

**Agency Purpose**

The statutory mission of the Minnesota Board of Cosmetologist Examiners (BCE) is protecting the health and safety of the citizens and visitors of the state by licensing the practice of cosmetology individuals, salons, and schools. The BCE accomplishes the statutory mission by applying the fundamental agency values of service, equality, accuracy, dependability, and advancement.

The Board'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. The Board is dedicated to public protection while encouraging industry development. The Board believes that leading with a vision and making sound decisions results in quality outcomes and successful operations. The statutory authority of the Board resides in M.S. Chapter 155A.

**At a Glance**

**Licensing Division (Total Licensees)**

- 18,100 Licensed Operators
- 15,840 Licensed Managers
- 460 Licensed Instructors
- 500 Miscellaneous License and Permit Holders
- 5,200 Licensed Salons
- 51 Licensed Schools
  - 6,000 New Individuals Licensed
  - 1,000 New Establishments Licensed

\*Numbers are rounded

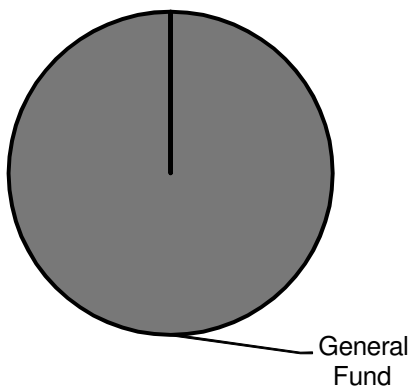
**Compliance Division**

- Investigated 162 complaints
- 142 are jurisdictional complaints
- 118 complaints are public safety related
- Resolved 63 disciplinary actions
- Complaint process was redesigned in October of 2009 resulting in a slowdown of complaints that will be resolved in the next biennium.

**Inspection Division**

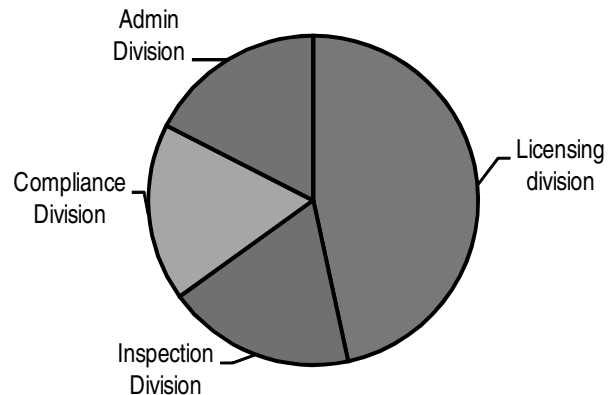
- Inspected 3,523 establishments
- Inspect 8 establishments per day, per inspector

**Est. FY 2010-11 Expenditures by Fund**



Source: Consolidated Fund Statement.

**Est. FY 2010-11 Expenditures by Program**



Source: Board expenses allocated to the services provided by the board.

**Strategies**

The Board's activities are guided by four primary values:

- Customer service will be delivered in a respectful, responsive, timely, communicative, and nondiscriminatory manner.

- Licensing and inspecting will be done in a manner that is responsible, fair, consistent and with respect for due process and adherence to laws and rules.
- The public and licensee can rely on Board staff to provide consistent and accurate information.
- Business functions will be delivered with efficiency, accountability, innovativeness, utilization of technology to advance, and a willingness to collaborate.

## Operations

The Board is responsible to establish, maintain, and enforce appropriate standards for competency, practice, safety, and sanitation. The agency carries out its responsibility by ensuring all statutes and rules are met or exceeded by: examining, licensing, renewing, inspecting, compliance, and overseeing the educational process of cosmetology schools.

The **Licensing Division** is responsible for credentialing over 14 different license types to ensure each applicant has met the requisite education and competence required to practice cosmetology or to operate a cosmetology salon or school. This includes licensing over 3,500 new licensees each year and renewing over 12,000 licenses each year.

The **Compliance Division** is responsible to investigate complaints and take action against cosmetologists, salons, or schools that violate laws and rules the Board is empowered to enforce. Public safety is enhanced by providing public access online to inspection reports, filing a complaint, information on the complaint process, final disciplinary orders, and discipline status of licensees. Most importantly, the complaint process is an educational opportunity to encourage adherence to statutes and rules.

The **Inspection Division** is responsible to inspect all licensed salons and schools in the state to ensure public safety is met and salons are demonstrating sanitation and disinfection practices that adhere to statutes and rules regulation as well as practice standards. Further, the inspection process is an opportunity to ensure all practitioners and salons are currently licensed. Inspectors also educate licensees about laws, rules, and sanitation practices in the field.

The **Administrative Division** is responsible to organize and manage the other three divisions to work in harmony together to accomplish the goals and statutory mission of protecting the health and safety of the public. Further, this Division is responsible to develop strategies for future advancement and innovation. Lastly, this Division oversees all public board meetings, rulemaking, and general Board operations.

