



BIENNIAL REPORT

**July 1, 2020 to
June 30, 2022**

The Board of Cosmetology’s core mission is to constantly strive to serve and care for our licensees, applicants, and the public by being committed to public protection, superior service, excellence, and continuous improvement. While encouraging industry development, the board is most dedicated to public protection and believes that leading with a vision and making sound decisions results in quality outcomes and successful operations.

About this Report

The Minnesota Board of Cosmetology presents this report in response to Minnesota Statute 214.07, as required each even-numbered year. Specific requirements of the report are included within the body of the report as well as linearly and conclusively in the Appendix on page 11. As required to be disclosed by Minnesota Statute [3.197](#), this report cost approximately \$2,336 to prepare.

Executive Director’s Introduction

Cosmetologists, estheticians, advanced practice estheticians, nail technicians, and eyelash technicians provide services to Minnesotans of all ages, locations, and lifestyles. Services are provided in a variety of locations, such as salons, schools, nursing homes, and private residences and are often a way for people to care for themselves, express their individuality, or meet cosmetic needs. The Board of Cosmetology is fully committed to its statutory obligation to protect the public’s health and welfare by regulating and ensuring safe practice of cosmetology related services. Each Minnesotan should be protected when receiving a cosmetology service – no matter the reason for the service or where the service is provided.

The Board of Cosmetology regulates cosmetology practice through the following service areas:

- Licensing – Review and approve credentials of cosmetologists, estheticians, advanced practice estheticians, nail technicians, eyelash technicians, salon managers, instructors, salons and schools
- Education – Assure cosmetology programs meet minimum competency and prepare graduates to practice cosmetology related services safely and competently
- Complaint Resolution – Investigate complaints and take disciplinary action against licensees, including remedial education to ensure minimum competency is met
- Cosmetology Standards – Evaluate laws and rules related to cosmetology and determine how to reduce barriers; provide opportunities and make adjustments to changes to minimum standards and updates in public protection
- Outreach – Host a variety of in-person and electronic forums and provide informational bulletins to engage stakeholders in board matters

The remainder of this report will highlight the work that has been performed by the board members and staff on behalf of the State of Minnesota.

The Board of Cosmetology and the staff are sincerely committed to public protection, superior service, excellence, and continuous improvement. In addition, the board values being responsive and collaborating with all stakeholders to provide the best possible outcomes to the citizens and licensees in the State of Minnesota.

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Agency Overview

The Minnesota Board of Cosmetology is the state agency dedicated to protecting the health and safety of the citizens and visitors of the State of Minnesota by regulating the practice of cosmetology which is the care of the hair, nails, and skin. The people of the state are served by the licensing of the practice of cosmetology due to risks posed to the public related to infection control and the use of chemicals, implements, apparatuses, and other applicants requiring special skills and education. The board's purview includes several professions – cosmetologists, estheticians, advanced practice estheticians, nail technicians, eyelash technicians, and instructors – with a licensee population of over 34,000. In addition, the board has oversight over cosmetology salons, schools, and education providers, including inspections for over 5,200 salons and 39 schools across the state.

Purpose

The board's mission and values are exemplified in its everyday work. From assisting license applicants and promoting proper infection control upon inspections and requiring remedial education for those who need it and reducing unnecessary barriers in rule, the board aims to serve its licensees and the public dutifully.

Board Members

The board itself is comprised of seven members; six members hold various cosmetology-related licenses and one is a public member. They serve four-year, staggered terms and are appointed by the governor. See Part D in the Appendix for a roster of board members over the recent biennium.

In the 2020-2022 biennium, the board hosted 11 public, full board meetings. In addition, there were 15 board committee meetings hosted by the Rules Committee and Complaint Committee. In total, board members are estimated to have spent approximately 164 hours on board meeting and committee duties.

Board Staff

The agency is comprised of five divisions, including Licensing, Inspections, Compliance, Policy, and Administrative. Board staff total 26 employees ranging across 8 classifications and four labor contracts. See Part E in the Appendix for a roster of board employees as of June 30, 2022.

Board leadership aims to recruit and retain a diverse employee base. Being appropriately mindful of varying characteristics, qualifications, and attributes, the board aims to accurately represent the people of Minnesota, especially those it licenses and directly serves. Board staff span multiple generations, cultures, races, and backgrounds. Our staff each bring unique and valuable perspectives to the board's work – including through their work history.

Licensing

The Licensing Division is responsible for verifying credentials and ensuring each applicant has met prerequisite training, competence, insurance, and continuing education requirements to practice cosmetology or to operate a cosmetology salon or school. This division is responsible for assisting and servicing all licensees and applicants the board regulates. Additionally, this division reviews, approves, and audits continuing education curriculum and courses for practitioners.

This biennium, the Licensing Division:

- Maintained application processing times of 15 business days or less.
- Assisted salon and license applicants through in-person, email, and telephone correspondence in answering questions related to the licensing process and other general topics, which results in more successful licensees.
- Continuously updated licensing exams to ensure minimum competency is tested for and met by all individuals receiving licenses.

