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# BIENNIAL REPORT

July 1, 2018  
to  
June 30, 2020

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**The Board of Cosmetology’s core mission is to constantly strive to serve and care for our licensees, applicants, and the public by being committed to public protection, superior service, excellence, and continuous improvement. While encouraging industry development, the board is most dedicated to public protection and believes that leading with a vision and making sound decisions results in quality outcomes and successful operations.**

### **About this Report**

The Minnesota Board of Cosmetology presents this report in response to Minnesota Statute 214.07, as required each even-numbered year. Specific requirements of the report are included within the body of the report as well as linearly and conclusively in the Appendix on page 17. As required to be disclosed by Minnesota Statute [3.197](#), this report cost approximately \$1556 to prepare.

### **Executive Director’s Introduction**

Cosmetologists, estheticians, nail technicians, and eyelash technicians provide services to Minnesotans of all ages, locations, and lifestyles. Services are provided in a variety of locations, such as salons, schools, nursing homes, and private residences and are often a way for people to care for themselves, express their individuality, or meet cosmetic needs. The Board of Cosmetology is fully committed to its statutory obligation to protect the public’s health and welfare by regulating and ensuring safe practice of cosmetology related services. Each Minnesotan should be protected when receiving a cosmetology service – no matter the reason for the service or where the service is provided.

The Board of Cosmetology regulates cosmetology practice through the following service areas:

- Licensing – Review and approve credentials of cosmetologists, estheticians, nail technicians, eyelash technicians, salon managers, instructors, salons and schools
- Education – Assure cosmetology programs meet minimum competency and prepare graduates to practice cosmetology related services safely and competently
- Complaint Resolution – Investigate complaints and take disciplinary action against licensees, including remedial education to ensure minimum competency is met
- Cosmetology Standards – Evaluate laws and rules related to cosmetology and determine how to reduce barriers; provide opportunities and make adjustments to changes to minimum standards and updates in public protection
- Outreach – Host a variety of in-person and electronic forums and provide informational bulletins to engage stakeholders in Board matters

The remainder of this report will highlight the work that has been performed by the board and staff on behalf of the State of Minnesota.

The Board of Cosmetology and the staff are sincerely committed to public protection, superior service, excellence, and continuous improvement. In addition, the board values being responsive and collaborating with all stakeholders to provide the best possible outcomes to the citizens and licensees in the State of Minnesota.

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**Agency Overview**

The Minnesota Board of Cosmetology is the state agency dedicated to protecting the health and safety of the citizens and visitors of the State of Minnesota by regulating the practice of cosmetology which is the care of the hair, nails and skin. The people of the state are served by the licensing of the practice of cosmetology due to risks posed to the public related to infection control and the use of chemicals, implements, apparatuses, and other applicants requiring special skills and education. The board’s purview includes several professions – cosmetologists, estheticians, nail technicians, eyelash technicians, and instructors – with a licensee population of over 33,000. In addition, the board has oversight over cosmetology salons, schools, and education providers, including inspections for over 5,000 salons and 38 schools across the state.

**Purpose**

The board’s mission and values are exemplified in its everyday work. From assisting license applicants and promoting proper infection control upon inspections and requiring remedial education for those who need it and reducing unnecessary barriers in rule, the board aims to serve its licensees and the public dutifully.

**Board Members**

The board itself is comprised of seven members; six members hold various cosmetology-related licenses and one is a public member. They serve four-year, staggered terms and are appointed by the governor. Table 1 shows a roster of board members over the recent biennium.

In the 2018-2020 biennium, the board hosted 13 public, full board meetings. In addition, there were 21 board committee meetings hosted by the Licensing Committee, Rules Committee and Complaint Committee. In total, board members are estimated to have spent approximately 108 hours on board meeting and committee duties.

**Table 1. Board Member Roster**

Board Member	Seat	Appointment	Term End	Occupation	Residence
<b>Rhonda Besel</b>	Cosmetologist	June 2015 July 2019	January 2023	Cosmetologist School Instructor and Public School Manager	Austin
<b>Jodi Friendshuh</b>	Nail Technician	June 2015 July 2019	January 2023	Nail Technician	Buffalo
<b>Chelsey Anderson</b>	Esthetician	October 2014 March 2018	January 2022	Esthetician	St. Joseph
<b>Donna Dungy</b>	Private School Instructor	March 2018	January 2022	Cosmetologist School Instructor	Inver Grove Heights

<b>Marcie Smith-Fields</b>	Public School Instructor	September 2018	January 2022	Cosmetologist School Instructor	Saint Paul
<b>Mahogany Plautz</b>	Cosmetologist	June 2020	January 2024	Cosmetologist and Salon Owner	Minneapolis
<b>Carol Logan</b>	Public Member	June 2020	January 2023	State of MN – DHS – Grants Services Coordinator	Cottage Grove
<b>Former Members</b>					
<b>Kurt Deile</b>	Public Member	December 2008 June 2011	January 2019	Attorney	Anoka
<b>Stephen Adams</b>	Cosmetologist	March 2016	January 2020	Cosmetologist and Salon Owner	Minneapolis

### Board Staff

The agency is comprised of five divisions, including Licensing, Inspections, Compliance, Policy, and Administrative. Board staff totals 31 employees ranging across 12 classifications and four labor contracts. Table 2 below shows a roster of board employees as of June 30, 2020.

Board leadership aims to recruit and retain a diverse employee base. Being appropriately mindful of varying characteristics, qualifications, and attributes, the board aims to accurately represent the people of Minnesota, especially those it licenses and directly serves. Board staff span multiple generations, cultures, races, and backgrounds. Our staff each bring unique and valuable perspectives to the board’s work – including through their work history.

