



**STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
STATE BOARD OF COSMETOLOGY AND BARBER EXAMINERS
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TN 37243
615-741-2515**

MINUTES

The State Board of Cosmetology and Barber Examiners held a meeting April 4, 2016 at 10:00 a.m. in Nashville, Tennessee.

The Meeting was called to order by Chairman Ron Gillihan.

Ron Gillihan, Board Chairman welcomed everyone to the Board meeting.

Roxana Gumucio, Executive Director called roll. The following members were present: Kelly Barger, Anita Charlton, Nina Coppinger, Bobby Finger, Frank Gambuzza, Ron Gillihan, Brenda Graham, Yvette Granger, Judy McAllister, Patricia Richmond, Mona Sappenfield and Amy Tanksley. Not in attendance Dianne Teffeteller.

Others present were: Roxana Gumucio, Executive Director, Laura Martin, Attorney for the Board, and Betty Demonbreun, Administrative Assistant.

MINUTES-

Minutes for the March 7, 2016 board meetings were submitted for changes and/or approval.

Motion made by Patricia Richmond and seconded by Bobby Finger to approve the March 7, 2016 minutes. Motion carried unanimously.

2016 Legislative Updates:

The 2016 legislative session has introduced five bills that affect the State Board of Cosmetology and Barber Examiners. They are listed in no specific order and with the most current information as of Wednesday, March 30, 2016:

SB2324-HB2315 Required Continued Education –

- Failed in Senate and taken off notice in House :

This bill creates a new requirement upon cosmetologists, manicurists, natural hair stylists and aestheticians who obtain an initial license after July 1, 2016 to complete at least 16 continuing

education hours. Failure to provide proof to the board within 60 days of the anniversary date of licensure creates an automatic “invalid” licensure status. The board for good cause may grant up to a one year extension to obtain the continuing education credits. The board is also granted authority to establish a scholarship fund. The board is given rulemaking authority to carry out these provisions. For rulemaking purposes this bill is effective upon becoming law and for all other purposes, this bill takes effect on July 1, 2016.

SB2374-HB2373 Clean up Bill –

- Placed on Senate calendar for 3/31/16 and will be scheduled for House floor 3/31 in Calendar & Rules. Should be for a day the week of April 4:

This bill makes several changes regarding cosmetology and barber licensing. It creates greater flexibility regarding hours taught per day and maximum weekly hours for cosmetology and barber schools. The bill decreases licensure requirements for schools by only requiring that the school submit a copy of the contract that it will use, not provide contracts for 20 students. The bill also provides various revisions to provide clarity regarding activities defined as cosmetology, along with the licensure of natural hair styling, and natural hair styling shops. This bill creates a 3 year experience requirement for a master barber instructor license along with 300 hours of instruction as opposed to current 450 hours, applying only to applications submitted after July 1, 2016. Lastly, the bill allows the board to delegate the administering of the master barber theory and practical exam instead of being before the board, which reflects current practice. This bill takes effect July 1, 2016.

SB2594-HB2496 Denial of Licensure for Felony Conviction–

- Passed 3/28/16, sent to Governor for signature:

This bill replaces language in numerous professions allowing denial of a license for a felony, generally, and – instead – requires that the denial be for a felony determined by the agency to reflect on the applicant’s fitness for that profession. Specific TDCI licenses affected are barbers, surveyors, soil scientists, and an exhibitor’s license for fireworks. The amendment to the barber statute also removes the limitation that the felony must have been within the preceding three (3) years. This bill takes effect upon becoming law. This bill references the Cosmetology Act of the Tennessee Code Annotated, (62-4) but not the barber act (62-3).

SB2490-HB2499 Extension of Time for Change of Address–

- The Department has not seen any amendatory language; General sub in Senate and not scheduled in House. This is essentially dead.

This bill increases the time in which a licensee is required to provide the program with a change of address from 30 to 60 days with the Board of Cosmetology and Barber Examiners. This bill takes effect upon becoming law. This bill references the Cosmetology Act of the Tennessee Code Annotated, (62-4) but not the barber act (62-3).

SB1536-HB1582 Extension of Boards Sunset –

- Public Chapter 561 signed 3/10/16

This Bill extends the sunset of the Board of Cosmetology and Barber Examiners until June 30, 2018 and requires that the Board undergo a question and answer review by the Comptroller in 2017.

SB2534-HB2569 Extension of Time for Change of Address–

- Will be scheduled for House floor 3/31 in Calendar & Rules. Should be for some day week of April 4:

This bill affects several boards. For the cosmetology and barber examiners board, it adds flexibility to the manager; this is something that has been discussing for some time. This board's part starts with section 4.

SB2167-HB2486 Mobile Salons, an addition to salon license–

- Reset on Senate Calendar for 4/4 and was scheduled for 3/30 with House Finance Sub

This is an amended bill. It defines a mobile shop” as any self-contained, self-supporting, enclosed motor vehicle that may be used as a barber shop, cosmetology shop, dual shop, manicure shop, or skin care shop. It establishes that in order to operate a mobile shop, an applicant must first obtain a shop license with a fixed location. The history of the fixed shop license and the mobile shop license affect each other so they are always connected.

APPEAR BEFORE THE BOARD-

Continued Education Session, Professional Business Consultants:

Ms. Pearl Eva Walker appeared before the board to request approval of a continuing Education session for September 11 and 12, 2016 to be held in Memphis. There are currently eight sessions approved for 2016. Ms. Walker answered questions for the board and explained how her session offers options to all instructors.

MOTION made by Patricia Richmond and seconded by Nina Coppinger to approve request. Motion carried unanimously.

APPLICATIONS FOR EXAMINATION-

No Felony application for this meeting.

Application for master barber license with apprentice hours from Virginia for Justin Townsel. Mr. Townsel completed 1,500 on the job training as an apprentice in Virginia during a two year time. He was unable to appear before the board but provided State certification of the program.

Motion made by Nina Coppinger and seconded by Bobby Finger to approve request to take the Tennessee exams. Motion carried unanimously.

Application to test as a cosmetologist with hours from Colombia for Viviana Cifuentes. Ms. Cifuentes provided a school certificate showing a total of 1,620 hours completed in November 2010 with a list curriculum.

Motion made by Patricia Richmond and seconded by Kelly Barger to approve request to take the Tennessee exams. Motion carried unanimously.

Application to test as a manicurist with cosmetology hours from Quynh Nguyen. Ms. Nguyen appeared before the board to answer questions. She completed cosmetology hours in Atlanta Georgia between March 2013 and April 2015. She provided a school transcript. She has attempted to pass the theory exam in Tennessee seven times. Her request to the board is to allow her to test for a manicurist license. She submitted a letter explaining her situation and reason for preferring to go with a manicurist license and not pursue the cosmetology path.

