

# Agency 5-Year Plan

## **Issue 1** Board Resources

**Description:** Board Resources

### **Solutions:**

The Board of Cosmetology, (BOC), must be able to effectively and continually improve and update services rendered to its licensees and consumers. The BOC provides, with great efficiency, services to approximately 98,893 licenses within the BOC's database, a number that had been kept at a steady pace of growth annually.

The BOC will continue to use Board Resources to educate consumers, licensees and Board Members, through circulars and website updates. Due to the Board's continued endeavors and provided education, we continue to see a reduction in serious injuries to Arizona Consumers.

To allow the Board to fulfill its mandate within constraints of a limited appropriated budget, the Board is seeking to increase our appropriation without intervening with operational demands, the extra time to scan files, additional Infection Protection/Law Review Classes which will increase due to A.R.S. § 32-506 (14) a legislative change, more applicants due to the new Universal Recognition License A.R.S. § 32-42-4302, increase of examination applications, outside & professional & temporary services, supplies, facility maintenance and other operating expenses.

Arizona State Board of Barbering and Cosmetology  
Fiscal Year 2023

H.B. 2029, State of Arizona, Fifty-Fifth Legislature, 2021

The Arizona State Board of Barbers and the Arizona State Board of Cosmetology will consolidate and become one Board, The Arizona State Barbering and Cosmetology Board, effective January 1, 2022.

## **Issue 2** Improved Enforcement Efficiency

**Description:** Improved Enforcement Efficiency

### **Solutions:**

One of the priorities for The Board of Cosmetology, (BOC), is to fill the two vacant Inspector positions, two vacant Admin II, and 1.5 vacant Customer Service Position. The importance in conducting health and safety inspections at least once a year is a priority for the protection of consumers and the education of licensee's through inspections. These goals cannot be met, due to the lack of Inspector positions. The hiring of two additional inspectors will allow the agency to continue with the Risk Based Salon Inspection approach. We are presently working with only two Inspectors and three Investigators where we need at least two additional Inspector in the field in order to reach the strategic goal of the 1 year inspection requirement. These goals cannot be met at this time due to the increase of licensed salons and schools.

Currently the agency employs three customer service representatives. With the upcoming agency consolidation with the Barber Board, and the additional incoming calls due to the agency offering all services online, the agency will need additional customer service representatives to relieve the workflow. Currently the agency has consistently employed two temporary contractors to assist the agency with customer service duties. Due to our current appropriation constraints, we are unable to fill the vacant positions in order to meet the agencies goals. The Arizona State Board of Cosmetology requests to request additional appropriation in order to support the cost of additional staff.

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**Issue 3** System maintenance Support, Equipment Replacement, Enhancement, & Upgrades.

**Description:** System maintenance Support, Equipment Replacement, Enhancement, & Upgrades.

**Solutions:**

Solutions:

The Arizona State Board of Cosmetology (BOC) must continue to work on the efficiency and accuracy of licensee's electronic filing. Acquiring a new licensing system will allow BOC enhance the out dated functions and will allow user friendly and increase application on-line.

By 2023 - The BOC will need to purchase a new enterprise solution to replace our unfriendly and unfavorable database system.

By 2023 - The BOC would develop the lacking inspection route mapping and tracking and risk base inspection rating method. The project further aligns with the state's initiative for agency's to conduct business electronically where possible.

**Funding Issue**

GL Suites/Replacement – Agency's Database

BOC is requesting additional appropriation for purposes of replacing the current licensing database system. The BOC has been faced with numerous operational function issues and lack of security with the agency's database. Changes or updates with the current database takes several months to complete, lack of constant vendors staff & support, and the increasing cost of the database, has forced the agency's decision to replace the current data base.

BOC is currently working with ADOA-ASET to select a single vendor, and to finalize the PIJ for this migration. ADOA-ASET and OSPB are aware of the situation that the board is facing with the selection of the new database and vendor.

AZBOC, database houses over 98,893 plus licensees, complaint files, student hours and inspections. The requirements for a new database must include customization of school student's hour report module, agency's online applications to include; renewals, first time applications, certifications and the mobile inspections module. The inspection mobile module would be partly in place but will require the agency's licensing database to allow the completion of the project.

