

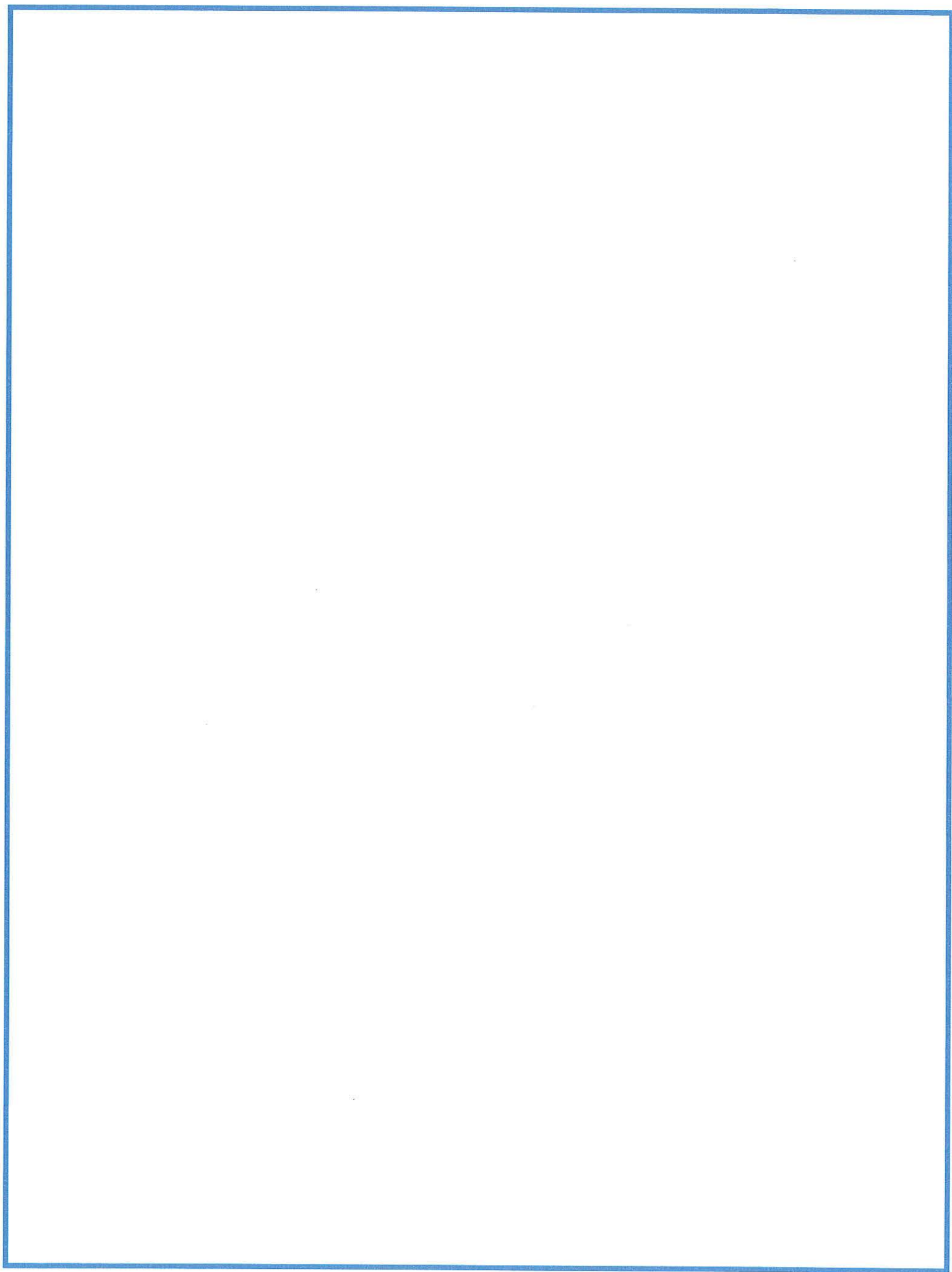
A Report to The Senate and Assembly Business, Professions and Economic Development Committees

CALIFORNIA STATE BOARD OF
BARBERING AND COSMETOLOGY

SUNSET REVIEW REPORT 2018



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

Kristy Underwood, Executive Officer

Heather Berg, Deputy Executive Officer

Additional Copies of this report can be obtained from: www.barbercosmo.ca.gov

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.



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- 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 Curricula 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
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Section 1

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

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 933, 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.

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.

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 members 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



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

Board of Barbering and Cosmetology-Department of Consumer Affairs
PO Box 944226, Sacramento, CA 94244
P (800) 952-5210 F (916) 574-7574 | www.barbercosmo.ca.gov



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 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 Rapid 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 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 it 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)

PAY PERIOD

TIME BASE

WWG

CBID

1. MONTH

YEAR

JANUARY

2018

ALTERNATE WORKWEEK SCHEDULE

☐ 4/10/40 ☐ 9/8/80

2. NAME (First

Middle

Last)

4. POSITION NUMBER

Board Member's Name

5. ABSENCE WITH PAY

(SE) ☐ SICK LEAVE SELF (BL) ☐ BEREAVEMENT LEAVE (PT) ☐ PROFESSIONAL DEV. DAY
(SF) ☐ SICK LEAVE FAMILY (CT) ☒ USING OVERTIME CREDIT (ML) ☐ SHORT-TERM MILITARY LEAVE (Attach Duty Orders)
(FH) ☐ FURLOUGH HOURS (HC) ☐ USING HOLIDAY CREDIT (NDI) ☐ NONINDUSTRIAL INJURY
(HI) ☐ HOLIDAY INFORMAL (EX) ☐ USING EXCESS HOURS CREDIT INDUSTRIAL ILLNESS OR INJURY
(PV) ☐ VOLUNTARY PERSONAL LEAVE (PH) ☐ USING PERSONAL HOLIDAY (TD) ☐ TEMPORARY DISABILITY
(AL) ☐ ANNUAL LEAVE (EL) ☐ PAID EDUCATIONAL LEAVE (IDL) ☐ INDUSTRY DISABILITY LEAVE
(VA) ☐ VACATION (PL) ☐ PERSONAL LEAVE (IDUS) ☐ INDUSTRIAL DISABILITY LEAVE WITH SUPPLEMENTATION

Calendar Days

OTHER

(JD) ☐ JURY DUTY☐ ATTENDANCE FEES TO BE REMITTED (Make copy for Accounting)☐ NO ATTENDANCE FEES RECEIVED

COURT CITY

(SW) ☐ WITNESS (Make copy for Accounting)☐ CIVIL CASE ☐ FEES TO BE REMITTED☐ CRIMINAL CASE ☐ NO FEES RECEIVEDIN THE INTEREST OF/ON BEHALF OF THE STATE ☐ YES ☐ NO☐ SUBPOENAED ☐ EXPERT

6. ABSENCE WITHOUT PAY

(DK) ☐ DOCK APPROVED (A) ☐ ABSENCE WITHOUT LEAVE (AWOL) (19996.2 OR 19572) ☐ ABSENCE WHILE SERVING A PROBATIONARY PERIOD
(SDI) ☐ STATE DISABILITY INSURANCE (FM) ☐ FMLA ☐ CFRA ☐ PDL

PAY PERIOD IS

☐ QUALIFYING☐ 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. HRLY 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

Date

Board Member Signs Here

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

Date

Christopher Castillo's Signature

Current Date

11. PERIOD OF DISABILITY COMPENSATION

12. DISABILITY COMPENSATION SUPPLEMENT

13. OFFICIAL DEPARTMENTAL

FROM	TO	HOURS	SICK LEAVE	VACATION	CTO	HOLIDAY CREDIT
------	----	-------	------------	----------	-----	----------------

☐ APPROVED
☐ 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			
30 miles x 54 cents per mile=	\$16.20	720 miles x 54 cents per mile = <u>\$388.80</u>	
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.

Car Rental Reservation Information

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 Claim ([TEC](#)) audit, and reimbursement is made.
- Department-approved exemptions 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 6

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 Agency 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 7 TRAVEL AND EVIDENCE 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 twice 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 (motorcycles not 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 (motorcycles not 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 (motorcycles not 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/2013044.pdf
FLSA Guidelines	04/16/2004		DCA 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.

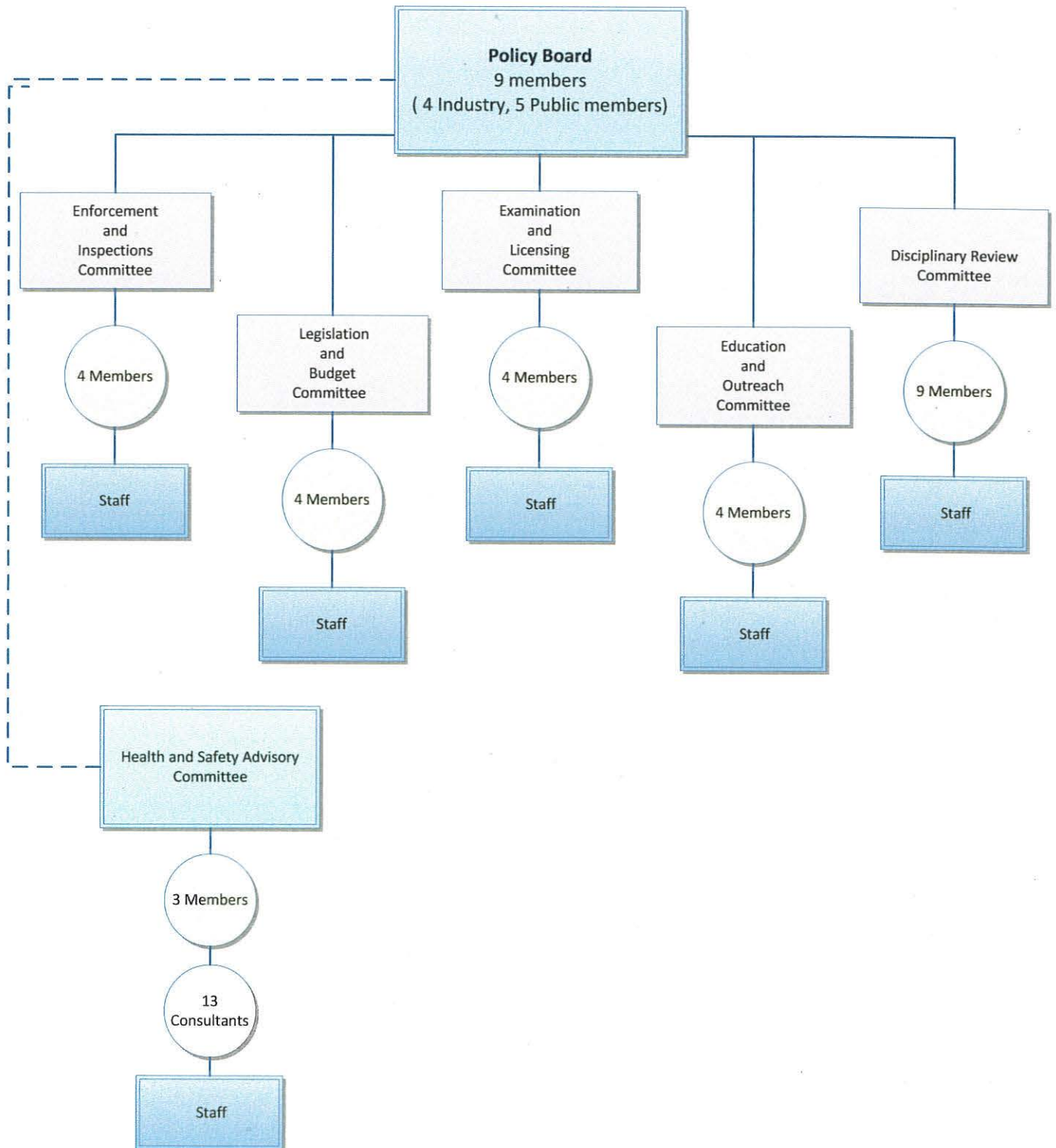
Form	Number	DCA Intranet and/or Internet Links
Authorization to Use Privately Owned Vehicles on State Business	STD 261	www.documents.dgs.ca.gov/dgs/fmc/pdf/std261.pdf
Cost Comparison Page	N/A	http://inside.dca.ca.gov/forms/oas/cost_comparison.pdf
Excess Lodging Rate Request/Approval	STD 255C	www.documents.dgs.ca.gov/dgs/fmc/pdf/std255C.pdf
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 lead 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 renter 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 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."

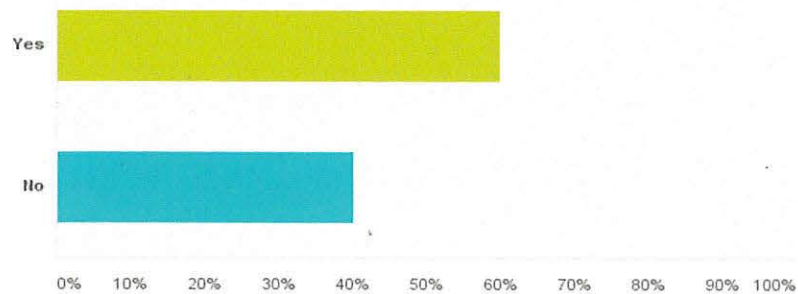
Note: For privacy reasons, personal information has been removed and some comments have been grammatically edited.

Board Survey Results

From April 22, 2016 to May 23, 2016, the Board posted the following survey on its BarberCosmo website.

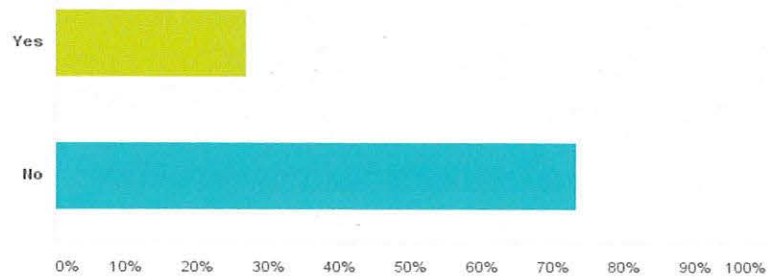
Q1 Do you think the Board should implement the PSP, to enable licensees to perform services outside of a licensed establishment?

Answered: 157 Skipped: 1



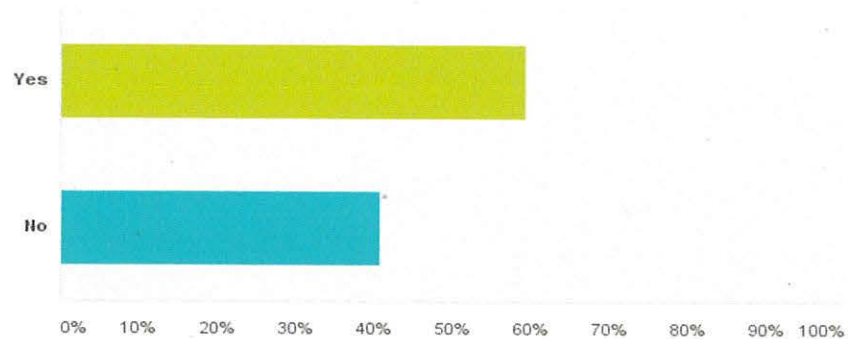
Q2 If the PSP is implemented, should the permit holder be required to make the appointments through the salon they currently work in?

Answered: 154 Skipped: 4



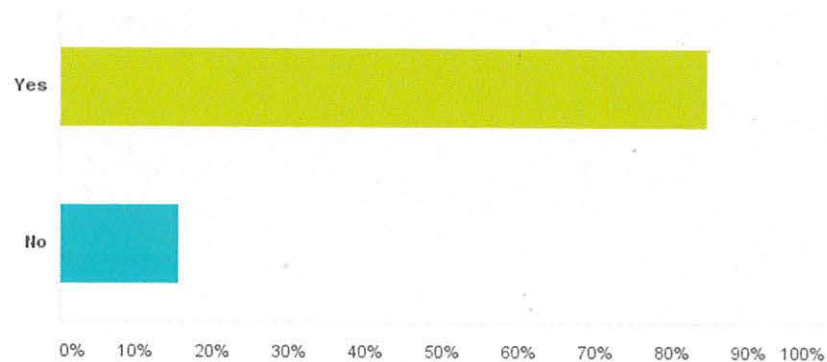
Q3 Do you think there are any services that should not be allowed to be performed outside of a licensed establishment? (For instance, should chemical work such as perms, hair colors, skin peels, etc. be allowed to be performed outside of a licensed establishment?)

Answered: 157 Skipped: 1



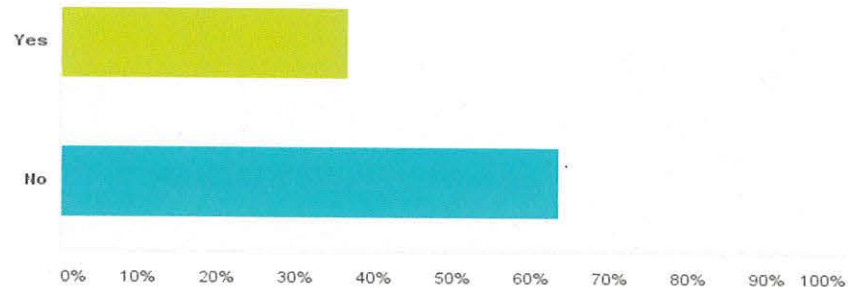
Q4 Should the holder of a PSP be required to hold personal liability insurance?

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 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. You're 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 sense 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 dis heartening 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
<u>Manicures and Pedicures</u> 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 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 a [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

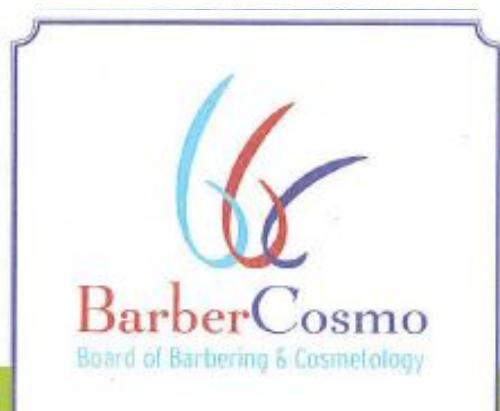
*Broader allegation categories were used as the data was collected pre-BreEZe.

**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





California Board of Barbering and Cosmetology

**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



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 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

Hair Coloring and Hair Lightening

The subject of Hair Coloring and Hair lightening shall include, but is not limited to, the following techniques and procedures:

- 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

250 Hours**Hair Cutting**

The subject of Hair Cutting shall include, but is not limited to, the following topics:

- 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

250 Hours**Miscellaneous Hours**

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.

100 Hours

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

Make-up

The subject of Make-up shall include, but is not limited to, the following techniques and procedures:

- 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

50 Hours**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.

Natural Nails

The subject of Natural Nails shall include, but is not limited to, the following techniques and procedures:

- 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

40 Hours**Nail Enhancements**

- 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



APPENDIX B

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

Hair Coloring and Hair Lightening

The subject of Hair Coloring and Hair lightening shall include, but is not limited to, the following techniques and procedures:

- 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

250 Hours**Hair Cutting**

The subject of Hair Cutting shall include, but is not limited to, the following topics:

- 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

250 Hours**Miscellaneous Hours**

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.

100 Hours

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.

Laws and Regulations

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

Health and Safety Course for Licensees

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

Safety Considerations

The subject of Safety Considerations shall include, but is not limited to, the following:

- Hazardous Substances/Chemical Safety (such as Safety Data Sheets, injury prevention, chemical transportation and storage, disposal of chemical substances, chemical overexposure)
- Electrical Safety: Electrical current, principles of operating electrical devices, and the various safety precautions when operating electrical equipment
- Fire Safety

60 Hours

Infection Control:

The subject of Infection Control shall include, but is not limited to, the following topics:

- General Principles: Proper procedures and techniques to protect the health of the consumer and the service provider
- Disinfecting Tools: 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).
- Sterilizing Equipment: Operation and maintenance of autoclaves and dry-heat sterilizers.

100 Hours



APPENDIX C

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
Office of Professional Examination Services
California Department of Consumer Affairs

October 2017

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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 directly 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

