



# 2012 ANNUAL REPORT

## MISSION STATEMENT

Our mission is to protect the public health through sanitation and enforcement inspections, to promote high educational standards in schools with a focus on student completion, and to encourage job creation in the barbering and beauty industries.

State of West Virginia

Board of Barbers and  
Cosmetologists

1201 Dunbar Avenue

Dunbar, West Virginia 25064

[www.wvbcc.com](http://www.wvbcc.com)



West Virginia State Board of Barbers and Cosmetologists  
1201 Dunbar Avenue  
Dunbar, WV 25064  
Tel: 304.558.2924 Fax: 304.558.3450  
[www.wvbbc.org](http://www.wvbbc.org)

Governor Earl Ray Tomblin  
1900 Kanawha Boulevard, East  
Charleston, West Virginia 25305

August 15<sup>th</sup>, 2012

Dear Honorable Governor Tomblin:

The West Virginia State Board of Barbers and Cosmetologists presents the 2012 Annual Report as required by West Virginia Code § 30-1-12.

This annual report consists of general operations and functions of the Board, revenue and expenditure data, licensee and state statistics related to the beauty industry, past and recent activities of the Board, and future goals.

Sincerely,

Adam L. Higginbotham M.B.A.  
Director

# ORGANIZATIONAL CHART

## BOARD MEMBERS

Michael Belcher  
Charleston, WV

Justina Gabbert  
Martinsburg, WV

Sarah Hamrick  
Hurricane, WV

Susan Poveromo  
Madison, WV

James "Jim" Ryan  
Alum Creek, WV

Rick Stache  
Morgantown, WV

## BOARD OFFICE

Adam L. Higginbotham  
Director

Mindi Stewart  
Secretary I

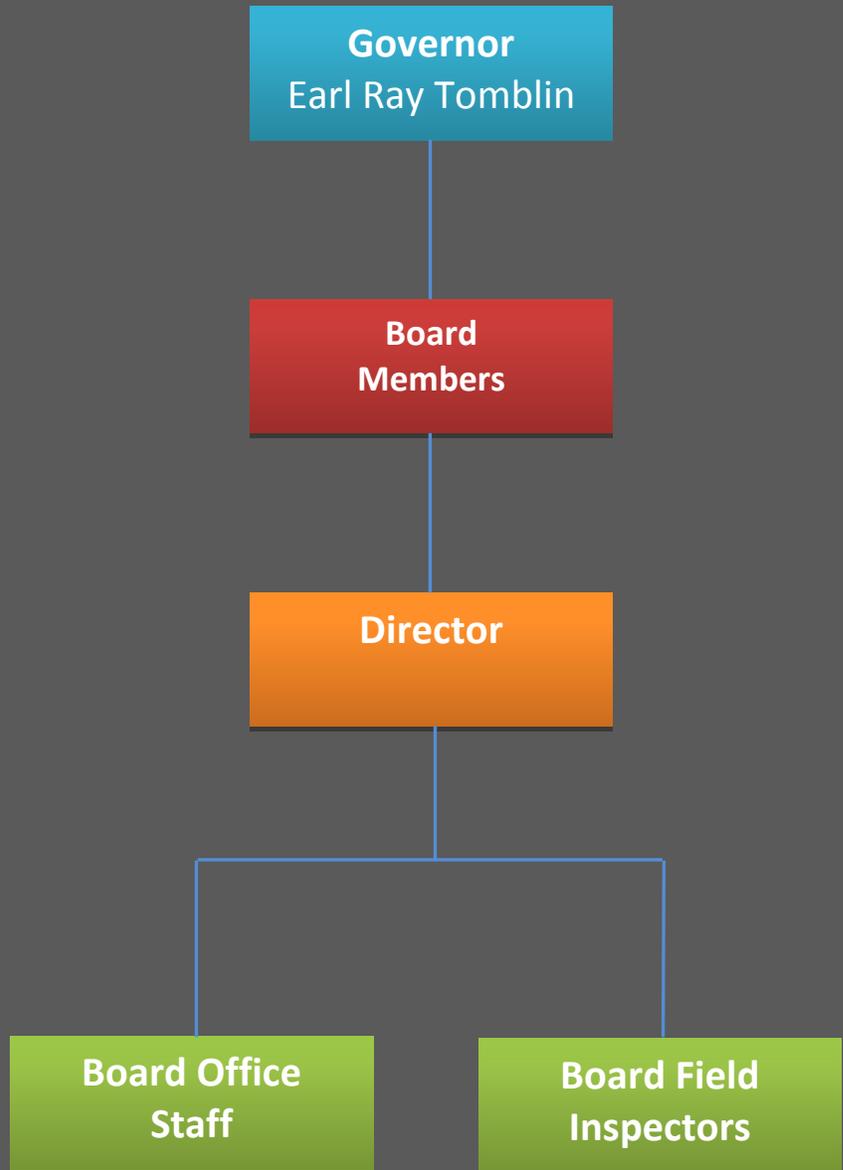
Amanda Smith  
Salon Liaison

Charlie Persinger  
Investigator/Researcher

Erin Harrah  
Customer Services Rep.

## FIELD INSPECTORS

Melissa Payne  
Ralph Reed  
David Scarpelli  
Ashley Spaulding



# CODE, RULES AND REGULATIONS

West Virginia Code Chapter 30, Article 27