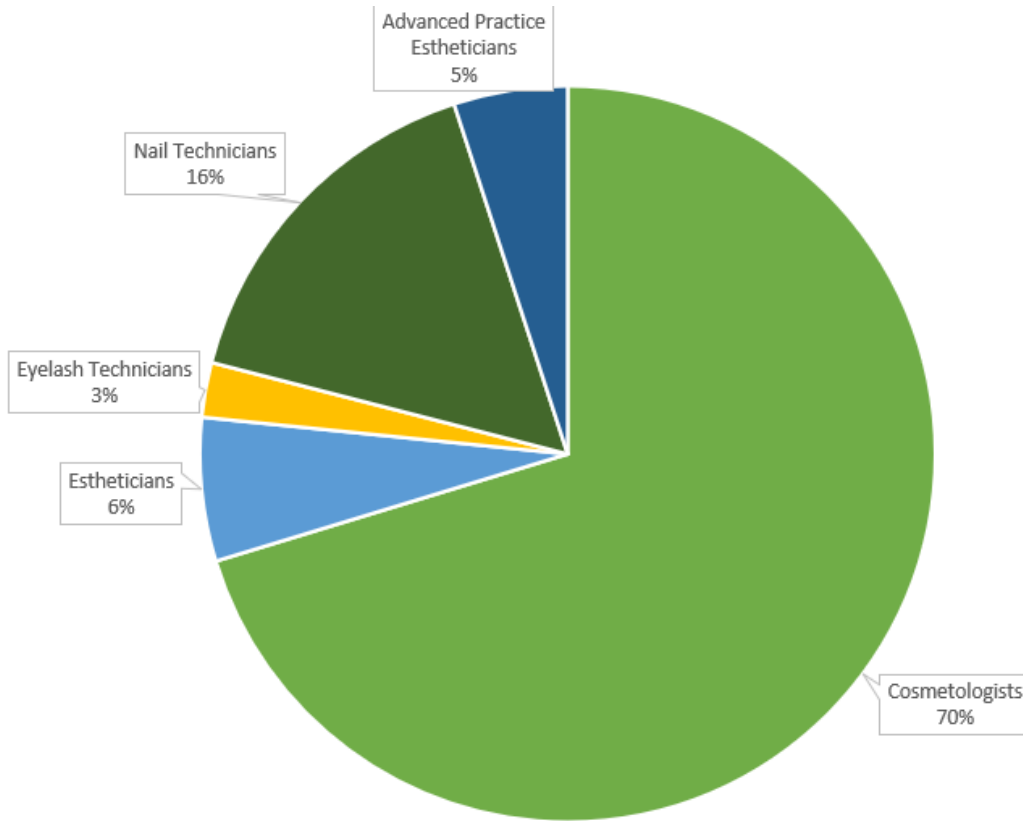
Number of Licenses

The Licensing Division manages the issuance of 18 types of licenses and two types of permits across five main practice areas (cosmetology, esthiology, advanced practice esthiology, nail technology, and eyelash technology). Specific education and testing requirements vary by type and each type of license can be obtained in a number of ways – either through initial education in Minnesota, initial education outside of Minnesota, licensure in another state, or renewal.

Licensing specialists issued an average of 60 licenses per business day and 3,862 licenses the second quarter of 2021. The licensee population is currently 39,325, with 5,338 of those licensees being salons and schools and 34,010 being practitioners. See Part G in the Appendix for the total number of licensees as of June 30, 2022.

In line with historical trends, cosmetologists make up the majority of licensees at 70.3%. Nail technicians make up 16%, estheticians make up 6.3%, advanced practice estheticians make up 5%, and eyelash technicians make up 2.4% of the licensee population. Within the biennium, Minnesota has seen a 7.5% increase in the number of nail technicians and a 2.7% decrease in cosmetologists. Eyelash technician and advanced practice esthetician licenses are still too new to be able to identify trends. Similarly, an increase can be seen in licensed estheticians this biennium; however, the advent of advanced practice esthetician licensing still affects the number of estheticians we have.

Graph 1: Licensees by Practice Area of June 30, 2022



Continuing Education

Between 2020 and 2022, board staff have reviewed and approved 860 unique continuing education courses related to cosmetology, business practices, health and safety, infection control, and other topics. These courses are offered to practitioners online and in-person throughout Minnesota. The 57 providers of these courses are professional associations, schools, salons, and businesses of all sizes. Through thorough assistance by our staff, and approval of their courses, their continuing education improves the safety and quality of cosmetology services in Minnesota.

Examinations

While the board itself does not directly administer exams, it works closely on the development and administration of written examinations required for licensure. PSI Services, LLC, the board’s contracted testing vendor manages the examination process – from evaluating psychometrically valid and subject matter expert reviewed exam items, to operating exam locations throughout the nation and reporting passing scores to the board for license applicants.