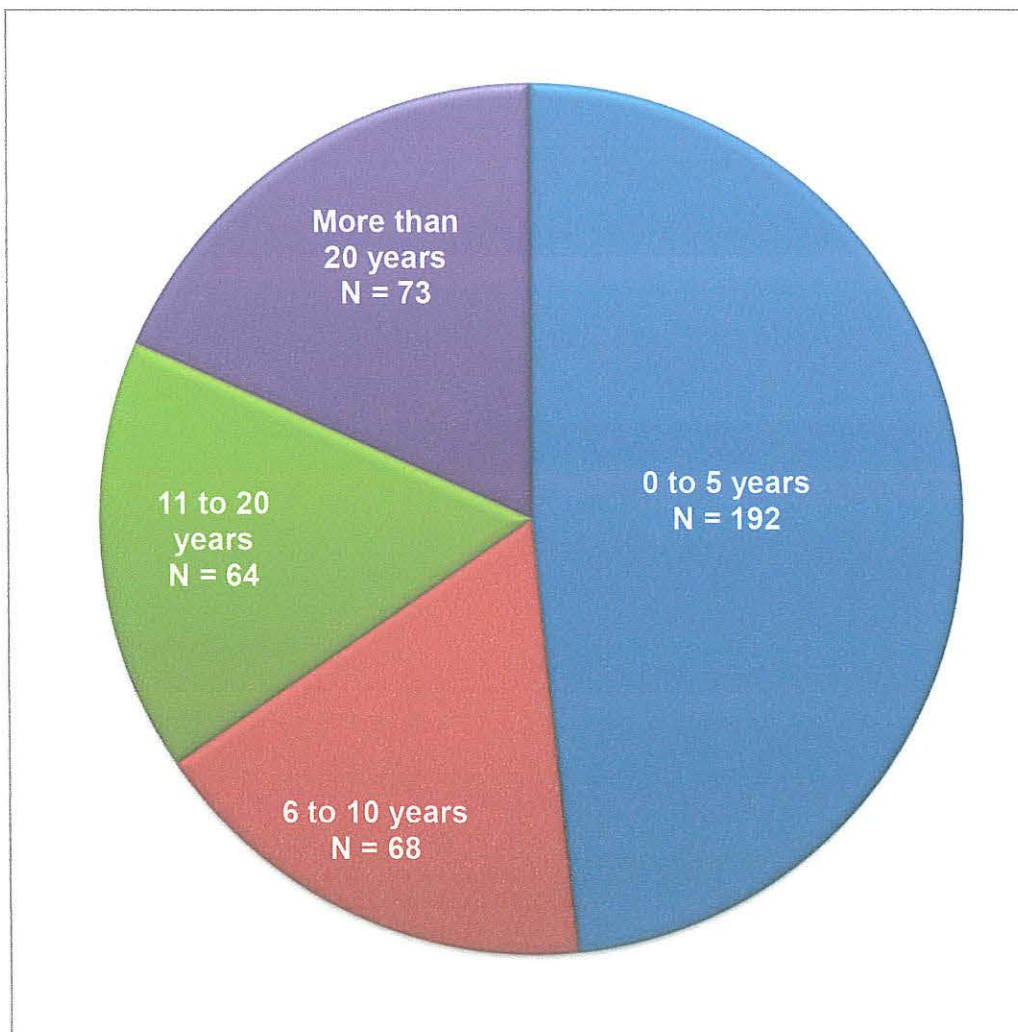


TABLE 2 – NUMBER OF HOURS WORKED PER WEEK AS A COSMETOLOGIST

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

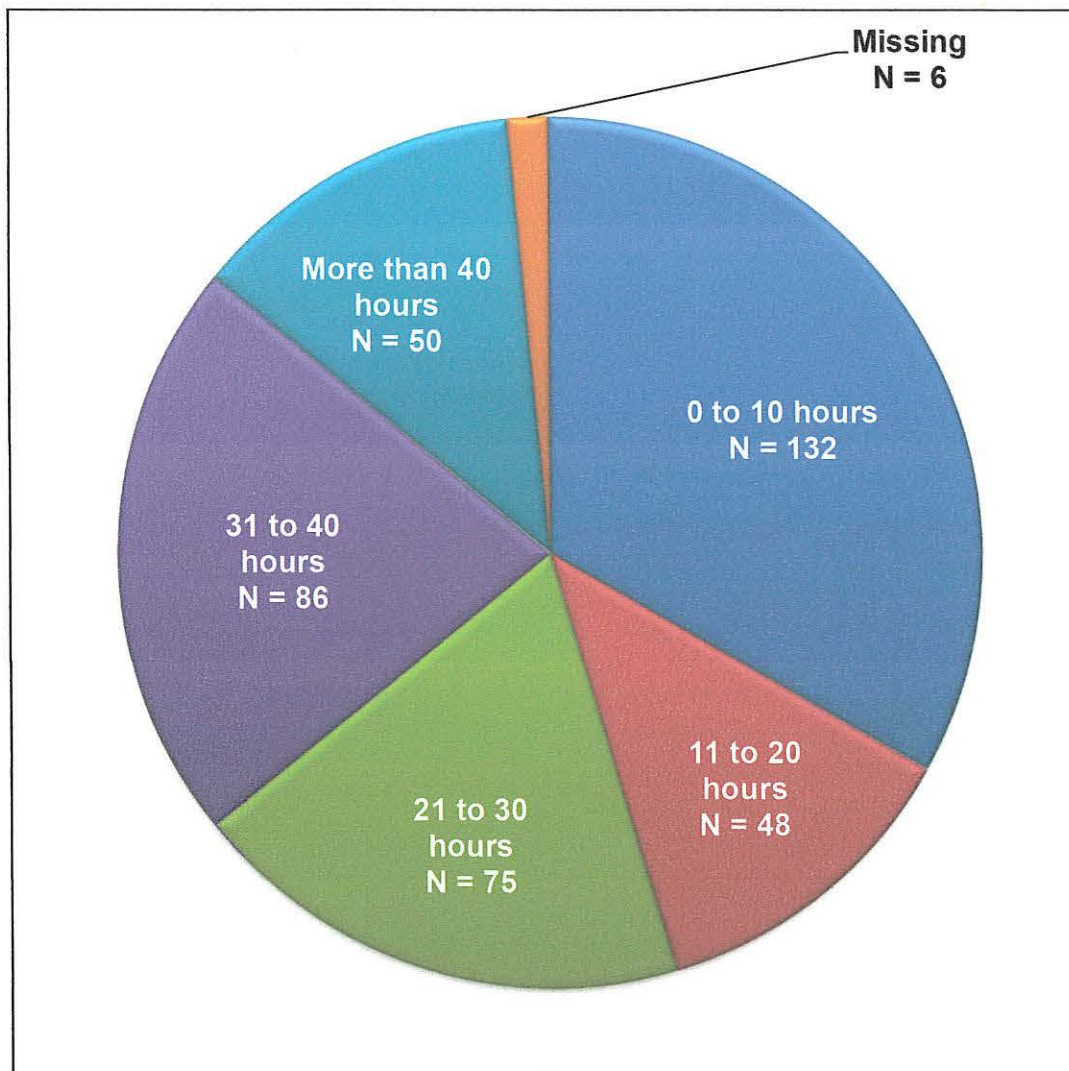


TABLE 3 – NUMBER OF CLIENTS SEEN PER WEEK AS A COSMETOLOGIST

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

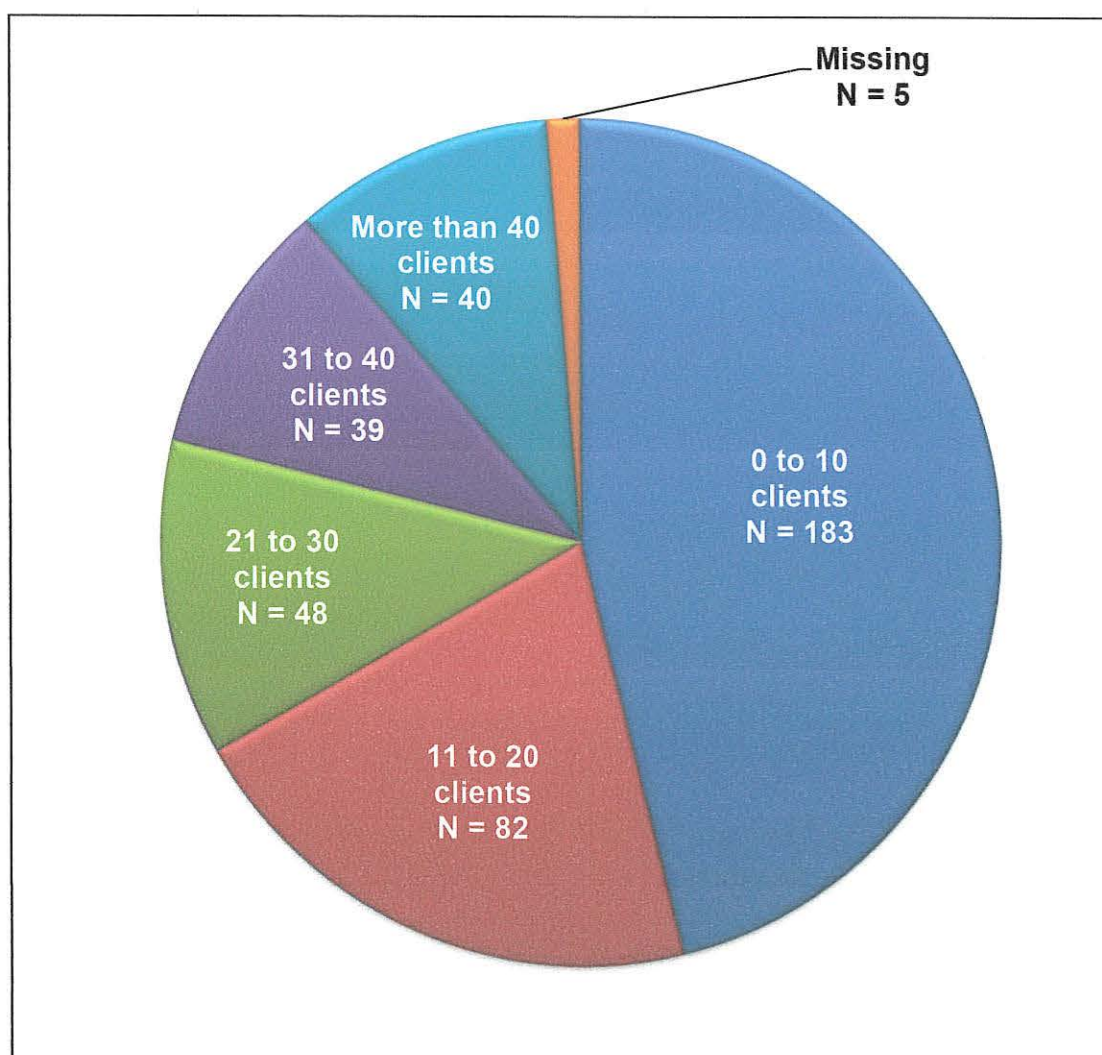


TABLE 4 – PRIMARY WORK SETTING

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

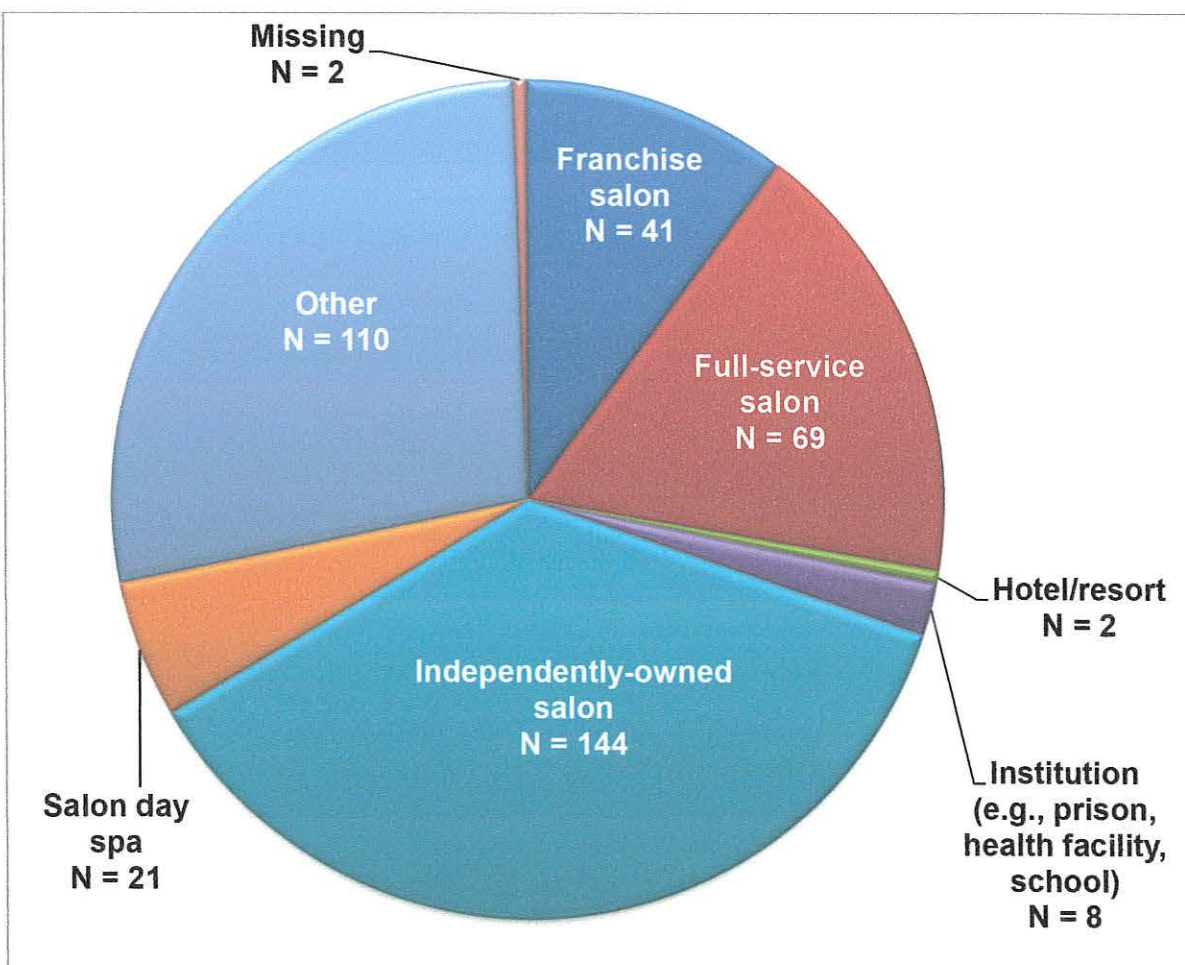


TABLE 5 – NUMBER OF OTHER LICENSED COSMETOLOGISTS WITHIN PRIMARY WORK SETTING

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

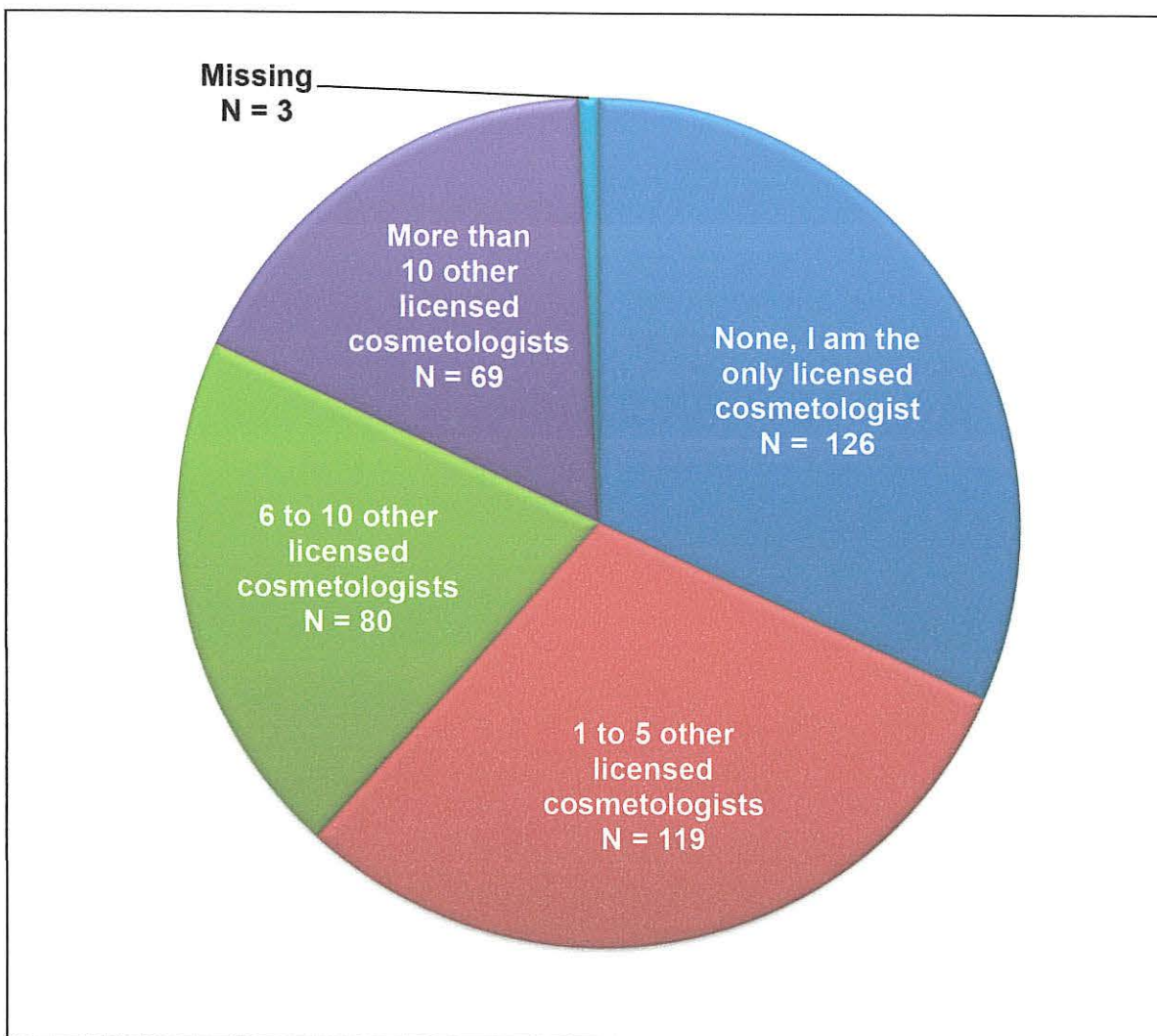


TABLE 6 – LOCATION OF PRIMARY WORK SETTING

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

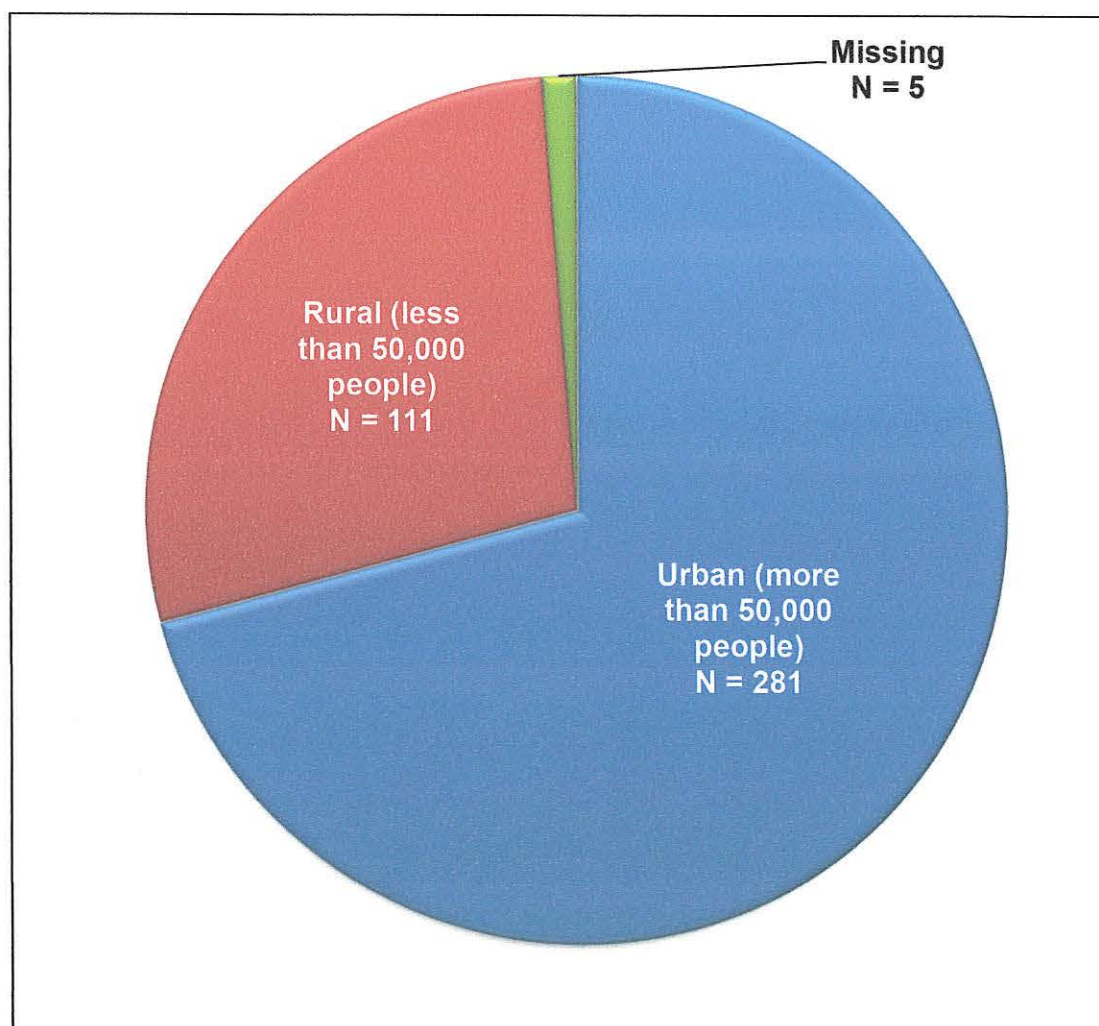


TABLE 7 – USE OF SOCIAL MEDIA SITES FOR CLIENT CONSULTATIONS

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

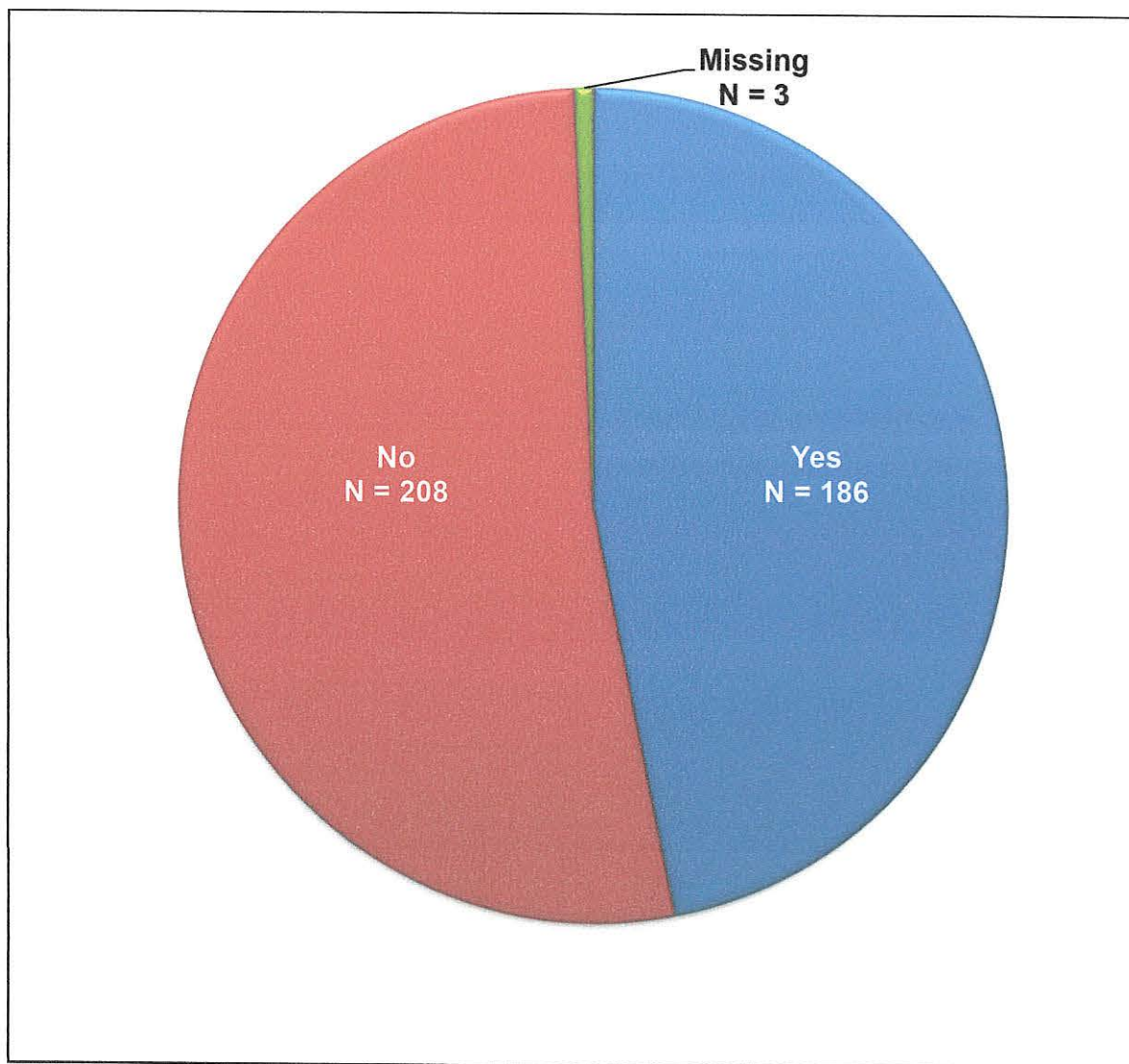


TABLE 8 – USE OF ONLINE BOOKING SERVICES FOR CLIENT APPOINTMENTS

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

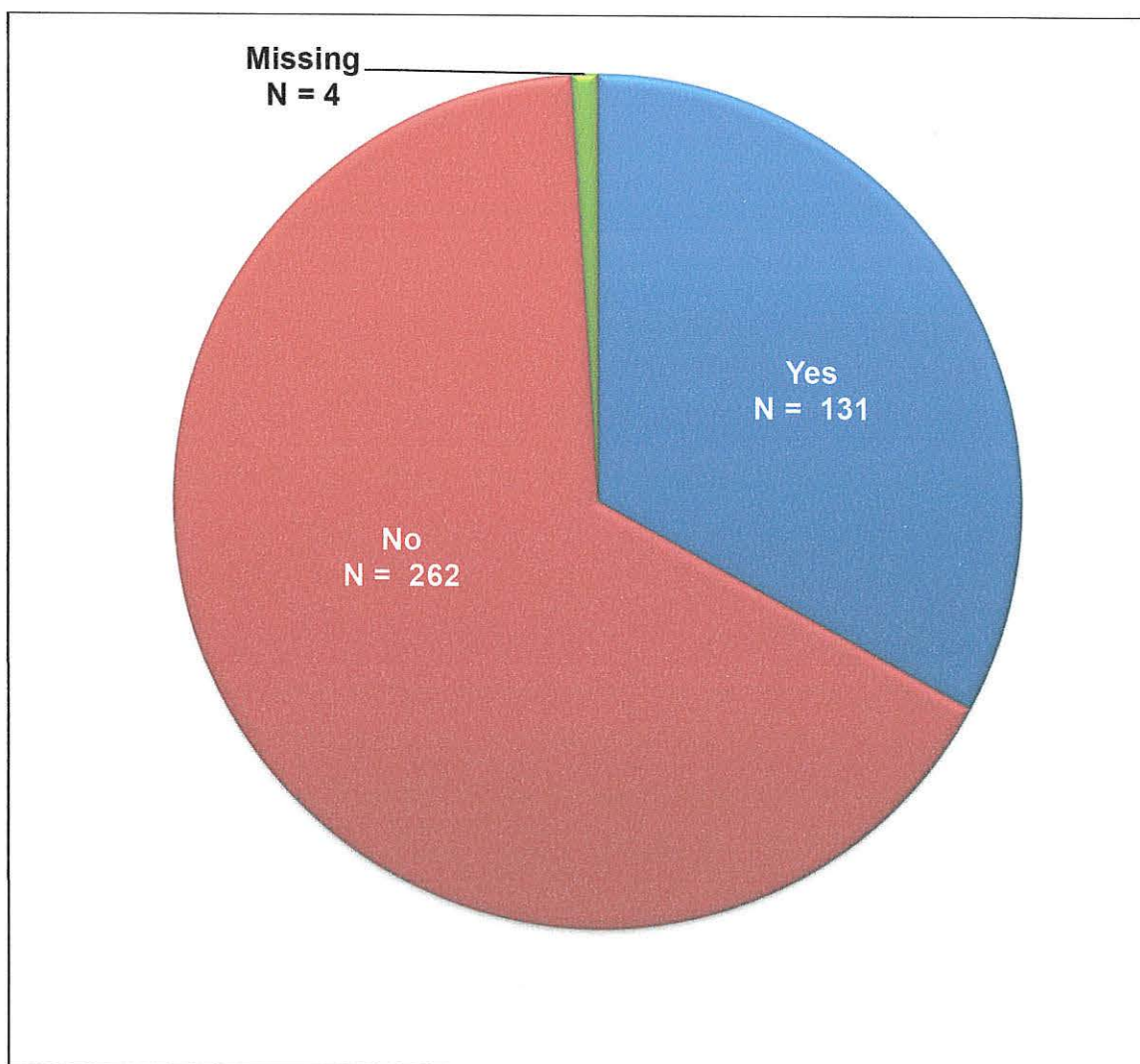


TABLE 9 – USE OF YOUTUBE OR GOOGLE TO LEARN ABOUT NEW TECHNIQUES, STYLES, AND TRENDS

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

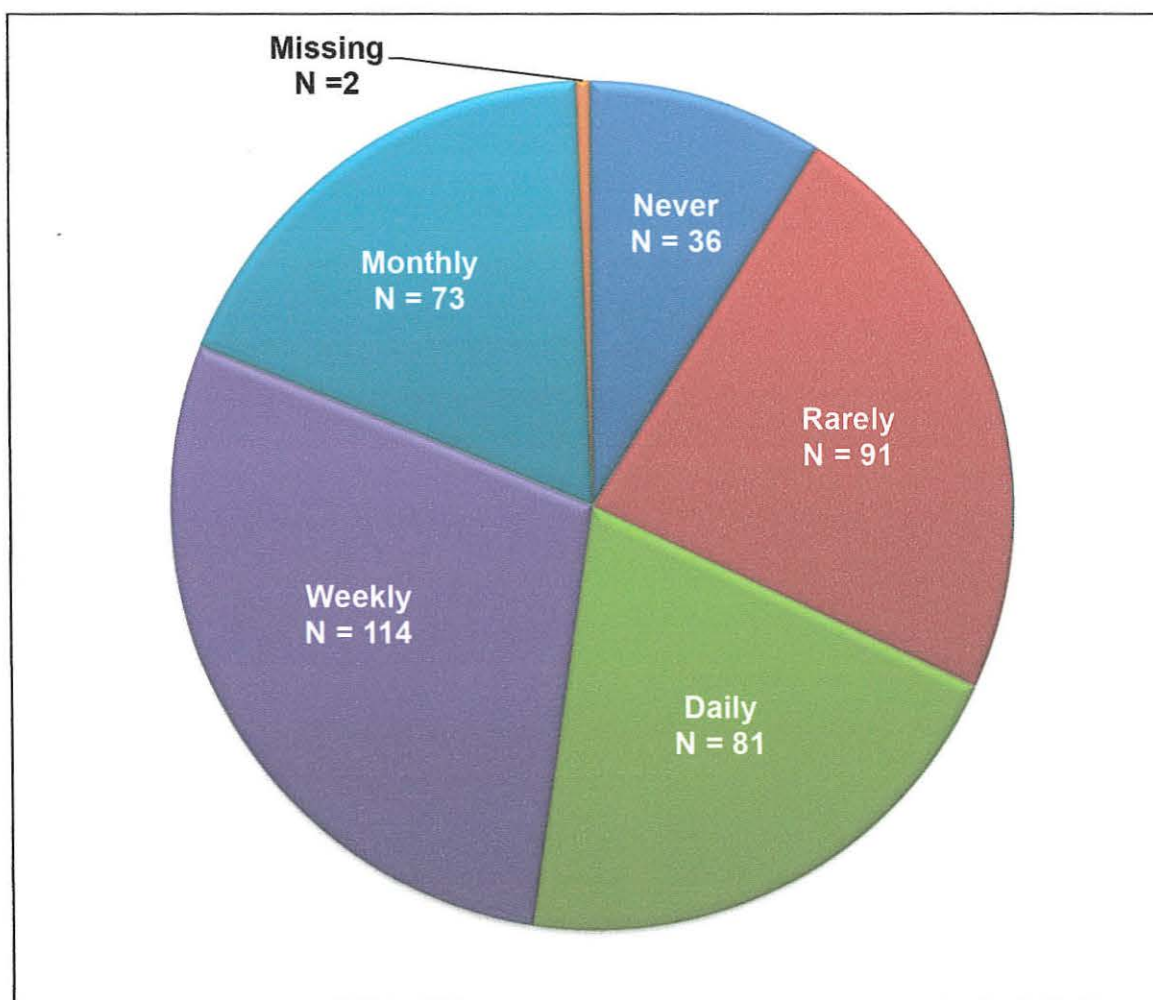


TABLE 10 – HIGHEST LEVEL OF EDUCATION

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

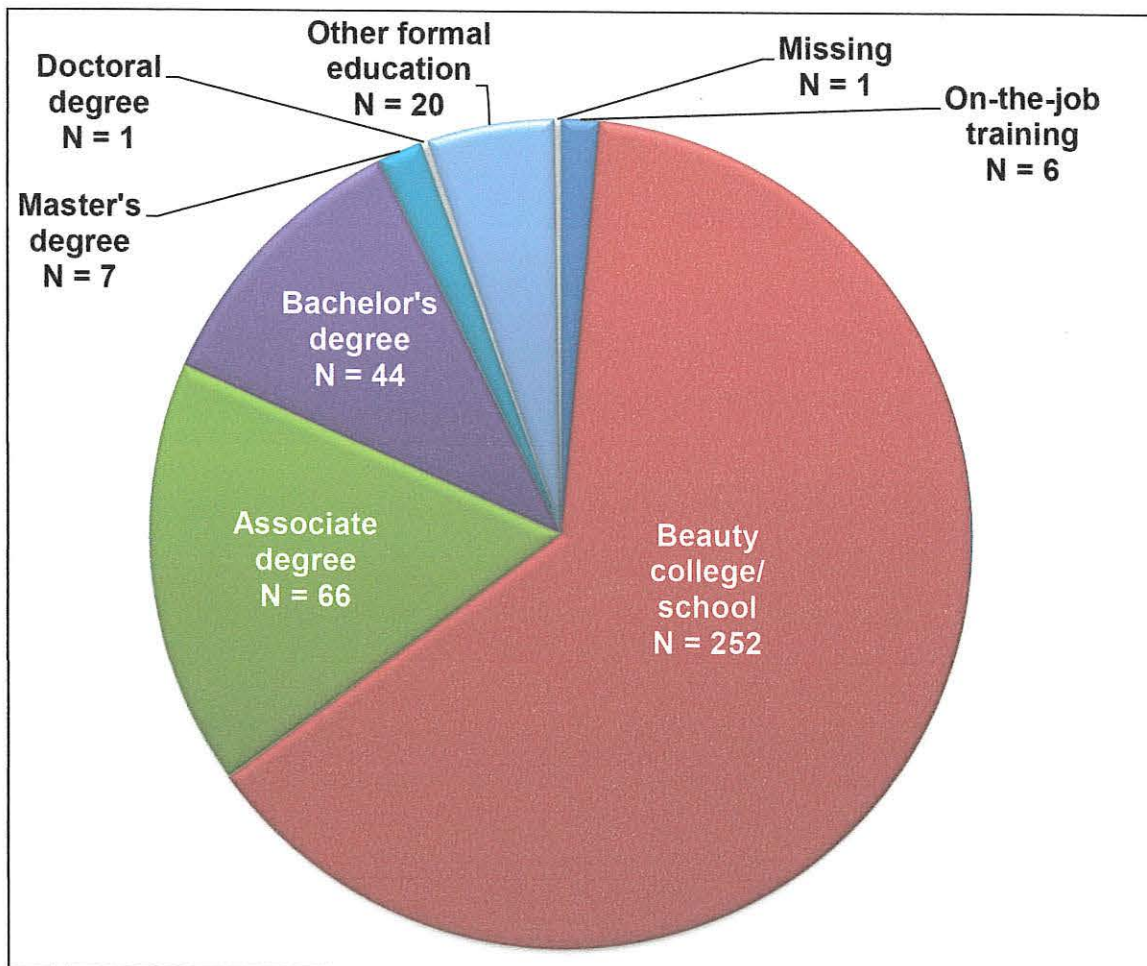


TABLE 11 – OTHER CALIFORNIA STATE-ISSUED LICENSES OR CERTIFICATIONS HELD*

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

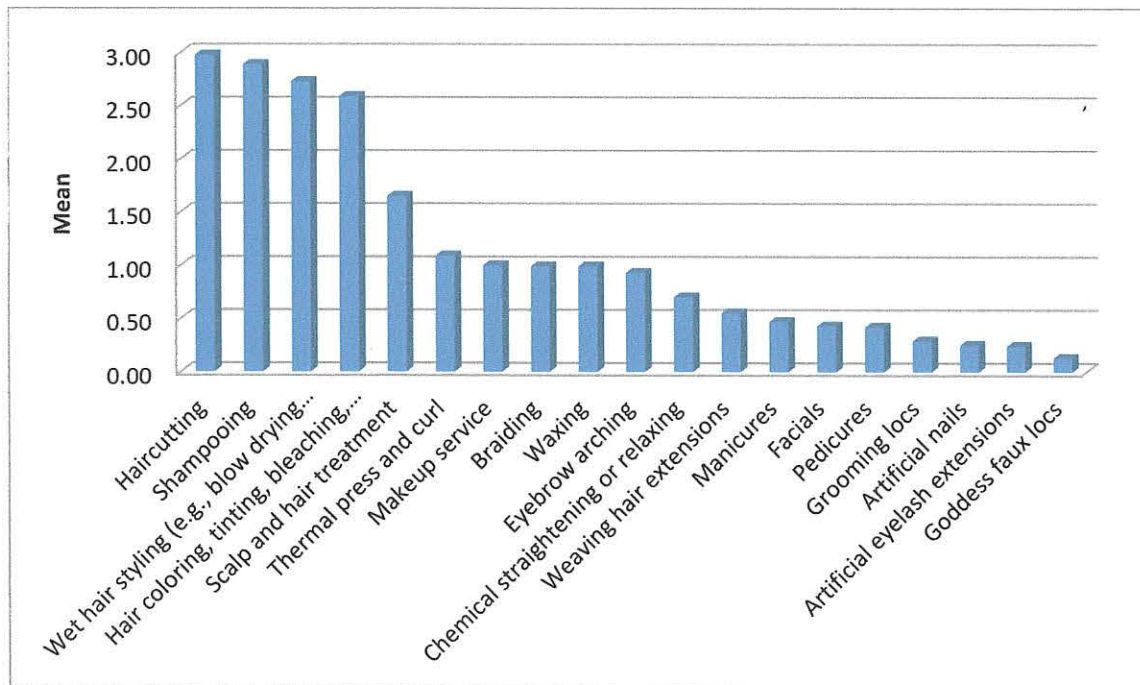


TABLE 32 – PERCENTAGE OF TIME SPENT ON COSMETOLOGY FOCUS CATEGORY

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.

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. K16. 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>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>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.	<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>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>

- 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. K26. 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.	K28. Knowledge of types of products used in color services. 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. K48. Knowledge of techniques used to perform tinting service on client's hair.
	T27. Perform bleach/toner service on client by using Board of Barbering and Cosmetology approved techniques.	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. K47. Knowledge of methods used to verify whether chemicals have completed processing 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.
	T28. Perform highlight service on client to achieve a multidimensional color effect on 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. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K49. Knowledge of techniques used to perform highlighting service on client's hair.
	T29. Perform lowlight service on client to achieve a multidimensional color effect on hair.	K41. Knowledge of volume levels used to deposit color into hair. K42. Knowledge of methods used to prepare client's hair prior to service. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K50. Knowledge of techniques used to perform lowlight service on client's hair.
	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.	K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair. K42. Knowledge of methods used to prepare client's hair prior to service. K53. Knowledge of procedures used to aid in correcting damaged 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
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.	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.
	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 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).
	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.	K29. Knowledge of types of products used in permanent wave services. 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. 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.
	T24. Perform hair relaxing service on client by using Board of Barbering and Cosmetology approved techniques.	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. K42. Knowledge of methods used to prepare client's hair prior to service. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K52. Knowledge of methods used to remove chemicals from hair.
	T25. Perform smoothing/keratin service on client by using Board of Barbering and Cosmetology approved techniques.	K42. Knowledge of methods used to prepare client's hair prior to service. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K57. Knowledge of types of products used in smoothing/keratin services.

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.	K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services. K60. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitizing hands. K76. Knowledge of types of antibacterial soaps and/or hand sanitizers used to sanitize hands.
	T35. Disinfect implements in preparation for cosmetology service.	K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services. K61. Knowledge of Board of Barbering and Cosmetology regulations regarding disinfecting implements. K75. Knowledge of types of EPA-registered disinfectant products.
	T36. Sanitize supplies (e.g., drape, towels, sheets) in preparation for cosmetology service.	K62. Knowledge of methods used to sanitize supplies according to Board of Barbering and Cosmetology regulations. K71. Knowledge of Board of Barbering and Cosmetology regulations regarding containment of linens. K72. Knowledge of methods used to contain used linens. K73. Knowledge of methods used to store cosmetology products and supplies. K74. Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies.
	T37. Sanitize equipment in preparation for cosmetology service.	K63. Knowledge of methods used to sanitize equipment according to Board of Barbering and Cosmetology regulations. K75. Knowledge of types of EPA-registered disinfectant products.
	T38. Sanitize surfaces of work area in preparation for cosmetology service.	K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services. K64. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.
	T39. Create sanitary maintenance area (SMA) in preparation for cosmetology service.	K64. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.

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. K70. Knowledge of methods used to obtain cosmetology product ingredients. K75. Knowledge of types of EPA-registered disinfectant products.
C. Storage and Disposal (9%)	T43. Store cosmetology products and supplies according to Board of Barbering and Cosmetology requirements.	K73. Knowledge of methods used to store cosmetology 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.
	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.	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. 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.
	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.	K96. Knowledge of methods used to apply facial masks. K97. Knowledge of implements used to apply facial masks. 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. K112. Knowledge of sensory nerves affected by facial massage (e.g., heat/cold, pressure).
	T52. Apply final skin care product(s) (e.g., moisturizer, toner) according to type of esthetic treatment performed.	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). K101. Knowledge of methods used to soothe skin following a facial treatment. K111. Knowledge of purposes of final skin care products used following facial treatment.
	T54. Apply makeup product(s) to enhance and/or conceal client's facial features.	K83. Knowledge of facial/bone structure related to application of makeup. K88. Knowledge of indicators of a reaction to skin care product. K90. Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools. 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.

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.	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. K121. Knowledge of procedures for different types of manicures.
	T56. Prepare client's nails for nail service(s) by cleansing the nail surface.	K118. Knowledge of types of polish removers. K119. Knowledge of methods used to cleanse nails. K121. Knowledge of procedures for different types of manicures. K127. Knowledge of nail antiseptics used during nail service.
	T57. Remove excess oil/lotion from nail surface to prepare nail(s) for application of polish.	K118. Knowledge of types of polish removers. K119. Knowledge of methods used to cleanse nails. K126. Knowledge of methods used to remove oil/lotion from nail surfaces prior to nail polishing.
