State Board of Barber Examiners April 19, 2021

BOARD MEMBERS:

K. Kalonji Johnson, Commissioner, Bureau of Professional and Occupational Affairs Dominic A. Muniz, Chairman, Professional Member Ronald Gray Jr., Vice Chairman, Professional Member Ginger Etter, Secretary, Consumer Protection Member Ken Jaram, Professional Member Michael McAndrew, Professional Member

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BUREAU PERSONNEL:

17 18 Ronald K. Rouse, Esquire, Board Counsel 19 Nicole Ehrhart, Esquire, Board Counsel 20 James Ritchie Espino Ostman, Esquire, Board 21 Prosecution Liaison 22 Heather J. McCarthy, Esquire, Senior Prosecutor 23 Kelly I. Diller, Board Administrator 24 Theodore Stauffer, Executive Secretary, Bureau of 25 Professional and Occupational Affairs 26 Andrew LaFratte, MPA, Executive Policy Specialist, 27 Department of State 28 Kimberly Adams, Chief of Fiscal Management, Bureau of 29 Finance and Operations, Department of State

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ALSO PRESENT:

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Mike Gent, Curriculum Coordinator, Pennsylvania Department of Corrections Kelly Kolling, Director of Operations, Barber School

of Pittsburgh Brendan Lynch, Staff Attorney, Community Legal Services

Katie Svoboda-Kindle, Esquire, Community Legal Services

Robert Etzel, House of Barbers, Incorporated

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3 * * * 1 State Board of Barber Examiners 2 3 April 19, 2021 * * * 4 5 [Theodore Stauffer, Executive Secretary, Bureau of 6 Professional and Occupational Affairs, noted the meeting is being recorded, and those who remain on the line are giving their consent to being recorded.] 10 [Pursuant to Section 708(a)(5) of the Sunshine Act, at 11 9:00 a.m. the Board entered into executive session with Ronald K. Rouse, Esquire, Board Counsel, to have 12 13 attorney-client consultations and for the purpose of 14 conducting quasi-judicial deliberations. The Board 15 concluded its executive session at 10:30 a.m.] 16 17 The regularly scheduled meeting of the State Board 18 of Barber Examiners was held on Monday, April 19, 19 2021. Dominic A. Muniz, Chairman, Professional 20 Member, called the meeting to order at 10:33 a.m. 21 K. Kalonji Johnson, Commissioner, Bureau of 22 Professional and Occupational Affairs, was not present

during commencement of the meeting. Theodore Stauffer, Commissioner's designee, was in attendance.

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Roll Call
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   [Roll call was taken by Mr. Rouse. A quorum was noted
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   to be present.]
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   Pledge of Allegiance
   [The Pledge of Allegiance was recited.]
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   Introduction of Public Members
   [Chair Muniz requested an introduction of public
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   members.]
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   Approval of minutes of the December 14, 2020 meeting
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   MR. ROUSE:
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                  Motion for approval of the December 14,
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                  2020 minutes.
                       Is there such a motion?
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   MR. GRAY:
                  Motion.
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   MR. ROUSE:
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                  Is there a second?
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   MR. MCANDREW:
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                  Second.
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   MR. ROUSE:
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                  Any discussion? All those in favor, say
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                  aye. All those opposed, say nay.
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   [The motion carried unanimously.]
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   Approval of minutes of the February 22, 2021 meeting
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   MR. ROUSE:
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                  Number 2 on the agenda, approval of
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                  minutes from February 22, 2021.
                       Is there a motion to approve those
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                  minutes?
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   MR. GRAY:
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                  Motion.
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   MR. ROUSE:
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                  Is there a second?
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   MR. MCANDREW:
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                  Second.
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   MR. ROUSE:
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                  Any discussion? All those in favor, say
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                  aye.
   [The motion carried. Mr. Jaram recused himself from
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   deliberations and voting on the motion.]
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   Report of Prosecutorial Division - No Report
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   Report of Board Counsel
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   MR. ROUSE:
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                  This is the matter of the Petition for
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Reinstatement of the Barber License of 1 2 Anthony Dennis, Case No. 20-42-010793. 3 This was a matter that was discussed in executive session. 4 5 Regarding the proposed Adjudication and Order in the matter of the Petition 6 for Reinstatement of the Barber License of Anthony Dennis at Item No. 3 on the 9 agenda, I believe the Board will 10 entertain a motion to direct Board 11 counsel to prepare a Final Adjudication 12 and Order consistent with the 1.3 discussions in executive session. 14 Is there such a motion? 15 CHAIRMAN MUNIZ: 16 Motion. 17 MR. ROUSE: 18 Is there a second? 19 MS. ETTER: 20 Second. 21 MR. ROUSE: 22 Any discussion? All those in favor, say 2.3 aye. All those opposed, say nay. 2.4 [The motion carried unanimously.] * * * 25