All licensure exams are offered in English, Vietnamese, and Spanish and an enhanced feature for all foreign language exams allows an option for the exam candidate to view the English-language version of each question during their foreign language exam.

The board recognizes that applicants may seek Minnesota licensure from states all across the nation. Reasons for this include an applicant soon moving to Minnesota, or an applicant that has recently relocated. In fact, 5% of all practitioners licensed in the recent biennium list residences outside of Minnesota. To accommodate upcoming residents or practitioners of Minnesota from other states, the board offers all written exams in all 50 states.

Examination Disclosures

Minnesota Statute [214.07](#) requires the disclosure of the number of persons examined by the board in the recent biennium with the persons subdivided into age categories, sex, and states of residency. The board does not collect or receive data on all persons examined by the testing vendor and is unable to provide age categories, sex, and states of residency of those individuals and unable to provide the number of persons not licensed after taking examinations. The board only collects specific demographic data that is necessary for licensure (address, date of birth, education, etc.), and only collects this data on license applicants and licensees. Per Minnesota's Data Practice Act, the board must not collect data that is unnecessary to the licensing process (Minn. Stat. [13.05](#)).

Statute also requires disclosure of the number of persons licensed or registered by the board after taking required examinations, with the persons subdivided by age categories, sex, and states of residence. See Part J in the Appendix for this information.

Sex/Gender Categories – In accordance with Minnesota Statute [13.05](#), the board does not collect data that is not necessary for the licensure process. As such, the board does not collect sex or gender and there is no data available for the number of persons licensed or registered subdivided by sex or gender.

Individuals Not Taking Examinations Who Were Licensed – Minnesota Statute [214.07](#) requires disclosure of the number of persons not taking required examinations who were licensed or registered; the board has not licensed any individual this biennium who has not taken required exams.

Individuals Denied Licensing or Registration – Minnesota Statute [214.07](#) also requires the number of persons who were denied licensing or registration with the reason for denial, subdivided by age categories, sex, and states of residency. The board makes every effort to assist applicants to meet licensing requirements. The board has denied three license applications this biennium. All three were denied licensure due to falsified documentation. Since their denial, two have become properly licensed. All three resided in Minnesota. The gender of those denied is not known as the Board does not collect this data. See Part L in the Appendix for this information.

Inspections

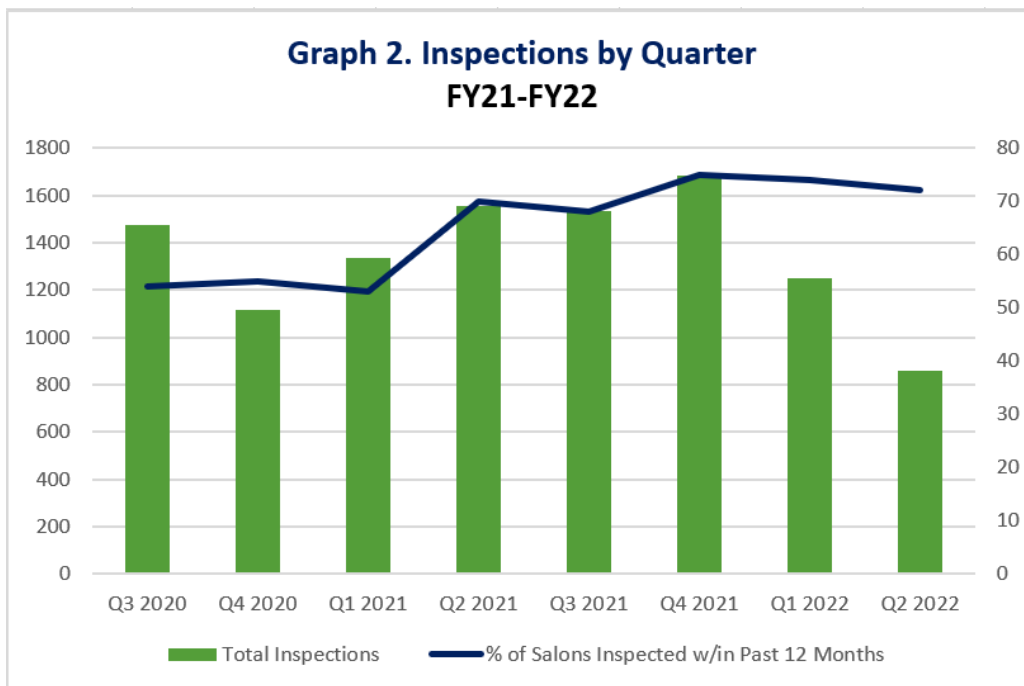
The Inspections Division is responsible for inspecting licensed salons and schools to ensure establishments are demonstrating proper infection control as well as maintaining minimum

practice standards. The board takes an education-first approach to inspections, utilizing them as teaching moments for salons, schools, practitioners, and instructors. Inspectors meet face-to-face with the board’s licensees to identify any deficiencies in health and safety practices, answer questions, and educate on laws and rules. This biennium, the Inspection Division:

- Has five Field Inspectors and two Investigative Inspectors
- Continued utilization of a language line to assist foreign-language speakers upon inspection and reduce language barriers
- Utilized and improved task monitoring software to manage and streamline inspection processes

Number of Inspections

The division is responsible for inspecting the state’s over 5,200 licensed salons and 39 licensed schools, as well as unlicensed establishments that are not in compliance with state law. The division is comprised of seven inspectors each performing a minimum of 15-20 inspections per week, resulting in the team performing approximately 1,300 inspections each quarter (2020 Q3 – 2022 Q2). The board aims to visit each licensed salon at least every 12 months. At the close of fiscal year 2022, 72% of salons had been inspected within the past 12 months. The graph below shows the number of inspections throughout the recent biennium.



Compliance

The Compliance Division is responsible for investigating public-filed complaints on salons, schools, and practitioners, and for generating complaints when violations of Minnesota statutes and rules are found upon inspection or license application review. The division achieves resolution

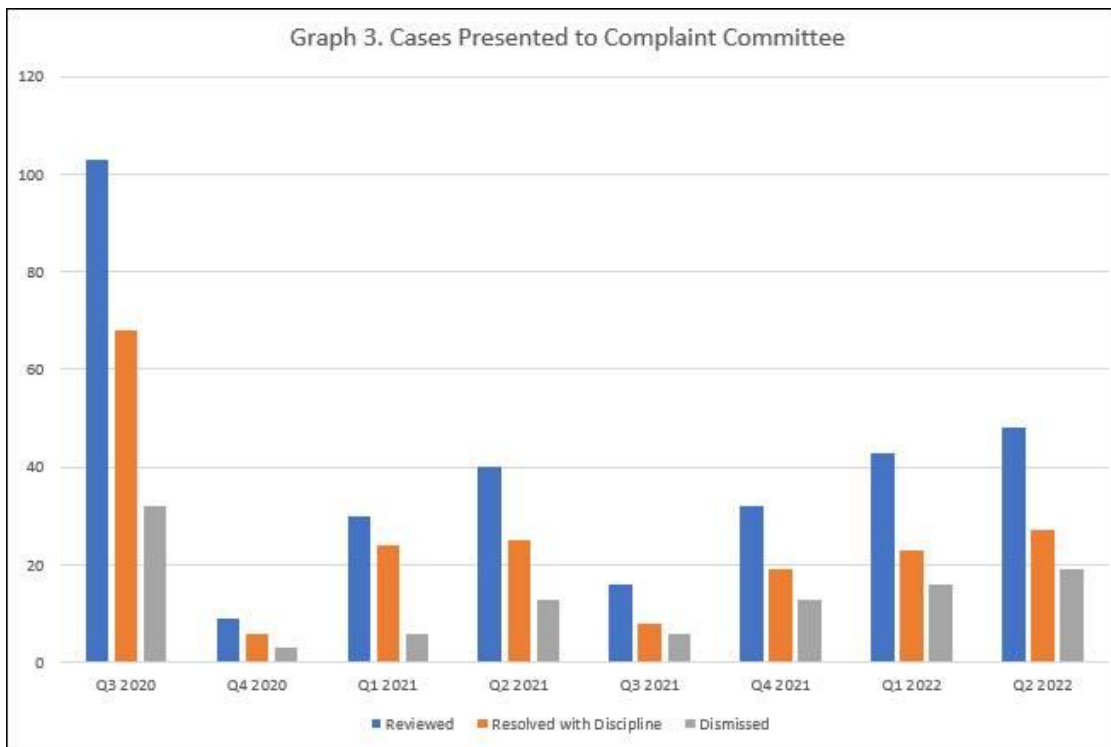
of complaint cases that include significant rule or law violations through remedial education and civil penalties, and by educating licensees throughout the complaint process.

Compliance staff create action plans with licensees when less serious concerns exist, but the licensee needs additional oversight. This division also manages licensure holds, revocations, and suspensions due to delinquent taxes or child support, as required by the Minnesota Department of Revenue or other Minnesota statute.

Complaint Volume

In the recent biennium, the division received a total of 293 new complaints and is in constant rotation of opening new cases, monitoring current cases, closing cases, and tracking closed cases that have outstanding penalty payments.

The Compliance Division is responsible to present open cases to the board’s Complaint Committee for final resolution, as Minnesota statute does not allow delegation of this duty. For the biennium, the Complaint Committee reviewed an average of 37 cases per quarter, with approximately 49.5% of those receiving enforcement action in the form of a warning letter or formal discipline (cease and desist order, settlement agreement, civil penalty, remedial education, etc.). The graph below shows the volume of cases (complaints) presented to the Complaint Committee in the recent biennium.