**Equipment Replacement:**

-Continued upgrades and replacement computers, and laptops

**System maintenance support, enhancement, and upgrades:**

-Network services reviewed and renewal of service contracts.

Arizona State Board of Barbering and Cosmsetology

Fiscal Year 2023

H.B. 2029, State of Arizona, Fifty-Fifth Legislature, 2021

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**Issue 4** Budget Contingency Plan

**Description:** Budget Contingency Plan

**Solutions:**

The State Board of Cosmetology is requesting additional appropriation to support other Personal Services, PS, and Employee Related Expenses, ERE, to fund three vacant positions.

The Arizona State Board of Cosmetology has an FTE count of 24.5 positions. Due to the upcoming consolidation with the Barber Board and the increase volume of workload. The agency will request additional appropriation and FTE to support the agency's operations.

The Board continues to see and record the continued growth within the Cosmetology community and along with the increase of licenses, inspections, complaints, investigations, classes administered by staff, fraud investigations, multiple types of applications to be processed and customer service to be provided to licensees and the public.

The fundamental function of the board is to provide the optimal level of service to the public and licensees. The Board would like to continue to meet the Agency's strategic and annual goals, which includes the ability to reduce the number of delinquent licenses, increase the number of required inspections, and reduce the turn-around time for all applications and related transactions. Without an appropriation increase for the requested full time employees, this may have a negative impact on the level of productivity, and affect the level of service provided by the Board. An increase of appropriation to fill the requested positions is crucial for the Board to continue to function at a higher level and further serve the public to the best of its ability.

Arizona State Board of Barbering and Cosmsetology

Fiscal Year 2023

H.B. 2029, State of Arizona, Fifty-Fifth Legislature, 2021

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**Issue 5** A Quality continuity Plan

**Description:** A Quality continuity Plan

**Solutions:**

To provide continued public protection even in times COVID-19 and/or disaster, a workable continuity plan for a small agency must be in place. This will require finding a place to set up an office away from the current Board's office in case of a local tragedy, perhaps by coordinating with another State Agency for the use of their offices. There is a provision in the rule (A.A.C. R4-10-112 (S) (1) to allow for licensees to provide services outside of a salon setting in a disaster. Our database is hosted at an outside location providing extra security and minimal down time to the public.

Arizona State Board of Barbering and Cosmetology  
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**Issue 6** External Partners

**Description:** External Partners

**Solutions:**

Continue to maintain its relationship with current partners, the leadership involvement that has proven to assist the Board to benchmark and remain current both as a regulatory agency and as a leader in the Cosmetology profession. These partners include The Internal Revenue Service (for small business participation and investigative tax fraud), National Interstate Council of State Boards of Cosmetology, National Accreditation Commission of Cosmetology Arts and Sciences, Council for Licensure, Enforcement and Regulation Federation Association of Regulatory Boards, AACCS American Association of Cosmetology Schools, The Salon Association, ACIA (Arizona Cosmetology Industry Association), PCS (Professional Credential Services, Prometrics and others. All require travel to meeting locations or electronic participation at the very least which must continue to be funded. Board members hold office at National levels. Board Chairman, Executive Director, Deputy Director & Co- Chair National committee positions.

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**Issue 7** Public Communication

**Description:** Public Communication

**Solutions:**

Ongoing communication with the Arizona Legislature and State Administrations about the importance of the appropriation necessary to continue responsible regulation is required. Regulatory pamphlets, health and safety educational classes, and issues of public interest, to answer regulatory questions and issues. Reorganization and the continuing restructuring of the Agency website is needed to improve communication. By 2022 and 2023 printing brochures and/or circulars for licensees, salons, and schools for distribution, is a goal of the Board. By 2022 and 2023 by continuing services with our state printing vendors and distributing information will bring employment and information to the public.

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**Issue 8** Rule Promulgation

**Description:** Rule Promulgation

**Solutions:**

Rule promulgation needs to be on going to promote consumer protection - fighting deregulation. All license renewal applications to be accompanied with current photographs. With an updated system those pictures would be scanned and printed on licenses. At this time the BOC requires pictures to be submitted for all first licenses, but requires rule promulgation for renewals. The goal of the BOC is to continue to update the rules to ensure clarity and to eliminate outdated burdensome rules.

