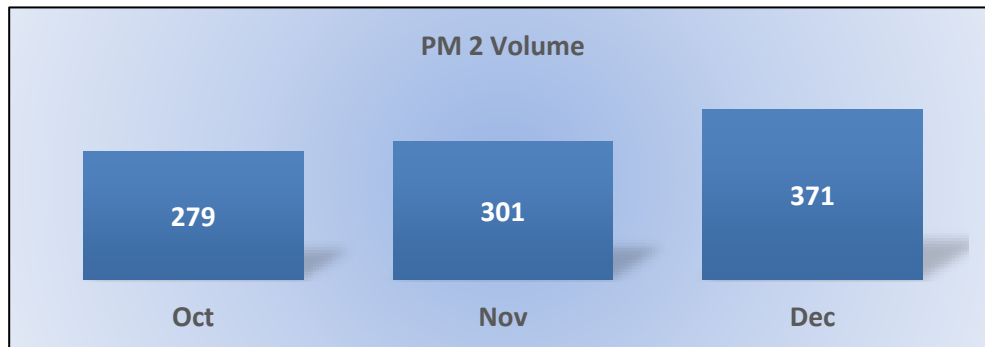
Q3 Report (January – March 2018)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM2 | Intake – Volume

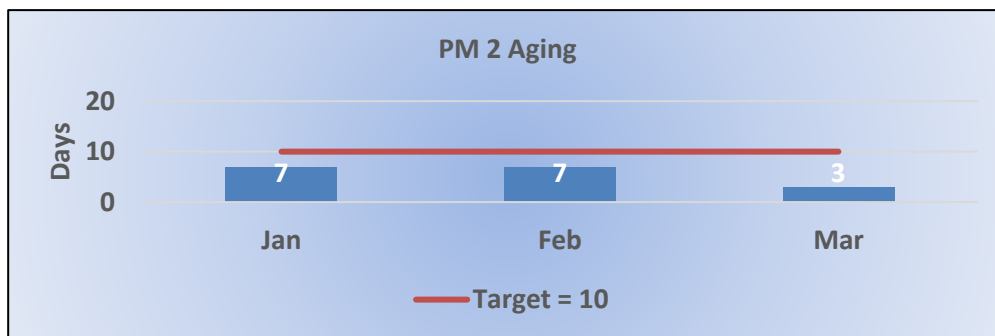
Number of complaints closed or assigned to an investigator.



Total: 951 | Monthly Average: 317

PM2 | Intake – Cycle Time

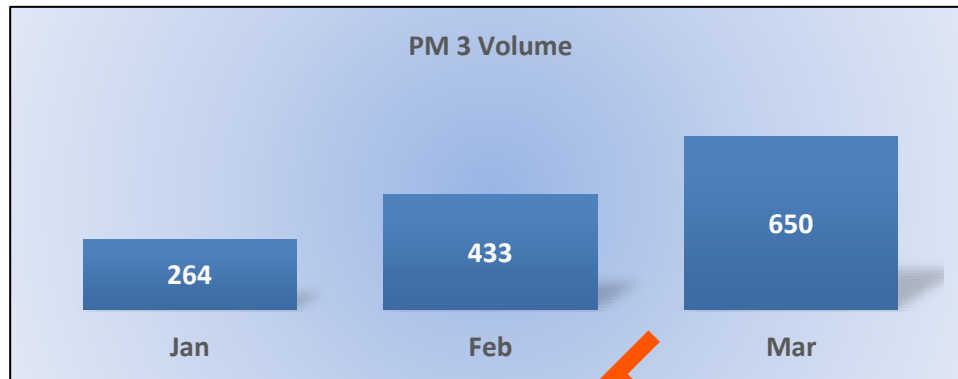
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 5 Days