**Table 2. Board Staff as of June 30, 2020**

Name	Classification	Working Title
Gina Fast	Executive Secretary	Executive Director
Diane DelaBarre	State Program Administrator Supervisor Senior	Senior Operations Manager
Jill Freudenwald	State Program Administrator Supervisor Senior	Chief of Staff
Tami Thein	Executive 2	Executive Assistant
Lene Kiser	State Program Administrator Supervisor	Compliance Division Manager
Carly Ogletree	Investigator	Investigator
Lindsey Saxe	Investigator	Investigator
Rin Fowler	Investigator	Investigator
Rachael Bower	Investigator	Investigator
Jaqueline Braun	State Program Administrator Supervisor	Inspections Division Manager
Vacant – Military Leave	State Program Administrator Supervisor	Inspections Division Manager
Tim Hoepfner	State Program Administrator Intermediate	Investigative Inspector
Danielle Gillen	State Program Administrator Intermediate	Investigative Inspector
Jordynn Poferl	Law Compliance Representative 1	Field Inspector
Michael Hentges	Law Compliance Representative 1	Field Inspector
Ryan Brighi	Law Compliance Representative 1	Field Inspector

Raeoun Jacobson	Law Compliance Representative 1	Field Inspector
Josh Luhmann-Woodbury	Law Compliance Representative 1	Field Inspector
Vacant	Law Compliance Representative 1	Field Inspector
Jenna Bohl	State Program Administrator Supervisor	Licensing Division Manager
Missy Riste	Office & Administrative Specialist Intermediate Senior	Licensing Lead
Jodie Wehrspann	Office & Administrative Specialist Intermediate	Licensing Specialist
Sharon Johnson	Office & Administrative Specialist Intermediate	Licensing Specialist
Diana Vang	Office & Administrative Specialist Intermediate	Licensing Specialist
Vacant	Office & Administrative Specialist Intermediate	Licensing Specialist
Bryan Rasmussen	Office & Administrative Specialist Intermediate	Primary Service Specialist
Alex Herbert	State Program Administrator Intermediate	School Liaison
Leahkim Gannett	State Program Administrator Intermediate	School Liaison
Fralinda Zazay	Office & Administrative Specialist	Administrative Specialist
Vacant	Accounting Officer	Accounting Officer
Vacant	Legal Analyst	Rules Coordinator

Staff trainings for the board’s 31 AFSCME, MAPE, MMA, and Managerial staff service employees’ engagement, encourage team collaboration, and provide improved services to licensees and the public. Examples of staff training include customer service, engagement analysis and motivation, personal and office safety, sexual harassment, and infection control training.

**Licensing**

The Licensing Division is responsible for verifying credentials and ensuring each applicant has met prerequisite training, competence, insurance, and continuing education requirements to practice cosmetology or to operate a cosmetology salon or school. This division is responsible for assisting and servicing all licensees and applicants the board regulates. Additionally, this division reviews, approves, and audits continuing education curriculum and courses for practitioners.

This biennium, the Licensing Division:

- Managed a licensing grandfathering process for newly created Advanced Practice Esthetician operator, salon manager and instructor licenses.
- Maintained application processing times of 15 business days or less.
- Created database workflows for automating and streamlining the approval process for continuing education courses.
- Implemented new rules and updated all applications accordingly; including removing the requirement that applicants must have graduated from high school, reducing barriers for obtaining additional instructor licenses, eliminating the need for 2700 hours of salon work

experience to obtain a salon manager license, and granting a full license cycle upon every license renewal versus granting the remainder of the license cycle.

- Upgraded to a new version of our licensing database.

### Number of Licenses

The Licensing Division manages the issuance of 18 types of licenses and two types of permits across five main practice areas (cosmetology, esthology, advanced practice esthology, nail technology, and eyelash technology). Specific education and testing requirements vary by type and each type of license can be obtained in a number of ways – either through initial education in Minnesota, initial education outside of Minnesota, licensure in another state, or renewal.

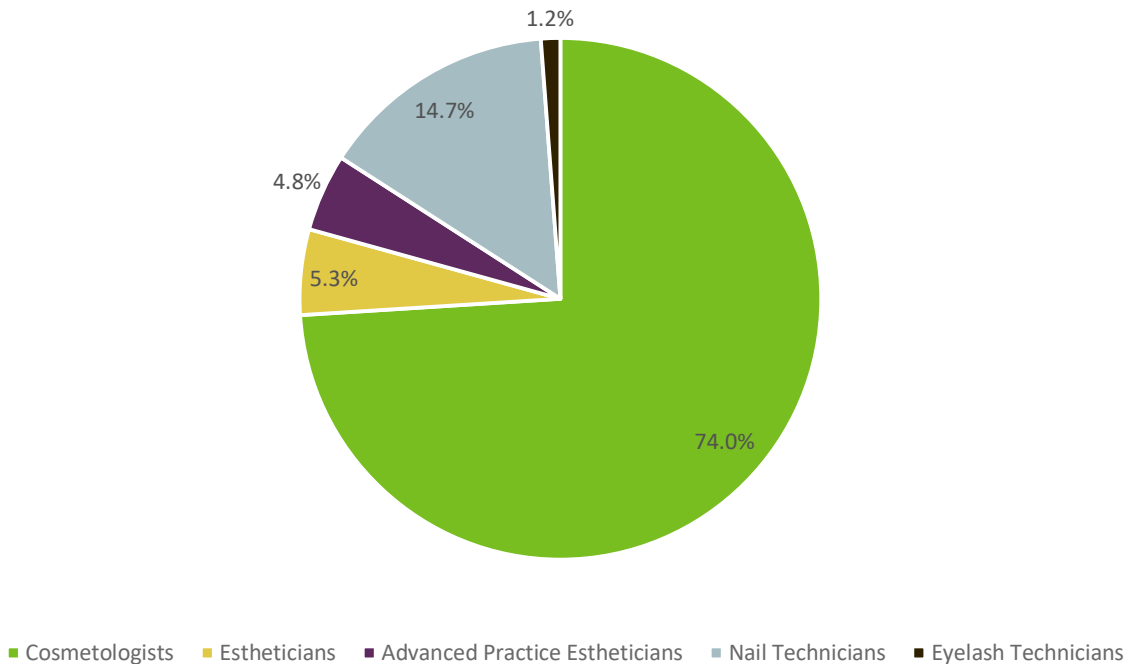
Licensing Specialists issued an average of 57 licenses per business day and 3,658 licenses the second quarter of 2019. The licensee population is currently 38,788, with 5,350 of those licensees being salons and schools and 33,476 being practitioners. Table 3 below shows the total number of licensees as of June 30, 2020.