Motion made by Patricia Richmond and seconded by Bobby Finger to approve request to take the Tennessee exams. Motion carried unanimously.

MISCELLANEOUS REQUESTS –

Request for Waivers and Extensions:

Request from Bethany Yarbrough for waiver of the requirement to complete testing within three years. Ms. Yarbrough is a licensed cosmetologist in Tennessee since 2007. She completed her instructor hours in 2011 and started testing with PSI in April 2012. Pursuant to Rule 0440-01-.09 an individual has three years to complete the testing process. Ms. Yarbrough has not been able to pass the practical exam within that three year period. She appeared before the board to answer questions about her health and other life events that accounted for her missing the timeline for passing the practical exam. She requested the theory exam be honored so she could take the practical and accept a job she was offered.

MOTION made by Patricia Richmond and seconded by Mona Sappenfield to approve request. Motion carried unanimously.

Request from Sondra Watson for an extension of the time period for completion of coursework. Pursuant to Tenn. Code Ann. § 62-4-123 students have seven (7) years from the original enrollment date to complete the required courses. The board may require the student complete additional hours or for good cause historically they have considered extensions of time. Ms. Watson appeared before the board to answer questions and explain why it has taken over seventeen years to complete the exams. She presented a letter explaining that she started her education in 1998 in high school, there she completed 1,041 hours. Then in 2006 she attended one of the Tennessee Applied Technology Schools where she completed 468 hours. At that time, her 1998 – 2001 hours should have been addressed with the board or lost.

MOTION made by Frank Gambuzza and seconded by Yvette Granger to approve request. Motion carried unanimously.

Request from Julie Buchanan-Evans for an extension of the time period for completion of coursework. Pursuant to Tenn. Code Ann. § 62-4-123 students have seven (7) years from the original enrollment date to complete the required courses. The board may require the student complete additional hours or for good cause historically they have considered extensions of time. Ms. Buchanan-Evans presented a letter explaining that she started her education in 2008 while incarcerated. There she obtained 1,442 hours. She is requesting an 18 month extension so she can complete the remaining 58 hours. She should be able to prepare and take the exam from the facility.

MOTION made by Patricia Richmond and seconded by Judy McAllister to approve request. Motion carried unanimously.

Request from Mr. Clonte' Thomas for consideration of an extension of continued education requirements. Pursuant to Tenn. Code Ann. § 62-3-124 (b), a master barber instructor shall complete sixteen (16) hours of an approved program. Mr. Thomas appeared before the board to answer questions and explain his unique circumstances. The email submitted explains that he was in prison and therefore could not comply with the requirement. The barber examiners board heard his request for an extension in 2011 and denied it. The decision was that he attend a continuing education seminar in 2016 to meet the requirements and after that in completed he may be granted the instructor license.

MOTION made by Frank Gambuzza and seconded by Patricia Richmond to approve request. Motion carried unanimously.

Request for waiver of rule 0440-1-.10 requiring applicant to obtain their original license within six (6) months after passing the examination. Ms. Ashley Williams passed her cosmetologist practical examination in July 2015. Under the Cosmetology statute the applicant must reapply for the examinations within six months after applicant is notified unless there is good cause. Ms. Williams is about three months passed the required timely. Her application was missing the verification eligibility form. Her letter states that she received the letter from the board while out of town training at the Correctional Academy and did not respond timely.

MOTION made by Amy Tanksley and seconded by Judy McAllister to approve request. Motion carried unanimously.

Request for waiver of rule 0440-1-.10 requiring applicant to obtain their original license within six (6) months after passing the examination. Ms. Rebecca Hancock passed her master barber reinstatement practical examination in July 2015. Under the Barber statute the applicant must reapply for the examinations within six months after applicant is notified unless there is good cause. Ms. Hancock is less than three months passed the required timely. Her letter states that her

husband had health issues causing her to miss the deadline. She provided medical documents to support the emergency.

MOTION made by Kelly Barger and seconded by Amy Tanksley to approve request. Motion carried unanimously.

Request for waiver of rule 0440-1-.10 requiring applicant to obtain their original license within six (6) months after passing the examination. Ms. Sonal Parmar passed her cosmetologist practical examination in June 2015. Under the Cosmetology statute the applicant must reapply for the examinations within six months after applicant is notified unless there is good cause. Ms. Parmar is about four months passed the required timely. Her application was had everything needed, however at the time the verification eligibility was submitted to the Federal database for confirmation. She was determined to be ineligible for a license due to the process of her permanent resident card. Since then she has resolved that situation and the eligibility has been approved for licensure.

MOTION made by Judy McAllister and seconded by Patricia Richmond to approve request. Motion carried unanimously.

Request for approval of a new shop license for La Vogue Salon. Ms. Adrienne Roddy, owner of the shop appeared before the board to answer questions. The shop had signed a Consent Order entering into a payment plan for a 2013 complaint. On December 7, 2015, legal sent a certified letter explaining that the final payment on this Order was returned for insufficient funds. The shop was given time to rectify this problem. On March 8, 2015 the final notice from legal was sent explaining for the third time that the "bad check" had to be rectified or the Consent Order would be in non-compliance and the shop license would be revoked. Given that the deadline was missed, the license was revoked. Ms. Roddy did send the check, it was received but after the fact. She provided a letter explaining that several deaths in her family pulled her away from business and therefore she missed this obligation.

MOTION made by Yvette Granger and seconded by Nina Coppinger to approve request. Motion carried unanimously.

Request for reconsideration Tenn. Code Ann. § 62-3-121, grounds for refusal of certificate. Mr. Wilmon Wayne Edwards had both his master barber instructor license and his cosmetology license revoked for immoral or unprofessional conduct. The revocation took place of the master barber license was agreed to in April 2014 and the cosmetology one in June 2014. The findings of fact were provided along with both full signed Consent Orders. The documents point out that the board may consider reinstatement of the license(s) no sooner than two years after the revocation but that the board is not obligated to approve the reinstatement.

MOTION made by Bobby Finger and seconded by Judy McAllister to approve request with signed Agreed Order for a two year probationary period. Motion carried unanimously.

Request for release of cosmetology license for Chris Rouprasong. Pursuant to Tenn. Code Ann. § 62-4-127, grounds for refusal of certificate, the board may consider denial of a license to someone who failed to comply with the laws. Mr. Rouprasong was found working unlicensed in a shop during a routine inspection. Complaints were opened and those cases have for the most part been resolved. At this time Mr. Rouprasong is on a payment plan, as explained in the email from Mr. Williams. He has passed his exams and is requesting the board allow him his license while he continues to pay off the remaining amount on the civil penalty. He was unable to attend the meeting because he takes care of his son.