## 2012 Legislation

During the 2012 Legislative Session the Board updated Series 1, the curriculum for aestheticians, barbers, cosmetologists, and nail technicians. The curriculum changes follow the subject matters of national-leading textbooks within the industries and allows for more educator flexibility by being broader.

The hour requirements also changed for barbering and cosmetology. The hour requirements for nail technology and aesthetics remained the same

Profession	Old Hours	New Hours
<b>Barbering</b>	1,800	1,200
<b>Cosmetology</b>	2,000	1,800
<b>Nail Tech.</b>	400	400
<b>Aesthetics</b>	600	600

A bill passed giving the Board the authority to establish a new hair stylist license. This new license's scope of practice will cover the hair portion of the cosmetology program without the requirement of aesthetics and nail technology. During the 2013 Legislative Session the Board has proposed a 1,000 hour curriculum for the license.

Also during the 2012 Legislative Session a bill passed allowing shampoo assistants in salons. This new opportunity allows individuals to work in a salon to provide shampooing and other 'sink-related' services.

Lastly, the Board updated terminology in Series 3.

**Series 1**-Procedures, Criteria, and Curricula for Examination and Licensure of Barbers, Cosmetologists, Nail Technicians, and Aestheticians

**Series 2**-Qualification, Training, and Examination of Licensure of Instructors.

**Series 3**-Rules and Regulations for Licensing Schools of Barbering, Cosmetology, Nail Technology and Aesthetics.

**Series 4**-Operational Standards for Schools of Barbering and Beauty Culture.

**Series 5**-Operation of Barber, Beauty Shops, and Schools.

**Series 6**-Schedule of Fees.

**Series 7**-Schedule of Fines.

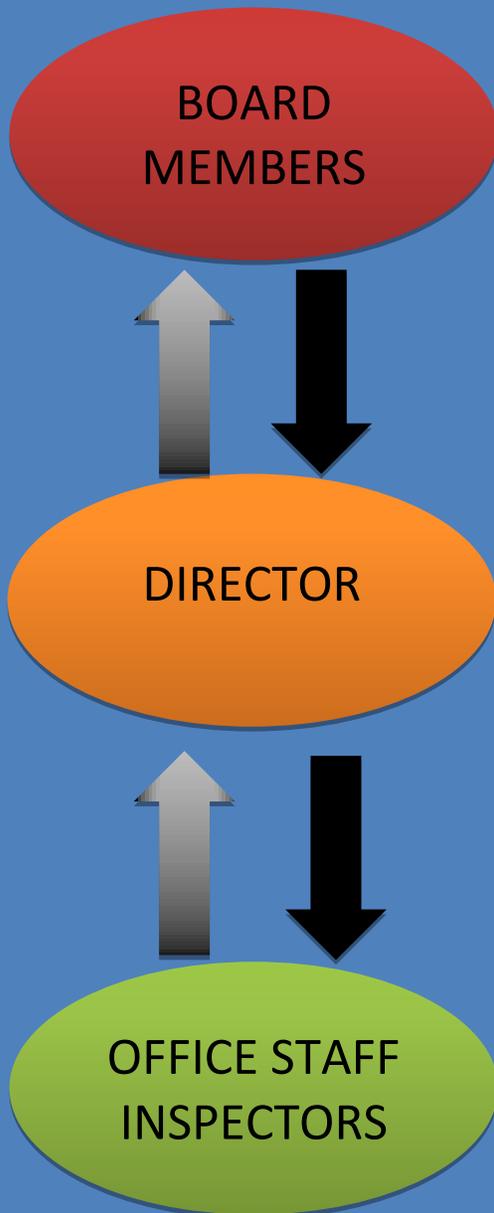
**Series 8**-Shampoo Assistant.