**Table 3. Total Number of Licensees as of June 30, 2020**

<b>Type of License, Permit, or Registration</b>	<b>Number</b>
Cosmetologist Operator	10,559
Esthetician Operator	1,465
AP Esthetician Operator	871
Nail Technician Operator	3,263
Eyelash Technician Operator	299
<b>Total Operator</b>	<b>16,457</b>
Cosmetologist Salon Manager	13,448
Esthetician Salon Manager	268
AP Esthetician Salon Manager	621
Nail Technician Salon Manager	1,562
Eyelash Technician Salon Manager	85
<b>Total Salon Manager</b>	<b>15,984</b>
Cosmetologist Instructor	278
Esthetician Instructor	12
AP Esthetician Instructor	83
Nail Technician Instructor	4
Eyelash Technician Instructor	2
<b>Total Instructor</b>	<b>379</b>
School	38
Salon	5,312
<b>Total Establishments</b>	<b>5,350</b>
Cosmetology School Manager	82
Homebound Service Permit	497
Special Event Permit	39
<b>Total Other</b>	<b>618</b>
<b>Total of All Types</b>	<b>38,788</b>

In line with historical trends, cosmetologists make up the majority of licensees at 74%. Nail technicians make up 14.7%, estheticians make up 5.3%, advanced practice estheticians make up 4.8%, and eyelash technicians make up 1.2% of the licensee population. Within the biennium, Minnesota has seen a 4.7% increase in the number of nail technicians and a 3.7% decrease in cosmetologists. Eyelash technician and advanced practice esthetician licenses are still too new to be able to identify trends. A decrease can be seen in licensed estheticians this biennium which can be attributed to the advent of advanced practice esthetician licensing and individuals advancing to the higher-level license.

**Graph 1. Licensees by Practice Area of June 30, 2020**



**Continuing Education**

Between 2019 and 2020, board staff have reviewed and approved 917 unique continuing education courses related to cosmetology, business practices, health and safety, infection control, and other topics. These courses are offered to practitioners online and in-person throughout Minnesota. The 70 providers of these courses are professional associations, schools, salons, and businesses of all sizes. Through thorough assistance by our staff, and approval of their courses, their continuing education improves the safety and quality of cosmetology services in Minnesota.

**Examinations**

While the board itself does not directly administer exams, it works closely on the development and administration of written examinations required for licensure. PSI Services, LLC, the board’s contracted testing vendor manages the examination process – from evaluating psychometrically valid and subject matter expert reviewed exam items, to operating exam locations throughout the nation and reporting passing scores to the board for license applicants.

All licensure exams are offered in English, Vietnamese, and Spanish and an enhanced feature for all foreign language exams allows an option for the exam candidate to view the English-language version of each question during their foreign language exam.

Exam candidates are able to test several days per week, at varying times, at the following locations in Minnesota: Duluth, Edina, Lake Elmo, Mankato, Moorhead, Rochester, St. Cloud, St. Paul, Thief River Falls, and Woodbury. The board recognizes that applicants may seek Minnesota licensure from states all across the nation. Reasons for this include an applicant soon moving to Minnesota, or an applicant that has recently relocated. In fact, 5% of all practitioners licensed in the recent biennium list residences outside of Minnesota. To accommodate upcoming residents or practitioners of Minnesota from other states, the board offers all written exams in all 50 states.

### **Examination Disclosures**

Minnesota Statute [214.07](#) requires the disclosure of the number of persons examined by the board in the recent biennium with the persons subdivided into age categories, sex, and states of residency. The board does not collect or receive data on all persons examined by the testing vendor and is unable to provide age categories, sex, and states of residency of those individuals and unable to provide the number of persons not licensed after taking examinations. The board only collects specific demographic data that is necessary for licensure (address, date of birth, education, etc.), and only collects this data on license applicants and licensees. Per Minnesota's Data Practice Act, the board must not collect data that is unnecessary to the licensing process (Minn. Stat. 13.05).

Statute also requires disclosure of the number of persons licensed or registered by the board after taking required examinations, with the persons subdivided by age categories, sex, and states of residence. This information is provided below, as available, for the time period of July 1, 2018 to June 30, 2020.

**Age Categories** – List 1, below, counts the number of licenses issued in the biennium by age category. This data shows all initial licenses issued, which can only be acquired after passing at least one exam. Note that individuals may have been issued more than one license and each license is accounted for in this list.



**List 1. Licenses Issued, by Age Categories**

Age	Cosmetologist Practitioners	Advanced Practice Esthetician Practitioners	Esthetician Practitioners	Nail Technician Practitioners	Eyelash Technician Practitioners	Instructors	School Managers
18 - 20	429	52	195	53	12	0	0
21 - 25	561	203	282	133	55	16	1
26 - 30	288	231	146	121	48	29	1
31 - 35	193	194	58	120	35	28	2
36 - 40	110	247	42	93	25	23	2
41 - 45	64	191	28	61	11	14	2
46 - 50	43	145	18	45	5	13	5
51 - 55	24	118	9	18	7	14	4
56 - 60	11	86	8	5	2	9	1
61 - 65	3	38	0	3	0	4	1
66+	16	22	0	2	1	1	0
<b>Total</b>	1742	1527	786	654	201	151	19

**Sex/Gender Categories** – In accordance with Minnesota Statute [13.05](#), the board does not collect data that is not necessary for the licensure process. As such, the board does not collect sex or gender and there is no data available for the number of persons licensed or registered subdivided by sex or gender.

