

January 31, 2012

Senate Bill No. 331

Facility Renewal Date Change for Kansas Cosmetology Professions

Madame Chair and Committee Members,

My name is Chiquita Coggs and I currently serve as the Executive Director for the Board of Cosmetology. Thank you for the opportunity to give testimony regarding the proposed change in the facility renewal date for cosmetology licensees.

The current annual facility license renewal date for all cosmetology professions is June 30th. This date coincides with the end of the state's fiscal year at which time agencies must close out reporting for the preceding fiscal period. As of June 30, 2011, there were 3,921 cosmetology profession facilities licensed in Kansas. This was roughly a 6% increase from the number of facilities in operation at the end of June 2010. The process for renewing these facility licenses is as follows:

1. Renewal notices are sent to every licensed facility in April as a reminder their license will expire June 30th
2. As renewal applications are received the staff:
 - a. checks for application completeness
 - b. updates the database
 - c. issues (prints) the licenses
 - d. mail licenses to applicant (when newsletter is available)
3. If the application is not complete or the payment is declined staff will return the application to the licensee with a cover letter
4. If they have marked the felony question yes or have a hold on their account for some reason staff will send the application to the legal assistant after processing the fee
5. Responsible staff member(s) will then respond to incoming phone calls regarding this process
6. Traditionally the licenses are not mailed out until the annual newsletter is prepared so it can be included in the mail along with the license.

If licensees do not receive their license after the mass mail out near the end of June, KBOC has no assurance the licenses are received unless and until the licensee notifies the Board of non-receipt of the license. Because licensees submit their renewal applications any time after receiving the renewal notice and the licenses have not

been mailed until the annual newsletter is prepared and stuffed in the envelope, licensees will start phoning the Board from May forward. In the past additional temporary support staff is hired during this renewal period to assure the licensees receive their license prior to the expiration of the previous license. Other KBOC staff members participate in the process to hasten the timely mailing of licenses.

If the Board is allowed to change the renewal date to reflect the original issue date the renewals will be staggered over the course of the year which will create an environment with much less stress and will not require additional temporary help. This will streamline the work in the agency and make us more effective and efficient at our work. Follow-up to make sure licensees have received their licenses will be more proactive and possibly reduce late submissions and additional fees for the licensees. Currently personal licenses are staggered in this manner and we have no need for temporary personnel, neither is there an influx of calls for that aspect of our agency. This change will create more uniformity in our procedures as well as greater efficiency.

Additionally, if a new facility owner applies for a license, regardless of the month, but let's just say in May, they would be required under the current policy, to renew their month-old license by June 30th. The change may slightly decrease Board revenues but would be a much more equitable system for our business owners.

The KBOC database contains the original date of issue of each license so the new renewal fee for the first year of implementation will be prorated based on that date. All staff will participate in the original implementation of the new process if approved. A schedule of fees for renewals based on the month of issue will provide an easier transition. The initial year of change may increase the work load minimally but the staff agrees that the change will make the licensing process easier and smoother, creating less stress for staff and the agency in future years, and eliminate the cost of temporary personnel.

Thank you again for this opportunity.

Chiquita C. Coggs,
Executive Director