1 MR. ROUSE: 2 Item No. 4 on the agenda. This is 3 regarding the Citation Appeal of Jack 4 Reeves Murray, Case No. 18-42-00088. 5 I believe the Board will entertain a motion to direct Board counsel to 6 draft a Final Order consistent with the discussions in executive session. 8 9 Is there such a motion? 10 CHAIRMAN MUNIZ: 11 Motion. MR. ROUSE: 12 13 Is there a second? MR. GRAY: 14 15 Second. 16 MR. ROUSE: 17 Any discussion? All those in favor, say 18 aye. All those opposed, say nay. 19 [The motion carried unanimously.] * * * 20 21 Rules and Regulations 22 [Ronald K. Rouse, Esquire, Board Counsel, referred to 23 16A-4212 regarding licensure by endorsement. He noted 24 Board members have a copy of the preamble for licensure by endorsement. He noted receiving no 25

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comments regarding the exposure draft for licensure by
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   endorsement that was sent to stakeholders for written
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   comment on October 22, 2020. He noted the preamble
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   discusses why licensure by endorsement is needed and
5
   also details what substantial equivalency would be for
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   barber and barber teacher.
        Mr. Rouse stated competency could be proved
   either by passage of a Board-approved skills
8
   examination or by having experience in the profession
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   as a barber or barber teacher for at least 2 of the 5
11
   years immediately preceding the date of application
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   for licensure by endorsement.]
                              * * *
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   MR. ROUSE:
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                  Regarding the Act 41 licensure by
                  endorsement regulation 16A-4212, is
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                  there a motion to adopt the preamble and
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                  continue with the regulatory process for
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                  regulation 16A-4212?
2.0
   CHAIRMAN MUNIZ:
21
                  Motion.
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   MR. ROUSE:
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                  Is there a second?
2.4
   MR. GRAY:
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                  Second.
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1 MR. ROUSE:

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2 Any discussion? All those in favor, say

3 aye. All those opposed, say nay.

4 [The motion carried unanimously.]

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6 Report of Board Counsel - Other

7 | [Ronald K. Rouse, Esquire, Board Counsel, read a

8 statement regarding a scam alert. He informed the

9 Board that the Bureau of Professional and Occupational

10 Affairs (BPOA) received reports that persons

11 pretending to be from one of the health-related boards

12 are contacting licensees by phone and mail about the

13 status of their licenses.

14 Mr. Rouse stated scammers are altering

15 information on caller ID to show they appear to be

16 from the Commonwealth and threatening license

17 suspension for failure to act and falsely claiming

18 involvement with agencies such as the Federal Bureau

19 of Investigation (FBI) and the Drug Enforcement

20 Administration (DEA). He noted scammers are known to

21 threaten license suspension for failure to provide

22 personal information and provided reminders from BPOA

23 concerning contact and personal information for

24 licensees and applicants to follow.

25 Mr. Rouse mentioned that those who are the

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subject of an investigation or disciplinary action
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   will receive notice by certified mail and/or personal
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   service and are provided with a contact name and phone
 4
   number. He informed everyone to contact their local
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   police department or the state police if they have
   been a victim of the scam.]
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                              * * *
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   Report of Commissioner - No Report
   [Theodore Stauffer, Executive Secretary, Bureau of
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   Professional and Occupational Affairs, on behalf of K.
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   Kalonji Johnson, Commissioner, noted that he did not
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   have an official report but offered to take any
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   questions or concerns to the commissioner.]
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   Report of Board Chair
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   [Dominic A. Muniz, Chairman, Professional Member,
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   addressed House Bill 255, which would allow barbers
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   who have three years of experience or licensed manager
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   barbers with one year of experience to opt to become
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   licensed as a barber teacher without examination
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   contingent upon no record of disciplinary action and
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   payment of the required fees. He stated the bill may
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   be reintroduced and brought it to the Board's
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   attention for their review.
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        Mr. Jaram commented that the bill had a lot of
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things concerning cosmetology last time, noting the
importance of preserving the difference between
cosmetology and barbering.
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Mr. Rouse offered to keep track of the bill and provide a status report to the Board.]