**State of Residence** – List 2, to the right, counts the number of persons initially licensed in the biennium after taking required exams, subdivided by their current state of residency. A person cannot be licensed without passing the required examinations; this list represents all individuals who have been licensed in the biennium, and thus, passed exams.

**Individuals Not Taking Examinations Who Were Licensed** – Minnesota Statute [214.07](#) requires disclosure of the number of persons not taking required examinations who were licensed or registered; the board has not licensed any individual this biennium who has not taken required exams.

**Individuals Denied Licensing or Registration** – Minnesota Statute [214.07](#) also requires the number of persons who were denied licensing or registration with the reason for denial, subdivided by age categories, sex, and states of residency. The board makes every effort to assist applicants to meet licensing

**List 2. Persons Licensed in the Biennium, by State of Residence**

State	Count	State	Count
AL	1	NC	1
AZ	7	ND	54
CA	6	NE	2
CO	3	NV	3
CT	1	NY	1
FL	7	OH	1
GA	3	OK	2
IA	4	RI	1
ID	1	SD	8
IN	2	TN	1
KS	3	TX	6
MI	1	WA	1
MN	4672	WI	128
MT	1		

requirements. The board has denied seven license applications this biennium; five initial license applications and two license renewal applications. All seven were denied licensure due to falsified documentation. Since their denial, three have become properly licensed. All seven resided in Minnesota. The gender of those denied is not known as the Board does not collect this data. The table below denotes the ages of the applicants at the time of the denials.

### List 3. Individuals Denied Licensing or Registration by Age

Age	Count
18 - 20	
21 - 25	1
26 - 30	2
31 - 35	1
36 - 40	
41 - 45	1
46 - 50	2
51 - 55	
56 - 60	
61 - 65	
66+	

### Inspections

The Inspections Division is responsible to inspect licensed salons and schools to ensure establishments are demonstrating proper infection control as well as minimum practice standards. The board takes an education-first approach to inspections, utilizing them as teaching moments for salons, schools, practitioners, and instructors. Inspectors meet face-to-face with the board's licensees to identify any deficiencies in health and safety practices, answer questions, and educate on laws and rules. Further, they act as a resource for educational materials, providing up to seven types upon inspection.

This biennium, the Inspection Division:

- Has five Field Inspectors and two Investigative Inspectors.
- Increased the number of inspections performed within the past year by 121% (2018 Q3 to 2020, Q2).
- Continued utilization of a language line to assist foreign-language speakers upon inspection and reduce language barriers.
- Utilized and improved task monitoring software to manage and streamline inspection processes.

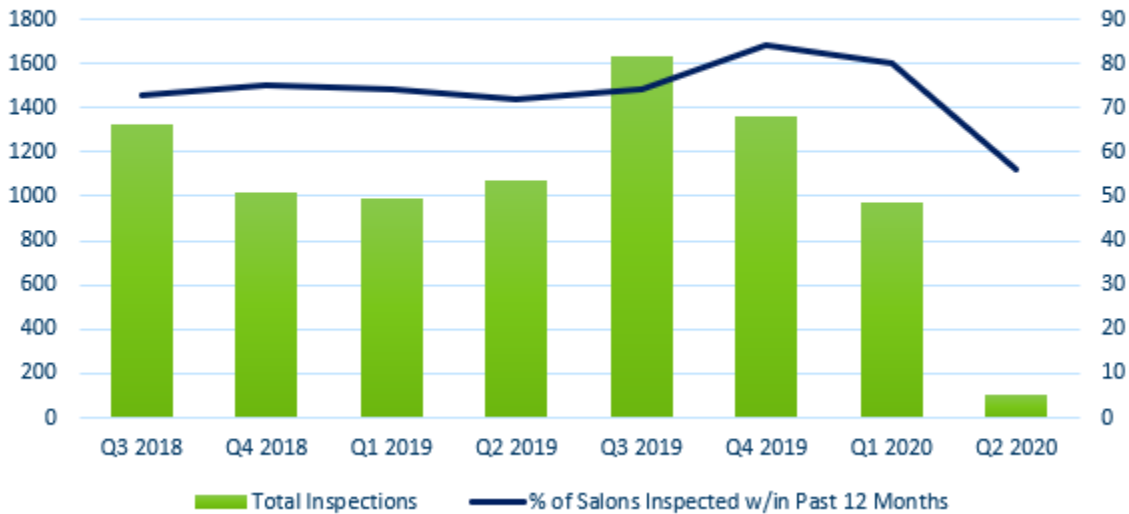
- Implemented COVID-19 Executive Order guidance into inspections and established tools that may assist salons with operating their businesses during the pandemic.

**Number of Inspections**

The division is responsible for inspecting the state’s over 5,000 licensed salons and 38 licensed schools, as well as unlicensed establishments that are not in compliance with state law. The division is comprised of seven inspectors each performing a minimum of 15-20 inspections per week, resulting in the team performing approximately 1,200 inspections each quarter (2018 Q3 – 2020 Q1).

The board aims to visit each licensed salon at least every 12 months. At the close of fiscal year 2020, 56% of salons had been inspected within the past 12 months. Due to the temporary closure of salons due to the COVID-19 pandemic, inspections has been working to recover lost time. Despite the workload delay resulting from the pandemic, the Inspections Division is well on its way to meet this goal in the next biennium. Graph 2 below shows the increase in inspections throughout the recent biennium.