PM3 | Investigations – Volume

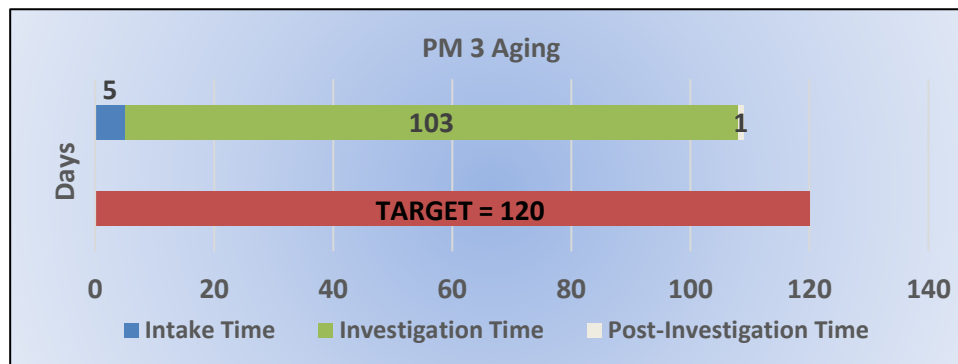
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 1,347 | Monthly Average: 449

PM3 | Investigations – Cycle Time¹

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation.)

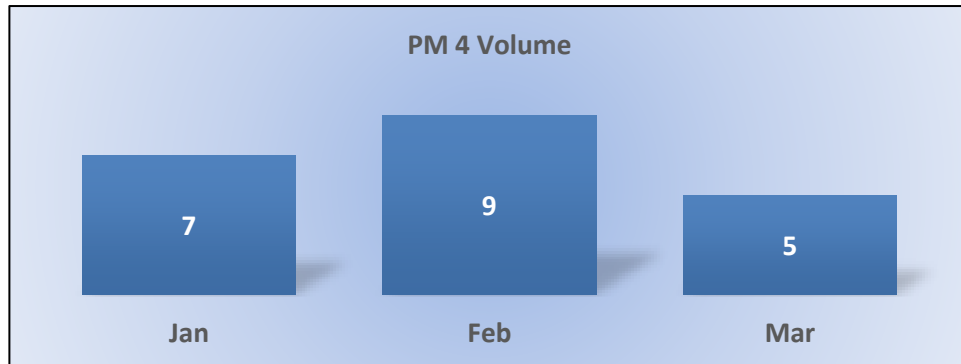


Target Average: 120 Days | Actual Average: 106 Days

¹ Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

PM4 | Formal Discipline – Volume

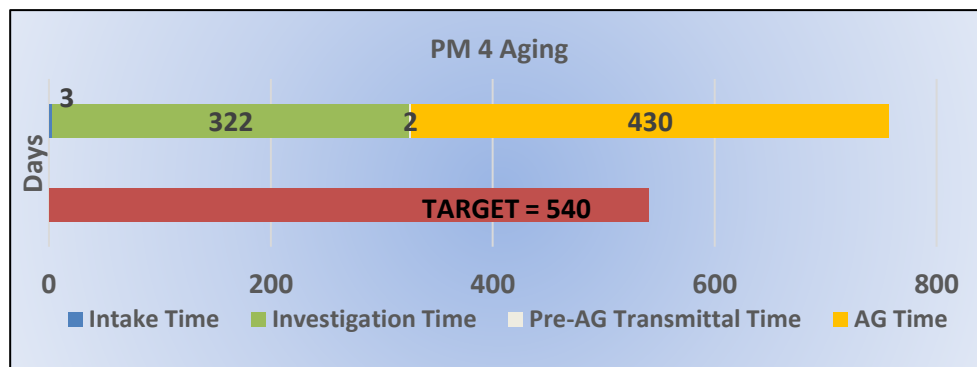
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 21 | Monthly Average: 7

PM4 | Formal Discipline – Cycle Time²

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

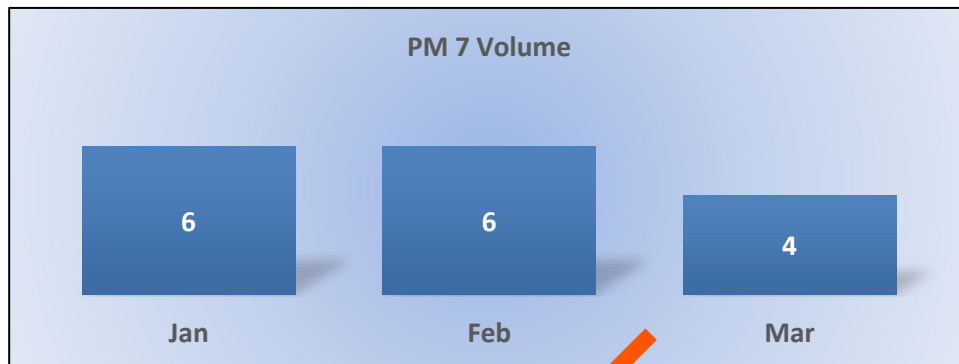


Target Average: 540 Days | Actual Average: 751 Days

² Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).