**Series 9**-Complaint Procedures.

**Series 11**-Continuing Education Series.

## BOARD OPERATIONS

### FLOW OF INFORMATION



- Issues licenses to qualified applicants.
- Processes applications and documents for licenses and permits.
- Maintains database of all licensees, shops, salons, and schools.
- Maintains record of all proceedings of the board.
- Inspects licensed shops, salons, and schools within the jurisdiction of the board for sanitation compliance.
- Investigates and processes complaints filed against barbers, cosmetologists, manicurists, aestheticians, salons, shops, and schools.
- Establishes procedures and guidelines for the suspension or revocation of a license and suspends, revokes, and reinstates those licenses.
- Conducts hearings on licensing issues and any other matter within the jurisdiction of the board.
- Responds to requests for information relating to licensees, functions of the board, or upcoming events.
- Responds to requests related to verification of licensees and certification, discipline cases, complaints, and the functions of the board.
- Implements rules and regulations relative to the practice of beauty culture.
- Reviews and evaluates multistate regulations.
- Establishes, implements, and regulates the curriculum in all licensed schools by legislative rule.
- Establishes and regulates licensing standards for individuals, shops, salons, and schools by legislative rule.
- Oversees examination for applicants to become licensed barbers, cosmetologists, manicurist, or aestheticians.
- Prepares and supervises annual budget and reports.
- Provides support services for inspectors.
- Provides collection and accounting for license, permit, examination, and other applicable fees.

## 2012 PERFORMANCE MEASURES

*These performance measures below were goals and objectives as indicated in the 2011 Annual Report. The yellow text below indicates the result of the goal/objective.*

- Digitally scan individual licensee files back to 2008. (Scanned individuals from 2010 to current)
- Digitally scan past miscellaneous records and historic files. (Completed nearly 40% of scanning all historical documentation)
- Create public access to salon/shop/school inspection reports online. (Completed objective on January 3<sup>rd</sup>, 2012)
- Resolve 90% of complaints within nine months. (Resolved 96% of complaints within 9 months)
- Inspection 90% of licensed facilities twice per year. (Inspected 85% of licensed facilities twice per year)
- Improve average turnaround time for all applications to 5 days, except for application that require research. (Average turnaround on a standard application is 2 days, but 7 days for student registrations)

## PAST PERFORMANCE MEASURES

### 2010 ACCOMPLISHMENTS

- ✓ Updated five rules through legislation.
- ✓ Legislation passed to implement continuing education.
- ✓ Outsourced examinations to professional third-party examiners.
- ✓ Developed informative newsletter and mailed to licensed salons/shops.
- ✓ Moved to an ADA compliant office.
- ✓ Implemented new software with better data extraction capabilities.
- ✓ Reengineered inspector reporting process to online database software.
- ✓ Added security protected features on licenses to prevent fraud.
- ✓ Changed violation notification procedure for better accountability and tracking.
- ✓ Moved to an ADA compliant office.
- ✓ Implemented new software with better data extraction capabilities.

### 2011 ACCOMPLISHMENTS

- ✓ Resolved 83% of complaints filed within fiscal year 2011 within 9 months.
- ✓ Implemented online renewals for shops, individuals, and booth rentals.
- ✓ Continued to development improvements to licensing database.
- ✓ Developed new inspection process focusing on sanitary criteria.
- ✓ Updated four rules through legislation.
- ✓ Granted legislative authority to create rules for shampoo assistant and barber apprenticeship programs.

## PAPERLESS INSPECTION PROCESS



STEP 1- Inspection performed on a smartphone application.



STEP 2 – Inspection information sent to computer servers for records.



STEP 3- Visit website at [www.wvbbc.com](http://www.wvbbc.com), click on shop inspections on top of webpage, enter shop name, and click on inspection date to review inspection report.

## 2013 PERFORMANCE MEASURES

1. Continue to digitally scan individual licensee records until year 2000.
2. Continue to digitally scan past miscellaneous records and history files.
3. Add photo images to the online inspection report for public review.
4. Improve software database by establishing attachment capabilities.
5. Implement a 100% paperless inspection process.