**Graph 2. Inspections by Quarter**  
FY19 - FY20



*Graph 2 - Due to the COVID-19 pandemic, salons were temporarily closed from 3/17/2020 at 5:00pm to 5/31/2020 at 11:59pm. No inspections were conducted during this time.*

**Technological Advancements**

At the end of last biennium, the division implemented new inspections software that transitioned inspections from being administered on-site through paper checklists to a mobile application. This greatly reduced administrative time in manually transferring data to the board’s database, thus increasing time spent inspecting. The division has been working to refine and polish the digital processes as well as develop metrics to drive the Board’s ability to better serve the general public and licensees. In the coming months, the board also plans to release an online inspection report look-up for the public and practitioners.

**Compliance**

The Compliance Division is responsible for investigating public-filed complaints on salons, schools, and practitioners, and for generating complaints when violations of Minnesota statutes and rules are found upon inspection or license application review. The division achieves resolution of complaint cases that include significant rule or law violations through remedial education and civil penalties, and by educating licensees throughout the complaint process.

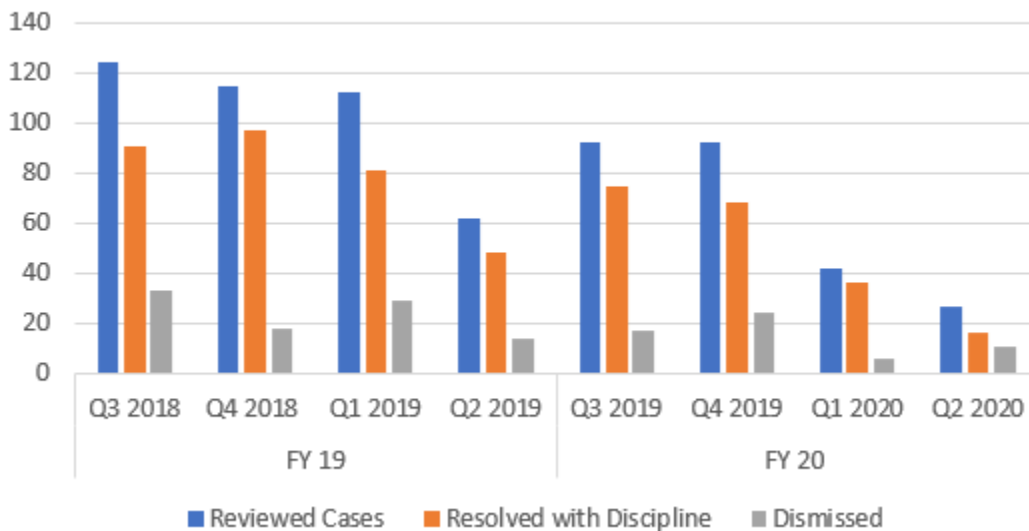
Compliance staff create action plans with licensees when less serious concerns exist, but the licensee needs additional oversight. This division also manages licensure holds, revocations, and suspensions due to delinquent taxes or child support, as required by the Minnesota Department of Revenue or other Minnesota statute.

**Complaint Volume**

In the recent biennium, the division received a total of 505 new complaints and is in constant rotation of opening new cases, monitoring current cases, closing cases, and tracking closed cases that have outstanding penalty payments.

The Compliance Division is responsible to present open cases to the board’s Complaint Committee for final resolution, as Minnesota statute does not allow delegation of this duty. For the biennium, the Complaint Committee reviewed an average of 83 cases per quarter, with approximately 79% of those receiving enforcement action in the form of a warning letter or formal discipline (cease and desist order, settlement agreement, civil penalty, remedial education, etc.). Graph 3 shows the volume of cases (complaints) presented to the Complaint Committee in the recent biennium.

**Graph 3. Cases Presented to Complaint Committee**



**Required Action Disclosures**

Minnesota Statute 214.07 requires disclosure of the number of persons previously licensed or registered by the board whose licenses or registrations were revoked, suspended, or otherwise

altered. This table only includes board action on license statuses; it does not include voluntary renewal, retirement status, or expiration of licenses.

**Table 4. Board Action on License Statuses**

	<b>Licenses</b>	<b>Reason</b>
<i>Revocation</i>	43	Delinquent taxes; revoked as required by Minn. Stat. 270C.72
<i>Suspension</i>	39	Delinquent child support; suspended as required by Minn. Stat. 518A.66
<i>Hold</i>	44	Insufficient payment; placed on hold as required by Minn. Stat. 155A
<i>Forwarded</i>	4	Outside of the board’s jurisdiction and forwarded to other agencies

**Policy**

The Policy Division is responsible for analyzing and renovating statutes, rules, and policies with the goal of simplifying processes and reducing unnecessary barriers while maintaining public protection and industry standards. This division also manages all school-related topics and outreach, including mass notices, town halls, relationships with stakeholders, and other events.

This division manages all rule dockets, including three rulemaking processes in the past biennium. Part of these processes included hosting large outreach events that bring stakeholder input on regulatory topics needing to be addressed, including the creation of an Advisory Committee on School Rules.

To facilitate communication and garner engagement with the licensee population and the public, the board has also increased social media efforts in recent years. Social media has proven to be a preferred method of contact for many licensees and members of the public. Through visually appealing, easy to read, and interesting infographics and posts, licensees across the state are provided with essential information. In the recent biennium, staff have engaged with thousands of social media users through over 70 Facebook posts. Facebook post engages with an average of 5K users and reaches approximately 14K users.

**Rulemaking**

Table 5 below outlines the rules proposed or adopted during the recent biennium, with links to the Revisor’s webpage for each. All current rules may be found at the Revisor’s website ([www.revisor.mn.gov](http://www.revisor.mn.gov)) as Minnesota Rules [Chapter 2105](#) and [Chapter 2110](#).