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7 Report of Board Administrator - No Report

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9 Appointment - Bureau of Finance and Operations Annual
10 Budget Presentation

11 [Kimberly Adams, Chief of Fiscal Management, Bureau of

12 Finance and Operations, Department of State, addressed

13 licensee population from a revenue standpoint. She

14 noted a licensee population of 8,573 members in 2016

15 with a drop of 231 in 2018 to 8,342 and another

16 decrease of 215 in FY 2020-2021 to 8,127. She noted

17 the Board is down 446 licenses from 2016. She

18 reported an increase of 52 licensees as of this

19 morning and provided a breakdown of licensees showing

20 a total of 8,179 licensees.

Ms. Adams noted revenue by source. She reviewed categories and actual revenue for FY 2018-2019 of \$159,127.33 and FY 2019-2020 of \$939,529.40, showing a biennial total of \$1,098,656.73. She noted 90.9% of

revenue is coming from renewals and applications.

- addressed current fee structure, where some of them had come down from what the Board had for FY 2023-
- Ms. Adams informed the Board that she has been working with Mr. Rouse and were able to drop fees, so it would not be as sharp of an incline. She noted Mr. Rouse is currently working on the fee increase package.
- 9 Ms. Adams mentioned the revenue at \$159,127.33 in 10 FY 2018-2019 is a nonrenewal year, noting current revenue is \$381,291.88 and going in the correct direction and more than anticipated. She stated the increase in revenue will help lower the last year fee increase and save money.

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- Ms. Adams provided a categorical breakdown of expenses for FY 2018-2019 at \$656,544.64 and FY 2019-2020 at \$783,291.30 with a current budget for FY 2020-2021 at \$800,000 and expenses as of April 8 at \$553,090.05. She noted current expenses rose this morning by \$69.27, giving a current expense total of \$553,159.32 from Board administration. She stated the current budget for FY 2020-2021 should be more than adequate.
- Ms. Adams reviewed revenues and expenses for FY 25 2020-2021 and reported a negative balance of

(\$579,505.90). She noted that would increase with the anticipated fee increase. She stated total revenue for FY 2018-2019 and FY 2019-2020 is \$1,098,656.73 and expenditures for the same biennial period are \$1,439,834.94, showing an expenditure of \$341,179.21, which will be corrected once the fee increase in implemented. She reported revenue will exceed

expenses in FY 2020-2021 by \$218,000 and \$401,000 by
FY 2022-2023 and FY 2023-2024.

Ms. Adams reviewed Board member expenses, noting current expenses and the current budget of \$11,000 for FY 2020-2021. She noted current expenses as of this morning at \$2,055.97, reporting an increase in the budget to \$15,000 for FY 2021-2022. She mentioned any excess money will remain in the restricted account for the Board's use.]

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Report of Board Counsel - Rules and Regulations
[Ronald K. Rouse, Esquire, Board Counsel, addressed regulation 16A-4211 regarding fee schedules. He referred to the amended annex and amended preamble for the regulation and thanked Ms. Adams for her assistance.

Mr. Rouse noted the annex shows the Board is in a deficit, and there had to be adjustments made to fees

in addition to what had been presented earlier. He
noted there were five application categories that had
been included in the fee increases and reflects in the
annex as of July 1, 2022. He reported barber, barber
manager, and barber teacher would increase from \$10 to
\$30 for the application; and effective July 1, 2024,
the fee would increase from \$30 to \$33 for the
application.

Mr. Rouse commented that the application fee still keeps the Board on the very low end of what applications cost for the states that surround the Commonwealth of Pennsylvania. He noted an additional adjustment regarding the reinspection after first fail application with a decrease from \$90 to \$75 on July 1, 2022 and then increase on July 1, 2024, to \$82 for readjustment.

Mr. Rouse also noted verification of a license permit and registration would increase from \$15 to \$20 and then to \$22 but is still keeping Pennsylvania on the low end compared to other states.]