## KEY 2012

### CHANGES/ACCOMPLISHMENTS

- Implemented inspection reports being viewable online at [www.wvbbc.com](http://www.wvbbc.com).
- Developed a smartphone application created for salon inspections.
- Posted financial information promoting transparency of Board's operations viewable online at [www.wvbbc.com](http://www.wvbbc.com).
- Created online payment and online printing of shop licenses and booth rental certificates which has saved more than \$3,000 in operational costs in four months.
- Designed new user friendly website to reduce number of 'clicks' to obtain desired information.

## LICENSED SCHOOLS

### SCHOOL EXAMINATION RESULTS HISTORY

Examination results are from August of 2010 to June 2012, since the Board outsourced testing. The data is based on first time test takers and each school's percentage of students that pass the first attempt.

Rank	SCHOOL	1 <sup>ST</sup> ATTEMPT PASS RATE
1	Art and Science	92%
2	Scott College	89%
3	Morgantown	84%
4	Beckley*	80%
5	Carver	76%
6	Mountaineer	72%
7	Southern	71%
8	International	70%
9	Mercer	70%
10	Huntington	66%
11	Wyoming	66%
12	Charleston	61%
13	Clarksburg	61%
14	Valley**	55%

\*Beckley Beauty Academy closed in May 2012, owner retired.

\*\*Valley Beauty School closed July 2011, owner passed away.

Art and Science Institute of Cosmetology  
Whitehall, WV

Buena Vista  
Alderson, WV

Carver Beauty Academy  
Malden, WV

Charleston School of Beauty Culture  
Charleston, WV

Charleston School of Barbering  
Charleston, WV

Clarksburg Beauty Academy  
Clarksburg, WV

Huntington School of Beauty Culture  
Huntington, WV

International School of Beauty  
Martinsburg, WV

Mercer County Vocational School  
Princeton, WV

Morgantown Beauty College  
Morgantown, WV

Mountaineer Beauty College  
St. Albans, WV

Scott College of Cosmetology  
Wheeling, WV

Southern Community and Technical College  
Logan, WV

Wyoming County Vocational School  
Pineville, WV

## AESTHETICIANS

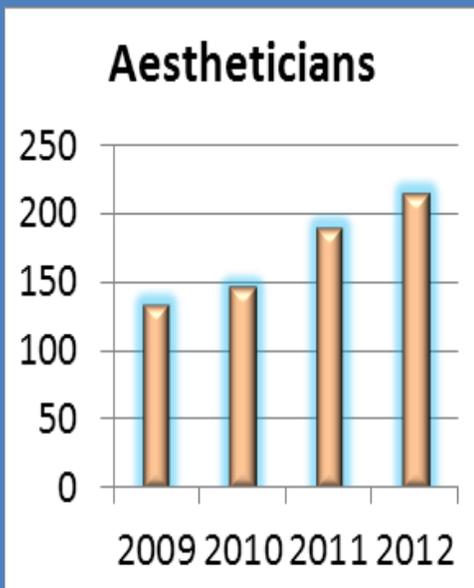
215- LICENSED

38.6- AVERAGE AGE OF LICENSEE

184- IN-STATE LICENSEES

31- OUT-OF-STATE LICENSEES

## 4- YEAR REVIEW



## AESTHETICS LICENSEE DATA

The chart below indicates the number of aestheticians by county.

County	Aestheticians	County	Aestheticians
Barbour	1	Mineral	-
Berkeley	21	Mingo	1
Boone	1	Monongalia	26
Braxton	1	Monroe	-
Brooke	-	Morgan	5
Cabell	9	Nicholas	1
Calhoun	-	Ohio	4
Clay	1	Pendleton	-
Doddridge	-	Pleasants	-
Fayette	3	Pocahontas	1
Gilmer	-	Preston	1
Grant	1	Putnam	10
Greenbrier	6	Raleigh	5
Hampshire	-	Randolph	1
Hancock	1	Ritchie	-
Hardy	-	Roane	-
Harrison	13	Summers	1
Jackson	3	Taylor	1
Jefferson	10	Tucker	-
Kanawha	40	Tyler	-
Lewis	1	Upshur	1
Lincoln	-	Wayne	1
Logan	-	Webster	-
Marion	4	Wetzel	-
Marshall	1	Wirt	-
Mason	-	Wood	7
McDowell	-	Wyoming	-
Mercer	1		

