

**MISSISSIPPI STATE BOARD OF COSMETOLOGY  
5 YEAR STRATEGIC PLAN  
FOR THE FISCAL YEARS  
2020-2024**

**1. MISSION STATEMENT**

The mission of the Mississippi State Board of Cosmetology is to protect the public by regulating the practice of cosmetology, esthetics, manicuring and wigology. Our mission is fulfilled by establishing rules and regulations relating to qualifications for licensure of individuals, the permitting, licensing and regulation of establishments (salons) and schools of cosmetology, and by establishing rules and regulations setting forth sanitation requirements for the operation of cosmetology, manicuring, esthetics, wigology salons and schools in which any of the previously mentioned fields are taught.

The Board consists of five members who are appointed by the Governor to serve 4 year terms. The staff is comprised of 12 individuals. There are four individuals in the Licensure and Information Support program and one individual staff member in the School Coordination department. There are five individual inspectors assigned by regions of the state to staff the Establishment Inspection program. The Executive Director and one Accountant provide administrative support for the agency.

During the past year, the Board has been actively working on, and has completed updates to its Rules and Regulations to ensure compliance with its statutory requirements, changes in the industry and legislative mandates. In addition, the Board has hired many new staff members, including a new Executive Director which is changing the operations of the agency in a positive manner. The Board has secured a contract with a new testing company that began in June, 2017. Also, the Board secured a contract for new computer software that will help to expedite the processing of licenses more expeditiously that began in July, 2017. This software will also allow for a more up-to-date system for information storage and retrieval, and will allow license holders to renew their license online.

**2. PHILOSOPHY**

The Mississippi State Board of Cosmetology's philosophy is to create and participate in an efficient state government for the citizens of this State by fulfilling its responsibilities of examining, licensing, registering, and regulating the practices of cosmetology and related professions in the state to ensure competency and ethics among all professionals under its purview.

### **3. RELEVANT TO STATEWIDE GOALS AND BENCHMARKS**

Statewide Goal #1 – To create an efficient government and an informed and engaged citizenry that helps to address social problems through the payment of taxes, the election of capable leaders at all levels of government, and participation in charitable organizations through contributions and volunteerism.

Relevant Benchmarks for #1

- Government Efficiency – Administrative efficiency: Expenditures on state government administration activities as a percentage of total operational expenditures
- Government Efficiency – Average wait time for state government services
- Government Efficiency – Regulatory efficiency: average length of time to resolution of documented complaints to professional licensing agencies.
- Government Efficiency – Number and average cost of regulatory actions taken by regulatory body and type of action
- Government Efficiency – State dollars saved by providing government services online (e.g., document retrieval, issuance of new business permits, license renewal)

### **4. OVERVIEW OF THE AGENCY 5 YEAR STRATEGIC PLAN**

The Board of Cosmetology recognizes the need to enhance its licensing and permitting functions with the use of technology. The Board will soon have an updated licensing/permitting system with the capability to accept online (electronic) payments. This is the first and most immediate need of the agency. The Board will be implementing a new Agency website where licensee(s) can provide an email address to be added to an online mailing list for updates to agency policies, rules and regulations.

The Board plans to continually evaluate its full-time, permanent positions to ensure job classifications accurately reflect the duties performed by the individuals in these positions and to address inadequacies when revealed.

The Board plans to continue and review its accounting entries by utilizing the state's MAGIC accounting system. This review will ensure accuracy in the agency's reporting of its revenues and expenditures, and enhance its annual budget preparation activities.

## 5. EXTERNAL/INTERNAL ASSESSMENT

- Changes in technology
- Increase/decrease in the number of licensees
- Increase/decrease in the number of permittees
- Career or demographic changes affecting persons entering the profession
- Inspection of schools to make certain they are using the curriculum approved by the Board
- Changes in state laws enacted by the Mississippi
- Continued general economic decline resulting in less need for the services of the licensees

## 6. AGENCY'S GOALS, OBJECTIVES, STRATEGIES AND MEASURES BY PROGRAM FOR FY 2020-2024:

**6.1 PROGRAM #1 – Examination Administration** - Although the agency has established this program, the agency does not administer examinations, and therefore, will not include measures for this program.

### 6.2 PROGRAM #2 – School Coordination

**GOAL A:** Maintain established curriculum for schools to use as basic guideline so as to provide a consistent course of study throughout the state, giving each student the same opportunity to pass the required licensing examination and function as a competent practitioner in the industry.

**OBJECTIVE A.1.** Work with schools offering cosmetology, manicuring and esthetics programs to ensure proper curriculum to obtain licensure.

**Outcome:** Maintain or increase the number of schools licensed to offer approved curriculum.

**A.1.1. STRATEGY:** Coordinate with schools regarding curriculum

**Output:** Number of school license issued

**Efficiency:** Number of work days between receipt of application or renewal and issuance of license.

**OBJECTIVE A.2.** Coordination of school related activities to ensure students are given proper credit, validating each student's education hours

**Outcome:** Maintain the number of audits/visits resulting in satisfactory results.

**A.2.1. STRATEGY:** Visit schools to validate/audit records of activities ensuring students receive proper credit hours.

**Output:** Number of visits/audits conducted

**Efficiency:** Number of satisfactory audits resulting from visits

### **6.3 PROGRAM #3 – Establishment Inspections**

**GOAL A:** To ensure that permitted establishments adhere to the laws, rules and regulations of the Mississippi State Board of Cosmetology.

**OBJECTIVE A.1.** Communicate with establishments concerning rules and regulations, via website, mail, and in person

**Outcome:** Decrease the number of non-compliant establishments

**A.1.1. STRATEGY:** Inspect each licensed establishment to confirm compliance with laws, rules and regulations

**Output:** Number of establishments inspected annually

**Efficiency:** Number of inspections conducted daily.

**OBJECTIVE A.2.** Reduce the frequency of complaints against establishments

**Outcome:** Reduce the number of consumer complaints

**A.2.1. STRATEGY:** Investigate establishments having complaints

**Output:** Number of complaint investigations conducted

**Efficiency:** Number of work days to complete each investigation

### **6.4 PROGRAM #4 – Licensure and Information Support**

**GOAL A:** To issue new and renewed licenses for cosmetologist, manicurists, estheticians, and instructors for their respective field according to the law, rules and regulations of the Mississippi State Board of Cosmetology, and to issue new and renewed licenses to establishments (salons) and schools in accordance with Mississippi Law.

**OBJECTIVE A.1.** Make the licensing/renewal process easier and faster for the professionals regulated, and more efficient for agency

**Outcome:** Reduce time to issue licenses

**Efficiency:** Increase number of licensees utilizing on-line system

**A.1.1. STRATEGY:** Implement an on-line licensing/payment system

**Output:** Number of licenses issued

**Efficiency:** Number of work days to issue license

**A.1.2. STRATEGY:** Enhance the on-line capabilities to include other regulatory requirements

**Output:** Number of licensees utilizing on-line system

**Efficiency:** Reduce the time to issue licenses

**OBJECTIVE A.2.** Make the permitting/renewal process easier and faster for the schools and establishments regulated, and more efficient for agency.

**Outcome:** Reduce the time to issue license

**A.2.1. STRATEGY:** Implement an on-line license/payment system

**Output:** Number of licenses issued utilizing the new system

**Efficiency:** Number of work days to issue license