21 MR. ROUSE:

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At this point, I am asking if the Board would entertain a motion to adopt the preamble and the annex and continue with the regulatory process for regulation

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                  16A-4211.
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   CHAIRMAN MUNIZ:
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                  Motion.
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   MR. ROUSE:
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                  Is there a second?
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   MS. ETTER:
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                  Second.
   MR. ROUSE:
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                  Any discussion? All those in favor, say
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                  aye. All those opposed, say nay.
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   [The motion carried unanimously.]
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   Old/New Board Business
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   [Ronald K. Rouse, Esquire, Board Counsel, noted the
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   need for an alternate member for the Probable Cause
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   Screening Committee.]
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   MR. ROUSE:
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                  Does anyone have a motion to put forward
                  for a member of the Board to be an
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                  alternate member of the Probable Cause
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                  Committee?
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   CHAIRMAN MUNIZ:
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                  I'd like to nominate Ken Jaram.
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   MR. ROUSE:
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                  Is there a second?
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16 1 MR. GRAY: 2 Second. 3 MR. ROUSE: Any discussion? All those in favor of 5 Ken Jaram as alternate member of the 6 Probable Cause Committee, say aye. All 7 those opposed, say nay. [The motion carried unanimously.] 9 10 Applications MR. ROUSE: 11 12 Next on the agenda is the Application of 1.3 Mykel Anthony Galvin, Case No. 20-42-14 014675, which is No. 9 on the agenda. 15 This is a matter that was discussed in 16 executive session. 17 Regarding the matter of Mykel Anthony Galvin at item 9, I believe the 18 19 Board would entertain a motion to grant 2.0 the Application of Mykel Anthony Galvin 2.1 to Sit for the Barber Examination. 22 Is there such a motion? 2.3 CHAIRMAN MUNIZ: 2.4 Motion. 25 MR. ROUSE:

17 Is there a second? 1 2 MS. ETTER: 3 Second. 4 MR. ROUSE: 5 Any discussion? All those in favor, say 6 aye. All those opposed, say nay. [The motion carried unanimously.] 8 Appointment - Community Legal Services 10 [Brendan Lynch, Staff Attorney, Community Legal 11 Services, presented to the Board with concerns and 12 recommendations Community Legal Services have 13 regarding criminal records that pose a barrier to 14 licensure for clients interested in working as barbers 15 in Pennsylvania. Mr. Lynch addressed the list of offenses 16 considered to be directly related to the practice of 17 18 barbering. He stated, under Act 53, there would be a 19 presumption that licensure of an individual who was 20 convicted of a crime that is on the list of crimes directly related to the profession would pose a 21 2.2 substantial risk to other people. He stated that many 2.3 of the crimes that the Board has placed on the list 2.4 will pose a significant barrier to applicants. 25 Mr. Lynch emphasized that the Board still has the

opportunity to review an individual's record even if
the criminal offense is not on the "directly related"
list. The Board can conduct an individualized
assessment and investigate whether that person poses a
substantial risk without the presumption of
substantial risk being imputed on the applicant.

Mr. Lynch referred to the list provided by Community Legal Services, noting they are not disputing and agree with the list of serious violent crimes automatically related to the profession under Act 53.

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Mr. Lynch commented that most of the other offenses are not necessarily related to the essential tasks of barbering, noting that the General Assembly provided a narrow definition of what it means to be directly related. He stated assault, theft, and forgery were offenses that could be charged for a wide array of behavior that people commit in a wide variety of settings and not really tied to the practice of barbering.

Mr. Lynch mentioned that the Board of Barber Examiners has repeatedly been a party in front of the appellate courts in Pennsylvania, and the courts have issued rulings specifically addressing the question of what is related to barbering and provided a few cases.

He noted that drug selling, aggravated assault, and reckless endangerment are not directly related to the work of barbering.

Mr. Lynch stated the Board should be mindful that those offenses can apply to many kinds of behavior that do not involve cutting and styling hair at all. He commented that under the law as it has been articulated, explained, and applied by the courts and also under the definition of directly related in Act 53 that the crimes are not related to barbering.

Mr. Lynch stated a particular conviction for these crimes may turnout in an individual case to show evidence of substantial risk, but it would be inappropriate, and keep many people out of barbering, if they had to overcome a presumption because it had been decreed that all of these offenses are automatically directly related to barbering.

