

MISSISSIPPI STATE BOARD OF COSMETOLOGY AND BARBERING
FY 2027 -2031 STRATEGIC PLAN

Comprehensive Mission Statement

The mission of the Mississippi State Board of Cosmetology and Barbering is to:

1. Regulate the instruction and practice of cosmetology, barbering, esthetics, and nail technology;
2. Establish rules and regulations and procedures relating to the qualifications for licensure;
3. Administer licensure examinations;
4. Set sanitation requirements for operation within schools and establishment; and
5. Set standards of practice for the benefit of the consumer and for the protection of the public's health and safety.

Statement of Philosophy

The philosophy of the Mississippi State Board of Cosmetology and Barbering is to safeguard and enhance the safety and welfare of the citizens of this State by professionally and efficiently fulfilling its responsibilities of examining, licensing, registering, inspecting, and regulating the practices of cosmetology, barbering, esthetics, and nail technology to ensure competency and sanitation among all licensed practitioners, establishments, and schools in the State.

Relevant to Statewide Goals and Benchmarks

Statewide Goal 1: To develop a robust state economy that provide the opportunity for productive employment for all Mississippians.

- **Relevant Benchmarks for Goal No. 1:**
 - Net job growth

Statewide Goal 2: To protect Mississippians from risks to public health and to provide them with the health-related information and access to quality healthcare necessary to increase the length and quality of their lives.

Statewide Goal 3: To create an efficient government and an informed and engaged citizenry that helps 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 Goal No. 3:**
 - Cost of Government – number of government employees per 10,000 population.
 - 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.
 - Governmental 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 on-line (e.g., document retrieval, issuance of new permits, and license renewal).

Overview of Board's Five (5) Year Strategic Plan

After the first meeting in July 2024, the Mississippi State Board of Cosmetology and Barbing (MSBCB) worked to harmoniously regulate the professions of cosmetology, barbering, esthetics, and nail technology and to lead the industries regulated by the MSBCB into a more productive future.

Unfortunately, the MSBCB has been unable meet since early April 2025 when the gubernatorial Board members were not confirmed by the Senate. The MSBCB will meet again once Board members are appointed by the Governor.

The MSBCB developed a first version rules and regulations which were dramatically revised after a public comment period, oral proceeding, and input from the Cosmetology and Barbering Council. The public comment period has concluded for the second version of the rules and regulations. The Board, when they meet again, will review the public comments and work to develop rules and regulations that ensure MSBCB continues to set standards in sanitation and instruction for the benefit and protection of the public health and safety of Mississippians. The MSBCB will comply with the requirements of the Occupational Licensing Review Board. Once the MSBCB rules and regulations are finalized and approved by OLRC, MSBCB will offer educational opportunities for licensees at strategic locations in the state to ensure that licensees are knowledgeable of all rules and regulations. The MSBCB will also evaluate the fines charged for rules and regulation violations to ensure that the violations are reasonable. MSBCB will also continue to stay abreast of industry changes.

The MSBCB identified the need to improve the licensing technology used in order to provide the opportunity for licensees to apply for licensure and to renew not only one licensure category but also all licensure categories electronically. MSBCB recognizes the need as well as the many benefits to moving to an electronic licensing and document management system. To accomplish this goal, the Mississippi legislature appropriated the funding necessary for the electronic licensing and document management system. MSBCB is ready to review licensing technology available to determine which system best serves the needs of MSBCB while remaining fiscally responsible. The MSBCB launched a new website that has aided with the dissemination of information.

The MSBCB revised the Law and Sanitation Exam and began offering this exam in Spanish and Vietnamese as well as English in 2025. The practical exam for all licenses regulated is also available in Spanish, Vietnamese, and English. The MSBCB will review and amend the practical and written exams for all licenses regulated to ensure that the exams administered are objective, appropriate, in line with the Board approved curriculum, and consistent with the statutory and rules and regulation changes. Once revised, the exams will be offered in English, Spanish, and Vietnamese.