**Table 5. List of rules proposed and adopted.**

<b>Docket Name</b>	<b>Rule Topic</b>	<b>Revisor Number</b>	<b>Action</b>
<b>School Rules Overhaul</b>	Rules governing licensing and operation of schools.	<u>R-04456</u>	Request for Comment
<b>Licensing and Practice Requirements</b>	Licensure and practice for cosmetologists, estheticians, nail technicians and salon and school operations.	<u>R-04552</u>	Adopted
<b>Advanced Practice Esthetics Rules</b>	Licensure, curriculum, and practice requirements for the advanced practice esthetician license, cosmetologists, and estheticians.	<u>R-04342</u>	Adopted

**Advanced Practice Esthetic Rules** – Advanced practice esthetic rules were adopted on October 8, 2018. The board established an advisory committee with representatives from esthetics, medical, and dermatological communities. The focus of this group was to clarify the line between advanced practice esthetics and cosmetic medical practice, the scope of practice for the basic esthetician license and the scope of practice for the new advanced practice esthetician license.

This rule docket includes:

- Curriculum, testing, and licensing requirements
- Operating standards for sterilization of tools and equipment
- Grandfathering options for currently licensed practitioners
- Scope of practice

**Licensing and Practice Requirements Rules** – In late 2016, the board completed a comprehensive overhaul of rules governing licensing and practice requirements for practitioners and salons in Minnesota Rules, Chapter 2105. In 2019, licensees and legislators raised issues with certain rule requirements that caused the board to review the need and reasonableness of rules related to salon licensing. In addition, application of the amended rules over a two-year period illustrated the need for additional clarification of certain rules. As a result, the board proposed new and amended rules to allow for better administration of the board’s regulatory authority and to allow alternatives to specific rules found too burdensome by licensees and legislators. These rules were effective on March 2, 2020.

**School Rules Overhaul** – The Board began a major overhaul of the school rules in Minnesota Rules, Chapter 2110. This chapter has not been updated in many years. The Board plans to address issues of electronic records and textbooks, curriculum topics, school operations, instructor ratios, high school cosmetology programs, school clinic operations, and other requirements for schools.

**Schools**

The Policy Division includes two School Liaison staff, who offer support to all cosmetology schools and course providers. The liaisons review curricula for the 1550-hour cosmetology, 600-hour esthology, 500-hour advanced practice esthology, 350-hour nail technology, and 38-hour eyelash technology training programs. Simultaneously, the school liaisons are responsible for reviewing and auditing student time records, enrollment contracts, test content and pass rates, and various other items.

Working closely with school owners, instructors, managers, and staff, the school liaisons aim to identify and rectify educational issues under the board's jurisdiction. This includes noncompliance of schools as well as updating of written and practical examinations. The board works dutifully to maintain accurate, efficient, and reasonable exams for students and licensees.

**Administrative Division**

The administrative division is responsible for all technology initiatives supporting each division, budget and spending plans, purchasing, general office management, and comprehensive personnel services. The division requires compliance with state policies and procedures and ensures funds paid by licensees are used in a manner appropriate for the statutory mission of the board.

The board utilizes an operational structure that empowers divisional managers with significant latitude to make decisions, implement the statutory mission, and provide stakeholders with the regulatory services they expect. The transformation of this regulatory board into an appropriately funded and staffed organization has greatly benefitted Minnesota's cosmetology practitioners and businesses. The scope of services provided by the board has increased to match the growth, innovation, and demand of Minnesota's thriving beauty industry.

**Technology Management**

The Administrative Division manages multiple technology projects from defining scope, specification validation, testing, and launching. The annual technology investments to enhance databases and create efficiencies through workflows is over \$200,000. The Administrative Division collaborates with a workflow system vendor, a database vendor, and MN.IT to assess the needs of all divisions and increase efficiencies.

Projects of note include:

- Migration of existing licensing database to newer version
- Adding the ability to apply and renew online for one of our recently created license types
- Enhancing the licensing database by adding new requirements and rules for non-school course providers
- The modification of backend and online processes to the initial salon manager application
- Development of the automated process for the labor and time intensive continuing education course review and audits

**Appendix: Required Disclosures**

Minnesota Statute [214.07](#) requires the Minnesota Board of Cosmetology to prepare a report containing the information listed below. These disclosures are outlined below.

**A. A general statement of board activities.**

The Minnesota Board of Cosmetology is a statewide agency dedicated to protecting the health and safety of the citizens and visitors of the State of Minnesota by regulating the practice of cosmetology. The people of the state are served by the licensing of the practice of cosmetology due to risks posed to the public related to infection control and the use of chemicals, implements, apparatuses, and other applicants requiring special skills and education. The board’s purview includes several professions – cosmetologists, estheticians, nail technicians, eyelash technicians, and instructors – with a licensee population of over 33,000. In addition, the board has oversight over cosmetology-related salons and schools, including inspections for over 5,000 salons and 38 schools across the state.

**B. The number of meetings and approximate total number of hours spent by all board members in meetings and on other board activities.**

In the recent biennium, board members spent approximately 108 hours on board meetings and related activities. There were a total of 13 board meetings, 7 rules committee meetings, 4 licensing committee meetings and 10 complaint committee meetings.