MOTION made by Patricia Richmond and seconded by Nina Coppinger to approve request with signed Agreed Order for a one year probationary period, and complaint paid in full. Motion carried unanimously.

Request from instructor Linda Walters for an extension of the required continuing education hours. Pursuant to Tenn. Code Ann. § 62-4-114(a) (2) an instructor may request this waiver one time. She submitted a letter requesting a six month extension so she can attend the Knoxville session in July. She has attended two prior continuing education sessions timely.

MOTION made by Amy Tanksley and seconded by Patricia Richmond to approve request. Motion carried unanimously.

Request from instructor Amy Kyser for an extension of the required continuing education hours. Pursuant to Tenn. Code Ann. § 62-4-114(a) (2) an instructor may request this waiver one time. She submitted a letter requesting an extension. This is the first time she is supposed to attend a session and was unaware that it was a requirement prior to her renewal.

MOTION made by Judy McAllister and seconded by Yvette Granger to approve request. Motion carried unanimously.

Request from Ms. Chastity Perry for waiver of items she does not plan on using in the skin care shop she is opening. Pursuant to Rule 0440-02-.07 (2) equipment for a skin care shop, several items are listed that the shop must have and she claims they will not provide the services that require certain equipment. Ms. Perry emailed the board office asking for waivers given that she only intends to do "full body waxing". The letter lists: magnifying light, towels, and towel containers as items her shop would never use.

MOTION made by Kelly Barger and seconded by Mona Sappenfield to deny request. Motion carried unanimously.

APPLICATIONS FOR RECIPROCITY-

The Reciprocity Committee of the State Board of Cosmetology and Barber Examiners met at 9:38 AM on Monday, April 4th to review reciprocity applications and make recommendations to the Board.

Attending were Board members Nina Coppinger, Ron Gillihan, and Patricia Richmond. Also present were Roxana Gumucio, Executive Director, Laura Martin, Attorney for the Board, and Betty Demonbreun, Administrative Assistant.

The applications reviewed consisted of the following:

Application for reciprocity of cosmetology license from Florida for Annette Cox. Certification shows initial license in December 1993 with 1,200 hours and no practical exam. Ms. Cox was going to provide a letter requesting reconsideration of the practical exam given she has been licensed for twenty two years. Her letter is in the mail and could not be provided but she would like to ask for the consideration. A letter regarding proof of experience was provided but that is used toward hour's requirement.

Recommendation - is that the applicant be approved for a reciprocal license.

MOTION made by Patricia Richmond and seconded by Ron Gillihan to approve recommendation. Motion carried unanimously.

Application for reciprocity of aesthetician license from Indiana for Anna Marie Iaccarino. Certification shows initial license in May 2014 with 700 hours by examination. Ms. Iaccarino would have a very hard time finding a school that would have her complete the 50 pending hours. She provided a report from the school she attended that shows additional instructional hours completed in advanced classes such as microdermabrasion.

Recommendation - is that the applicant be approved for a reciprocal license.

MOTION made by Ron Gillihan and seconded by Patricia Richmond to approve reciprocity license. Motion carried unanimously.

Application for reciprocity of aesthetician license from Washington for Ellie Kambitsch. Certification shows initial licensure in December 2007 with 700 hours per her application. Washington State No Longer mails certification but they can be verified online. Ms. Kambitsch is also licensed in California. She provided a letter explaining her work experience as well as four letters from employers but the dates are sporadic and don't complete the last five years.

Recommendation - is that the applicant be approved for a reciprocal license.

MOTION made by Ron Gillihan and seconded by Patricia Richmond to approve recommendation license. Motion carried unanimously.

Application for reciprocity of cosmetology license from Pennsylvania for Bridget McAleer. Certification shows initial licensure in September 2012 with 1,250 hours by examination. Ms. McAleer has not been licensed long enough to have the five years of experience. She provided a letter explaining that between 2007 and 2012 she worked as a hair stylist assistant. Apprenticeship is recognized in Pennsylvania; however the board has no way to confirm that information.

Recommendation - is that the applicant take the Tennessee exams.

MOTION made by Patricia Richmond and seconded by Ron Gillihan to deny recommendation and have applicant pass the Tennessee practical exam. Motion carried unanimously.

Application for reciprocity of manicurist license from Georgia for Christina Nguyen. Certification shows initial licensure in May 2014 by examination. Ms. Nguyen stated via email that she did the apprenticeship program. Unfortunately Georgia's certification does not specify apprenticeship. In any case it would be 1,050 for nail technician which they translate to 525 credit hours.

Recommendation - is that the applicant take the Tennessee exams.

Motion made by Patricia Richmond and seconded by Ron Gillihan to approve recommendation. Motion carried unanimously.

The committee meeting adjourned at 9:50 AM.

As a whole, the board discussed the recommendations and decisions.

MOTION made by Ron Gillihan and seconded by Patricia Richmond to approve all decisions made by the reciprocity committee as amended. Motion carried unanimously.

LEGAL REPORT- STAFF ATTORNEY

The Complaint Committee of the State Board of Cosmetology and Barber Examiners met at 8:30 AM on Monday, March 7th to review the allegations of 76 complaints and make recommendations to the Board.

Attending were Board members Bobby Finger, Frank Gambuzza and Amy Tanksley. Not in attendance Dianne Teffeteller.

COSMETOLOGY CASES

NEW CASES

1. Case No.: L15-COS-RBS- 2016000931
First License Obtained: 01/06/2016
License Expiration: 01/31/2018
Complaint history: None

2. Case No.: L15-COS-RBS- 2016000961
First License Obtained: 12/19/2003
License Expiration: 12/31/2017
Complaint history: None

Respondent was cited on her shop and personal license. An inspector visited this shop to conduct an inspection prior to issuing a shop license. The day of the inspection the shop was already open and had been for about 5 days. The respondent has contacted counsel. The respondent said this was opened hastily to accommodate clients stylists had from previous work. They also stated that this salon is a two person salon, and none of the parties had prior experience in opening a business. The shop passed the inspection and was issued a shop license that day, before the respondent even signed the Notice of violation.

Recommendation: Close and Issue a letter of warning.

Decision: Accepted

3. Case No.: L15-COS-RBS- 2016000991
First License Obtained: 04/21/2011
License Expiration: 03/31/2017
Complaint history: None

4. Case No.: L15-COS-RBS- 2016001011
First License Obtained: 10/24/1995
License Expiration: 10/31/2017
Complaint history: None

Respondent was cited on their personal and shop license pursuant to an inspection. On the day of inspection the shop license was expired. The shop was open for business at the time of inspection.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$100.