Policy

The Policy Division is responsible for analyzing and renovating statutes, rules, and policies with the goal of simplifying processes and reducing unnecessary barriers while maintaining public protection and industry standards. This division also manages all school-related topics and outreach, including mass notices, town halls, relationships with stakeholders, and other events.

This division manages all rule dockets, including one rulemaking processes in the past biennium. Part of these processes included hosting large outreach events that bring stakeholder input on regulatory topics needing to be addressed, including the creation of an Advisory Committee on School Rules.

Outreach

To facilitate communication and garner engagement with the licensee population and the public, the board has also increased social media efforts in recent years. Social media has proven to be a preferred method of contact for many licensees and members of the public. Through visually appealing, easy to read, and interesting infographics and posts, licensees across the state are provided with essential information. In the recent biennium, social media page visits exceeded 15K. The board publishes a variety of posts in English, Spanish and Vietnamese.

The board maintains pages on two social media platforms: Facebook and Instagram.

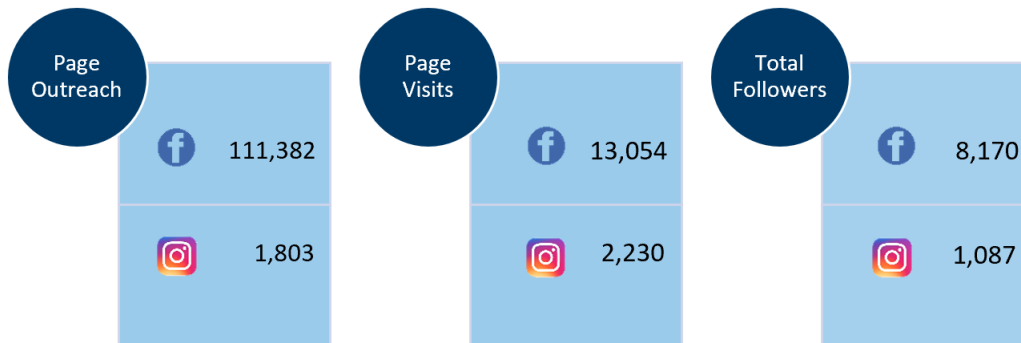
<https://www.facebook.com/MNCosmetology>



<https://www.instagram.com/mnboardofcosmetology/>



Social Media Insights for 07/01/2020 – 06/30/2022



Facebook Page Outreach - The estimated number of people who saw any content from your Page or about your Page, including posts, stories, ads, social information from people who interact with your Page and more.

Instagram Page Outreach – The estimated number of unique accounts that saw any of your posts or stories at least once. Reach is different from impressions, which may include multiple views of your posts by the same accounts.

Facebook Page Visits - The number of times your page was visited.

Instagram Profile Visits - The number of new accounts that started following your Instagram account.

Facebook Page Followers – The present number of Followers of your Facebook Page.

Instagram Page Followers – The present number of accounts that started following your Instagram account.

Rulemaking

The Board continued working on a major overhaul of the school rules in Minnesota Rules, Chapter 2110. This chapter has not been updated in many years. The Board plans to address issues of electronic records and textbooks, curriculum topics, school operations, instructor ratios, high school cosmetology programs, school clinic operations, and other requirements for schools.

During this biennium, the Board convened an Advisory Committee on School Rules to assist with revising current rules and drafting new ones. The Advisory Committee met seven times in 2020 and 2021. The Committee's recommendations were forwarded to the Board's Rules Committee for review.

Schools

The Policy Division includes two School Liaison staff, who offer support to all cosmetology schools and course providers. The liaisons review curricula for the 1550-hour cosmetology, 600-hour esthology, 500-hour advanced practice esthology, 350-hour nail technology, and 38-hour eyelash technology training programs. Simultaneously, the school liaisons are responsible for reviewing and auditing student time records, enrollment contracts, test content and pass rates, and various other items.

Working closely with school owners, instructors, managers, and staff, the School Liaisons aim to identify and rectify educational issues under the board's jurisdiction. This includes noncompliance of schools as well as updating of written and practical examinations. The board works dutifully to maintain accurate, efficient, and reasonable exams for students and licensees.

Administrative Division

The Administrative Division is responsible for all technology initiatives supporting each division, budget and spending plans, purchasing, general office management, and comprehensive personnel services. The division requires compliance with state policies and procedures and ensures funds paid by licensees are used in a manner appropriate for the statutory mission of the board.

The board utilizes an operational structure that empowers divisional managers with significant latitude to make decisions, implement the statutory mission, and provide stakeholders with the regulatory services they expect. The transformation of this regulatory board into an appropriately funded and staffed organization has greatly benefitted Minnesota's cosmetology practitioners and businesses. The scope of services provided by the board has increased to match the growth, innovation, and demand of Minnesota's thriving beauty industry.

Technology Management

The Administrative Division manages multiple technology projects from defining scope, specification validation, testing, and launching. The annual technology investments to enhance databases and create efficiencies through workflows is over \$200,000. The Administrative Division collaborates with a workflow system vendor, a database vendor, and MN.IT to assess the needs of all divisions and increase efficiencies.