**Issue 9**

**Description:**

**Solutions:**

### Resource Assumptions

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
<b>Full-Time Equivalent Positions</b>	0.0	0.0	0.0
<b>General Fund</b>	0.0	0.0	0.0
<b>Other Appropriated Funds</b>	0.0	0.0	0.0
<b>Non-Appropriated Funds</b>	0.0	0.0	0.0
<b>Federal Funds</b>	0.0	0.0	0.0

2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

**CBA 0.0** **Agency Summary**  
**BOARD OF COSMETOLOGY**  
 Kim Scoplitte, Executive Director  
 Board of Cosmetology (480) 784-4632  
 A.R.S § 32-505(A),(B),©  
 Plan Contact: Irma Telles, Deputy Director  
 Board of Cosmetology (480) 889-2954

**Mission:**

To ensure the public's health, welfare, and safety through education and enforcement of cosmetology laws and rules by the efficient regulation of salons, schools, and individuals who practice cosmetology.

**Description:**

The Board of Cosmetology issues licenses to salons, schools, and individuals who qualify by Universal Recognition Licensing, reciprocity or through the administration of a written and practical examination. The Board performs health and safety inspections of salons and schools, investigates consumer complaints, conducts hearings, and imposes enforcement action when appropriate. The Board also establishes health and safety standards, establishes educational and curriculum standards and oversight, and provides monthly classes on infection control and statutory and regulatory compliance for the licensees.

◆ **Goal 1** To establish standards for the professional practice of cosmetology.

**Objective:** 1 FY2021: Due to the COVID 19 Pandemic, the Board of Cosmetology expedited the online application services.

FY2022: To have a circular available on-line and be able to hand out during inspections and investigations for public awareness. #2 Justification for lower estimation is due to auditor general's suggestion to break down delinquent and Inactive (#5-#6) which still continue to be serviced.

FY2023: Arizona State Board of Barbering and Cosmetology  
 Fiscal Year 2023  
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 The Arizona State Board of Barbers and the Arizona State Board of Cosmetology will consolidate and become one Board, The Arizona State Barbering and Cosmetology Board, effective January 1, 2022.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Average calendar days from receipt of completed application to issuance of license	28	28	28
Total individuals and establishments licensed	74,143	76,000	78,000
This is total active licenses which was broken down with #5 and #6 as per recommendation of the Auditor General.			
Total delinquent individual and establishment licenses	17,320	12,000	12,000
#2 Justification for lower estimation is due to auditor general's suggestion to break down delinquent and Inactive (#5-#6) which still continue to be serviced.			
Total Inactive individual licenses	28,925	25,000	25,000
#2 Justification for lower estimation is due to auditor general's suggestion to break down delinquent and Inactive (#5-#6) which still continue to be serviced.			

◆ **Goal 2** To ensure swift, fair, and effective enforcement of statutes and rules governing the profession.

**Objective:** 1 FY2021: The percent of "unsatisfactory" grade declined due to Board Inspectors/Investigators educating licensees during routine inspection and attending the Infection Protection/Law Review Class offered by the Board.

FY2022: To be at a 88% employee full time working rate, in order to conduct all customer complaints, inspections, investigations, fraudulent cases, license(s) processing and to include rule changes.

FY2023: Arizona State Board of Barbering and Cosmetology  
 Fiscal Year 2023  
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Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Total inspections conducted	5,554	6,000	6,000
The Agency was able to increase the number of inspections due the retention of staff.			
Total complaints and application denials	627	1,500	1,500
Goal is to have lesser complaints and penalizations, with better training/ awareness.			
The average calendar days to resolve a complaint.	120	120	120

◆ **Goal 3** To educate the consumers and cosmetology professionals about their rights, resolutions, and responsibilities among the cosmetology community, the public and the Board by delivering courteous, efficient service to the consumers, owners, and employees of state government.