Decision: Accepted

5. Case No.: L15-COS-RBS- 2016001051
First License Obtained: 09/22/2005

License Expiration: 09/30/2017

Complaint history: None

Respondent was cited as the owner of a shop who allowed an unlicensed person to practice in the shop. At the time of inspection the unlicensed person was working on a customer's hair. The owner was also cited on her shop license and has paid a \$1000 penalty for that citation.

Recommendation: Close with a letter of warning.

Decision: Accepted

6. Case No.: L15-COS-RBS-2016001511

First License Obtained: 12/13/2013

License Expiration: 11/30/2017

Complaint history: None

7. Case No.: L15-COS-RBS-2016001531

First License Obtained: 05/31/1978

License Expiration: 07/31/2017

Complaint history: None

Respondent was cited on her shop and personal license pursuant to an inspection. At the time of inspection the respondent's shop was open for business and she was working on a customer. The respondent's shop license was expired and the respondent's personal license was expired.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$200.

Decision: Accepted

8. Case No.: L15-COS-RBS-2016001771

First License Obtained: 02/01/2016

License Expiration: 02/28/2018

Complaint history: None

A consumer complaint was filed against the responded who is a cosmetology student. The complaint alleged that the student has been charging consumers for doing their hair. They offered no evidence, names, pictures or additional information. The complainant wrote counsel and flat out denied the accusations. The respondent wrote that she contacted the complainant who then denied having written the complaint.

Recommendation: Close.

Decision: Accepted

9. Case No.: L15-COS-RBS- 2016001791

First License Obtained: 05/10/2001

License Expiration: 04/30/2017

Complaint history: None

10. Case No.: L13-COS-RBS -2016001811

First License Obtained: 04/20/1982

License Expiration: 09/30/2017
Complaint history: None

Respondent received a notice of violation on her personal and shop license pursuant to an inspection. At the time of inspection the respondent's personal license was expired. No services were being practiced but the shop was open for business and the owner was there to work.

Recommendation: Authorize for formal hearing. Allow authority to settle the matter by consent order assessing \$100.

Decision: Accepted

11. Case No.: L15-COS-RBS- 2016001831

First License Obtained: 05/30/2012
License Expiration: 05/31/2016
Complaint history: None

12. Case No.: L15-COS-RBS- 2016001851 (Manager)

First License Obtained: 09/16/2008
License Expiration: 09/30/2016
Complaint history: None

Respondents, who are the shop and the manager of a shop, were cited pursuant to an inspection. At the time of inspection the inspector found a bottle of METHYL METHACRYLATE that had been used. The shop had about 16 other bottles of the product unopened.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$100 to the shop and \$100 to the manager.

Decision: Accepted

13. Case No.: L15-COS-RBS -2016001991

First License Obtained: 06/01/2011
License Expiration: 05/31/2015
Complaint history: None

14. Case No.: L15-COS-RBS- 2016002011

First License Obtained: 06/12/2001
License Expiration: 06/30/2015
Complaint history: None

Respondent received a notice of violation on both her personal and shop licenses pursuant to an inspection. On the day of inspection the shop was open for business and the respondent was there for work. Both of the respondent's licenses were expired.

Recommendation: Authorize both complaints for formal charges. Allow authority to settle by consent order assessing \$200.

Decision: Accepted

15. Case No.: L15-COS-RBS- 2016002071

First License Obtained: 10/30/2000
License Expiration: 10/31/2016
Complaint history: 2015000141, Dismissed the case against the owner; 20150226951, closed

A complaint was opened administratively by the board office against the respondent. The respondent in attempting to speak with board staff found one of our staff member's personal home numbers and called him on a holiday to discuss another complaint. The respondent has contacted counsel, the director, and the staff member to apologize for this behavior and say that this was a misunderstanding. The respondent seems to understand why this behavior was alarming and has been verbally told that going forward; once he leaves a voicemail he should not contact the office again until someone reaches out to him.

Recommendation: Close and issue a letter of warning for unprofessional conduct.

Decision: Accepted

16. Case No.: L15-COS-RBS – 201600228

First License Obtained: 06/14/2005
License Expiration: 05/31/2017
Complaint history: None

Respondent was cited on their shop license pursuant to an inspection. At the time of inspection the shop was open and there was an employee working. The shop license was expired. The single employee present said he was not the manager and that he only rented a booth.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$250.-

Decision: Accepted

17. Case No.: L15-COS-RBS – 2016002891

First License Obtained: 09/26/1989
License Expiration: 11/30/2016
Complaint history: 2014003271, closed by Consent Order and payment of \$750 civil penalty

18. Case No.: L15-COS-RBS -2016002911

First License Obtained: 04/27/1987
License Expiration: 08/31/2016
Complaint history: None

Respondent was cited on his personal and shop license pursuant to an inspection. On the day of inspection the shop was open for business and the owner was giving a customer a manicure. The shop license was expired.

Recommendation: Authorize for formal charges. Allow authority to settle by consent order assessing \$100.

Decision: Accepted

19. Case No.: L15-COS-RBS – 2016002931

First License Obtained: 05/23/2012
License Expiration: 05/31/2016
Complaint history: 2015013151, settled by Consent Order payment plan for a civil penalty of \$2500

Respondent received a notice of violation on her shop license pursuant to an inspection. At the time of inspection the owner who is not licensed was present but not working. Her manager, who is licensed, was not present. The shop had three unlicensed individuals present at the shop all braiding hair for customers at the time of inspection. This shop has been cited for unlicensed activity once before. This same location was cited previously 3 times for unlicensed activity before they had a shop license.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$3000.

Decision: Accepted

20. Case No.: L15-COS-RBS -2016003171

First License Obtained: 08/09/2005
License Expiration: 07/31/2017
Complaint history: 2009014081, closed by Consent Order and payment of \$1000 civil penalty; 2015013791, closed by Consent Order and payment of \$500 civil penalty

This shop was cited pursuant to an inspection. On the day of inspection the shop had no owner or manager present, the shop license was expired. The shop was open for business and two unlicensed persons were working with customers. This shop has been cited twice before for unlicensed activity, and once before for not having a manager present.

Recommendation: Authorize for formal charges. Allow authority to settle by consent order assessing \$2000.

Decision: Accepted

21. Case No.: L15-COS-RBS -2016003401

First License Obtained: 12/20/2010
License Expiration: 11/30/2016
Complaint history: 2013011411, closed for lack of grounds of discipline.