## BARBERS

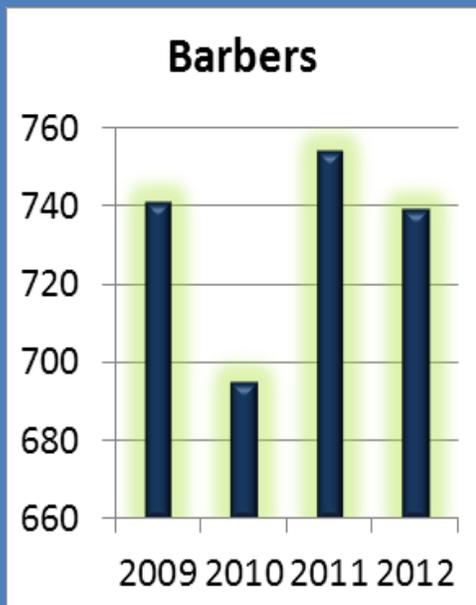
739- LICENSED

59.2- AVERAGE AGE OF LICENSEE

679- IN-STATE LICENSEES

60- OUT-OF-STATE LICENSEES

### 4- YEAR REVIEW



## BARBERING LICENSEE DATA

The chart below indicates the number of barbers by county.

County	Barbers	County	Barbers
Barbour	3	Mineral	7
Berkeley	24	Mingo	12
Boone	9	Monongalia	18
Braxton	5	Monroe	3
Brooke	13	Morgan	8
Cabell	41	Nicholas	15
Calhoun	1	Ohio	29
Clay	1	Pendleton	1
Doddridge	-	Pleasants	1
Fayette	11	Pocahontas	6
Gilmer	2	Preston	6
Grant	5	Putnam	27
Greenbrier	13	Raleigh	30
Hampshire	4	Randolph	11
Hancock	25	Ritchie	2
Hardy	4	Roane	6
Harrison	23	Summers	3
Jackson	16	Taylor	1
Jefferson	11	Tucker	-
Kanawha	137	Tyler	5
Lewis	3	Upshur	4
Lincoln	8	Wayne	10
Logan	20	Webster	4
Marion	22	Wetzel	11
Marshall	13	Wirt	1
Mason	11	Wood	39
McDowell	4	Wyoming	5
Mercer	14		

## COSMETOLOGISTS

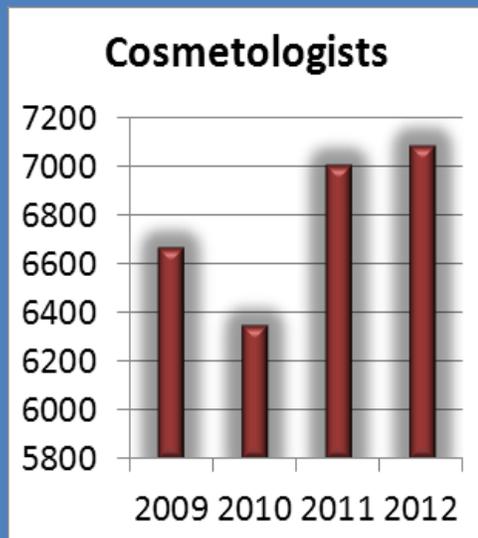
**7,089**- LICENSED

**45.4**- AVERAGE AGE OF LICENSEE

**6,659**- IN-STATE LICENSEES

**430**- OUT-OF-STATE LICENSEES

## 4- YEAR REVIEW



## COSMETOLOGY LICENSEE DATA

The chart below indicates the number of cosmetologists by county.

County	Cosmetologist	County	Cosmetologist
Barbour	71	Mineral	93
Berkeley	364	Mingo	104
Boone	96	Monongalia	336
Braxton	57	Monroe	46
Brooke	83	Morgan	55
Cabell	490	Nicholas	99
Calhoun	20	Ohio	197
Clay	33	Pendleton	18
Doddridge	18	Pleasants	13
Fayette	146	Pocahontas	20
Gilmer	13	Preston	127
Grant	51	Putnam	197
Greenbrier	150	Raleigh	261
Hampshire	57	Randolph	73
Hancock	78	Ritchie	39
Hardy	31	Roane	44
Harrison	315	Summers	46
Jackson	86	Taylor	55
Jefferson	156	Tucker	25
Kanawha	735	Tyler	35
Lewis	51	Upshur	81
Lincoln	67	Wayne	113
Logan	158	Webster	17
Marion	227	Wetzel	68
Marshall	111	Wirt	16
Mason	84	Wood	345
McDowell	50	Wyoming	107
Mercer	231		

# NAIL TECHNOLOGY LICENSEE DATA

The chart below indicates the number of nail technicians by county.