**C. The receipts and disbursements of board funds.**

<b>Fiscal Year</b>	<b>Total Receipts</b>	<b>Total Expenses</b>
2018	\$2,679,786	\$2,234,355.81
2019	\$3,234,197	\$2,660,948.97
2020	\$2,826,264	\$2,751,375.59

**D. The names of board members and their addresses, occupations, and dates of appointment and reappointment to the board.**

<b>Board Member</b>	<b>Seat</b>	<b>Appointment Dates</b>	<b>Occupation</b>	<b>Residence</b>
Rhonda Besel	Cosmetologist	June 2015 July 2019	Cosmetologist School Instructor and Public School Manager	Austin
Jodi Friendshuh	Nail Technician	June 2015 July 2019	Nail Technician	Buffalo
Chelsey Anderson	Esthetician	October 2014 March 2018	Esthetician	St. Joseph
Donna Dungy	Private School Instructor	March 2018	Cosmetologist School Instructor	Inver Grove Heights



Marcie Smith-Fields	Public School Instructor	September 2018	Cosmetologist School Instructor	Saint Paul
Mahogany Plautz	Cosmetologist	June 2020	Cosmetologist and Salon Owner	Minneapolis
Carol Logan	Public Member	June 2020	State of MN – DHS – Grants Services Coordinator	Cottage Grove
<b>Past Board Members:</b>				
Kurt Deile	Public Member	December 2008 June 2011	Attorney	Anoka
Stephen Adams	Cosmetologist	March 2016	Cosmetologist and Salon Owner	Minneapolis

**E. The names and job classification of board employees.**

As of June 30, 2020.

<b>Name</b>	<b>Classification</b>	<b>Working Title</b>
Gina Fast	Executive Secretary	Executive Director
Diane DelaBarre	State Program Administrator Supervisor Senior	Senior Operations Manager
Jill Freudenwald	State Program Administrator Supervisor Senior	Chief of Staff
Tami Thein	Executive 2	Executive Assistant
Lene Kiser	State Program Administrator Supervisor	Compliance Division Manager
Carly Ogletree	Investigator	Investigator
Lindsey Saxe	Investigator	Investigator
Rin Fowler	Investigator	Investigator
Rachael Bower	Investigator	Investigator
Jaqueline Braun	State Program Administrator Supervisor	Inspections Division Manager
Tim Hoepfner	State Program Administrator Intermediate	Investigative Inspector
Danielle Gillen	State Program Administrator Intermediate	Investigative Inspector
Jordynn Pofel	Law Compliance Representative 1	Field Inspector
Michael Hentges	Law Compliance Representative 1	Field Inspector
Ryan Brighi	Law Compliance Representative 1	Field Inspector
Raeoun Jacobson	Law Compliance Representative 1	Field Inspector
Josh Luhmann-Woodbury	Law Compliance Representative 1	Field Inspector
Jenna Bohl	State Program Administrator Supervisor	Licensing Division Manager
Missy Riste	Office & Administrative Specialist Intermediate Senior	Licensing Lead
Jodie Wehrspann	Office & Administrative Specialist Intermediate	Licensing Specialist
Sharon Johnson	Office & Administrative Specialist Intermediate	Licensing Specialist

Diana Vang	Office & Administrative Specialist Intermediate	Licensing Specialist
Bryan Rasmussen	Office & Administrative Specialist Intermediate	Primary Service Specialist
Alex Herbert	State Program Administrator Intermediate	School Liaison
Leahkim Gannett	State Program Administrator Intermediate	School Liaison
Fralinda Zazay	Office & Administrative Specialist	Administrative Specialist

**F. A brief summary of board rules proposed or adopted during the reporting period with appropriate citations to the State Register and published rules.**

All current rules may be found at the Revisor’s website ([www.revisor.mn.gov/rules/](http://www.revisor.mn.gov/rules/)) as Minnesota [Rules Chapter 2105](#) and [Chapter 2110](#).

Docket Name	Rule Topic	Revisor Number	Action
School Rules Overhaul	Rules governing licensing and operation of schools.	<a href="#">R-04456</a>	Request for Comment
Licensing and Practice Requirements	Licensure and practice for cosmetologists, estheticians, nail technicians and salon and school operations.	<a href="#">R-04552</a>	Adopted
Advanced Practice Esthetics Rules	Licensure, curriculum, and practice requirements for the advanced practice esthetician license, cosmetologists, and estheticians.	<a href="#">R-04342</a>	Adopted

**G. The number of persons having each type of license and registration issued by the board.**

Type of License, Permit, or Registration	Number
Cosmetologist Operator	10,559
Esthetician Operator	1,465
AP Esthetician Operator	871
Nail Technician Operator	3,263
Eyelash Technician Operator	299
<b>Total Operator</b>	<b>16,457</b>
Cosmetologist Salon Manager	13,448
Esthetician Salon Manager	268
AP Esthetician Salon Manager	621
Nail Technician Salon Manager	1,562
Eyelash Technician Salon Manager	85
<b>Total Salon Manager</b>	<b>15,984</b>

Cosmetologist Instructor	278
Esthetician Instructor	12
AP Esthetician Instructor	83
Nail Technician Instructor	4
Eyelash Technician Instructor	2
<b>Total Instructor</b>	<b>379</b>
School	38
Salon	5,312
<b>Total Establishments</b>	<b>5,350</b>
Cosmetology School Manager	82
Homebound Service Permit	497
Special Event Permit	39
<b>Total Other</b>	<b>618</b>
<b>Total of All Types</b>	<b>38,788</b>

**H. The locations and dates of the administrations of examinations by the board.**

The board itself does not directly administer exams. All required written examinations are administered through the board’s contracted testing vendor, PSI Services. Examinations are offered several days per week at the following locations in Minnesota\*:

- Duluth
- Edina
- Lake Elmo
- Mankato
- Moorhead
- Rochester
- St. Cloud
- St. Paul
- Thief River Falls
- Woodbury

\*Additional exam locations are available outside of Minnesota.

**I. The number of persons examined by the board with the persons subdivided into groups showing age categories, sex, and states of residency.**

It is not necessary for the board itself to collect or retain data on all people taking required exams, it is only necessary for the board to retain data on individuals who pass exams and apply for licensure.