**Objective:** 1 FY2021:

FY2022: Due to the COVID 19 Pandemic, in-person classes are not currently being offered. Currently the applicants and licensees are reviewing the laws and rules online and signing off on a signature form. The goal is to offer an online class that will allow the customers to attend at their convenience, and for the agency the ability to track attendance electronically and require class interaction.

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Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Educational class opportunities offered within a month to the public in class or over the internet	338	28	300
The Board wants to mandate (Rule Law Change) that all reciprocity applications take classes			
Percent of citizen satisfaction surveys reporting Board service as satisfied or higher	95	95	95

◆ **Goal 4** To provide services through efficient government.

**Objective:** 1 FY2021: The percentage of reciprocity applications increased.

FY2022: Update and replace data base system for more efficiency. A budget contingency plan for legal & state issues, example Case (Vong vs Aune)

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Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Constituents aided in transferring to another governmental jurisdiction or educational institution.	734	1,000	1,000
Licensees accepted through reciprocity applications from another state or country.	2,104	2,000	2,000
Percentage of applicants or license holders reporting very good or excellent service from staff.	95	95	95
Licensees accepted through Universal Recognition application.	349	450	450

**AGENCY SUMMARY**

**Program:** CBA 0 . 0 BOARD OF COSMETOLOGY  
**Director:** Kim Scoplitte, Executive Director  
**Phone:** Board of Cosmetology (480) 784-4632  
**Statute:** A.R.S § 32-505(A),(B),©  
**Plan Contact:** Irma Telles, Deputy Director  
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◆ **Goal:** 1 To establish standards for the professional practice of cosmetology.

- Objectives:** 1 2021 Obj: Due to the COVID 19 Pandemic, the Board of Cosmetology expedited the online application services.  
 2022 Obj: To have a circular available on-line and be able to hand out during inspections and investigations for public awareness. #2 Justification for lower estimation is due to auditor generals suggestion to break down delinquent and Inactive (#5-#6) which still continue to be serviced.  
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**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days from receipt of completed application to issuance of license	28	28	28	28
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Total individuals and establishments licensed	72,148	85,000	74,143	76,000
3	<input type="checkbox"/>	<input type="checkbox"/>	OP	Customers served by walk in at the front desk	5,546	3,500	1201	0
				Due to the COVID-19 Pandemic, the lobby reception area was closed down and unavailable for a period of time. Due to the diligence of the Agency Management and assistance of ADOA-ASET, the Agency was able to expedite the availability of online services. This performance measure may change going forward into Fiscal Year 2023 due to consolidation of the Barber and Cosmetology Board.				
4	<input type="checkbox"/>	<input type="checkbox"/>	OP	Call center received phone calls	57,593	45,000	51,915	50,000
				Due to the COVID-19 Pandemic, the lobby reception area was closed down and unavailable for a period of time. Due to the diligence of the Agency Management and assistance of ADOA-ASET, the Agency was able to expedite the availability of online services. This has resulted in an increase of phone calls. This performance measure may change going forward into Fiscal Year 2023 due to consolidation of the Barber and Cosmetology Board.				
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total delinquent individual and establishment licenses	16,154	10,000	17,320	12,000
				Due to the COVID-19 Pandemic, the Agency encountered an increase with delinquent licenses. However, the Agency waived multiple fees including renewal fees from April 4, 2020 to October 4, 2020 to assist our licensees during the pandemic.				
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Total Inactive individual licenses	28,493	25,000	28,925	25,000
				Due to the COVID-19 pandemic, the agency experienced an increase with inactive licenses.				

◆ **Goal:** 2 To ensure swift, fair, and effective enforcement of statutes and rules governing the profession.

