

## **MISSISSIPPI STATE BOARD OF COSMETOLOGY AND BARBERING FY 2028 -2032 STRATEGIC PLAN**

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### **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 provides 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 its creation in July 2024, the Mississippi State Board of Cosmetology and Barbering (MSBCB) worked to protect the public by licensing and regulation of the professions of cosmetology, barbering, esthetics, and nail technology. The MSBCB also licenses and regulates establishments and

schools wherein any profession regulated is taught. The MSBCB, during 2026, worked with legislators to amend provisions within MISS. CODE ANN. § 73-7-1 *et seq.* so that unnecessary hurdles to licensing, enforcement, and portability were reduced. The MSBCB will continue to partner with legislators as well as the Cosmetology and Barbering Council to ensure Mississippi remains a leader in the regulation of cosmetology, barbering, esthetics, and nail technology as well as establishments and schools.

The MSBCB has focused on reviewing and revising rules and regulations so they are not overly burdensome but sufficiently provide the needed public protection. The MSBCB will comply with the requirements of the Occupational Licensing Review Board for the finalization of the rules and regulations. Annually, the Board will review the rules and regulations to 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 acknowledges that rules and regulations are not effective in protecting the public if the licensees are not informed. The MSBCB has worked to inform its licensees of updates to the rules and regulations by increasing visibility and increasing communication. The MSBCB provides a monthly e-newsletter to all licensees with an email address registered with the MSBCB. The MSBCB educates and informs via social media platforms of X, Facebook, and Instagram. The MSBCB took education on the road with the Inspector Town Hall event that will be held at multiple locations all around the state. The MSBCB website and office team are also key in providing updated and accurate information to the licensees, applicants, and members of the public. The MSBCB will continue to offer educational and informative opportunities for licensees.

The MSBCB was challenged to bring value to its licensees. The MSBCB rose to this challenge. The MSBCB removed the practical testing requirement. This exam was duplicative of the education and competencies demonstrated during school and resulted in cost and time savings for future licensees. At the Inspector Town Hall events, the MSBCB partnered with third party providers of a human trafficking course to assist licensees in obtaining the required continuing education hour on human trafficking. The MSBCB will be streamlining the license application and renewal process by launching online licensing software. Once launched, the MSBCB will assist licensees with the transition to online licensing and renewals. The MSBCB evaluated the fines charged as part of a citation for violation during a sanitation inspection to ensure that the violations are reasonable. MSBCB will also continue to stay abreast of industry changes and keep Mississippi at the forefront of the professions of cosmetology, barbering, esthetics, and nail technology.

The MSBCB revised the Law and Sanitation Exam and began offering this exam in Spanish and Vietnamese as well as English in 2025. The MSBCB will review and amend the written/theory 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. The MSBCB also increased exam accessibility by offering the exams in multiple locations around Mississippi as well as in all surrounding states.

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. The MSBCB inspection team also works collaboratively to ensure that all sanitation inspections and audits are performed objectively and uniformly.

## **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 and/or apprenticeship programs;
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 2028-2032**

**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 theory 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, disinfection 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 and apprenticeship programs annually to verify sanitation, disinfection 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 apprenticeship programs and audit school and apprenticeship program records and curriculum annually.

**Output:** Number of inspections and audits conducted annually.

**Efficiency:** Frequency of each school/apprenticeship program 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.