	T58. Soften client's cuticle prior to pushing back the cuticle to loosen from the nail plate.	K120. Knowledge of implements and equipment used in performing a manicure. K122. Knowledge of types of cuticle softeners and removers.
	T59. Shape client's nails to achieve a desired form by using Board of Barbering and Cosmetology approved techniques (e.g., trimming, filing, buffing).	K120. Knowledge of implements and equipment used in performing a manicure. K127. Knowledge of nail antiseptics used during nail service. K131. Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).
	T65. Apply polish/enamel to client's nails according to manufacturer's directions.	K123. Knowledge of types of top and base coats. K124. Knowledge of types of nail hardeners and strengtheners. K129. Knowledge of techniques to apply nail polishes, enamels, and lacquers. K130. Knowledge of types of nail polishes, enamels, and lacquers.

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.	K140. Knowledge of types of nail adhesives. 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.	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. 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.

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.

APPENDIX A. RESPONDENTS BY REGION

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

APPENDIX B. CRITICALITY INDICES FOR ALL TASKS

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

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 service(s) 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 the 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

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 process.	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

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

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

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

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



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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Artificial nails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Braiding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chemical straightening or relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eyebrow arching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goddess faux locs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grooming locs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair coloring, tinting, bleaching, color correction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Haircutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makeup service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manicures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pedicures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp and hair treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shampooing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermal press and curl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 hazards 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

22. Consultation

Importance

K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.

K2. Knowledge of medical conditions that prevent cosmetology services from being performed.

K3. Knowledge of diseases or disorders that prevent cosmetology services.

K4. Knowledge of cosmetology services within the scope of practice.

K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.

K6. Knowledge of types of lifestyles (e.g., sun bathing, swimming) that may prevent cosmetology services from being performed.

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.

K10. Knowledge of procedures used to analyze client's hair condition to determine whether hair relaxing service can be performed.

K11. Knowledge of procedures used to analyze client's hair condition to determine whether color treatment can be 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.

K14. Knowledge of methods used to record client services, including consent for digital media.

K15. Knowledge of methods used to select volume of developer.

K16. Knowledge of relationship between hair condition and products used during permanent wave service.

K17. Knowledge of relationship between hair condition and products used during hair relaxing processes.

K18. Knowledge of relationship between hair condition and products used during all hair services.

K19. Knowledge of relationship between hair condition and developer used during hair coloring process.

K20. Knowledge of methods used to test skin for reactions to products.



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 and that are available during each type of cosmetology 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/keratin services.

K58. Knowledge of hair and scalp disorders as they relate to trichology.



Cosmetologist Occupational Analysis Questionnaire

18. Part III - Knowledge Ratings (Continued)

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.	<input type="text"/>
K80. Knowledge of skin physiology as related to esthetic services.	<input type="text"/>
K81. Knowledge of skin anatomy as related to esthetic services.	<input type="text"/>
K82. Knowledge of skin treatments that are within scope of practice.	<input type="text"/>
K83. Knowledge of facial/bone structure related to application of makeup.	<input type="text"/>
K84. Knowledge of methods used to cleanse client's skin prior to treatment.	<input type="text"/>
K85. Knowledge of skin care products used for cleansing.	<input type="text"/>
K86. Knowledge of methods used to determine types of skin care products to use prior to facial treatment.	<input type="text"/>
K87. Knowledge of types of esthetic services that can be performed.	<input type="text"/>
K88. Knowledge of indicators of a reaction to skin care product.	<input type="text"/>
K89. Knowledge of skin care products used to remove dead skin cells.	<input type="text"/>
K90. Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools.	<input type="text"/>
K91. Knowledge of techniques used to test wax temperature.	<input type="text"/>
K92. Knowledge of wax consistency needed prior to client application.	<input type="text"/>
K93. Knowledge of types of skin care products applied during facial treatment.	<input type="text"/>
K94. Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment.	<input type="text"/>
K95. Knowledge of methods used to determine when final skin care products should be applied to client (e.g., skin reaction).	<input type="text"/>
K96. Knowledge of methods used to apply facial masks.	<input type="text"/>

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 nails.

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.	<input type="text"/>
K131. Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).	<input type="text"/>
K132. Knowledge of implements and equipment used in performing a pedicure.	<input type="text"/>
K133. Knowledge of methods used to perform a pedicure.	<input type="text"/>
K134. Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.	<input type="text"/>
K135. Knowledge of Board of Barbering and Cosmetology regulations regarding procedures used during hand and foot massages.	<input type="text"/>
K136. Knowledge of effects on the nervous system in performing hand or foot massage.	<input type="text"/>
K137. Knowledge of techniques for performing hand or foot massage.	<input type="text"/>
K138. Knowledge of muscles affected by hand or foot massage.	<input type="text"/>
K139. Knowledge of methods used to apply artificial nails.	<input type="text"/>
K140. Knowledge of types of nail adhesives.	<input type="text"/>
K141. Knowledge of implements and equipment used for artificial nail service.	<input type="text"/>
K142. Knowledge of acrylic nail products.	<input type="text"/>
K143. Knowledge of techniques and procedures used to maintain and repair acrylic nails.	<input type="text"/>
K144. Knowledge of techniques and procedures used to remove acrylic nails.	<input type="text"/>
K145. Knowledge of types of nail tips for nail enhancement service.	<input type="text"/>
K146. Knowledge of materials and procedures used to apply nail tips.	<input type="text"/>
K147. Knowledge of methods used to blend artificial and natural nail surfaces together.	<input type="text"/>
K148. Knowledge of techniques and procedures used to remove nail tips.	<input type="text"/>
K149. Knowledge of silk, linen, paper, or liquid products for nail wrap service.	<input type="text"/>
K150. Knowledge of techniques and procedures used to apply nail wraps.	<input type="text"/>
K151. Knowledge of techniques and procedures used to remove nail wraps.	<input type="text"/>
K152. Knowledge of gel nail products.	<input type="text"/>

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.



Cosmetologist Occupational Analysis Questionnaire

21. FINISHED

Thank you for completing this questionnaire. Your feedback is extremely valuable.