## Key Activity Goals & Measures

**Goal-** Provide detailed documentation and information for licensees upon inspection to ensure they understand the inspection report clearly and all of the licensee's questions and concerns are answered before leaving the inspection.

- The Board is a state and national leader for envisioning and implementing computer-based inspections in the Cosmetology field. Inspections on this system are in real time and allow the field inspectors to be equipped with the same information that is available to the in-house office staff. The typed inspection report delivered at the time of inspection results in better service and more accurate inspections.

**Goal-** Provide initial and renewal licensure within 10 business days to ensure applicants can begin working immediately after a completed application is submitted.

- The Board's business process has been modified to process all applications for licensure or renewal within 15 business days. The process allows new licensees to get licensed in a timely manner and begin working.

**Goal-** Improve online services available to all licensees.

- The Board has significantly improved the online services available to all licensees, including online renewals. 33% of renewals were completed online last year, up 23% from last year. This year the Board is striving to reach 50% of personal renewals to be completed online. Further, the Board has all forms, applications, disciplinary action, and a comprehensive amount of information online for the public, licensees, and applicants.

**Goal-** Improve overall services to our applicants, licensees, and the public.

- The Board has created a wide variety of information available on the phone answering system as well as creating pre-designed responses to emailed questions and publishing press releases on the Board’s website. Both of these processes result in more consistent and accurate information dissemination.

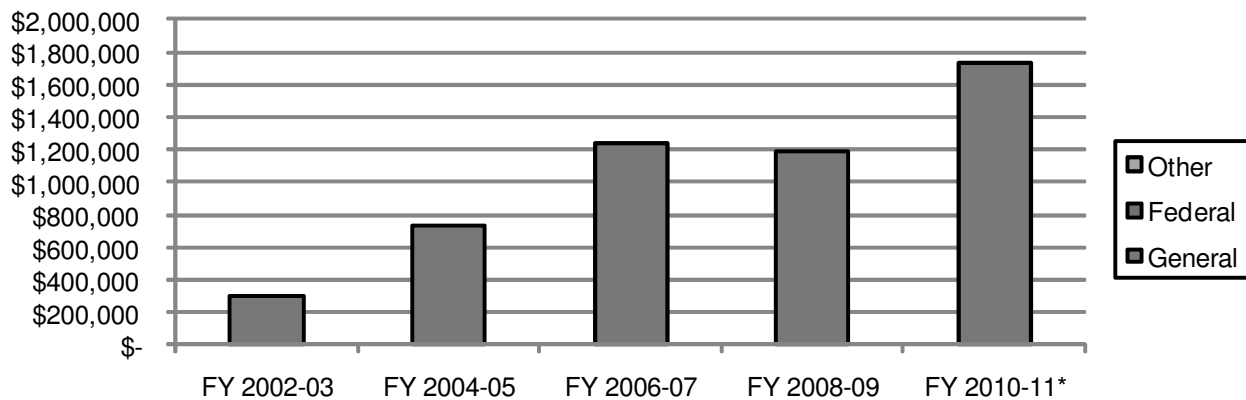
**Goal-** Identify and provide examinations in alternative languages to serve our licensing population.

- The Board is aware that the licensing population is very diverse. The Board is now providing a variety of foreign language services for applicants. This includes all examinations and study guides are available in English, Spanish, Vietnamese, and Korean. Further, the Board has released a sanitation and disinfecting guide in Vietnamese and are currently translating several other documents to meet the needs of the licensing population.

**Budget Trends Section**

The Board receives a direct appropriation from the general fund for all operating expenses. All revenues are deposited as non-dedicated receipts in the general fund. The legislature sets all fee amounts in statute.

**Total Expenditures by Fund**



\* FY 2010-11 is estimated, not actual

Source data for the previous chart is the Minnesota Accounting and Procurement System (MAPS) as of 07/31/10.

The Board of Cosmetologist Examiners was under the Dept. of Commerce during FY 2002 – 2005

**External Factors** - The Board has had two key external factors that have impacted the Board’s operations:

1. In 2009, the legislature separated the Board of Barbers and Cosmetologist Examiners into two independent Boards. This resulted in over eight months of administrative planning and implementation to get the Board separated and functioning independently again. As a combined board, administrative offices, staff, and licensing system were shared.
2. The number of applicants for licensure (both initial and renewal) continues to grow, resulting in more licensees to service.

**Contact**

Minnesota Board of Cosmetologist Examiners  
 2829 University Avenue Southeast, Suite 710  
 Minneapolis, Minnesota 55414  
<http://www.bceboard.state.mn.us>  
 Email: [bce.board@state.mn.us](mailto:bce.board@state.mn.us)  
 Phone: (651) 201-2742 Fax: (612) 617-2601  
 Gina Stauss, Executive Secretary