A consumer complaint was filed against the respondent shop by a past customer. The complainant alleged that the shop used a cheese grater to remove glitter polish from her toenails. She said she asked the tech to stop but that she wouldn't. She included pictures of the tops of her toes which did have many abrasions around her toenails. The shop has contacted counsel saying that they do not use a cheese grater and that if she was in pain and had told them, they would have stopped. The shop has refunded the complainant.

Recommendation: Close. Send an inspector to see what tools they are using during pedicures.

Decision: Accepted

22. Case No.: L15-COS-RBS – 2016003501

First License Obtained: 11/21/2011

License Expiration: 10/31/2017

Complaint history: None

Respondent shop received a notice of violation pursuant to an inspection. At the time of inspection the shop was open and there was an employee working with a customer. The shop license was expired. The single employee told the inspector that they were not a manager and that they were booth renter.

Recommendation: Authorize formal hearing. Allow authority to settle by consent order assessing \$250.

Decision: Accepted

23. Case No.: L15-COS-RBS -2016003981 (REVOKED)

First License Obtained: 05/10/2007

License Expiration: N/A

Complaint history: 2008021711, dismissed; 2013000181, closed by Amended Consent Order payment plan for a civil penalty of \$750.00 – shop license was revoked for failure to timely comply with the terms of the payment plan order

An anonymous complaint was filed against this shop. An inspection was requested. The inspector found that the shop was open for business with a blank inspection sheet posted. The shop's license had been revoked almost a year previously. The owner of the shop called the Board office to say he thought his shop license was valid.

Recommendation: Authorize for formal hearing. Allow authority to settle he matter by consent order assessing \$1000.

Decision: Accepted

24. Case No.: L15-COS-RBS-2016004291

First License Obtained: 05/17/2011

License Expiration: 04/30/2017

Complaint history: None

25. Case No.: L15-COS-RBS – 2016004311

First License Obtained: 07/31/1997

License Expiration: 07/31/2017

Complaint history: None

Respondent received a notice of violation pursuant to an inspection. At the time of inspection the shop was open for business. Both of the licenses posted were expired. However, Board records indicate that the license for the owner had been renewed she

just hadn't received it yet in the mail. She thought that when she renewed her license that she had also renewed the shop. She immediately renewed the shop license online. She contacted counsel and asked for a reconsideration of her fines stating that she has no history of late renewal or unlicensed activity,

Recommendation: Close with a letter of warning.

Decision: Accepted

26. Case No.: L15-COS-RBS – 2016004331

First License Obtained: 12/01/2010

License Expiration: 10/31/2016

Complaint history: None

27. Case No.: L15-COS-RBS- 2016004351

First License Obtained: 07/13/2000

License Expiration: 07/31/2016

Complaint history: None

28. Case No.: L15-COS-RBS – 2016004371 (unlicensed)

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

29. Case No.: L15-COS-RBS – 2016004391 (unlicensed)

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

The respondent shop, the manager and two unlicensed individuals were cited pursuant to an inspection. At the time of inspection the shop was open and the manager and the two unlicensed individuals were giving pedicures. The manager asked the two unlicensed individuals to leave the shop. He told the inspector they were unlicensed. The inspector asked the manager to have them return to the shop. The unlicensed individuals returned. The owner spoke to the inspector on the phone who claimed to be unaware of who the unlicensed individuals were. This shop has no prior history.

Recommendation: Authorize all complaints for formal hearing. Allow authority to settle by consent order assessing \$2000 to the shop. Assess \$1000 to the manager and the two individuals. Or, authority to close by LOW if the unlicensed individuals cannot be tracked down.

Decision: Accepted

30. Case No.: L15-COS-RBS-2016004851

First License Obtained: 08/04/2010

License Expiration: 07/31/2016

Complaint history: None

31. Case No.: L15-COS-RBS -2016004871)

First License Obtained: 05/09/2007
License Expiration: 05/31/2017
Complaint history: None

Respondent received a notice of violation on her personal and shop license pursuant to an inspection. At the time of inspection the respondent was cutting hair. Her personal license was expired.

Recommendation: Authorize for formal hearing. Allow authority to settle the matter by consent order assessing \$100.

Decision: Accepted

32. Case No.: L15-COS-RBS – 2016005001

First License Obtained: 09/21/2006
License Expiration: 09/30/2016
Complaint history: None

33. Case No.: L15-COS-RBS -2016005021

First License Obtained: 12/06/1993
License Expiration: 04/30/2017
Complaint history: None

Respondent received a notice of violation on her personal and shop license. At the time of inspection the owner's personal license was expired. The shop was open and she was giving a manicure. The woman's daughter called to say she had proof of payment for the personal license, but this was never sent into the Board office.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$100. If proof of payment dated before the inspection is received by the respondent, authority to dismiss.

Decision: Accepted

34. Case No.: L15-COS-RBS – 2016005041

First License Obtained: 12/12/1994
License Expiration: 07/31/2017
Complaint history: None

35. Case No.: L15-COS-RBS – 2016005061

First License Obtained: 08/01/1994
License Expiration: 08/31/2016
Complaint history: None

The respondent was cited on her personal and shop license pursuant to an inspection. At the time of inspection the shop was open and serving customers. The inspector found a used container of liquid methyl methacrylate acid. The respondent claimed that the MMA was not being used. The container seal was broken and that the container was close to empty. This shop has no previous history.

Recommendation: Close with a letter of warning.

Decision: Accepted

36. Case No.: L15-COS-RBS- 2016005121

First License Obtained: 08/21/2015
License Expiration: 08/31/2017
Complaint history: None

Respondent shop was cited for operating without a manager present and for waxing without a license and sent an agreed citation. The respondent signed the agreed citation but never paid the associated penalty.

Recommendation: Authorize for formal charges. Allow authority to settle by consent order assessing \$1000.

Decision: Accepted

37. Case No.: L15-COS-RBS- 2016005651

First License Obtained: 12/21/2006
License Expiration: 12/31/2016
Complaint history: 2009020801, Closed by Consent Order and payment of \$1000 civil penalty

A consumer complaint was filed against the shop by a past customer. The consumer said while having her nails done, her finger started to bleed. She alleges that the nail tech wiped the blood on a towel and continued to work. The tech wrote in saying that he doesn't recall this incident, but that he is a booth renter for the respondent shop. He has also offered the complainant a free nail service to apologize.

Recommendation: Close.