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APPENDIX D



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





California Board of Barbering and Cosmetology

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	318	1053	30.20%
Grand Total	819	395	1214	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 22, 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

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 require taking a start test and they set the guidelnes 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 9:41 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 big "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, 2015**

BOARD MEMBERS
7 Members

EXECUTIVE OFFICER
Kristy Underwood
636-110-8798-001

Staff Services Manager II
Heather Berg
636-110-4801-001

82.1 Positions
Temp Help – General 11.0
Temp Help – Examiners 19.0
BL 12-03 (999 blanket): 4.2

Current 2014-15

Operations

**Associate Governmental
Program Analyst**

Sal Reyes (FT) (1/2)
636-110- 5393-014
Kevin Flanagan
636-110-5393-016
Tandra Guess
636-110-5393-018
Marcene Melliza
636-110-5393-022
Patricia Garcia (Lead)
636-110-5393-801

Student Assistant

Rafael Molina-Cornejo
636-110-4870-907

Seasonal Clerk

Emillio Castillo
636-110-1120-907

Centralized Cashiering**

**Management Services
Technician (T)**
VACANT
636-110-5278-XXX

Office Technician (T)

Yun Feng (Angela) Chang
636-110-1139-040
Stephanie Sou
636-110-1139-042
Jaclyn Culp
636-110-4687-907(PI)
Jonathan Bray
636-110-4687-907 (PI)

Key Data Operator

Gina Chun (PI)
636-110-1419-001

Office Assistant (G)

Krishna Gopal
636-110-1441-018

Seasonal Clerk

Luis Castillo Jr.
636-110-1120-907

Fairfield Exam Facility

Cosmo. Examiner II (Sup)

Jean Moyer
636-110-8822-002

Cosmetology Examiners I

Marian Chaves
636-110- 8818-002
Beverly Barham
636-110- 8818-004
Vanna Trinh
636-110-8818-005
Zohai Javidan
636-110-8818-006
Stacy Menefee
636-110-8818-903
Inga Thomas
636-110-8818-903

Examiner in Barbering

Roger Collins (LT)
636-110-8828-903

**Expert Examiner
(Electrology)**

June Ladd
636-555-8895-903 (LT)

**Expert Examiner
(Cosmo)**

Teresa Sanchez (LT)
636-555-8895-903
Shelly Analco (LT)
636-555-8895-903

Office Technician (T)

Melinda Brice
636-110-1139-043

Glendale Exam Facility

Cosmo. Examiner II (Sup)

Mario DeSurra
636-110-8822-001

Cosmetology Examiners I

Kim Truong
636-110-8818-001
*Xuan Abbott
636-110- 8818-003
*Aurora Moreno
636-110-8818-903
Faye Manlangit
636-110-8818-903
Rubina Minassian
636-110-8818-903
Michelle McFadden
636-110-8818-903

**Expert Examiner
(Barbering)**

Vernon Grace (LT)
636-555-8895-903
Jonathan Young (LT)
636-555-8895-903

**Expert Examiner
(Electrology)**

Robin Harris (LT)
636-555-8895-903

**Expert Examiner
(Cosmo)**

Wilma Baker (LT)
636-555-8895-903
Veronica Jones (LT)
636-555-8895-903
Erica Chancellor (LT)
636-555-8895-903
Sincerely Layne (LT)
636-555-8895-903
Anita Baldwin (LT)
636-555-8895-903
Suzanne Leslie (RA)
636-555-8895-903

Office Technician (T)

Adrienne Behunin
636-110-1139-012

Office Assistant (T)

*Thu Do
636-110-1379-012

***Xochitl Camargo
Inspector III (Sup)
636-110-8832-002**

Southern CA Field

Inspector II

Evangeline Medina
636-110-8833-026
Arlene Bauby
636-110-8833-028
Julie Espinosa
636-110-8833-032
Virginia Addis
636-110-8833-039

Inspector I

Fernando Echeverria
636-110-8834-024
Elizabeth Brennan
636-110-8834-026
VACANT
636-110-8834-039

**Joe Brown
Inspector III (Sup)
636-110-8832-003**

Central CA Field

Inspector II

Lillian Hayek
636-110-8833-016
Vickie Hicks
636-110-8833-022
Chau Soriano
636-110-8833-025
Christine Montano
636-110-8833-034
Allison Hepperle
636-110-8833-036

VACANT

636-110-8833-037
Kristy DeSutter
636-110-8833-042

Inspector I

VACANT
636-110-8834-032

**Jim Jacobs
Inspector III (Sup)
636-110-8832-004**

Northern CA Field

Inspector II

Lisa Montoya
636-110-8833-006
Mark Homen
636-110-8833-035
Jackie Jones
636-110-8833-038
Linda Nemeth
636-110-8833-040
Ky Nguyen
636-110-8833-041

Inspector I

VACANT
636-110-8834-025
Kirby Khoonsrivong
636-110-8834-037
Kerrie Payton
636-110-8834-907

CITE AND FINE
Theresa Rister
Staff Services Manager I
636-110-4800-003

Compliance

**Associate Governmental
Program Analyst**

Shaun Clawson
636-110-5393-023

Staff Services Analyst (G)

Valerie Guido
636-110-5157-009
VACANT
636-110-5157-027
Thalia Singleton
636-110-5157-999 (1.0)

**Management Systems
Technician**

*Raquel Corrales
636-110-5278-008

Office Technician (T)

Lorena Yabut
636-110-1139-008
Jan Spanos
636-110-1139-011
Joshua Gualano
636-110-1139-028
DeAnn Cervantes (6/8)
636-110-1139-046

Seasonal Clerk

Kimberley Lynn
636-110-1120-907

Student Assistant

Roberto Lozoya
636-110-4870-907

LICENSING / DRC
Karl Frank
Staff Services Manager I
636-110-4800-004

Licensing Program

**Associate Governmental
Program Analyst**

Paul Whalen
636-110-5393-021

Office Technician (T)

Ross Wright
636-110-1139-015
Isabel Barrera
636-110-1139-019
Larry Peoples
636-110-1139-024
Deidre McDonald
636-110-1139-036
Carmela Amaro
636-110-1139-037
Lisa Ammon
636-110-1139-045
Maria Lopez
636-110-1139-047
Jennifer Jimenez
636-110-1139-048
Marshal McKittrick
636-110-1139-805
Prentice Lomax
636-110-1139-907
Joanne Marcelino
636-110-1139-999 (1.0)
Lydia Montejano
636-110-1139-999 (1.0)
James Anderson
636-110-1139-049

Seasonal Clerk

Christopher Swift
636-110-1120-907

DRC Appeals

**Associate Governmental
Program Analyst**

*Nhi (Nina) Ton
636-110- 5393-020
Vladimir Chepurny (lead)
636-110-5393-800

Staff Services Analyst

Danielle Creeggan
636-110-5157-010 (1/2)
Allison Lee
636-110-5157-031

ENFORCEMENT
Carrie Harris
Staff Services Manager I
636-110-4800-001

Enforcement

**Associate Governmental
Program Analyst**

Shelly Shill (FT) (1/2)
636-110-5393-002
Jennifer Porcala
(FT) (0.8)
636-110-5393-003
Lilia Galvez (FT) (4/5)
636-110-5393-008
Nancy Harlow
636-110- 5393-010
Christine Jones
636-110-5393-019
636-110-5393-999 (1/5)
Rachelle Prescott
636-110-5393-802
Jon Barkley
636-110-5393-803

Staff Services Analyst (G)

Janene Mayberry
636-110-5157-011
Sandra Torres
636-110-5157-999 (1.0)

Office Technician (T)

Kay Judson
636-110-1139-030

Seasonal Clerk

Dominique Cyprian
636-110-1120-907

Kristy Underwood
Executive Officer

Date

Classification and Pay Analyst

Date

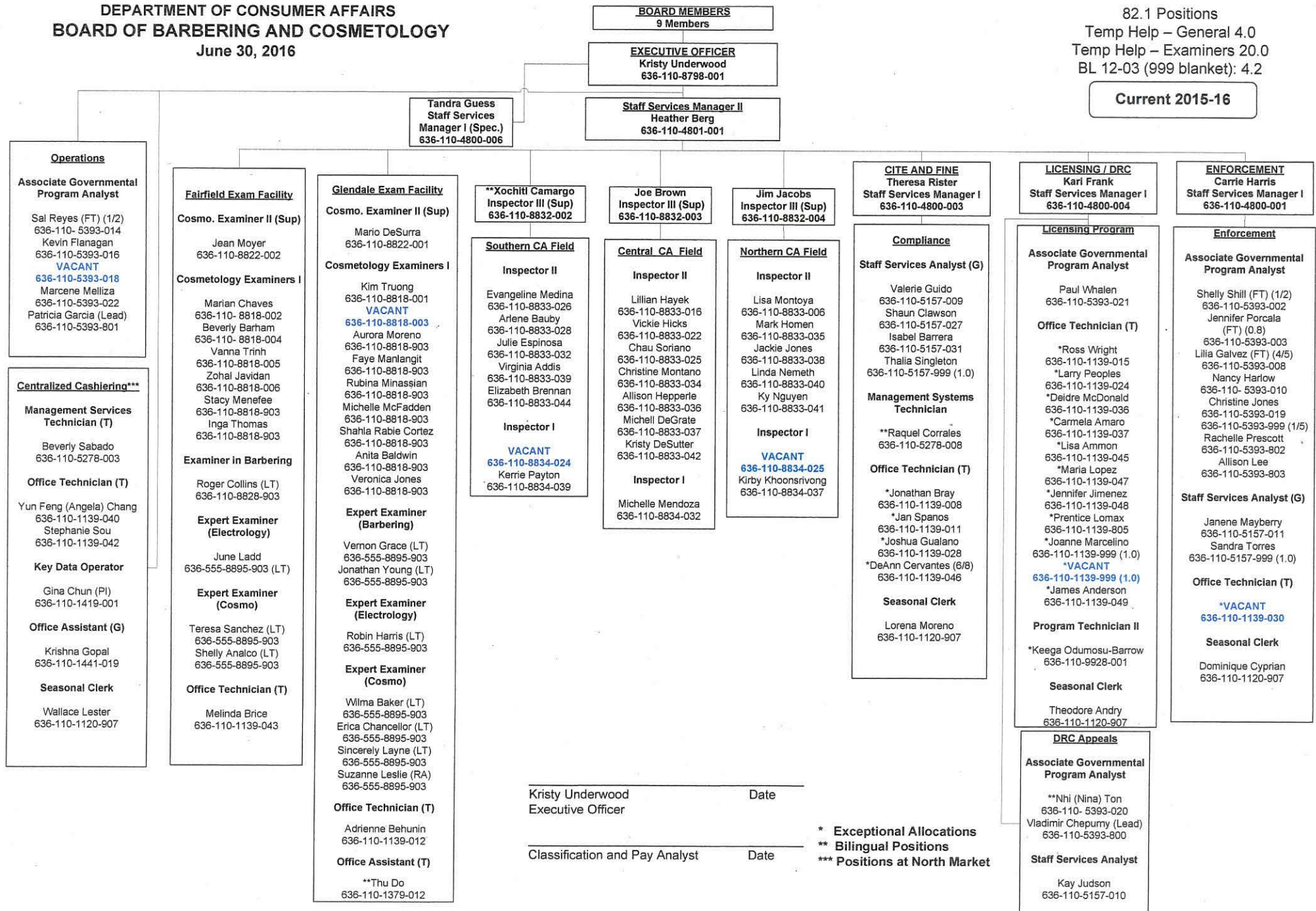
* Bilingual Positions

** Positions at North Market

**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 blanket): 4.2

Current 2015-16



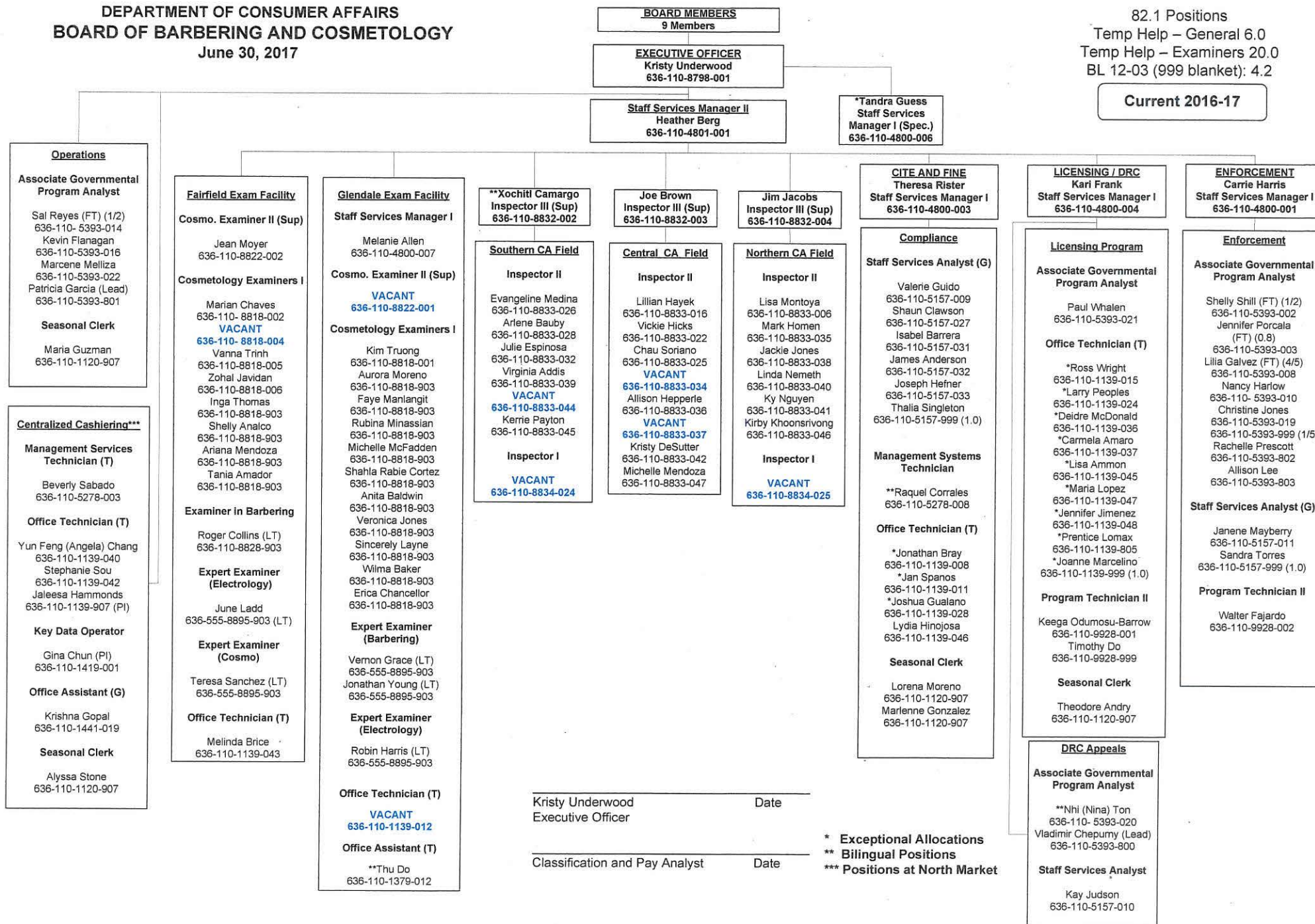
* Exceptional Allocations
** Bilingual Positions
*** Positions at North Market

Kristy Underwood Date
Executive Officer
Classification and Pay Analyst Date

**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



* Exceptional Allocations
** Bilingual Positions
*** Positions at North Market

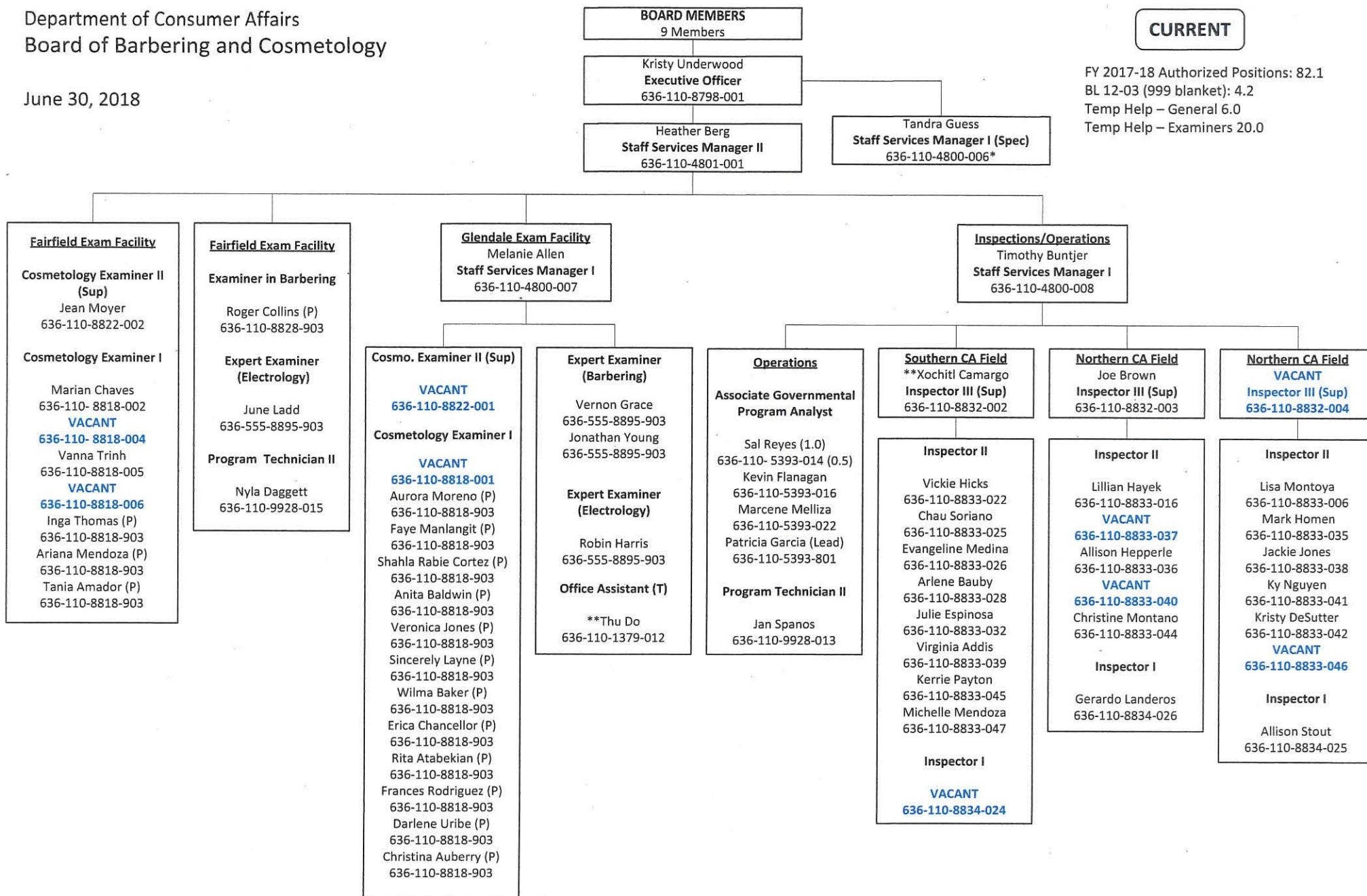
Kristy Underwood
Executive Officer
Date
Classification and Pay Analyst
Date

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 _____

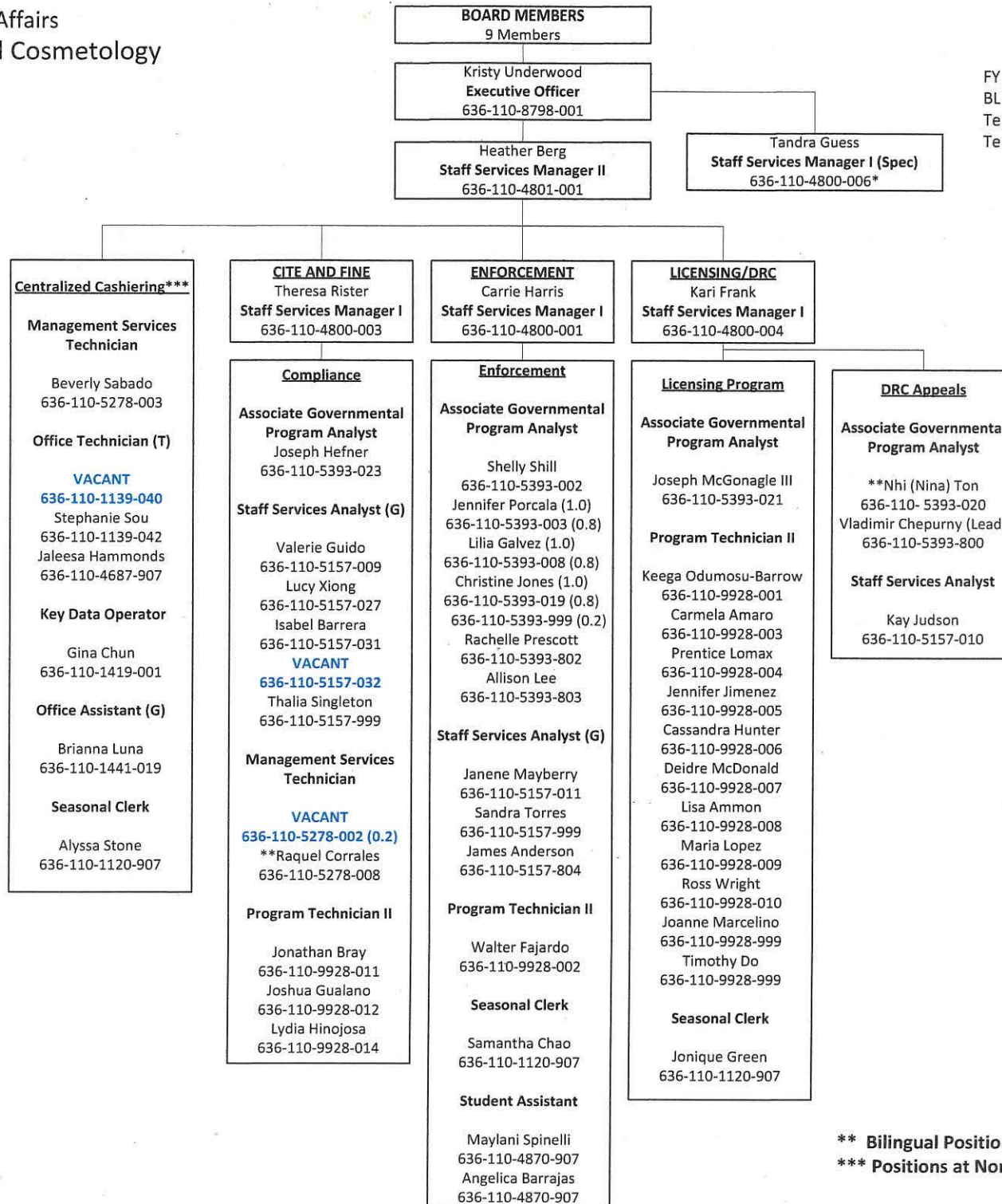
** Bilingual Positions
*** Positions at North Market

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




BarberCosmo
Board of Barbering & Cosmetology

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

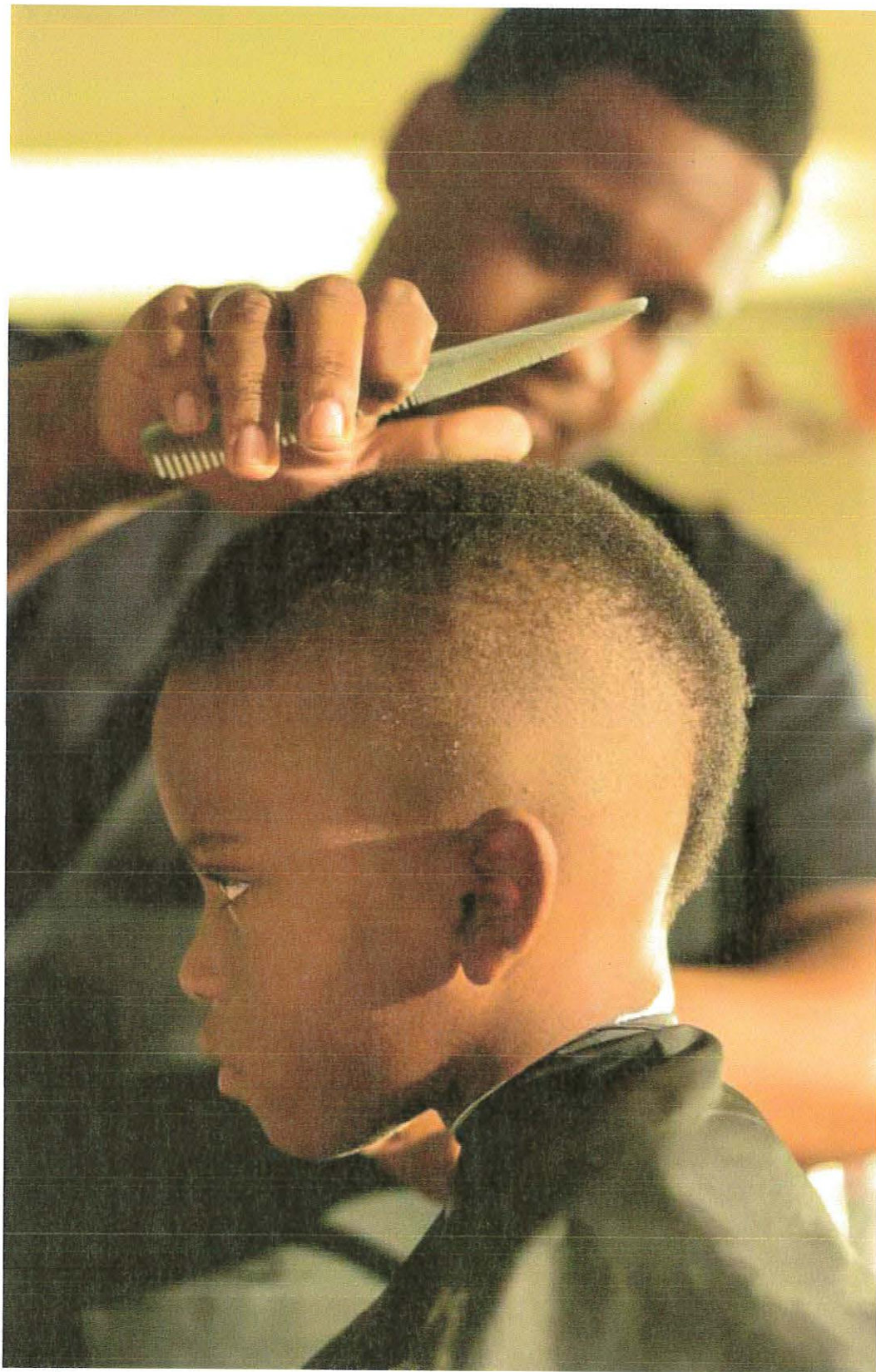
Strategic plan adopted in October 2017.