Katie Svoboda-Kindle, Esquire, Community Legal Services, appreciated the Board being open to the input from Community Legal Services, noting the Board is trying to balance the protection of customers and open the profession to people who are qualified and do not pose a risk.

Ms. Svoboda-Kindle stated Community Legal Services would like the Board to rely on the

individual assessment portion of the law, rather than
putting a lot of crimes on the directly related list.

She recommended the addition of time limits for
anything on the directly related list.

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Ms. Svoboda-Kindle addressed desistance research, where researchers found the redemption time period is between four and seven years for most offenses based on studies by Alfred Blumstein and Kiminori Nakamura. She mentioned working with Professor Nakamura to prepare things for the Independent Regulatory Review Commission (IRRC). She noted that the time period would be something like four years for a drug offense, three to four years for property offenses, and four to seven years for violent offenses.

Ms. Svoboda-Kindle addressed the restricted barber's license and urged the Board not to view that as some sort of catchall provision that could apply to people generally with criminal records. She noted it to be a limited license and should not be seen as a replacement for a full license.

Ms. Svoboda-Kindle stated people who have a restricted license probably have some sort of limited scope or location and must be under supervision, where their license could be immediately revoked if they were convicted of any other misdemeanor or felony or

if they violated any of those conditions.

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Ms. Svoboda-Kindle suggested the people who should be getting a restricted license are people who are trained as barbers in correctional facilities but have convictions that would serve as an automatic bar to licensure, where a person has a burglary conviction and have not been out of prison for more than three years would not be able to be licensed as anything, so those people could get a restricted barber's license.

Ms. Svoboda-Kindle recommended the Board limit the number of crimes on the directly related list, focus on the individual assessment and add time periods for anything on the directly related list, and to not consider the limited license as a means of giving people generally with criminal records a license.

Mr. Rouse requested Community Legal Services provide information regarding time periods for his review.

Mr. Lynch referred to the Board's list and agreed that it would make sense to include inchoate crimes of attempt, solicitation, or conspiracy to do those substantive crimes but commented that it is not clear the way the list is written.

Mr. Rouse stated the Board created the list by

considering the current discipline by the Board and looking at Section 9 of the Barbers' License Law. He explained that it was not to say that someone would not be able to obtain a license but more that it would be a flag for an individual assessment to make sure the information is available that explains the history.

Mr. Lynch commented that having an offense listed on the schedule as a directly related offense means more than merely having a flag to do an individualized assessment because of the presumption applied. He stated the Board will be required by the operation of Act 53 to apply a presumption that licensure would pose a substantial risk and is a concern of Community Legal Services.

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Ms. Svoboda-Kindled stated Community Legal
Services does not believe that driving under the
influence (DUI) and drugs should be directly related.
She noted that the statute defines directly related
and Community Legal Services does not think that those
crimes are actually directly related because they do
not necessarily indicate someone is always a risk and
the person would have to prove that the crime did not
reflect their current attitude.

Ms. Svoboda-Kindled addressed the procedural

barrier that makes it more difficult because the individual had an automatic hurdle to overcome and would have to request a hearing. That could be so intimidating and difficult that the individual would not do it as it would be too much of a barrier for them.

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Ms. Svoboda-Kindled stated barbering is such an important profession for people who want to make a good life for themselves but may have made a mistake in the past. She urged the Board to tailor the list and make it as small as possible by really considering what is directly related, what is always related, and what by itself always indicates a risk to barber customers.

Mr. Lynch provided a definition of "directly related" as defined in the law, stating that the crimes that are being listed in the schedule for the Board must meet that definition and be necessarily related to the profession. He noted that Community Legal Services created a list of recommendations to remove things from the schedule because they do not believe they meet that legal definition.

Commissioner Johnson stated the regulations still have to be promulgated, noting that Community Legal Services would likely be asked to come back again

during the public comment period when it is time to actually craft the actual language of the regulation.

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Commissioner Johnson explained that the legislature crafted Act 53 with the intention to use the presumption as a means for the Board to be able to challenge an individual with respect to their presumption for fitness to practice, but Community Legal Services believed the bar was very high and the list of those offenses that trigger that presumption should be as reduced as possible. He stated it will be crucial to have that discussion during the formal promulgation of the regulations.