In accordance with Minnesota Statute [13.05](#), subd. 3, the board’s “collection and storage of all data on individuals and the use and dissemination of private and confidential data on individuals shall be limited to that necessary for the administration and management of programs specifically authorized by the legislature or local governing body or mandated by the federal government.”

**J. The number of persons licensed or registered by the board after taking the examinations referred to in clause (h) with the persons subdivided by age categories, sex, and states of residency.**

List 1, below, counts the number of licenses issued in the biennium by age category. This data shows all initial licenses issued, which can only be acquired after passing at least one exam. Note that individuals may have been issued more than one license and each license is accounted for in this list.

**List 1. Licenses Issued, by Age Categories**

<b>Age</b>	<b>Cosmetologist Practitioners</b>	<b>Advanced Practice Esthetician Practitioners</b>	<b>Esthetician Practitioners</b>	<b>Nail Technician Practitioners</b>	<b>Eyelash Technician Practitioners</b>	<b>Instructors</b>	<b>School Managers</b>
18 - 20	429	52	195	53	12	0	0
21 - 25	561	203	282	133	55	16	1
26 - 30	288	231	146	121	48	29	1
31 - 35	193	194	58	120	35	28	2
36 - 40	110	247	42	93	25	23	2
41 - 45	64	191	28	61	11	14	2
46 - 50	43	145	18	45	5	13	5
51 - 55	24	118	9	18	7	14	4
56 - 60	11	86	8	5	2	9	1
61 - 65	3	38	0	3	0	4	1
66+	16	22	0	2	1	1	0
<b>Total</b>	1742	1527	786	654	201	151	19

List 2, below, counts the number of persons licensed in the biennium after taking required exams, subdivided by state of residency. A person cannot be licensed without passing the required examinations; this list represents all individuals who have been licensed in the biennium, and thus, passed exams.

The board does not collect, retain, or request data on applicant or licensee sex or gender, as it is not necessary for the licensing process. In accordance with Minnesota Statute [13.05](#), subd. 3, the board’s “collection and storage of all data on individuals and the use and dissemination of private and confidential data on individuals shall be limited to that necessary for the administration and management of programs specifically authorized by the legislature or local governing body or mandated by the federal government.”

**List 2. Persons Licensed in the Biennium, by State**

State	Count	State	Count
AL	1	NC	1
AZ	7	ND	54
CA	6	NE	2
CO	3	NV	3
CT	1	NY	1
FL	7	OH	1
GA	3	OK	2
IA	4	RI	1
ID	1	SD	8
IN	2	TN	1
KS	3	TX	6
MI	1	WA	1
MN	4672	WI	128
MT	1		

- K. The number of persons not licensed or registered by the board after taking the examinations referred to in clause (h) with the persons subdivided by age categories, sex, and states of residency.**

As noted in Part I, the board does not collect data on individuals taking examinations. As such, it does not have data on the number of persons not licensed after taking examinations.

- L. The number of persons not taking the examinations referred to in clause (h) who were licensed or registered by the board or who were denied licensing or registration with the reasons for the licensing or registration or denial thereof and with the persons subdivided by age categories, sex, and states of residency.**

The board has not licensed any individuals who have not taken the required exams. The board makes every effort to assist applicants to meet licensing requirements. The board has denied seven license applications this biennium; five initial license applications and two license renewal applications. All seven were denied licensure due to falsified documentation. Since their denial, three have become properly licensed. All seven resided in Minnesota. The gender of those denied is not known as the Board does not collect this data. The table to below denotes the ages of the applicants at the time of the denials.

<b>Age</b>	<b>Count</b>
18 - 20	
21 - 25	1
26 - 30	2
31 - 35	1
36 - 40	
41 - 45	1
46 - 50	2
51 - 55	
56 - 60	
61 - 65	
66+	

**M. The number of persons previously licensed or registered by the board whose licenses or registrations were revoked, suspended, or otherwise altered in status with brief statements of the reasons for the revocation, suspension or alteration.**

In the recent biennium:

- 43 licenses were revoked due to delinquent taxes, as required by Minn. Stat. 270C.72.
- 39 licenses were suspended due to delinquent child support payments, as required by Minn. Stat. 518A.66.
- 44 licenses were placed on hold due to insufficient payment (i.e. uncollected checks).

**N. The number of written and oral complaints and other communications received by the executive director or executive secretary of the board, a board member, or any other person performing services for the board (1) which allege or imply a violation of a statute or rule which the board is empowered to enforce and (2) which are forwarded to other agencies as required by section 214.10.**

The board received 505 complaints in the recent biennium which allege or imply a violation of statute or rule which the board is empowered to enforce. Of these, 4 were forwarded to other agencies. None of these complaints were under the jurisdiction of both the board and another agency.

**O. A summary, by specific category, of the substance of the complaints and communications referred to in clause (n) and, for each specific category, the responses or dispositions thereof pursuant to section 214.10 or 214.11.**

Category of Complaint	Number	Disposition
Licensing	177	Civil penalty and/or Cease and Desist Order and/or warning letter for substantiated violations. Dismissal for unsubstantiated complaints.
Infection Control	167	Civil penalty and infection control course and/or consumer alert notice, or warning letter for substantiated violations. Dismissal for unsubstantiated complaints.
Licensing/Infection Control	249	Civil penalty and/or infection control course and/or consumer alert notices for substantiated violations. May also issue a Cease and Desist Order for unlicensed individuals/salons. Dismissal for unsubstantiated complaints.
Technical/Other	73	Civil penalty or warning letter or public letter of reprimand for substantiated violations. Dismissal for unsubstantiated and/or non-jurisdictional complaints.

**P. Any other objective information which the board members believe will be useful in reviewing board activities.**