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About the Board of Barbering & Cosmetology	3
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Mission, Vision, & Values	8
Strategic Goal Areas	11
Goal 1: Board Administration	13
Goal 2: Legislation & Regulation	14
Goal 3: Examinations	15
Goal 4: Licensing	16
Goal 5: Inspections	17
Goal 6: Enforcement	18
Goal 7: Outreach	19
Strategic Planning Process	20






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

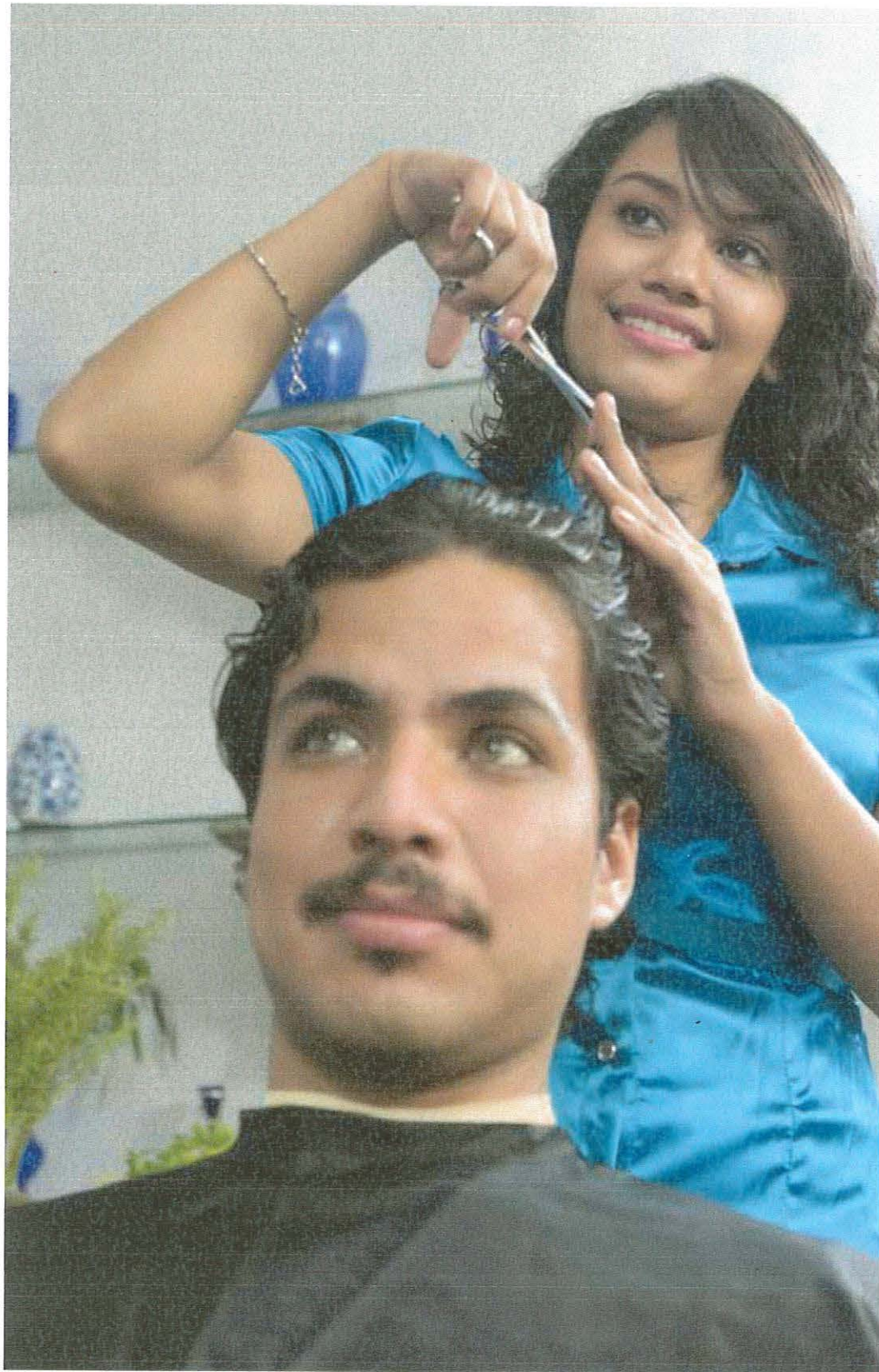
We are honest, fair, and respectful in our treatment of everyone.

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.



GOAL 1

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.

GOAL 2

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.

GOAL 3

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.

GOAL 4

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.



GOAL 5

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.

GOAL 6

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.

GOAL 7

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.



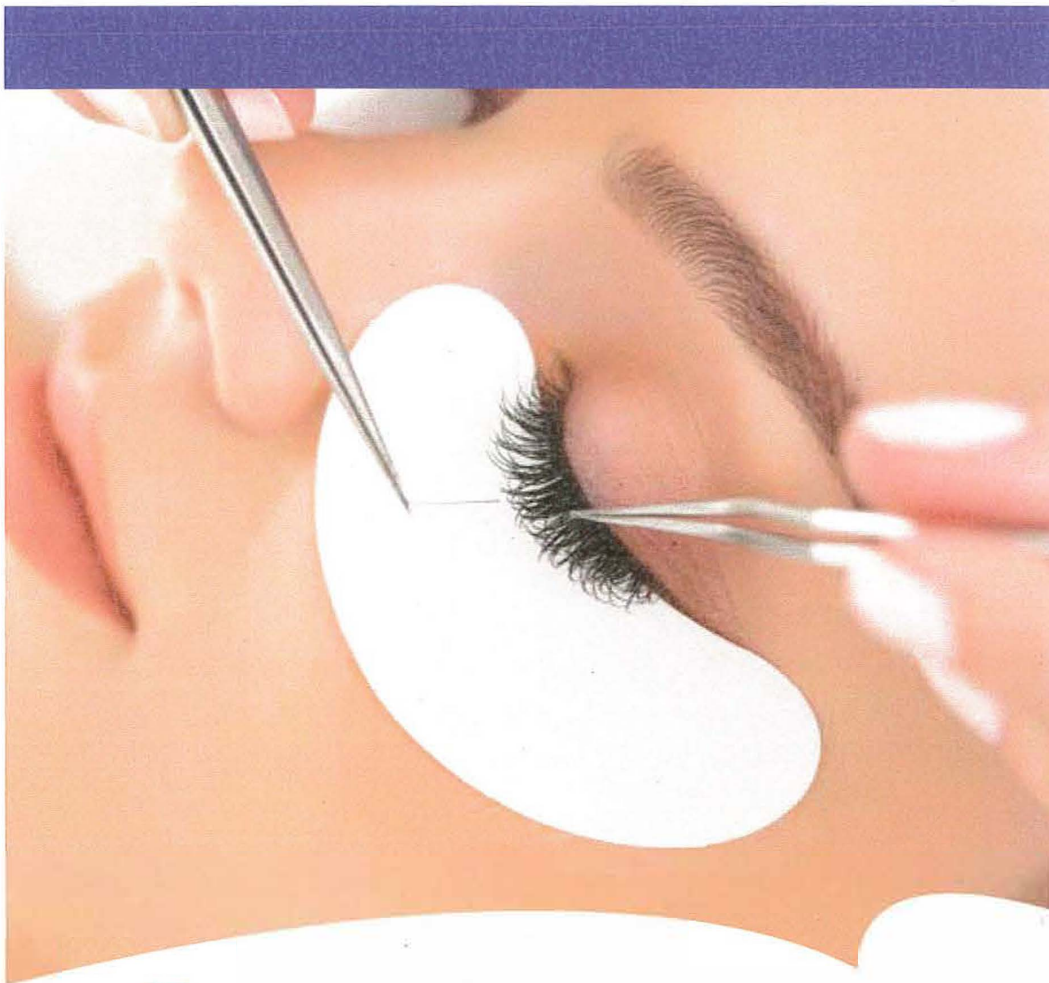


Strategic Planning Process

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
Term Ends	1/1/2019		

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	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	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	6/20/2016	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	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	8/21/2017	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
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	4/20/2015	Sacramento	Yes
Legislative and Budget	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	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	8/27/2018	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	1/1/2019		

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	3/16/2015	Ontario	Yes
DRC Hearing	3/17/2015	Ontario	Yes
DRC Hearing	3/18/2015	Ontario	N/A
DRC Hearing	3/19/2015	Ontario	Yes
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	3/21/2016	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	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	8/26/2014	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
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	10/24/2016	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	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		

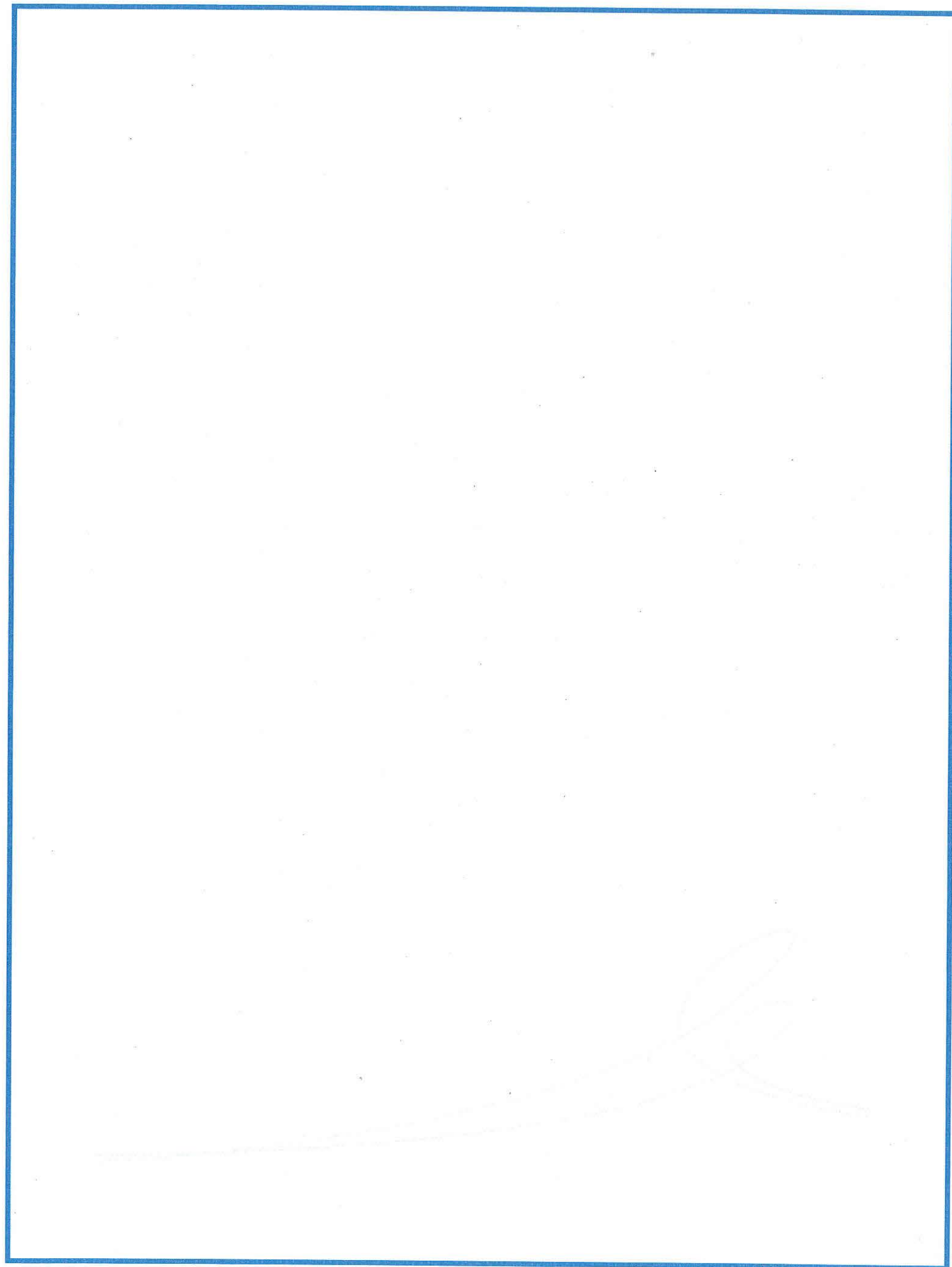


Table 1b. Board Member Roster

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) 700-7191 - 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.



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.

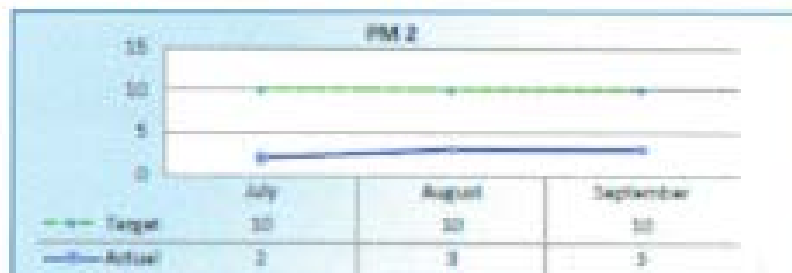


Total Received: 1,355 Monthly Average: 444

Complaints: 904 | 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

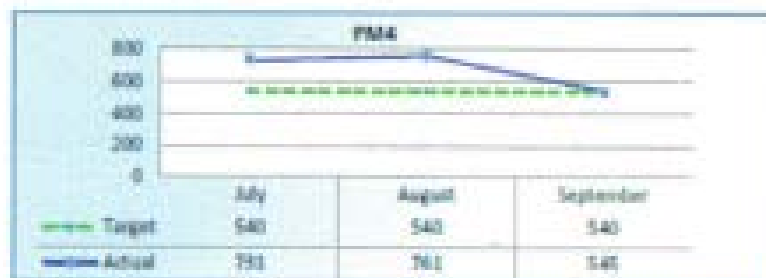
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 120 Days | Actual Average: 54 Days

PM4 | Formal Discipline

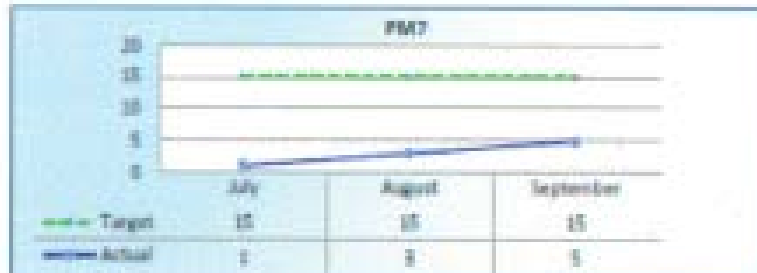
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (includes intake and investigation by the Board and prosecution by the AG).



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.

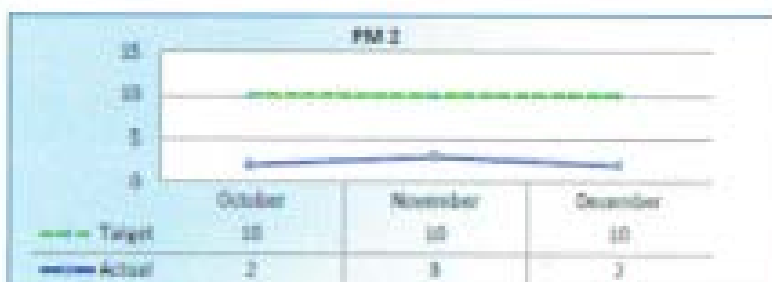


Total Received: 1,255 Monthly Average: 418

Complaints: 910 | Convictions: 345

PM2 | Intake

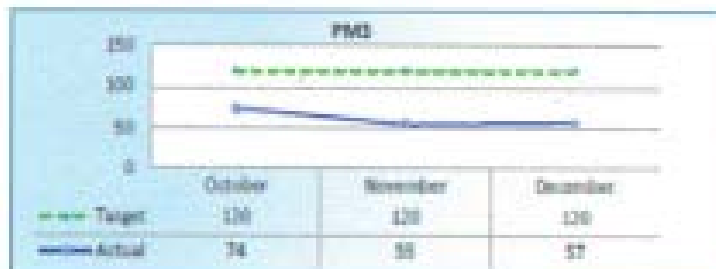
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



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: 64 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.

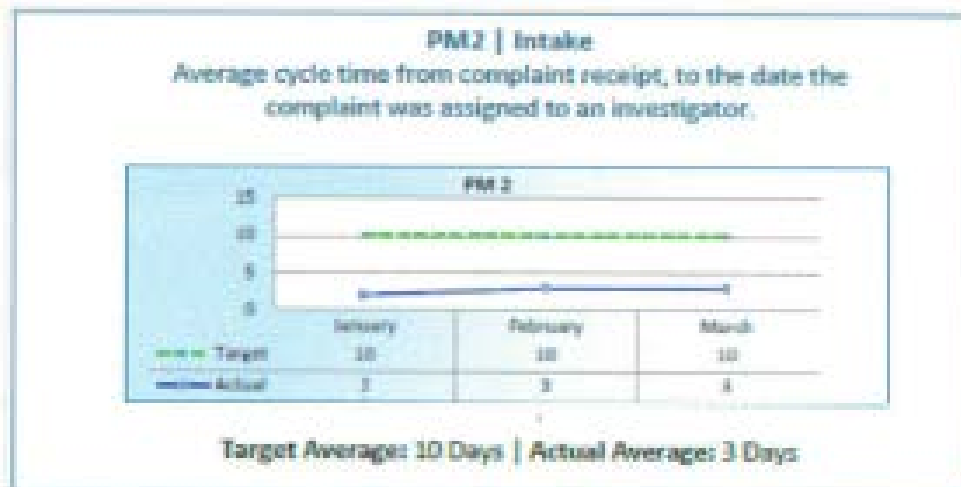
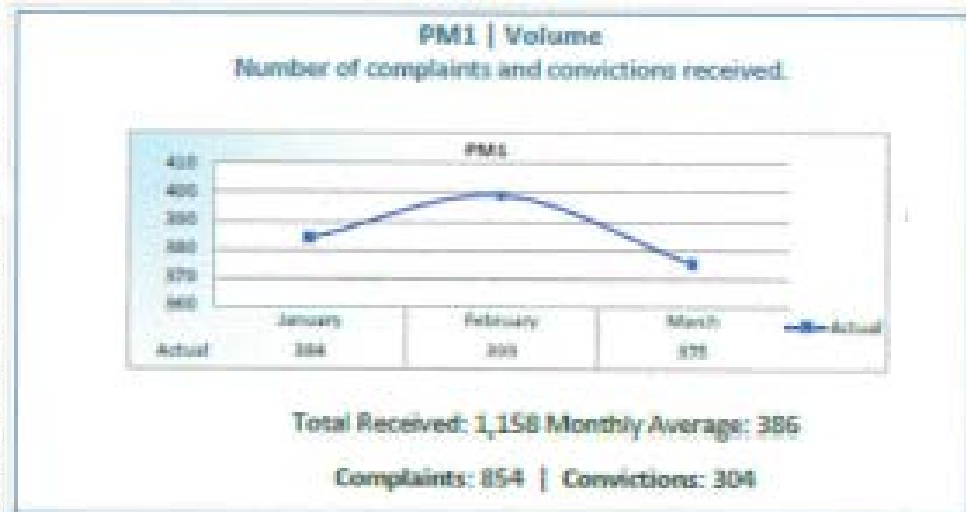
Target Average: 5 Days | Actual Average: N/A

Department of Consumer Affairs
Board of Barbering and
Cosmetology

Performance Measures

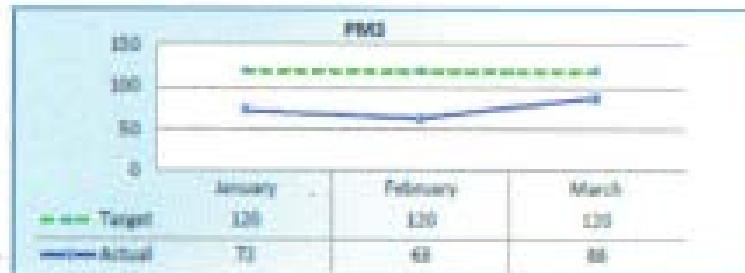
Q3 Report (January - March 2015)

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.



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

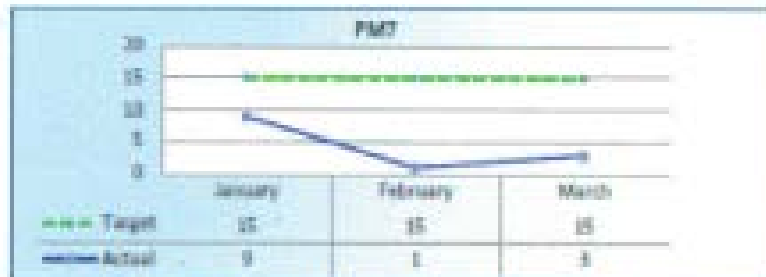
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 1,012 Days

PM7 | Probation Intake

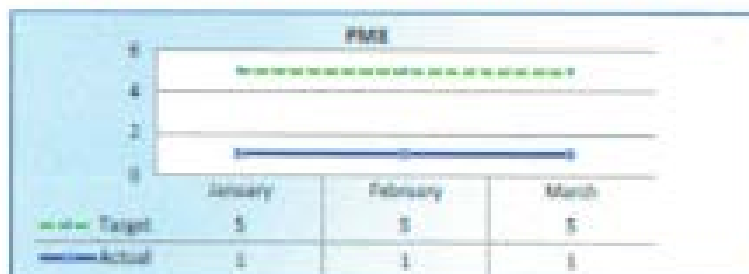
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



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.