Projects of note include:

- Agency HR onboarding/offboarding processes
- Online display of inspection reports
- Improvements to our inspection process
- Improvements to our licensing database
- Current project: Compliance overhaul
- Built an online inspection report look-up for the public and practitioners

Appendix: Required Disclosures

Minnesota Statute [214.07](#) requires the Minnesota Board of Cosmetology to prepare a report containing the information listed below. These disclosures are outlined below.

A. A general statement of board activities.

The Minnesota Board of Cosmetology is a statewide agency dedicated to protecting the health and safety of the citizens and visitors of the State of Minnesota by regulating the practice of cosmetology. The people of the state are served by the licensing of the practice of cosmetology due to risks posed to the public related to infection control and the use of chemicals, implements, apparatuses, and other applicants requiring special skills and education. The board’s purview includes several professions – cosmetologists, estheticians, nail technicians, eyelash technicians, and instructors – with a licensee population of over 34,000. In addition, the board has oversight over cosmetology-related salons and schools, including inspections for over 5,200 salons and 39 schools across the state.

B. The number of meetings and approximate total number of hours spent by all board members in meetings and on other board activities.

In the recent biennium, board members spent approximately 164 hours on board meetings and related activities. There were a total of 15 board meetings, 6 rules committee meetings and 9 complaint committee meetings.

C. The receipts and disbursements of board funds.

Fiscal Year	Total Receipts	Total Expenses
2020	\$2,826,264	\$2,751,375.59
2021	\$2,669,715.93	\$2,571,511.28
2022	\$2,714,659.10	\$2,558,753.33

D. The names of board members and their addresses, occupations, and dates of appointment and reappointment to the board.

Board Member	Seat	Appointment Dates	Occupation	Residence
Rhonda Besel	Cosmetologist	June 2015 July 2019	Cosmetologist School Instructor and Public School Manager	Austin
Jodi Friendshuh	Nail Technician	June 2015 July 2019	Nail Technician	Buffalo
Chelsey Anderson	Esthetician	October 2014 March 2018 July 2022	Esthetician	St. Joseph
Donna Dungy	Private School Instructor	March 2018 July 2022	Cosmetologist School Instructor	Inver Grove Heights
Marcie Smith-Fields	Public School Instructor	September 2018 July 2022	Cosmetologist School Instructor	Saint Paul

Mahogany Plautz	Cosmetologist	June 2020	Cosmetologist and Salon Owner	Minneapolis
Carol Logan	Public Member	June 2020	State of MN – DHS – Grants Services Coordinator	Cottage Grove

E. The names and job classification of board employees.

Name	Classification	Working Title
Gina Fast	Executive Secretary	Executive Director
Diane DelaBarre	State Program Administrator Supervisor Senior	Senior Operations Manager
Jill Freudenwald	State Program Administrator Supervisor Senior	Chief of Staff
Tami Thein	Executive 2	Executive Assistant
Lene Kiser	State Program Administrator Supervisor	Compliance Division Manager
Carly Ogletree	Investigator	Investigator
Lindsey Saxe	Investigator	Investigator
Vacant	Investigator	Investigator
Rachael Bower	Investigator	Investigator
Josh Luhmann-Woodbury	State Program Administrator Supervisor	Inspections Division Manager
Tim Hoepfner	State Program Administrator Intermediate	Investigative Inspector
Vacant	State Program Administrator Intermediate	Investigative Inspector
Tracy Gross*	Law Compliance Representative 1	Field Inspector
Michael Hentges	Law Compliance Representative 1	Field Inspector
Anne Marie Craig*	Law Compliance Representative 1	Field Inspector
Vacant	Law Compliance Representative 1	Field Inspector
Vacant	Law Compliance Representative 1	Field Inspector
Jenna Bohl	State Program Administrator Supervisor	Licensing Division Manager
Vacant	Office & Administrative Specialist Intermediate Senior	Licensing Lead
Lynn Nelson	Office & Administrative Specialist Intermediate	Licensing Specialist
Angelia Yang	Office & Administrative Specialist Intermediate	Licensing Specialist
Ericka Williams*	Office & Administrative Specialist Intermediate	Licensing Specialist
Vacant	Office & Administrative Specialist Intermediate	Administrative Assistant
Nora Wakefield*	State Program Administrator Intermediate	School Liaison
Vacant	State Program Administrator Intermediate	School Liaison
Jodie Wehrspann	Office & Administrative Specialist Senior	Board Administrative Coordinator

* Started after biennium

F. A brief summary of board rules proposed or adopted during the reporting period with appropriate citations to the State Register and published rules.

All current rules may be found at the Revisor’s website (www.revisor.mn.gov/rules/) as Minnesota [Rules Chapter 2105](#) and [Chapter 2110](#).