Within the office, the MSBCB amended internal policies with the goal of efficiency and timeliness in the licensing, review, renewal, testing, inspection, and audit processes. The MSBCB will be soliciting with the assistance of the Mississippi State Personnel Board to fill any and all open positions. Employee training and cross training are key elements in the overall efficiency and retention of the MSBCB. Therefore, MSBCB will continue cross training all employees to streamline the licensing process and decrease license issuance time.

External/Internal Assessment

1. Number of cosmetologists, barbers, esthetician, and nail technologists renewing/applying for licensure/permit;
2. Number of establishments (salon/shop) renewing/applying for licensure/permit;
3. Career and demographic changes affecting the enrollment of students in licensed schools;
4. Number of complaints filed and validated through investigation wherein a hearing is necessitated;
5. Advances in technology;
6. Changes in Mississippi state law; and
7. Changes in the standards of practice in each profession regulated by the Board.

Agency's Goals, Objectives, Strategies, and Measures for FY 2026-2030

Goal A: To administer exams to or approve for examination individuals who meet all established requirements for license in their chosen field. (MISS. CODE ANN. §§ 73-7-9 & 73-7-12).

Objective A. Identify, implement, and maintain a statewide testing program with evaluation and monitoring of the various components of the examination.

Strategy A.1: Ensure consistency, integrity, and security in the examination regardless of the test administered, applicant's testing location, chosen field tested, or language in which tested.

Output: Increase the availability of testing dates/times for both practical examination and law and sanitation examination.

Output: Percentage of candidates who take the examination in languages other than English.

Efficiencies: Percentage of candidates who take the examination multiple times.

Outcome: Percentage of candidates who pass the examination.

Strategy A.2: Make licensing and renewal process easier and timelier for practitioners and establishments and more cost-effective for the agency with enhanced online access.

Output: Number of practitioner, school, establishment license issued and average cost of same.

Output: Advance technology and licensing software used for application and renewal of licensing.

Efficiencies: Average number of workdays to issue license.

Efficiencies: Average number of workdays to issue permit.

Goal B: Promote public health and welfare for citizens of Mississippi by ensuring the permitted establishments and licensees adhere to the statutes, rules and regulations, and guidelines established. (MISS. CODE ANN. §§ 73-7-7; 73-7-27; 73-7-33).

Objective B.1: Communicate with license and permit holders to provide education concerning matters of public health and licensing.

Strategy B.1.1: Hold continuing educational opportunities at strategic locations within the state to educate license and permit holders.

Output: Number of opportunities for education offered annually.

Output: Advance technology and software used for tracking approved continuing educational opportunities.

Outcome: Percentage of deficiencies noted during inspections.

Strategy B.1.1: Review and approve appropriate continuing education opportunities provided by third parties to license and permit holders.

Output: Number of opportunities for education offered annually.

Output: Advance technology and software used for tracking approved continuing educational opportunities.

Efficiency: Average number of workdays to review and approve continuing education opportunities.

Outcome: Percentage of deficiencies noted during inspections.

Objective B.2: Conduct routine and random establishment inspections to verify sanitation, sterilization of equipment, and adherence to all regulations. The goal is to protect the public and through education to reduce the number of findings from inspections and complaints.

Strategy B.2.1: Inspect every licensed establishment biannually.

Output: Number of inspections conducted annually.

Efficiency: Frequency of each establishment inspection.

Outcome: Percentage of deficiencies noted during inspections.

Objective B.3: Conduct audits of schools annually to verify sanitation, sterilization of equipment, and adherence to all regulations and curriculum. The goal is to protect the public and through education to reduce the number of findings from inspections and complaints.

Strategy B.3.1: Inspect school and audit school records and curriculum annually.

Output: Number of inspections and audits conducted annually.

Efficiency: Frequency of each school inspection and audit.

Outcome: Percentage of deficiencies noted during inspection and audit.

Objective B.4: Process valid complaints to address the health and welfare of the general public and ensure unprofessional practices are identified and corrected.

Strategy B.4.1: Timely review complaints to determine the validity and corrective action necessary.

Output: Number of formal complaints received annually.

Output: Number of disciplinary actions taken.

Efficiencies: Average number of days to resolve valid complaints.

Efficiencies: Percentage of documented complaints resolved within six (6) months.

Outcome: Number of hearings conducted as a result of valid complaints.