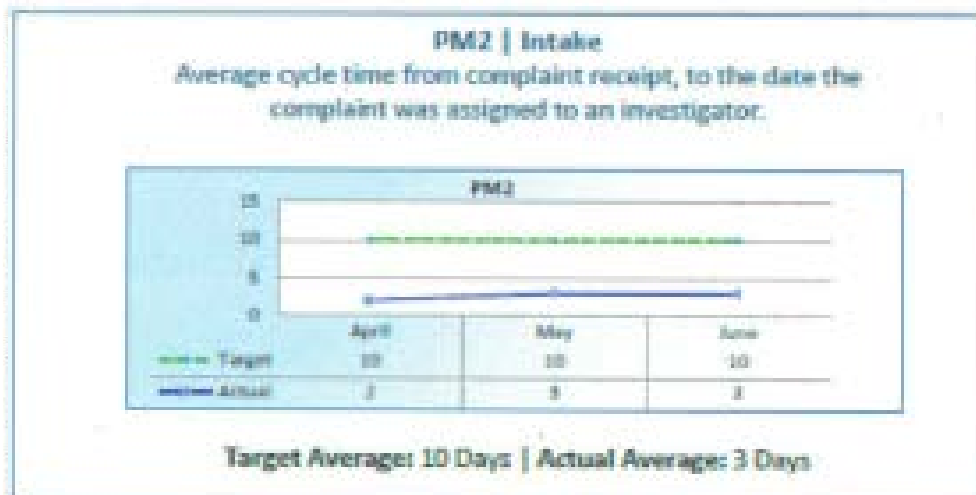
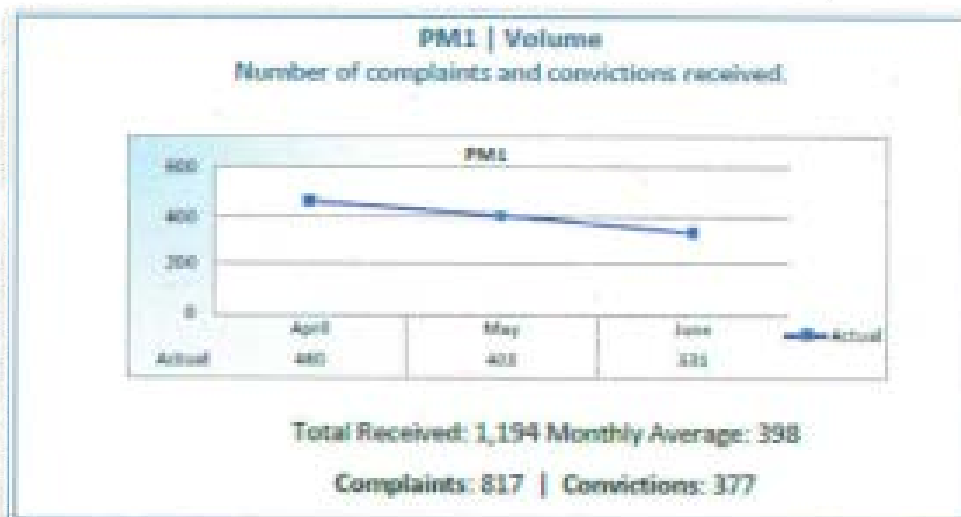
Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering and
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Performance Measures

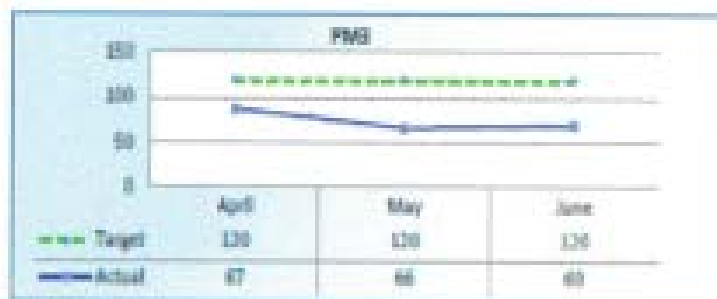
Q4 Report (April - June 2015)

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

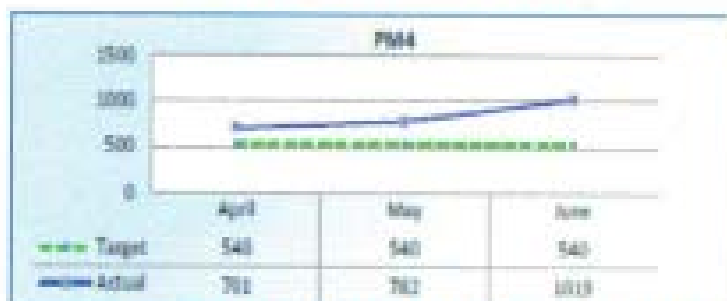
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (includes intake and investigation)



Target Average: 120 Days | Actual Average: 76 Days

PM4 | Formal Discipline

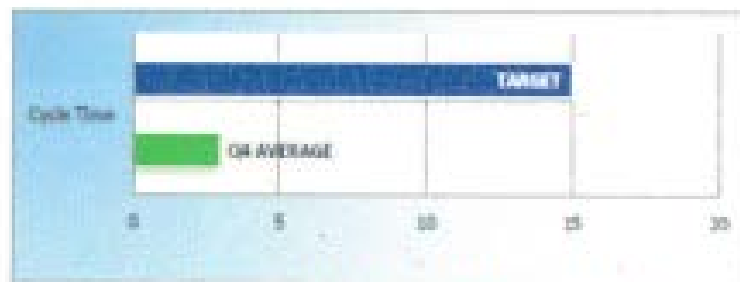
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (includes intake, investigation, and transmittal outcome)



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

PMB | 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

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: 1,058 Monthly Average: 352

Complaints: 848 | Convictions: 210

PM2 | Intake

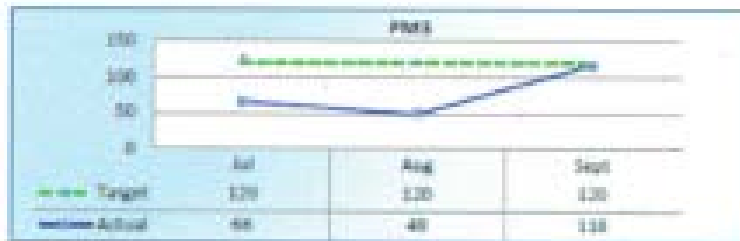
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



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

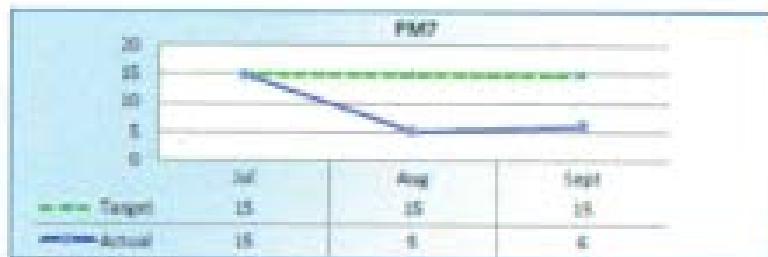
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 881 Days

PM7 | Probation Intake

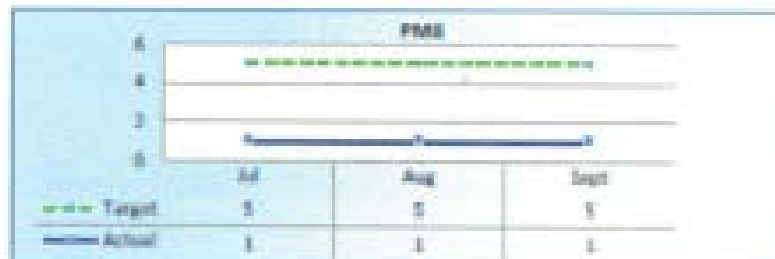
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



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.



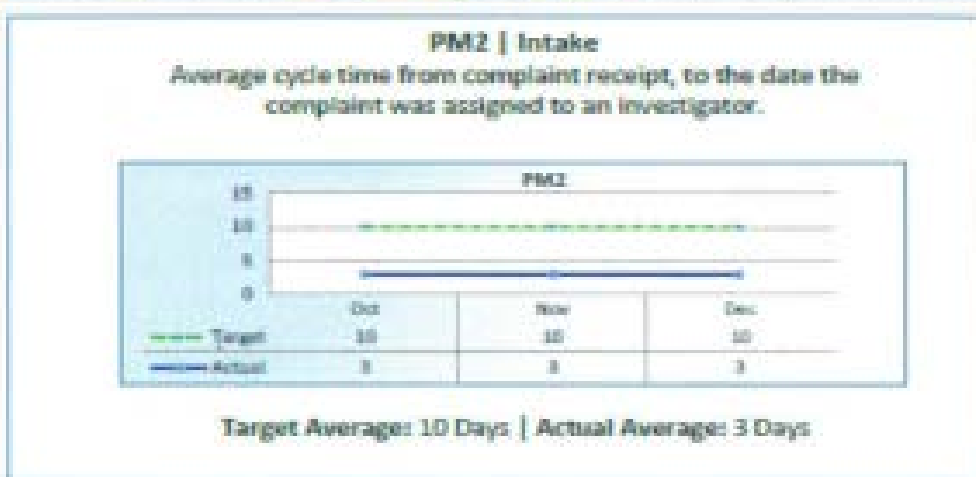
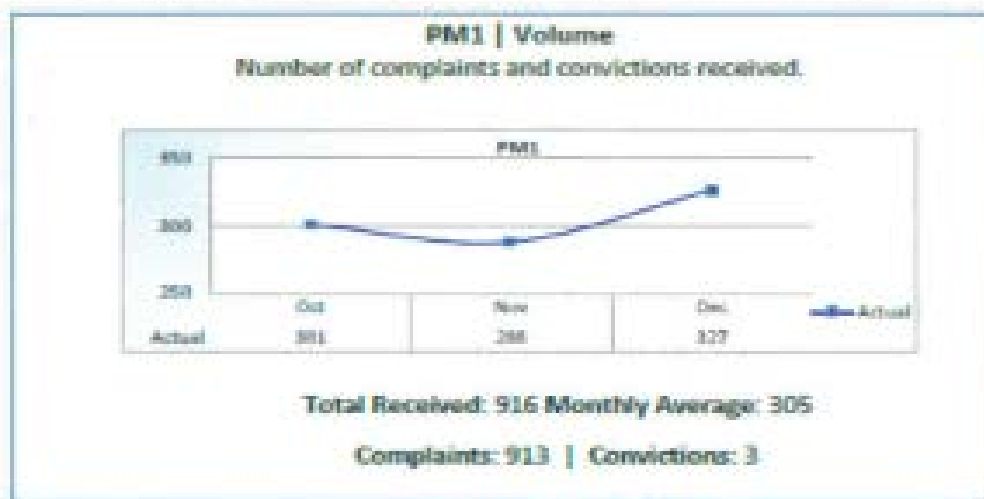
Target Average: 5 Days | Actual Average: 1 Day

Department of Consumer Affairs
Board of Barbering and
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Performance Measures

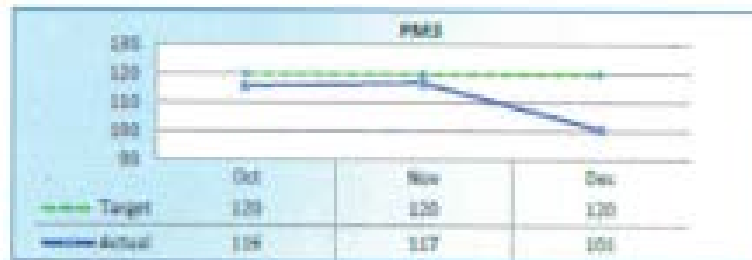
Q2 Report (October - December 2015)

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.



PM3 | Intake & Investigation

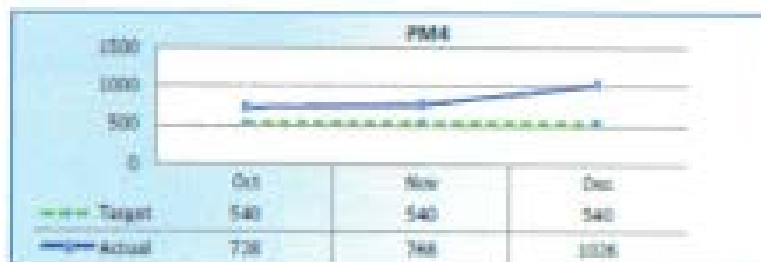
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



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

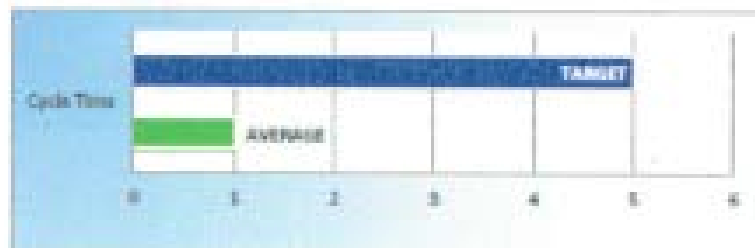
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



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
Cosmetology

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

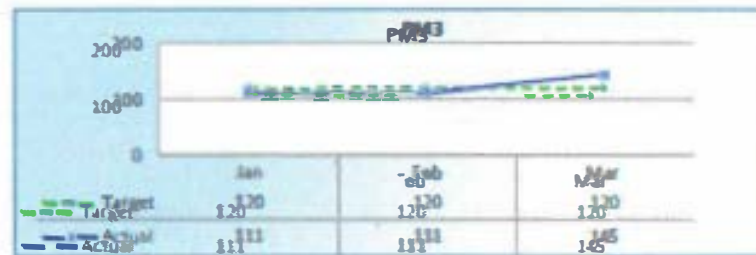
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days | Actual Average: 2 Days

PM3 | Intake & Investigation

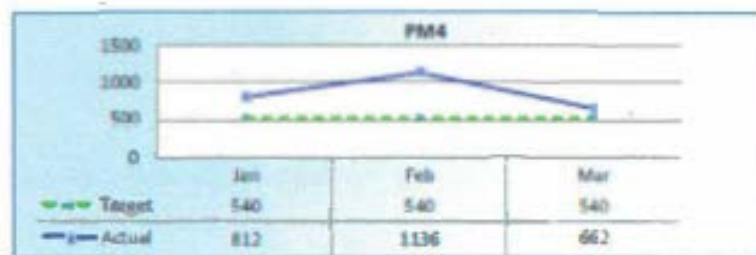
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 125 Days

PM4 | Formal Discipline

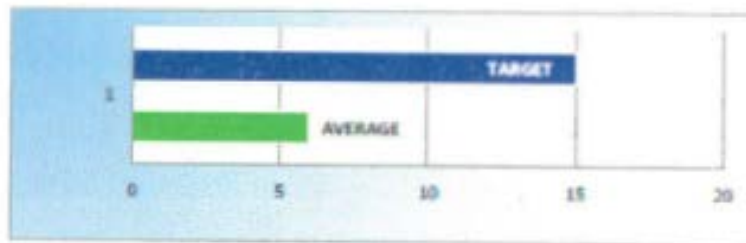
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 794 Days

PM7 | Probation Intake

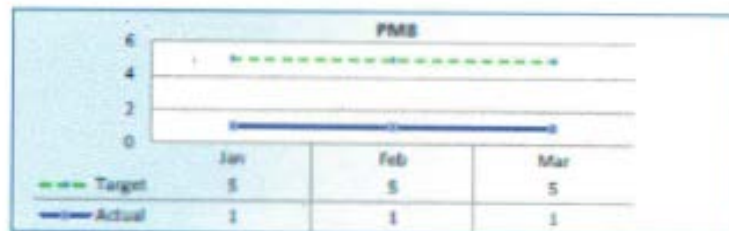
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 6 Days

PM8 | Probation Violation Response

Average number of days from the date 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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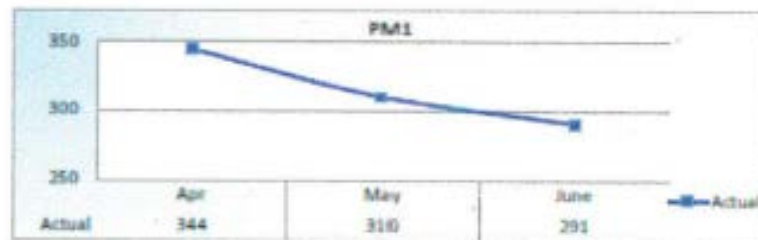
Performance Measures

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.

PM1 | Volume

Number of complaints and convictions received.

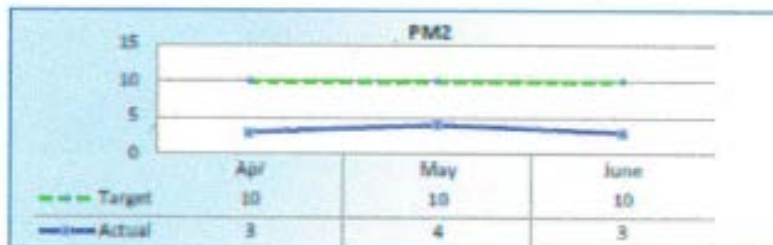


Total Received: 945 Monthly Average: 315

Complaints: 945 | Convictions: 0

PM2 | Intake

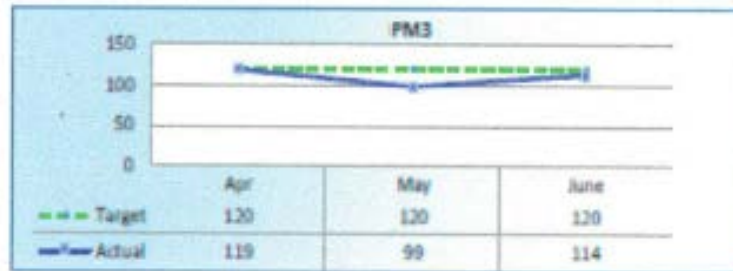
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days | Actual Average: 3 Days

PM3 | Intake & Investigation

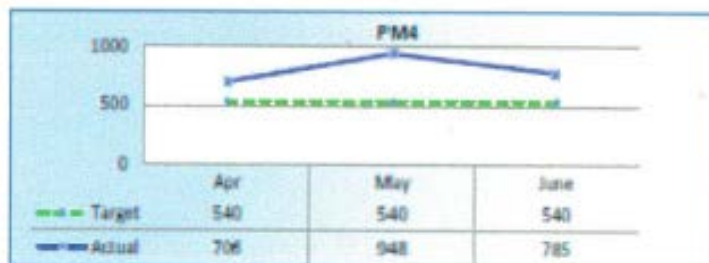
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 120 Days | Actual Average: 112 Days

PM4 | Formal Discipline

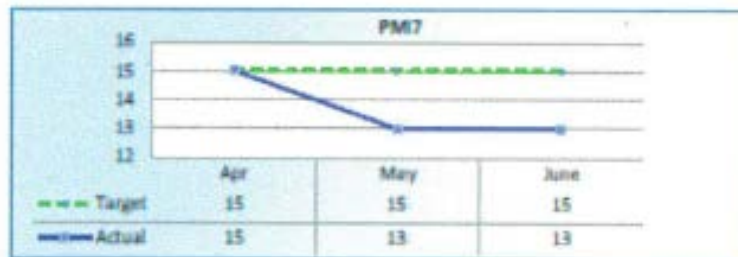
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 746 Days

PM7 | Probation Intake

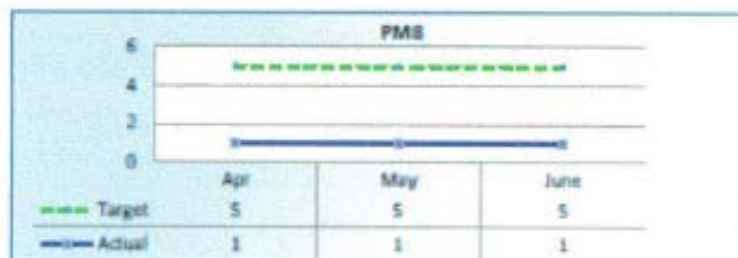
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



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.

PM1 | Volume

Number of complaints and convictions received.

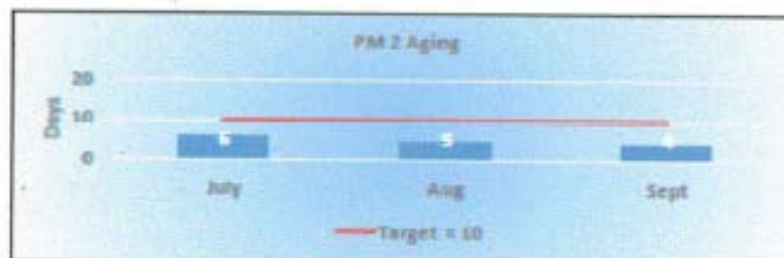


Total Received: 829 Monthly Average: 276

Complaints: 828 | Convictions: 1

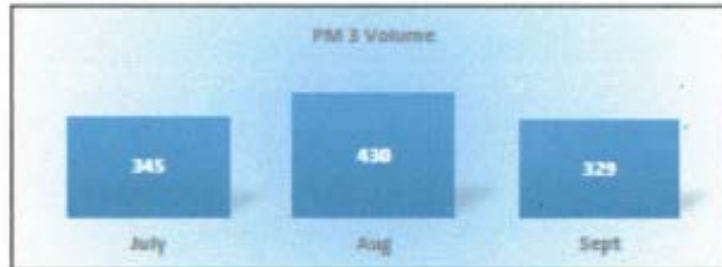
PM2 | Intake – Cycle Time

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

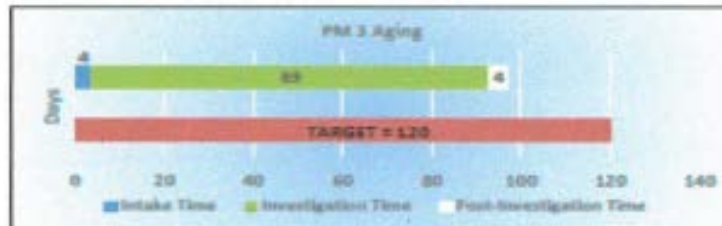
PM3 | Investigations – Volume
 Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 1,024 | 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)

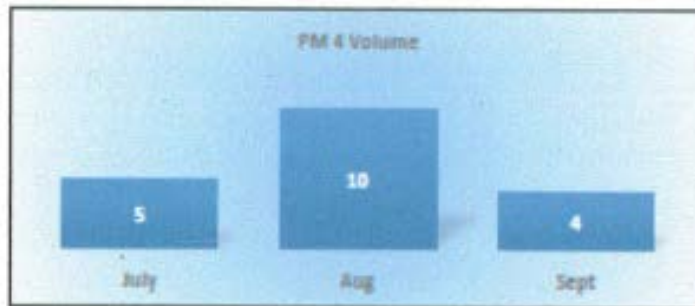


Target Average: 120 Days | Actual Average: 95 Days

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

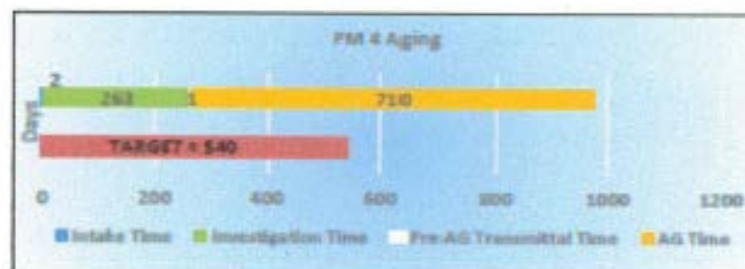
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



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.).

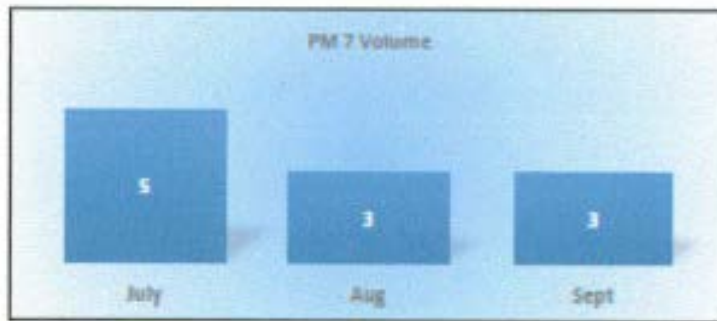


Target Average: 540 Days | Actual Average: 973 Days

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

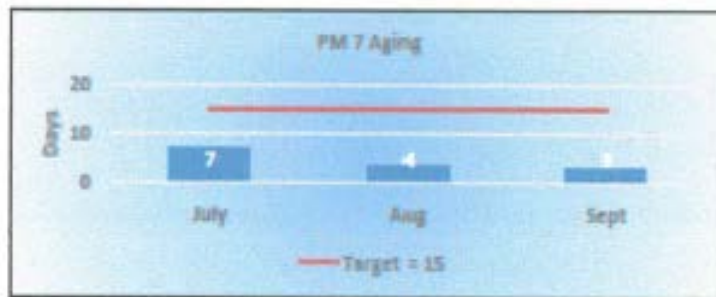
Number of new probation cases.