Docket Name	Rule Topic	Revisor Number	Action
School Rules Overhaul	Rules governing licensing and operation of schools.	R-04456	Request for Comment

G. The number of persons having each type of license and registration issued by the board.

Type of License, Permit, or Registration	Number
Cosmetologist Operator	10,056
Esthetician Operator	1,603
AP Esthetician Operator	840
Nail Technician Operator	3,342
Eyelash Technician Operator	461
Total Operator	16,302
Cosmetologist Salon Manager	13,117
Esthetician Salon Manager	470
AP Esthetician Salon Manager	822
Nail Technician Salon Manager	1,941
Eyelash Technician Salon Manager	321
Total Salon Manager	16,671
Cosmetologist Instructor	276
Esthetician Instructor	13
AP Esthetician Instructor	96
Nail Technician Instructor	6
Eyelash Technician Instructor	2
Total Instructor	393
School	39
Salon	5,299
Total Establishments	5,338
Cosmetology School Manager	89
Homebound Service Permit	523
Special Event Permit	9
Total Other	621
Total of All Types	39,325

H. The locations and dates of the administrations of examinations by the board.

The board itself does not directly administer exams. All required written examinations are administered through the board’s contracted testing vendor, PSI Services. Examinations are offered several days per week at the following locations in Minnesota*:

Brainerd, Duluth, Fargo (North Dakota), Lake Elmo, Mankato, Rochester, Roseville, St. Cloud, Thief River Falls, and Woodbury

*Additional exam locations are available outside of Minnesota.

I. The number of persons examined by the board with the persons subdivided into groups showing age categories, sex, and states of residency.

It is not necessary for the board itself to collect or retain data on all people taking required exams, it is only necessary for the board to retain data on individuals who pass exams and apply for licensure.

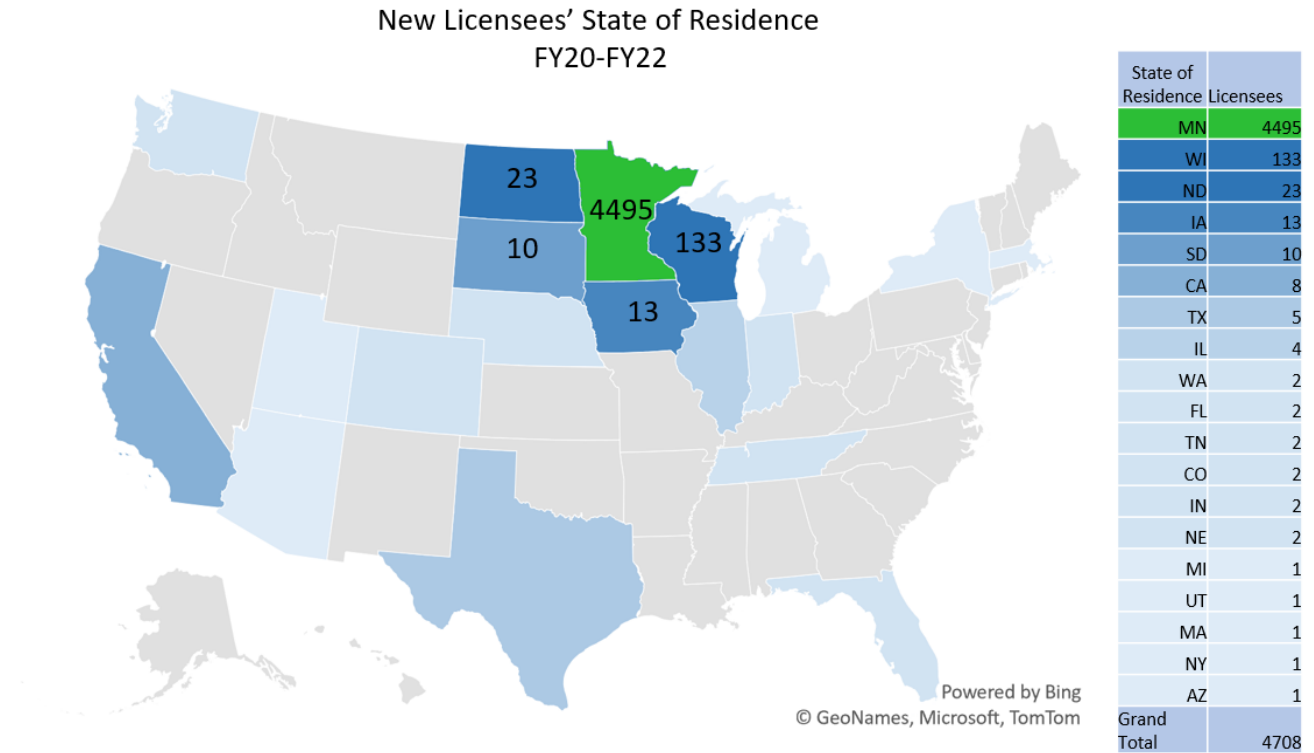
In accordance with Minnesota Statute [13.05](#), subd. 3, the board’s “collection and storage of all data on individuals and the use and dissemination of private and confidential data on individuals shall be limited to that necessary for the administration and management of programs specifically authorized by the legislature or local governing body or mandated by the federal government.”