## NAIL TECHNICIANS

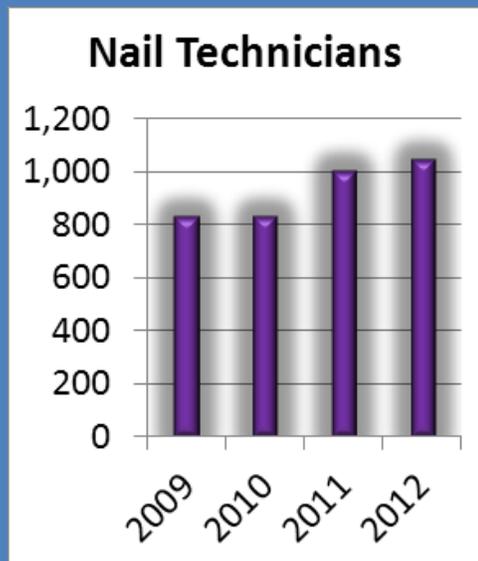
**1,049**- LICENSED

**39.2**- AVERAGE AGE OF LICENSEE

**973**- IN-STATE LICENSEES

**76**- OUT-OF-STATE LICENSEES

## 4- YEAR REVIEW



County	Nail Techs	County	Nail Techs
Barbour	9	Mineral	1
Berkeley	71	Mingo	5
Boone	8	Monongalia	66
Braxton	4	Monroe	2
Brooke	10	Morgan	9
Cabell	104	Nicholas	9
Calhoun	2	Ohio	14
Clay	2	Pendleton	4
Doddridge	1	Pleasants	5
Fayette	9	Pocahontas	2
Gilmer	2	Preston	5
Grant	1	Putnam	35
Greenbrier	17	Raleigh	57
Hampshire	2	Randolph	16
Hancock	4	Ritchie	3
Hardy	2	Roane	9
Harrison	67	Summers	3
Jackson	7	Taylor	3
Jefferson	19	Tucker	-
Kanawha	157	Tyler	2
Lewis	4	Upshur	8
Lincoln	2	Wayne	15
Logan	18	Webster	4
Marion	25	Wetzel	2
Marshall	10	Wirt	1
Mason	6	Wood	63
McDowell	2	Wyoming	26
Mercer	39		

## INSPECTION INFORMATION

**2,940**- NUMBER OF LICENSED  
SHOPS/SALONS

**4,736**- NUMBER OF INSPECTIONS  
PERFORMED

**850**- NUMBER OF SHOP VIOLATION  
NOTICES ISSUED

**372**- NUMBER OF INDIVIDUAL  
VIOLATION NOTICES ISSUED

**1,222**- TOTAL NUMBER OF  
VIOLATION NOTICES ISSUED

## SHOPS AND SALONS LICENSEE DATA

The chart below indicates the number of nail technicians by county.

County	Shops/Salons	County	Shops/Salons
Barbour	24	Mineral	38
Berkeley	117	Mingo	72
Boone	43	Monongalia	136
Braxton	20	Monroe	22
Brooke	22	Morgan	25
Cabell	166	Nicholas	47
Calhoun	11	Ohio	79
Clay	12	Pendleton	15
Doddridge	6	Pleasants	7
Fayette	64	Pocahontas	19
Gilmer	9	Preston	64
Grant	32	Putnam	72
Greenbrier	79	Raleigh	142
Hampshire	30	Randolph	44
Hancock	45	Ritchie	20
Hardy	27	Roane	34
Harrison	122	Summers	20
Jackson	39	Taylor	16
Jefferson	55	Tucker	14
Kanawha	308	Tyler	12
Lewis	24	Upshur	40
Lincoln	25	Wayne	64
Logan	81	Webster	14
Marion	93	Wetzel	41
Marshall	42	Wirt	5
Mason	41	Wood	151
McDowell	33	Wyoming	52
Mercer	105		