- Objectives:** 1 2021 Obj: The percent of "unsatisfactory" grade declined due to Board Inspectors/Investigators educating licensees during routine inspection and attending the Infection Protection/Law Review Class offered by the Board.  
 2022 Obj: To be at a 88% employee full time working rate, in order to conduct all customer complaints, inspections, investigations, fraudulent cases, license(s) processing and to include rule changes.  
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**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Total inspections conducted	3.353	10.000	5.554	6.000

	ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Total complaints and application denials	723	2,000	627	1,500	1,500
3	<input type="checkbox"/>	<input type="checkbox"/>	EF	The percent of formal hearings and appeals conducted within one year. Required by Legislation Title 32-573 (D)	100	100	100	100	100
4	<input type="checkbox"/>	<input type="checkbox"/>	EF	The percent of informal interviews conducted or settled within 4 months after investigations. Required by Legislation Title 32-573 ©	90	100	100	100	100
5	<input type="checkbox"/>	<input type="checkbox"/>	OC	The percent of inspections receiving an unsatisfactory grade.	11	16	7	10	10
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	The average calendar days to resolve a complaint.	120	120	120	120	120
7	<input type="checkbox"/>	<input type="checkbox"/>	OC	The total number of licenses revoked or suspended	2	10	11	10	10
◆ Goal:	3			To educate the consumers and cosmetology professionals about their rights, resolutions, and responsibilities among the cosmetology community, the public and the Board by delivering courteous, efficient service to the consumers, owners, and employees of state government.					

**Objectives:** 1

- 2022 Obj: Due to the COVID 19 Pandemic, in-person classes are not currently being offered. Currently the applicants and licensees are reviewing the laws and rules online and signing off on a signature form. The goal is to offer an online class that will allow the customers to attend at their convenience, and for the agency the ability to track attendance electronically and require class interaction.
- 2023 Obj: Arizona State Board of Barbering and Cosmsetology  
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**Performance Measures:**

	ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Educational class opportunities offered within a month to the public in class or over the internet  Due to the COVID-19 pandemic, the Infection Protection/ Law Review is currently offered online to review the laws and rules, and the individual signs to acknowledge they have read and understand. The current numbers reflect individual online review. This measure will be updated for Fiscal Year 2023 due to the Barber and Cosmetology consolidation.	17	28	338	28	300
2	<input type="checkbox"/>	<input type="checkbox"/>	EF	Updates or circulars available to the public and licensees	5,000	5,000	5,000	5,000	5,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Percent of citizen satisfaction surveys reporting Board service as satisfied or higher	95	95	95	95	95
4	<input type="checkbox"/>	<input type="checkbox"/>	IP	Number of individual applications received for attendance at Board offered educational classes  Due to the COVID-19 pandemic, the number of in person classes offered was decreased significantly. The material to review was offered online.	1,868	2,500	338	2,500	300
◆ Goal:	4			To provide services through efficient government.					

**Objectives:** 1

- 2021 Obj: The percentage of reciprocity applications increased.
- 2022 Obj: Update and replace data base system for more efficiency.  
A budget contingency plan for legal & state issues, example Case (Vong vs Aune)
- 2023 Obj: Arizona State Board of Barbering and Cosmsetology  
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**Performance Measures:**

	ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Constituents aided in transferring to another governmental jurisdiction or educational institution.	762	1,000	734	1,000	1,000
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Licensees accepted through reciprocity applications from another state or country.	1,783	1,800	2,104	2,000	2,000
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Percentage of applicants or license holders reporting very good or excellent service from staff.	95	95	95	95	95

ML Budget Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
4	<input checked="" type="checkbox"/> <input type="checkbox"/> OC Licensees accepted through Universal Recognition application.	368	450	349	450	450

## Budget Related Performance Measures

### Board of Cosmetology

<b>Agency:</b>	0.0 BOARD OF COSMETOLOGY
<b>Contact:</b>	Kim Scoplitte, Executive Director (480) 784-4632
<b>2nd Contact:</b>	Irma Telles, Deputy Director (480) 889-2954
<b>Statute:</b>	A.R.S § 32-505(A),(B),©

ML	Budget	Type	Performance Measure	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Total inspections conducted The Agency was able to increase the number of inspections due the retention of staff.	3,353	10,000	5,554	6,000	6,000
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days from receipt of completed application to issuance of license	28	28	28	28	28
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Total complaints and application denials Goal is to have lesser complaints and penalizations, with better training/ awareness.	723	2,000	627	1,500	1,500
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Total individuals and establishments licensed This is total active licenses which was broken down with #5 and #6 as per recommendation of the Auditor General.	72,148	85,000	74,143	76,000	78,000