Decision: Accepted

38. Case No.: L15-COS-RBS- 2016005881

First License Obtained: 12/18/1991
License Expiration: 09/30/2016
Complaint history: 2010025001, closed by Consent Order and payment of \$500 civil penalty;
20150210111, settled by Amended Consent Order payment for a civil penalty of \$350

39. Case No.: L15-COS-RBS- 2016005921 (cosmetology manager)

First License Obtained: 06/14/1994
License Expiration: 06/30/2016
Complaint history: None

40. Case No.: L15-BAR-RBS- 2016005951 (barber manager)

First License Obtained:
License Expiration:
Complaint history:

An inspection of this shop was requested following a previous complaint regarding the two people and a dog living in the shop. The inspector found that no one was living in the shop but that personal affects had been left behind there were various sanitation

issues. The shop is currently on payment plan for the complaint previous presented. The owner of the shop is currently in the hospital and has asked that we give her a chance to figure out the issue in her shop.

Recommendation: Close with a letter of warning.

Decision: Accepted

41. Case No.: L15-COS-RBS- 2016008371

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

A consumer complaint was filed against this organization for organizing cosmetologists to work outside of a shop without falling into an exception. In response to the complaint the owner of the organization wrote in claiming they are in full compliance with the law and that they only offer services in those areas where there is a statute exemption for a shop license. I attempted to book an appointment online with this organization and at no point did I have to answer any questions about whether I was booking for a wedding, theatre, or other entertainment event. At no time did I have to answer questions about whether or not I was in nursing home or homebound. In their FAQ section they specifically answer that they service weddings and suggest and alternate means of booking for that type of event.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$1000.

Decision: Accepted

42. Case No.: L15-COS-RBS- 2016008871

First License Obtained: 03/08/1999

License Expiration: 03/31/2018

Complaint history: None

43. Case No.: L15-COS-RBS- 2016008891

First License Obtained: 01/02/1997

License Expiration: 12/31/2016

Complaint history: None

Respondent was cited on her shop and personal license pursuant to an inspection. At the time of inspection the shop had moved locations from the address on the shop license. The owner stated that she didn't know she needed a new license.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$500.

Decision: Accepted

44. Case No.: L15-COS-RBS- 2016009381

First License Obtained: 03/31/1998

License Expiration: 03/31/2018

Complaint history: None

45. Case No.: L15-COS-RBS- 2016009361

First License Obtained: 04/29/2003
License Expiration: 11/30/2016
Complaint history: 2005033251, closed by Consent Order and payment of \$500 civil penalty for allowing an unlicensed person doing nails.

Respondent was cited on his personal and shop license pursuant to an inspection. At the time of inspection there was an unlicensed person in the shop who immediately left the shop.

Recommendation: Authorize formal hearing. Allow authority to settle by consent order assessing \$1000.

Decision: Accepted

46. Case No.: L15-COS-RBS- 2016011111

First License Obtained: 07/13/1976
License Expiration: 09/30/2017
Complaint history: None

A consumer complaint was filed against the respondent by a past customer. The customer alleges that the product that the stylist has been using in her hair has caused her to have hair loss around the crown of her head.

Recommendation: Close.

Decision: Accepted

47. Case No.: L15-COS-RBS – 2016004761

First License Obtained: 10/31/2012
License Expiration: 10/31/2016
Complaint history: None

48. Case No.: L15-COS-RBS – 2016012391

First License Obtained: 11/06/2013
License Expiration: 11/30/2017
Complaint history: None

49. Case No.: L15-COS-RBS – 2016012411

First License Obtained: 11/15/2013
License Expiration: 11/30/2015
Complaint history: None

50. Case No.: L15-COS-RBS – 2016012451

First License Obtained: 11/15/2013
License Expiration: 11/30/2017
Complaint history: None

51. Case No.: L15-COS-RBS – 2016012471

First License Obtained: 09/18/2013
License Expiration: 09/30/2017
Complaint history: None

52. Case No.: L15-COS-RBS – 2016012491

First License Obtained: 10/24/2013
License Expiration: 10/31/2017
Complaint history: None

53. Case No.: L15-COS-RBS – 2016012511

First License Obtained: 10/31/2013
License Expiration: 10/31/2017
Complaint history: None

54. Case No.: L15-COS-RBS – 2016012561

First License Obtained: 08/27/2013
License Expiration: 08/31/2017
Complaint history: None

55. Case No.: L15-COS-RBS – 2016012631

First License Obtained: 04/16/2013
License Expiration: 04/30/2017
Complaint history: None

56. Case No.: L15-COS-RBS- 2016012611

First License Obtained: 05/31/2013
License Expiration: 05/31/2017
Complaint history: None

57. Case No.: L15-COS-RBS- 2016012431

First License Obtained: 10/24/2013
License Expiration: 10/31/2017
Complaint history: None

58. Case No.: L15-COS-RBS- 201601258

First License Obtained: 10/29/2013
License Expiration: 10/31/2017
Complaint history: None

Complaints were administratively opened against the above respondents. The state of Texas disciplined several schools for fraudulently awarding hours to individuals who were not attending class. The above respondents have all been given licenses in TN either through reciprocity from Texas or by testing in TN after the schools in Texas certified hours. The school that these respondents attended signed a final order which specifically states the above respondents by name as having been awarded hours for

attending classes despite never having been residents of the state of Texas. To date, only two of the above respondents have responded with the Board office to the complaints. Those responses have been letters that do not contest that the respondent was a resident of TN at the time of schooling. One respondent claims to have attended the school by doing work from home but traveling to TX for a few weeks to do on floor hours. The other response was to give Counsel a new address for the respondent.

Recommendation: Authorize for formal charges allow authority to settle by consent order assessing revocation.

Decision: Accepted

Barber Cases

59. Case No.: L15-BAR-RBS- 2016003321

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

An anonymous complaint was filed against the respondent claiming he engages in unlicensed barbing. The only supporting information were links to Facebook pages. I searched for evidence online that he was offering unlicensed services and found nothing.

Recommendation: Close, send and inspector to the address provided to see if there is unlicensed activity.

Decision: Accepted

60. Case No.: L15-BAR-RBS- 2016004791

First License Obtained: 10/15/1990

License Expiration: 06/30/2016

Complaint history: None

61. Case No.: L15-BAR-RBS- 2016004811

First License Obtained: 09/05/1986

License Expiration: 11/30/2015

Complaint history: None

Respondent received a notice of violation on her personal and shop license pursuant to an inspection. At the time of inspection the respondent's personal license was expired and she was working with customers.

Recommendation: Authorize for formal hearing. Allow authority to settle the matter by consent order assessing \$100.

Decision: Accepted

62. Case No.: L15-BAR-RBS- 2016005631

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

Respondent was cited for unlicensed activity. At the time of inspection he was working in barber shop. He is a barber student and he, and the shop owner thought he was allowed to work as an apprentice. The shop and owner were both cited and those cases have been settled. The owner contacted counsel back when the shop's case was presented to apologize for his mistake.