# MOST FREQUENT SHOP VIOLATIONS

## SHOPS CITED FOR UNLICENSED WORKERS

LICENSEE	CITY
Regal Nails	Martinsburg
Pro Nails and Hair	Scott Depot
Salon Da Vinci	Chester
L.A. Nails	Beckley
Top Nails*	Morgantown
Pro Nails*	Princeton
Perfect Nails	Hurricane
Elite Nails and Spa*	South Charleston
Q Nails	Ripley
Perfect Nails	Charles Town
Elevation Nails and Spa	Bridgeport
Style Nails	Bluefield
Diva Nails and Tanning	Charles Town
Yen Yen's Nail Spa*	Oak Hill
Nails Spa	Martinsburg
Nails 27 Spa	Williamson
TQ Nails and Spa	Parkersburg
Shear Magic Beauty and Tanning	Capon Bridge
A Class Hair Studio	Martinsburg
Pro Nails and Spa	Barboursville
Nail 1 <sup>st</sup>	Charleston

\*Indicates more than one violation issued for unlicensed workers.

## TOP TEN SHOP VIOLATIONS

CITATION REFERENCE	DESCRIPTION	VIOLATIONS ISSUED
2.41	Failing to cleanse and disinfect electrical or mechanical hair clipper blades after use on a client.	93
2.4	Operating a shop with an expired shop license.	91
2.46	Failing to keep storage drawers for clean tools and implements clean and to use such drawers only for clean tools and implements.	76
2.43	Failing in a shop or as a booth renter to disinfect tools and implements.	59
2.40	Failing to discard a disposable emery board, sponge, buffer, or orangewood stick after use on a client or to give the emery board, sponge, buffer, or orangewood stick to the client.	41
2.52	Failing to keep equipment in a shop clean and in good repair.	39
2.1	Failing to post shop license.	37
2.47	Failing to keep storage cabinets, work stations, vanities clean	33
2.55	Failing to keep a licensed facility's walls, floors, base boards, and ceiling clean.	33
2.12	Allowing unlicensed workers.	31

# MOST FREQUENT INDIVIDUAL VIOLATIONS

## INDIVIDUALS CITED FOR ALLOWING UNLICENSED WORKERS

LICENSEE	CITY
Francine Nguyen	Martinsburg
Min Chau Thi Nguyen*	Beckley
Julie Le	Martinsburg
Kevin Duy Pham*	Princeton
Vivian Duong	Beckley

\*Indicates more than one violation issued for unlicensed workers.

### TOP TEN INDIVIDUAL VIOLATIONS

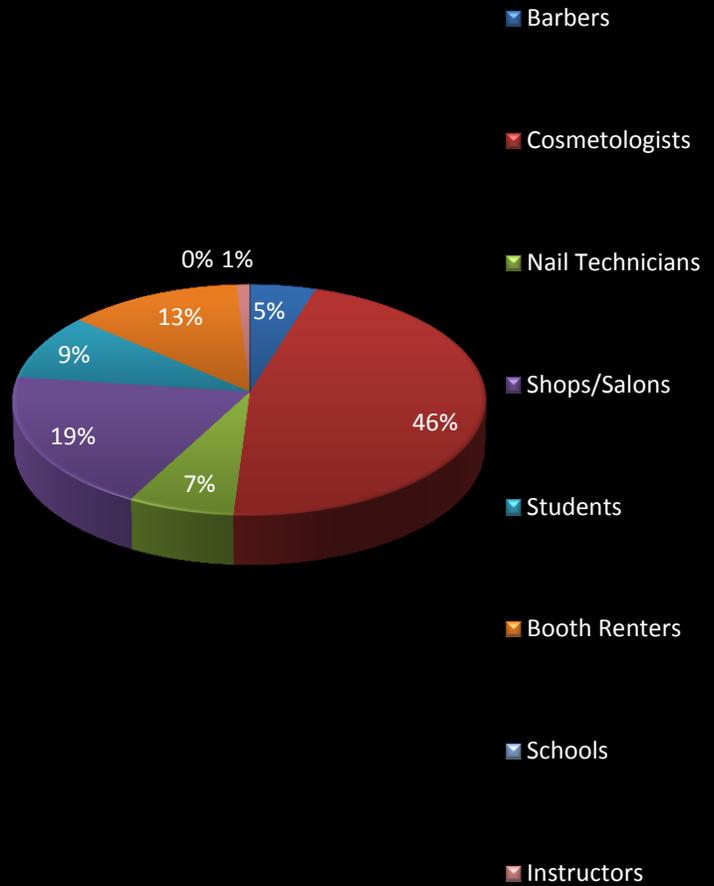
CITATION REFERENCE	DESCRIPTION	VIOLATIONS ISSUED
2.1	Failing to post license.	305
2.31	Failing to use neck strip or towel on cloth/cape.	49
2.64	Failing to renew booth rental certificate.	37
2.2	Working on expired license.	35
2.46	Failing to keep storage drawers clean.	20
2.41	Failing to cleanse and disinfect electrical or mechanical hair clipper blades after use on each client.	16
2.40	Failing to discard a disposable item after use.	14
2.12	Allowing an unlicensed worker.	12
2.32	Failing to immediately deposit all used towels with chemical residue in a closed container.	11
2.43	Failing in a shop or as a booth renter to disinfect tools and implements.	9