Total: 11

PM7 | Probation Intake – Cycle Time

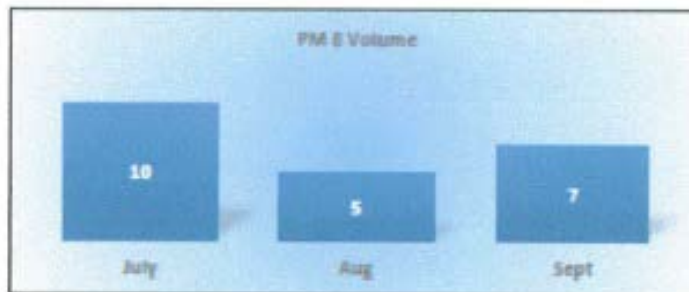
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 5 Days

PM8 | Probation Violation Response – Volume

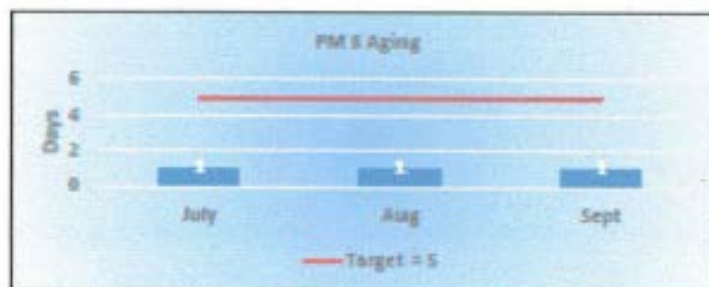
Number of probation violation cases.



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
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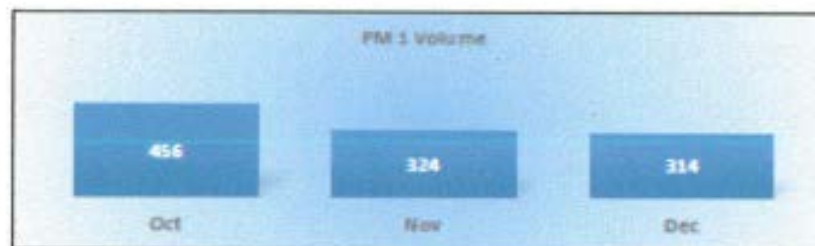
Enforcement Performance Measures

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.

PM1 | Volume

Number of complaints and convictions received.

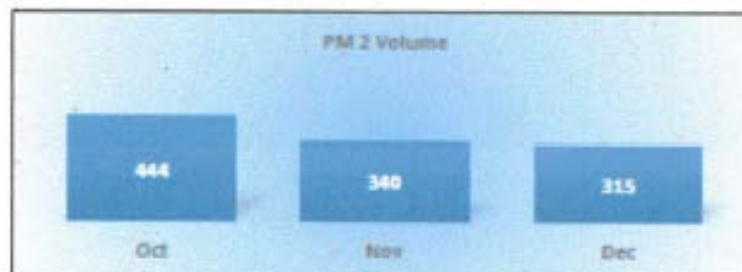


Total Received: 1,094 Monthly Average: 365

Complaints: 1,092 | Convictions: 2

PM2 | Intake – Volume

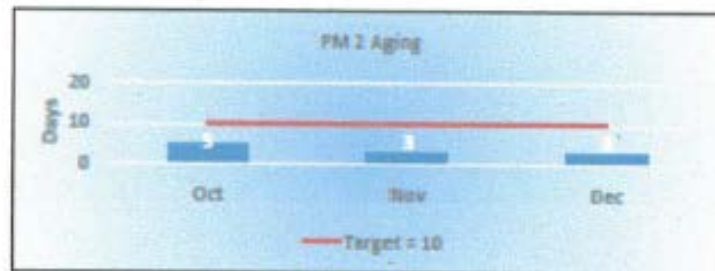
Number of complaints closed or assigned to an investigator.



Total: 1,099 | Monthly Average: 366

PM2 | Intake – Cycle Time

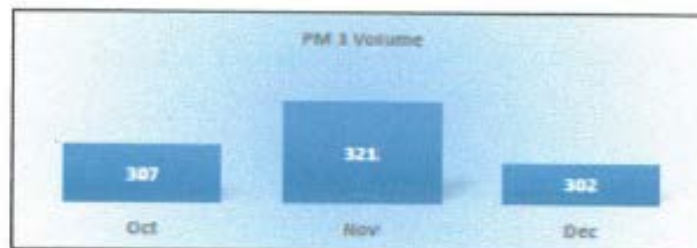
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 4 Days

PM3 | Investigations – Volume

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



Total: 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

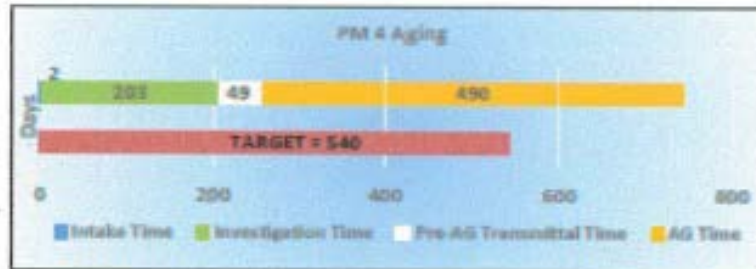
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



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.).

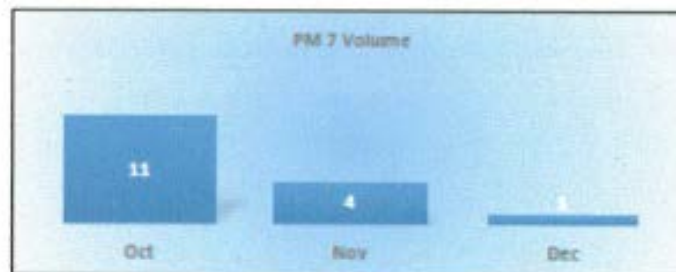


Target Average: 540 Days | Actual Average: 741 Days

² Due to rounding, there might be small discrepancies between the 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

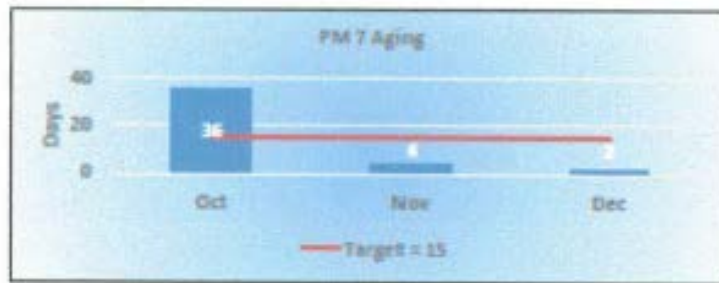
Number of new probation cases.



Total: 16

PM7 | Probation Intake – Cycle Time

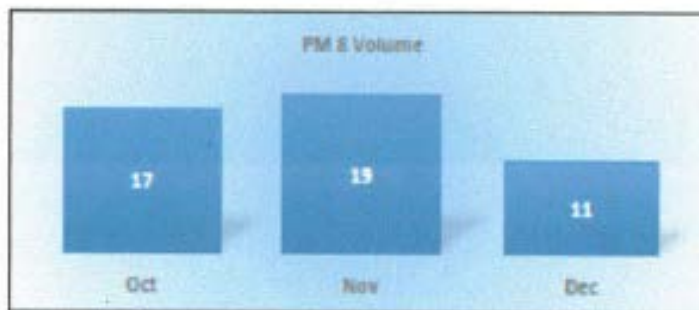
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 26 Days

PM8 | Probation Violation Response – Volume

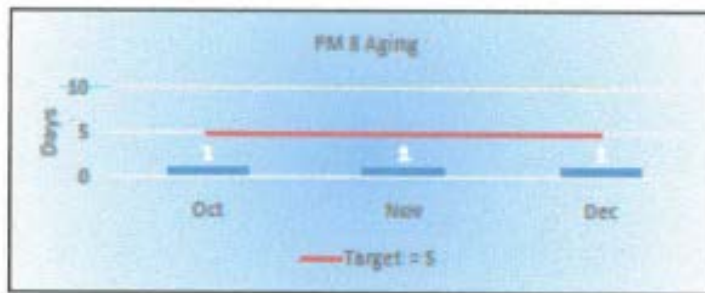
Number of probation violation cases.



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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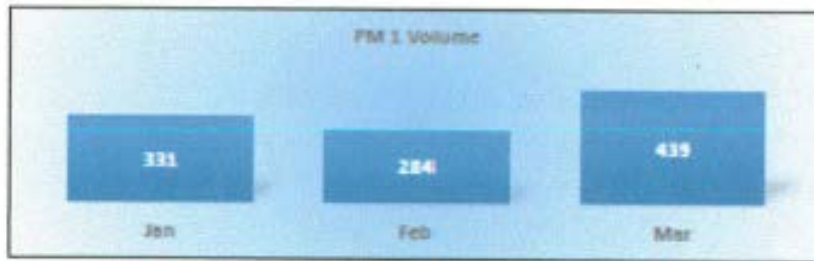
Enforcement Performance Measures

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.

PM1 | Volume

Number of complaints and convictions received.



Total Received: 1,054 Monthly Average: 351

Complaints: 1,054 | Convictions: 0

PM2 | Intake – Volume

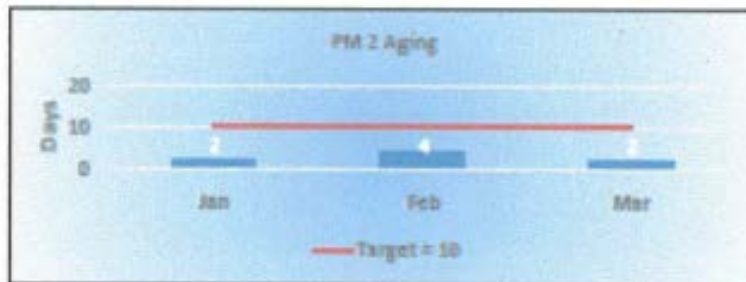
Number of complaints closed or assigned to an investigator.



Total: 1,050 | Monthly Average: 350

PM2 | Intake – Cycle Time

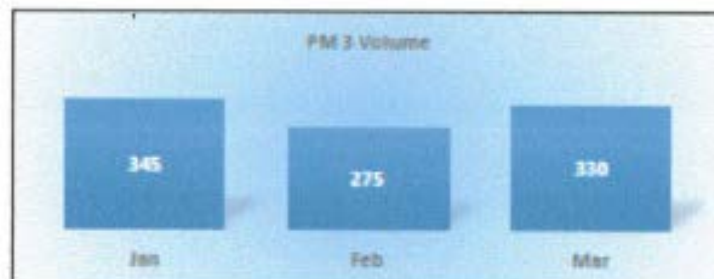
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 3 Days

PM3 | Investigations – Volume

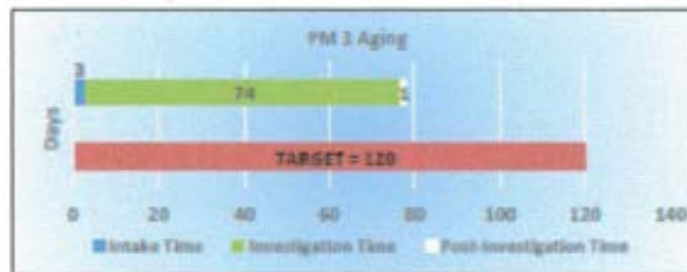
Number of investigations closed (not including cases transmitted to the Attorney General).



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.)

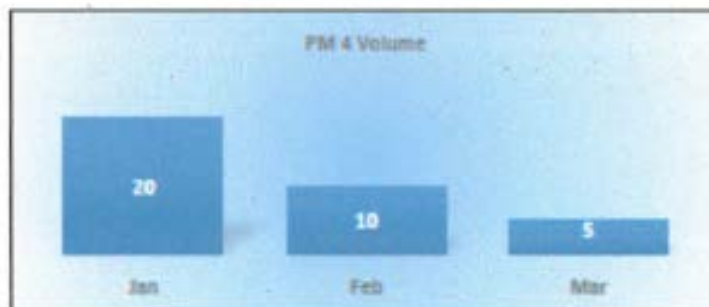


Target Average: 120 Days | Actual Average: 77 Days

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

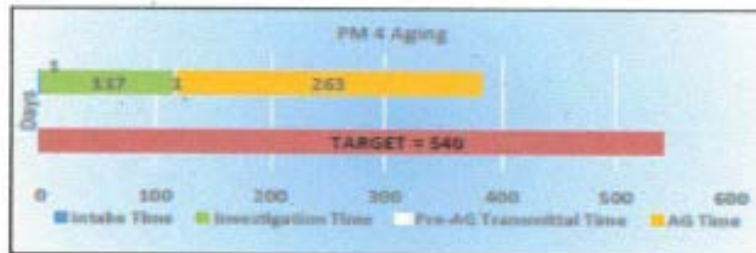
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



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.).

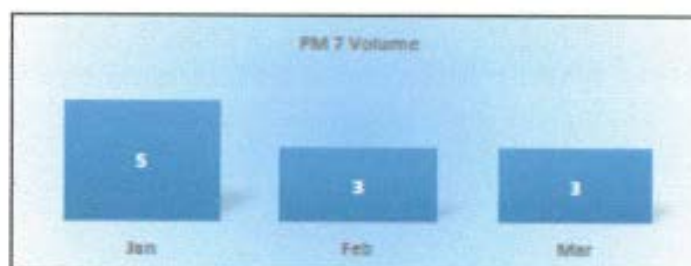


Target Average: 540 Days | Actual Average: 381 Days

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

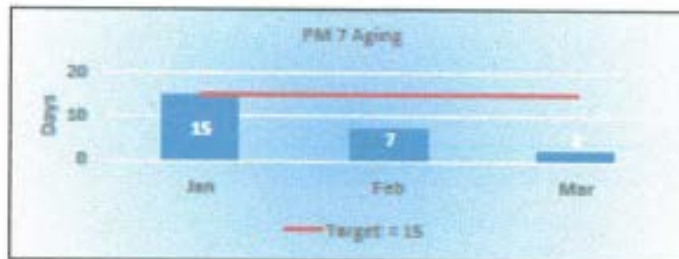
Number of new probation cases.



Total: 11

PM7 | Probation Intake – Cycle Time

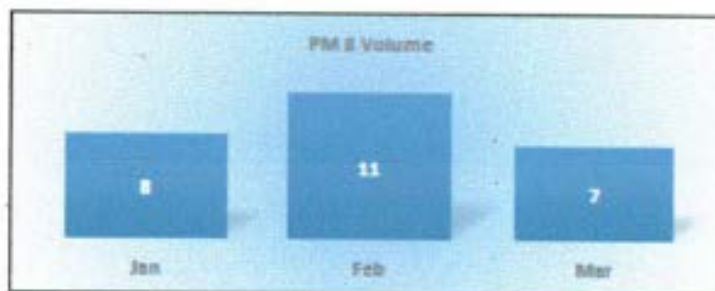
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 9 Days

PM8 | Probation Violation Response – Volume

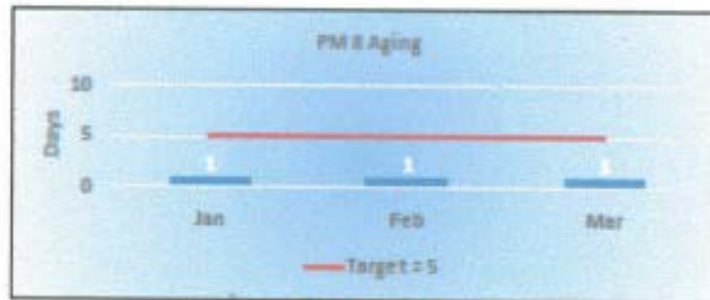
Number of probation violation cases.



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

Department of Consumer Affairs
Board of Barbering &
Cosmetology

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.

PM1 | Volume

Number of complaints and convictions received.



Total Received: 1,134 | Monthly Average: 378

Complaints: 1,128 | Convictions: 6

PM2 | Intake – Volume

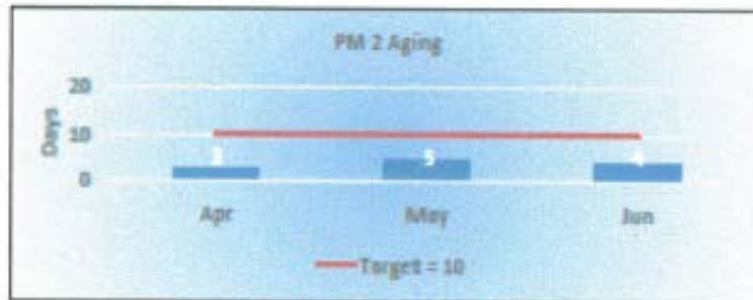
Number of complaints closed or assigned to an investigator.



Total: 1,126 | Monthly Average: 375

PM2 | Intake – Cycle Time

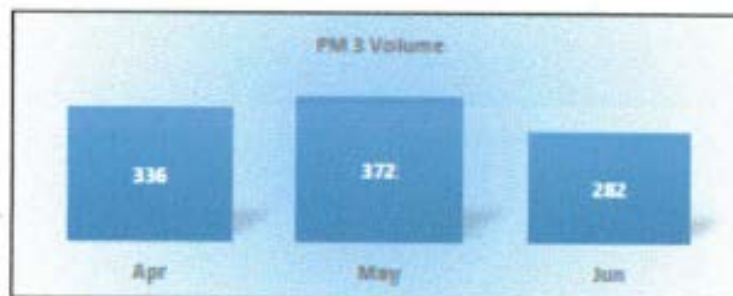
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 4 Days

PM3 | Investigations – Volume

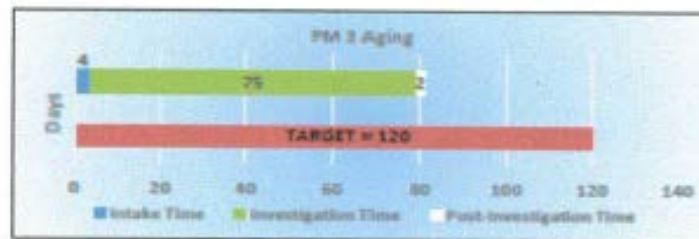
Number of investigations closed (not including cases transmitted to the Attorney General).



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.)

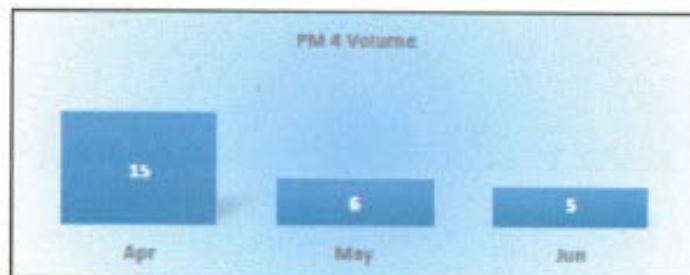


Target Average: 120 Days | Actual Average: 79 Days

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

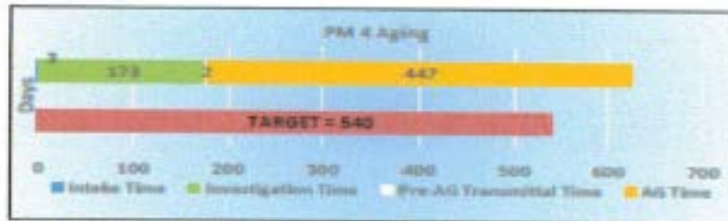
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



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.).

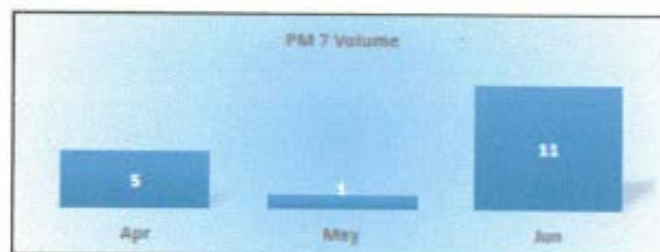


Target Average: 540 Days | Actual Average: 620 Days

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

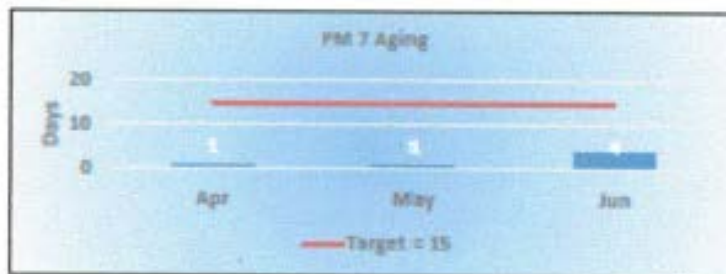
Number of new probation cases.



Total: 17

PM7 | Probation Intake – Cycle Time

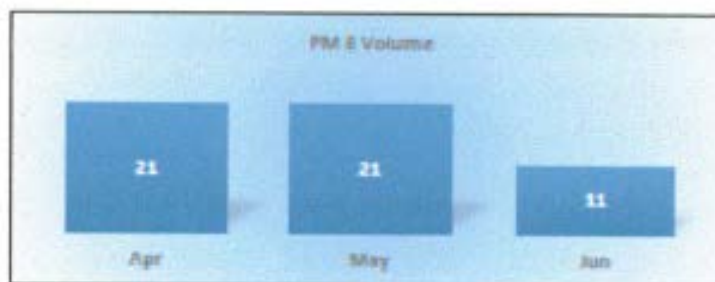
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



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
California Board of
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Cosmetology

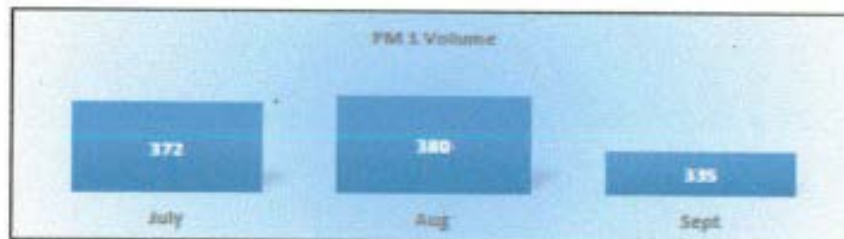
Enforcement Performance Measures

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.

PM1 | Volume

Number of complaints and convictions received.

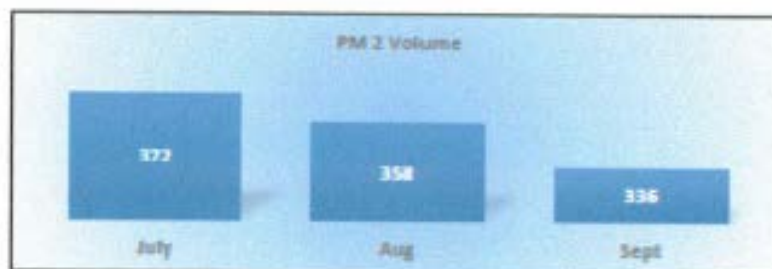


Total Received: 1087 | Monthly Average: 362

Complaints: 1,086 | Convictions: 1

PM2 | Intake – Volume

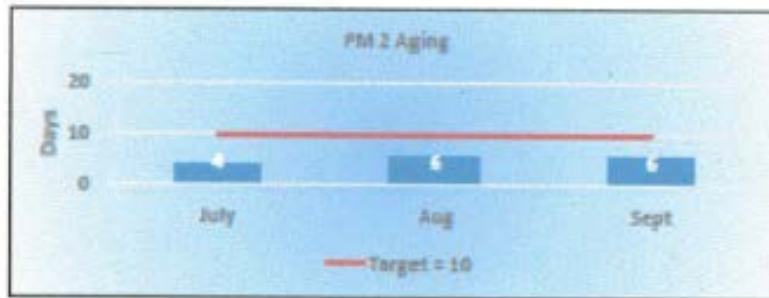
Number of complaints closed or assigned to an investigator.