Recommendation: Close with a letter of warning. Send an inspector to the shop to ensure he is no longer working.

Decision: Accepted

63. Case No.: L15-BAR-RBS- 20160006361

First License Obtained: 10/02/2006
License Expiration: 09/30/2016
Complaint history: 2013007441, settled by Amended Consent Order payment plan to pay \$500 civil penalty

64. Case No.: L15-BAR-RBS- 2016006431

First License Obtained: 05/22/2012
License Expiration: 04/30/2016
Complaint history: 2013007431, settled by Amended Consent Order payment plan to pay \$500 civil penalty

65. Case No.: L15-BAR-RBS- 2016006381

66. Case No.: L15-BAR-RBS- 2016006441

First License Obtained: 06/03/2002
License Expiration: 06/30/2016
Complaint history: None

Respondent was cited on his personal license twice and on both of his shop licenses. Both shops were inspected on the same day. Both shops were open with employees working, and neither shop had an owner or manager present. Both shops had dirt on exposed surfaces, hair on the floors, uncovered trash cans. Both shop licenses were expired. A letter was received by counsel from the respondent. The letter makes the allegation that our inspector is telling managers not to admit to being managers to avoid fines. There are additional issues discussed in the letter, this letter has given us pause about the fines. These issues are being investigated by the Department and coaching for our inspectors will likely be a result of this letter.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$500.

Decision: Accepted

67. Case No.: L15-BAR-RBS- 2016008971

First License Obtained: 01/15/2003
License Expiration: 12/31/2016

Complaint history: 2006025851, closed by Consent Order and payment of \$500 civil penalty; 2013017641, closed with a Letter of Warning

68. Case No.: L15-BAR-RBS- 2016008991

First License Obtained: 10/06/1975

License Expiration: 07/31/2017

Complaint history: None

Shop and manger were both cited following an inspection. An anonymous complaint was filed against this shop from a past customer who claimed his son got ring worm after being in the shop. An inspector went to this shop and found that the shop was allowing an unlicensed person to work with a customer at the time of inspection. The shop also had sanitation issues such as trashcans not being covered, tools not properly cleaned, and exposed surfaces were dirty.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order for \$1000 to the shop and \$500 to the manager.

Decision: Accepted

69. Case No.: L15-BAR-RBS- 2016014651

First License Obtained: 05/26/2010

License Expiration: 05/31/2016

Complaint history: 2014012641, closed and sent inspectors to open new investigations with requests looking for specific information.

70. Case No.: L15-BAR-RBS- 2016014681 Manager

First License Obtained: 12/03/2009

License Expiration: 12/31/2017

Complaint history: 2014012661, Formal Hearing Heard on September 24, 2015 and still awaiting the Administrative Law Judge's decision.

The shop and the manager were cited following an inspection. At the time of inspection the shop had three unlicensed persons working the shop. One said he was a barber in Mississippi and was trying to get reciprocity but wouldn't show the inspector his ID. The other two said they were barbers whose licenses were suspended for child support. They also would not show the inspector their licenses.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$3000 to the shop and \$1000 to the manager.

Decision: Accepted

71. Case No.: L15-BAR-RBS- 2016017941

First License Obtained: 01/06/2004

License Expiration: 12/31/2017

Complaint history:

2005026961, closed by Consent Order and payment of \$300 civil penalty;
2005044531, closed by Consent Order and payment of \$1000 civil penalty;
2010011431, closed by Consent Order and payment of \$2000 civil penalty, flag file – shop license under probation for one (1) year.

Respondent shop was cited following an inspection. At the time of inspection there was an unlicensed person present in the shop working with customers. This shop has been cited several times before for unlicensed activity.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing revocation.

Decision: Accepted

Represented Cases

72. Case No.: L15-COS-RBS-2013026011

First License Obtained:

License Expiration:

Complaint history:

Respondent's license expired on 10/31/13. The shop where he worked was inspected on 12/18/13. Respondent was found to have an expired license displayed while working. On 12/19/13, he renewed his license. A Consent Order for \$250 was sent to him on 3/24/14. No response has been received. He has since renewed his license again in a timely manner (10/26/15). A search of CORE has found no other violations committed by the Respondent since the 2013 incident. The current schedule for violations is \$100, if not a letter of warning.

Recommendation: Close

Decision: Accepted

73. Case No.: L14-BAR-RBS-2014023811

First License Obtained:

N/A

License Expiration:

N/A

Complaint history:

None

Respondent received a notice of violation on September, 18, 2014 pursuant to an inspection. Inspector found respondent was practicing barbering without a license. This matter has been transferred to litigation and charges were filed against the Respondent. The Respondent contacted the litigation attorney after receiving the Notice of Hearing and Charges and explained that he is not a barber. The he stated that he has never cut hair and has never been involved in the barber business. Rather, he got his hair cut at the shop were the unlicensed barber was found on several occasions. He stated he lost his ID in 2014 and the barber who used to cut his hair found it. He went and picked it up from him after contacting the barber shop. The

barber no longer works at that shop. The barber that used to cut his hair found the ID and impersonated the Respondent by using the Respondent's ID he found in the shop. When the inspector came to conduct an inspection, the impersonator presented the Respondent's ID he had found to the Barber Inspector. The Barber Inspector issued the Notice of Violation based on the ID presented to him at the time of the violation. The Respondent that contacted the litigation attorney was cooperative and submitted a color copy of his current driver's license. The color copy of the driver's license was forwarded to the Barber Inspector to see if he could recollect whether or not he had issued a citation to this individual on that date and provide testimony to corroborate it. The Barber Inspector was unable to confirm whether or not this individual was the same individual he saw on the day he issued the Notice of Violation at the barber shop. Without the testimony of the Barber Inspector confirming the identity of the Respondent for unlicensed barbering at the barber shop on the date of the violation, there is insufficient proof to go forward in this matter.

Recommendation: Close.

Decision: Accepted

74. Case No.: L15-COS-RBS- 2015020942

First License Obtained: 05/05/2014

License Expiration: 04/30/2016

Complaint history: None

Respondent filed a complaint against this shop after receiving a pedicure. In the weeks that followed her toenails fell off and was eventually told by a podiatrist that she had a fungal infection. The shop says they do not offer refunds and that they don't who this person is. The respondent sent in picture that she took of her foot after the pedicure. Further documents were requested after this was transferred to litigation from the Doctor. It became apparent that the Department cannot definitively prove that her injuries came from the shop.

Recommendation: Close with a letter of warning. Send an inspector to the shop to observe sanitation practices.