PM7 | Probation Intake – Volume

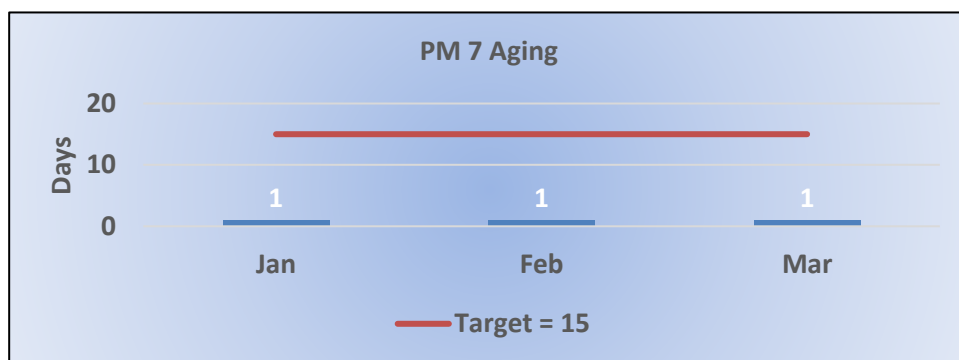
Number of new probation cases.



Total: 16

PM7 | Probation Intake – Cycle Time

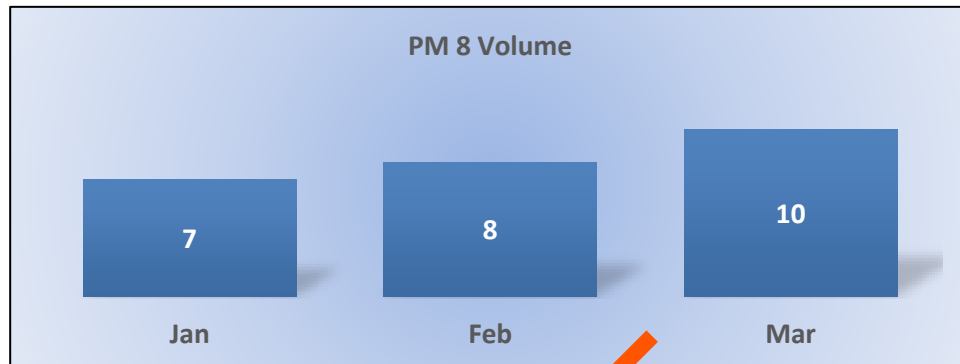
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 1 Day

PM8 | Probation Violation Response – Volume

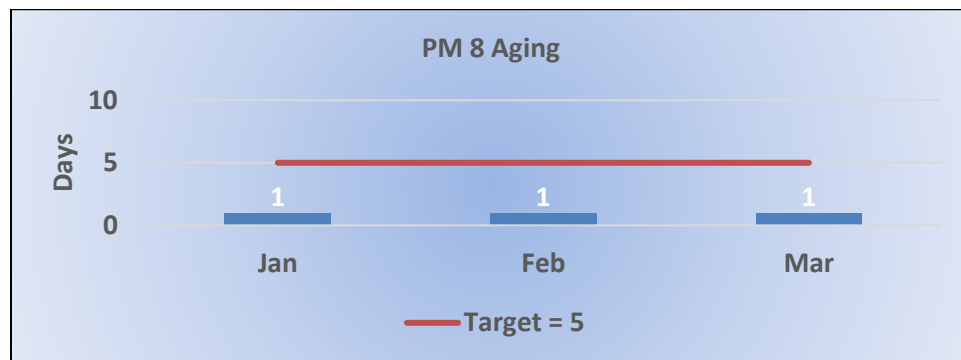
Number of probation violation cases.



Total: 25

PM8 | Probation Violation Response – Cycle Time

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 5 Days | Actual Average: 1 Day

DRAFT

A light blue, stylized signature or scribble. It consists of a long, sweeping horizontal line that curves upwards and ends in a series of loops and flourishes.