## TOTAL LICENSEE DATA

### TOTAL NUMBER OF LICENSES ISSUED

LICENSE TYPE	NUMBER OF LICENSEES
Aestheticians	215
Barbers	739
Cosmetologists	7,089
Nail Technicians	1,049
Shops/Salons	2,940
Students	1,429
Booth Renters	1,944
Schools	16*
Instructors	148
<b>TOTAL</b>	<b>15,566</b>

\*Two schools closed during FY2012.



# 2012 FINANCIALS

## FINANCIALS

Revenue- \$562,051.52

Expenses-\$557,976.40

2012 Profit-\$4,075.12

2012 Carryover- \$132,038.03

### 2011 Carryover

\$186,494.21

### 2011- 1<sup>ST</sup> QUARTER

Month	Receipts	Disbursements	Balance
July 2011	\$55,010.80	\$33,510.47	\$180,406.30
August 2011	\$31,120.00	\$63,212.85	\$144,476.03
September 2011	\$22,071.50	\$41,510.32	\$124,947.21

### 2011- 2<sup>nd</sup> QUARTER

Month	Receipts	Disbursements	Balance
October 2011	\$15,773.10	\$49,164.45	\$85,643.12
November 2011	\$17,688.75	\$53,218.36	\$47,154.03
December 2011	\$117,777.18	\$44,349.81	\$117,658.90

### 2012-3<sup>rd</sup> QUARTER

Month	Receipts	Disbursements	Balance
January 2012	\$136,861.38	\$47,976.97	\$202,809.84
February 2012	\$44,530.50	\$46,544.02	\$196,073.90
March 2012	\$25,509.20	\$40,116.35	\$180,256.87

### 2012- 4<sup>th</sup> QUARTER

Month	Receipts	Disbursements	Balance
April 2012	\$17,623.30	\$43,294.57	\$148,456.47
May 2012	\$15,491.25	\$46,597.71	\$110,446.69
June 2012	\$62,594.56	\$39,413.51	\$132,038.03

## SEVEN YEAR REVIEW

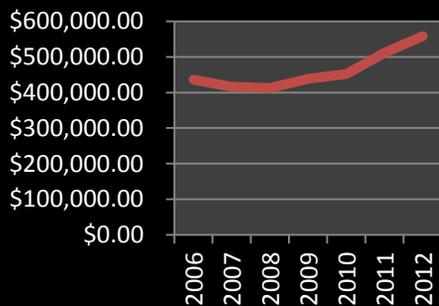
### RECEIPTS AND DISBURSEMENTS

#### ACCOUNT TRENDS

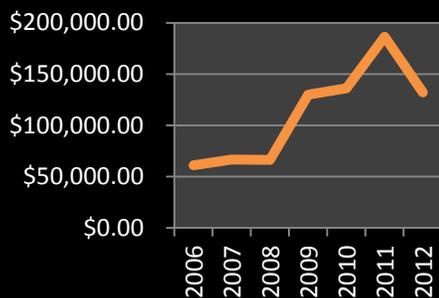
##### Receipts



##### Disbursements



##### Balance



Fiscal Year	Receipts	Disbursements	Account Balance
2006	\$407,304.01	\$435,909.44	\$60,909.44
2007	\$418,307.32	\$415,950.54	\$66,629.78
2008	\$412,220.10	\$412,672.22	\$66,177.66
2009	\$520,381.36	\$438,552.18	\$129,965.58
2010	\$481,793.20	\$451,787.36	\$136,183.14
2011	\$562,147.26	\$512,006.77	\$186,494.21
2012	\$562,051.52	\$557,976.40	\$132,038.03