Decision: Accepted

75. Case No.: L15-COS-RBS- 20150213861

First License Obtained: 01/16/2009

License Expiration: 12/31/2016

Complaint history: 201501938, closed by Agreed Citation and payment of \$3000 civil penalty

This shop received a notice of violation pursuant to an investigation. When the investigators arrived to conduct a search of the shop two employees pointed at a closed waxing room. There were four unlicensed employees hiding. When the inspectors entered the room many of the employees fled. The Board initially decided to revoke this shop's license. The shop retained an attorney and has attempted to work out a settlement with the Director in lieu of losing their shop license. This shop is owned by two out of state owners but only one of them is physically able to be more involved in

the shop's everyday processes. The agreed settlement for the Board's consideration is below.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing; 1) \$4000 for each unlicensed worker, 2) The shop provides a list of everyone who currently works there 3) a change of ownership to the more actively involved owner, and 4) a list of the shop's main manager and any other designated managers. Send an inspector in the near future.

Decision: Accepted

76. Case No.: L15-COS-RBS-2015018951

First License Obtained: 10/09/2000
License Expiration: 09/30/2014
Complaint history: None

Respondent shop received a notice of violation pursuant to an inspection. This was a re inspection from several months back where the shop license had been expired but the owner claimed it had been renewed. Months later the shop was still operating on and expired license. The owner had a customer in her stylist's chair. The board originally assessed \$250 for this complaint but later investigation showed that she had already submitted money towards the complaints but had failed to sign the agreed citation. A reduction the in consent order amount would make the money she has already paid coupled with this consent order be the average for a first time citation for practicing on an expired license.

Recommendation: Authorize for formal hearing. Allow authority to settle by consent order assessing \$100.

Decision: Accepted

The meeting adjourned at 9:20 AM.

MOTION made by Patricia Richmond and seconded by Judy McAllister for approval of the Legal Report as amended. Motion carried unanimously.

Laura Martin discussed the March 7, 2016 board meeting presentation on microblading and the board members desire for an Attorney General's opinion. The board requested we ask for the Attorney General's opinion on whether these procedures are regulated by our board and how to proceed. That request has to be made by roll call.

MOTION made by Patricia Richmond and seconded by Bobby Finger for request to the attorney general's office. Confirmation was done by roll call unanimously in favor.

Cosmetology Consent Orders – March - Totaling \$22,450

MOTION made by Judy McAllister and seconded by Patricia Richmond for approval of all consent orders. Motion carried unanimously.

Agreed Citations – March - Totaling \$3,000

MOTION made by Patricia Richmond and seconded by Frank Gambuzza for approval of all agreed citations. Motion carried unanimously.

Letters of warning

201601147

201601149

201601498

201601504

201601567

During the month of March, there were five letters of warning issued.

MOTION made by Frank Gambuzza and seconded by Patricia Richmond for approval of all letters of warning. Motion carried unanimously.

NEW BUSINESS

Roxana Gumucio updated the board on hers and Laura Martin's attendance at the NIC regional meeting over the weekend. The meeting was very informative and a good opportunity to meet other States board members and office team.

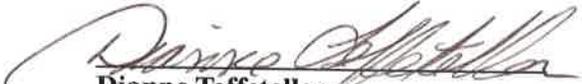
The 2016 continuing education seminar list was passed around for board members interested and able to attend sessions near them to sign up.

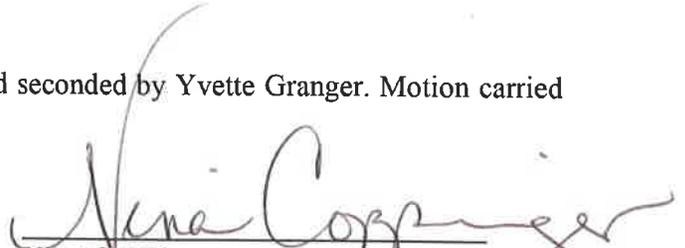
Ron Gillihan, Chair for the board, complimented the work of field inspector Donald McCormick on an initial shop inspection. Mr. Gillihan shared how the inspector educated the owner and manager, answered questions, dedicated extra time to make sure everything was explained and in general provided great customer service.

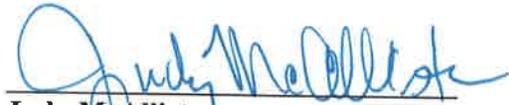
Additional Questions:

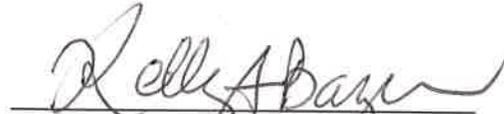
Motion to adjourn

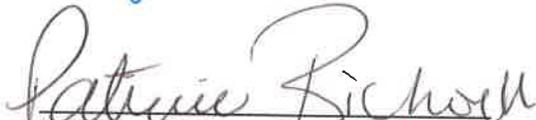
MOTION to adjourn made by Judy McAllister and seconded by Yvette Granger. Motion carried unanimously.


Dianne Teffeteller

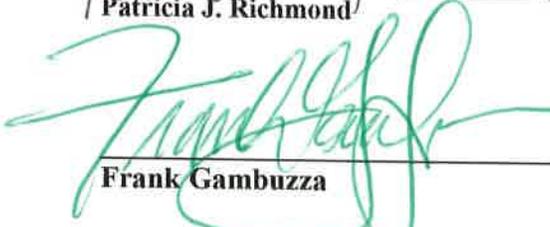

Nina Coppinger

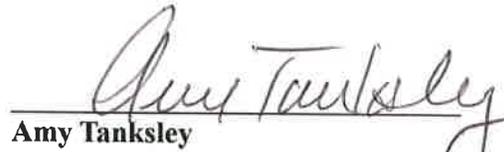

Judy McAllister


Kelly Barger


Patricia J. Richmond

Mona Sappenfield

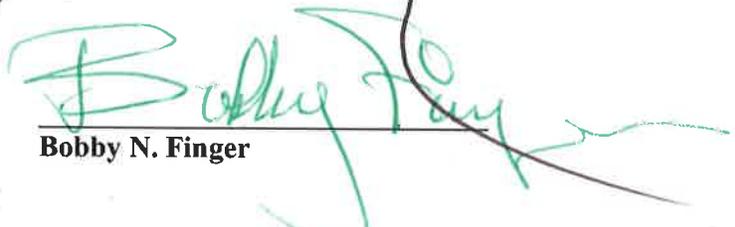

Frank Gambuzza


Amy Tanksley

Anita Charlton


Yvette Granger


Ron R. Gillihan


Bobby N. Finger


Brenda Graham