J. The number of persons licensed or registered by the board after taking the examinations referred to in clause (h) with the persons subdivided by age categories, sex, and states of residency.

This data shows all initial licenses issued, which can only be acquired after passing at least one exam. Note that individuals may have been issued more than one license and each license is accounted for in this list.

Age	Cosmetologist Practitioners	Advanced Practice Esthetician Practitioners	Esthetician Practitioners	Nail Technician Practitioners	Eyelash Technician Practitioners	Instructors	School Managers	Total
16 - 17	3	0	4	7	1	0	0	15
18 - 20	432	62	256	103	78	0	0	931
21 - 25	636	168	355	175	139	16	0	1489
26 - 30	312	99	179	196	123	24	7	940
31 - 35	209	42	87	158	86	17	4	603
36 - 40	149	32	55	133	49	21	4	443
41 - 45	66	32	28	114	30	14	2	286
46 - 50	46	26	16	90	25	12	3	218
51 - 55	29	20	15	43	7	11	2	127
56 - 60	13	3	5	20	5	5	1	52
61 - 65	6	0	1	6	0	0	0	13
66+	8	0	0	0	0	0	0	8
Total	1909	484	1001	1045	543	120	23	5125

The map below counts the number of persons licensed in the biennium after taking required exams, subdivided by state of residency. A person cannot be licensed without passing the required examinations; this list represents all individuals who have been licensed in the biennium, and thus, passed exams.



The board does not collect, retain, or request data on applicant or licensee sex or gender, as it is not necessary for the licensing process. In accordance with Minnesota Statute [13.05](#), subd. 3, the board’s “collection and storage of all data on individuals and the use and dissemination of private and confidential data on individuals shall be limited to that necessary for the administration and management of programs specifically authorized by the legislature or local governing body or mandated by the federal government.”

K. The number of persons not licensed or registered by the board after taking the examinations referred to in clause (h) with the persons subdivided by age categories, sex, and states of residency.

As noted in Part I, the board does not collect data on individuals taking examinations. As such, it does not have data on the number of persons not licensed after taking examinations.

L. The number of persons not taking the examinations referred to in clause (h) who were licensed or registered by the board or who were denied licensing or

registration with the reasons for the licensing or registration or denial thereof and with the persons subdivided by age categories, sex, and states of residency.

The board has not licensed any individuals who have not taken the required exams. The board makes every effort to assist applicants to meet licensing requirements. The board has denied three license applications this biennium. All three were denied licensure due to falsified documentation. Since their denial, two have become properly licensed. All three resided in Minnesota. The gender of those denied is not known as the Board does not collect this data. The table below denotes the ages of the applicants at the time of the denials.

Individuals Denied Licensing or Registration by Age

Age	Count
18-20	0
21-25	0
26-30	2
31-35	0
36-40	0
41-45	1
46-50	0
51-55	0
56-60	0
61-65	0
66+	0

M. The number of persons previously licensed or registered by the board whose licenses or registrations were revoked, suspended, or otherwise altered in status with brief statements of the reasons for the revocation, suspension or alteration.

In the recent biennium:

- 0 licenses were revoked due to delinquent taxes, as required by Minn. Stat. 270C.72.
- 6 licenses were suspended due to delinquent child support payments, as required by Minn. Stat. 518A.66.
- 33 licenses were placed on hold due to insufficient payment (i.e. uncollected checks).

N. The number of written and oral complaints and other communications received by the executive director or executive secretary of the board, a board member, or any other person performing services for the board (1) which allege or imply a violation of a statute or rule which the board is empowered to enforce and (2) which are forwarded to other agencies as required by section 214.10.

The board received 293 complaints in the recent biennium which allege or imply a violation of statute or rule which the board is empowered to enforce. Of these, 5 were forwarded to other agencies. None of these complaints were under the jurisdiction of both the board and another agency.

O. A summary, by specific category, of the substance of the complaints and communications referred to in clause (n) and, for each specific category, the responses or dispositions thereof pursuant to section 214.10 or 214.11.

Category of Complaint	Number	Disposition
Licensing	99	Civil penalty and/or Cease and Desist Order and/or warning letter for substantiated violations. Dismissal for unsubstantiated complaints.
Infection Control	49	Civil penalty and infection control course and/or consumer alert notice, or warning letter for substantiated violations. Dismissal for unsubstantiated complaints.
Licensing/Infection Control	70	Civil penalty and/or infection control course and/or consumer alert notices for substantiated violations. May also issue a Cease and Desist Order for unlicensed individuals/salons. Dismissal for unsubstantiated complaints.
Technical/Other	75	Civil penalty or warning letter or public letter of reprimand for substantiated violations. Dismissal for unsubstantiated and/or non-jurisdictional complaints.