Total: 943 | Monthly Average: 355

PM2 | Intake – Cycle Time

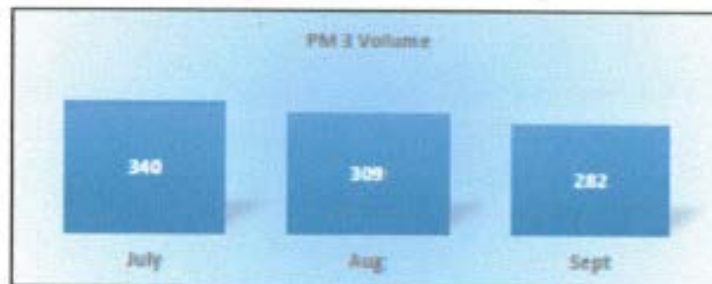
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 5 Days

PM3 | Investigations – Volume

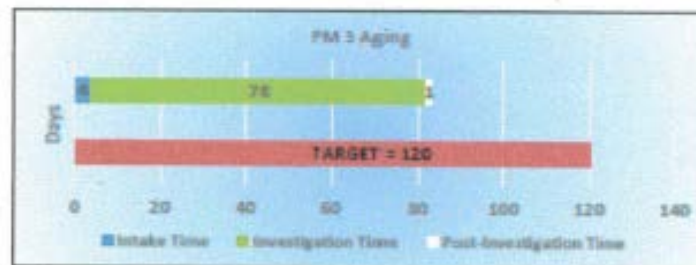
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 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)

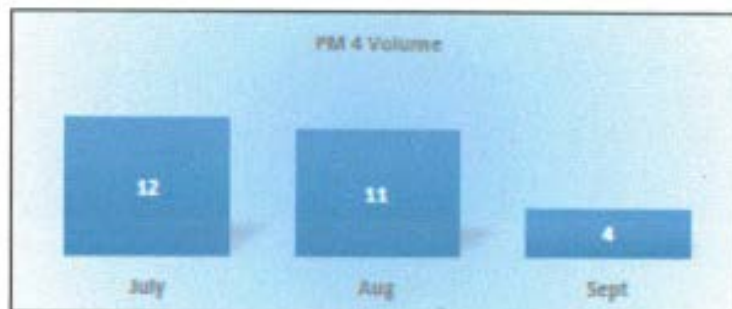


Target Average: 120 Days | Actual Average: 78 Days

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

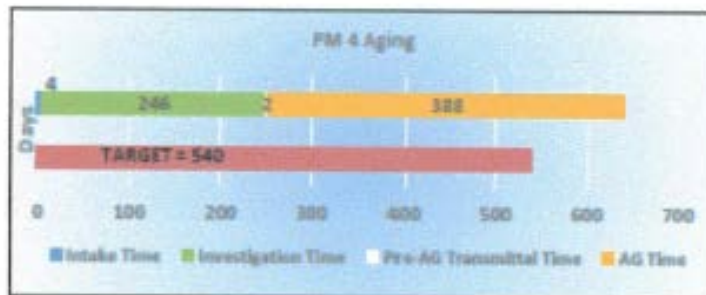
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



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.).

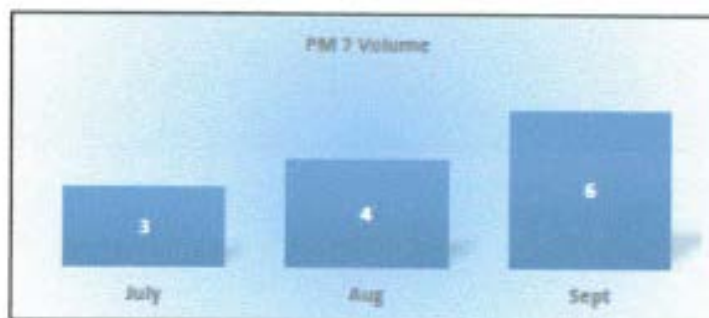


Target Average: 540 Days | Actual Average: 640 Days

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

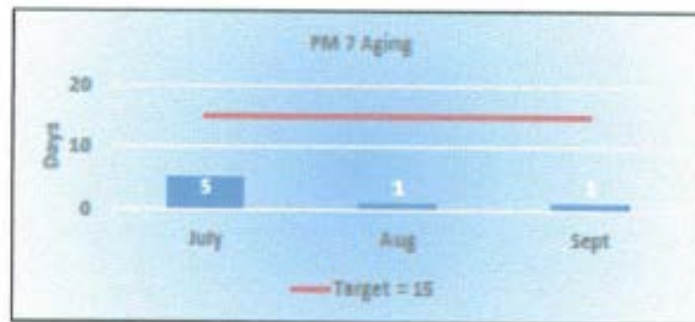
Number of new probation cases.



Total: 13

PM7 | Probation Intake – Cycle Time

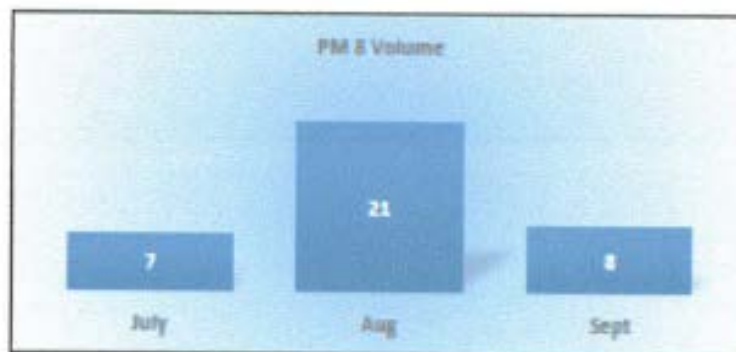
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 15 Days | Actual Average: 2 Days

PM8 | Probation Violation Response – Volume

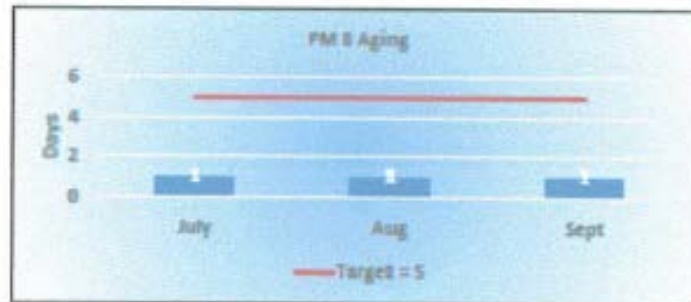
Number of probation violation cases.



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.

PM1 | Volume

Number of complaints and convictions received.

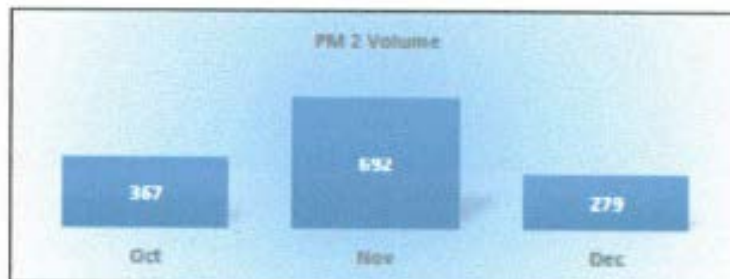


Total Received: 1,322 | Monthly Average: 441

Complaints: 1,321 | Convictions: 1

PM2 | Intake – Volume

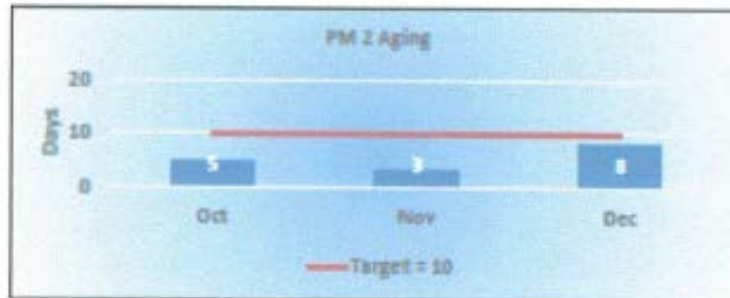
Number of complaints closed or assigned to an investigator.



Total: 1,338 | Monthly Average: 446

PM2 | Intake – Cycle Time

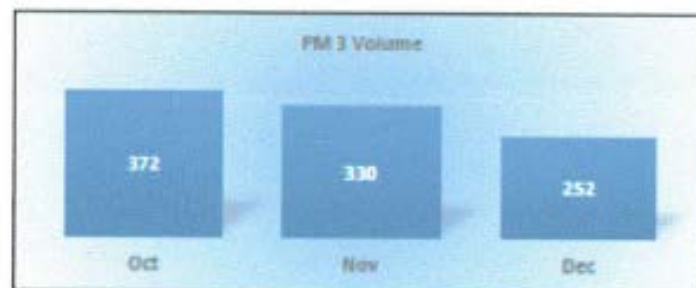
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 4 Days

PM3 | Investigations – Volume

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



Total: 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)

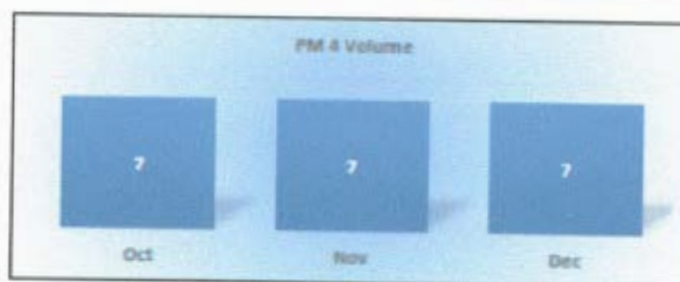


Target Average: 120 Days | Actual Average: 86 Days

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

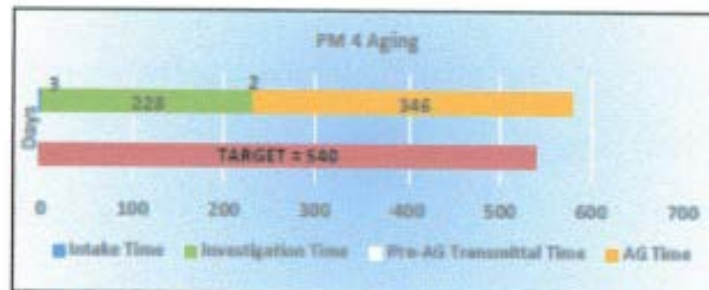
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



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.).

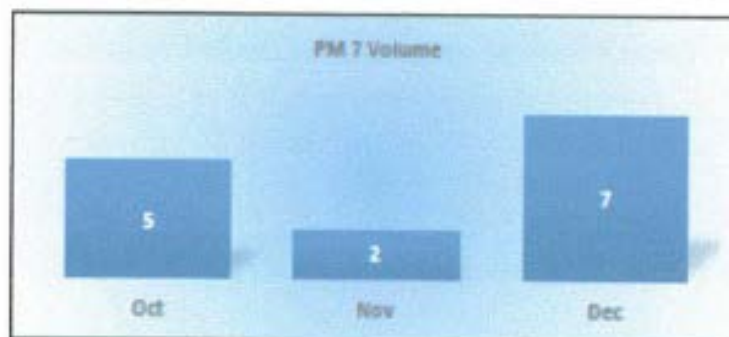


Target Average: 540 Days | Actual Average: 579 Days

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

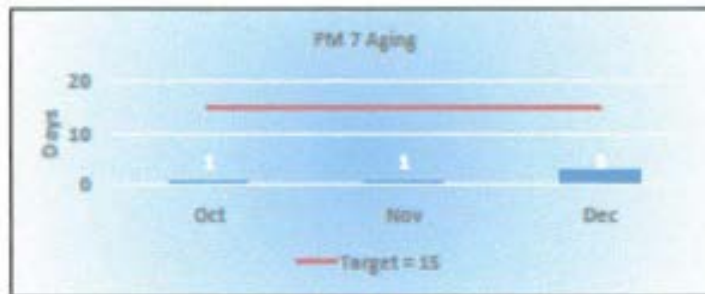
Number of new probation cases.



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

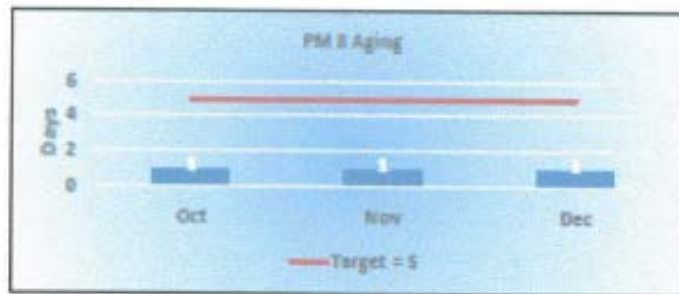
Number of probation violation cases.



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

Department of Consumer Affairs
**Board of Barbering &
Cosmetology**

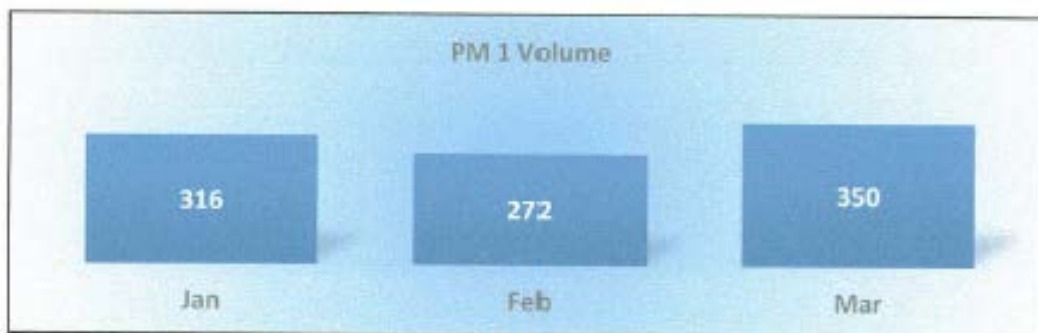
Enforcement Performance Measures

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.

PM1 | Volume

Number of complaints and convictions received.

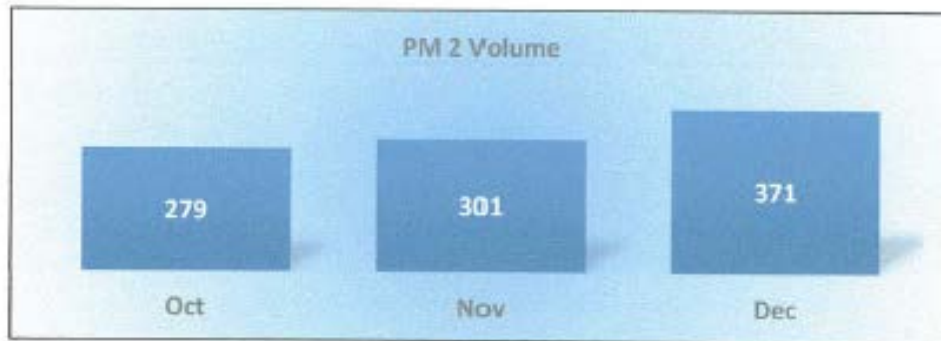


Total Received: 938 Monthly Average: 313

Complaints: 935 | Convictions: 3

PM2 | Intake – Volume

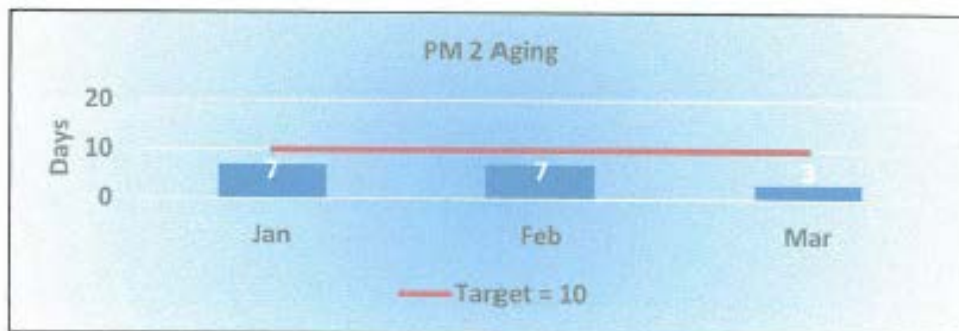
Number of complaints closed or assigned to an investigator.



Total: 951 | Monthly Average: 317

PM2 | Intake – Cycle Time

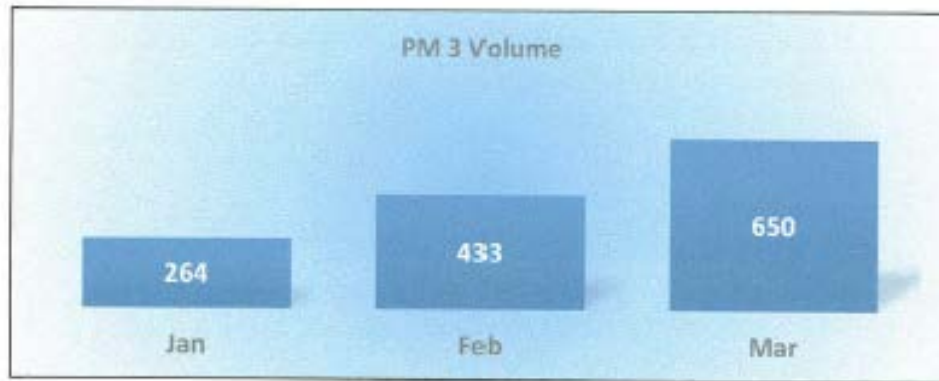
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 5 Days

PM3 | Investigations – Volume

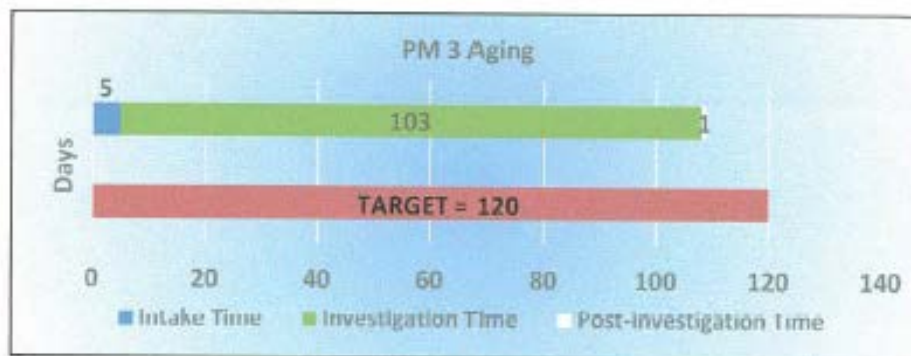
Number of investigations closed (not including cases transmitted to the Attorney General).



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.)

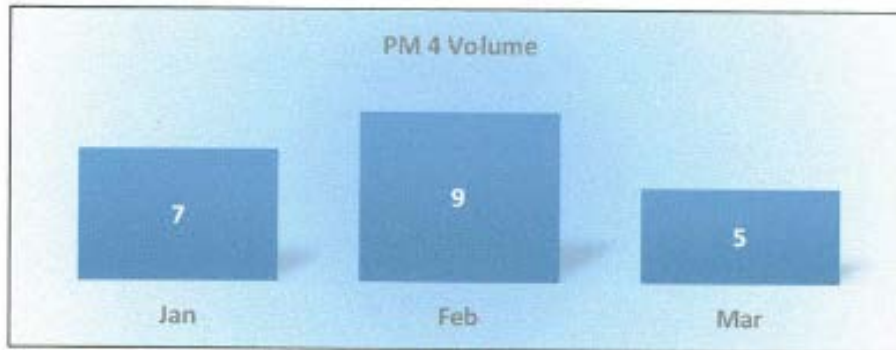


Target Average: 120 Days | Actual Average: 106 Days

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

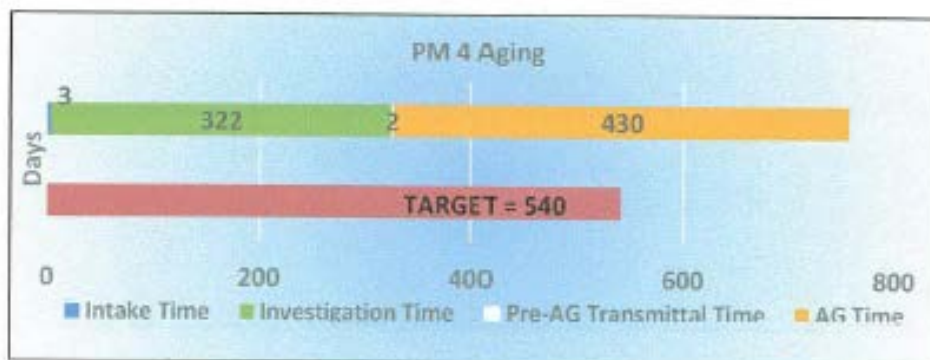
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



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.).

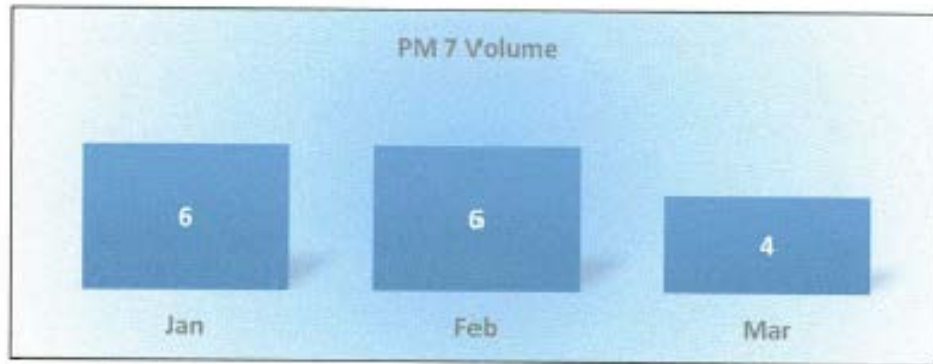


Target Average: 540 Days | Actual Average: 751 Days

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

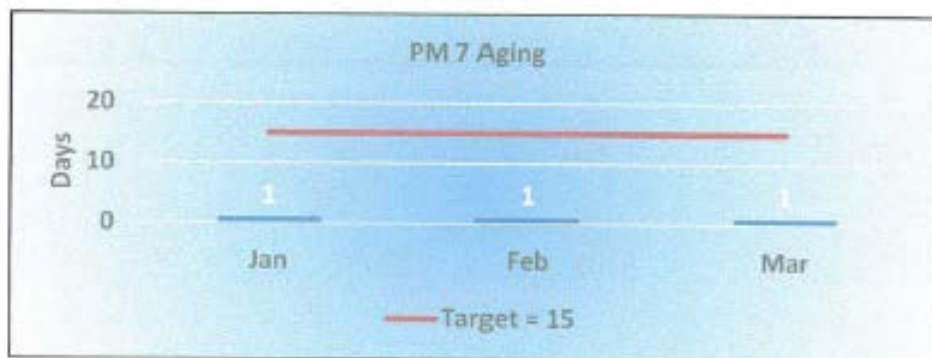
Number of new probation cases.



Total: 16

PM7 | Probation Intake – Cycle Time

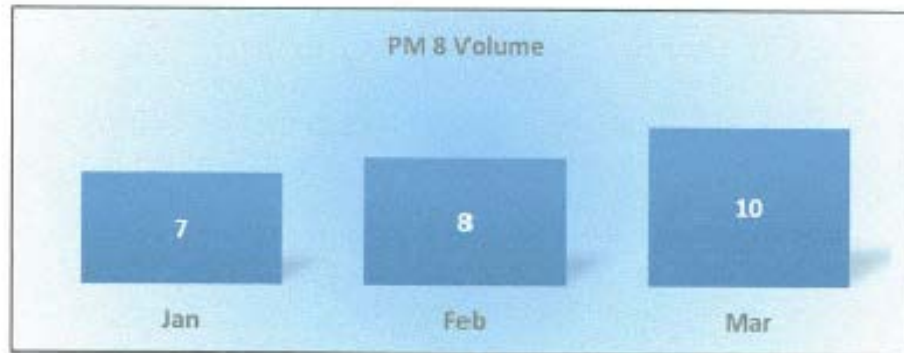
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



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





BarbierCassini

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