Commissioner Johnson stated nothing at the current time is final and encouraged input throughout the process. He believed the legislature was very intentional in crafting that language and did not think the direct challenge of the presumption itself would be a fruitful challenge because statutory language was there for a reason.

Commissioner Johnson mentioned that the legislature was fully aware of the intended and unintended consequences of creating the presumption, and it was their intent that the presumption act as a method by which those individuals who have criminal history have to meet the procedural burden and meet

the test to show that their actions no longer implicate public safety.

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Commissioner Johnson noted the importance of making sure the process is fair and equitable by creating transparency and providing preliminary determinations through the Pennsylvania Licensing System (PALS), allowing individuals who may implicate that procedural barrier that takes some of the administrative oversight off of the individual. He encouraged more dialogue and believed the discussion would continue as they move through the regulatory process.

Mr. Lynch noted Community Legal Services would be happy to be part of the process and engage in continued dialogue while boards review initial lists.

Chairman Muniz commented that the Board thoroughly looks at cases and make decisions to ensure everybody is treated well.

Ms. Svoboda-Kindled expressed a concern that having those crimes on a list would create a deterrent effect and a burden that can create harm.

Commissioner Johnson emphasized the importance of having balance regarding the consternation around have the list versus keeping the consternation of not knowing how the process works at all. He stated the

challenge for the Board would be how to craft a process that is fair and equitable and balances informing the public with that inevitable prejudicial effect of creating the list.

Commissioner Johnson stated there would be a constant bellwether test that must be applied, not just for the individual but for the agency that is responsible for maintaining the level of oversight.]

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10 | Exam Statistical Reports

11 [Kelly I. Diller, Board Administrator, informed the

12 | Board that she had not received the report and would

13 ask Pearson VUE to extend the report for the next

14 | meeting.]

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16 Newsletter Update

17 | [K. Kalonji Johnson, Commissioner, Bureau of

18 | Professional and Occupational Affairs, offered

19 assistance from the department if the Board wished to

20 provide a newsletter. He mentioned there was no

21 | formal process or time limit outside of clearing

22 | content with Ms. Diller and Mr. Rouse. He noted the

23 newsletter to be a little dated due to social media

24 and being able to throw a link onto a website.

25 Ms. Diller recommended removing the newsletter

subject line from the agenda, if possible.

Chairman Muniz questioned whether that could be replaced with website updates for discussion.

Commissioner Johnson addressed finding space not just on the website but hosting video-type tutorials, whether it is a YouTube site or Facebook page, having a permanent spot to host the information to keep the Board's homepage a little less cluttered and still provide resources in one location.

Chairman Muniz commented that social media was definitely taking over. He mentioned individuals reached out regarding new organizations, where he recommended a presentation at meetings. He believed people would be more willing to put more information on platforms like Facebook that would create more content.

Commissioner Johnson mentioned talking to townspeople about increasing the social media presence. He commented that just letting people know they can log into the Board meetings would be a big win.]

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23 Miscellaneous

24 [K. Kalonji Johnson, Commissioner, Bureau of

25 Professional and Occupational Affairs, addressed

1 inquiries regarding the Board's oversight of schools,

2 stating that the Board has no oversight over

3 educational institutions and referred them to the

4 Pennsylvania Department of Education (PDE).

the Board could do to raise awareness.

Chairman Muniz commented that educational questions have been huge within the barbering community throughout all states and questioned what

Commissioner Johnson suggested creating a resource page and figuring out where to host something like that. He noted that content would rely on Chairman Muniz, Mr. Rouse, and Ms. Diller. He mentioned he would work with Mr. Stauffer and the policy office to put something together and vet it through the Board.

Chairman Muniz questioned whether it would be possible to include how-to videos.

Commissioner Johnson suggested the Board consider big-ticket questions with regard to the application and for future discussion to map out the tutorials as to how and where it would be hosted. He suggested Ms. Diller inform Chris of the matter.]

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24 Adjournment

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25 CHAIRMAN MUNIZ:

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                   Can we get a motion to adjourn?
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   MR. MCANDREW:
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                   Motion.
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   MS. ETTER:
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                   Second.
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   CHAIRMAN MUNIZ:
                   Motion carries.
   [The motion carried unanimously.]
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   [There being no further business, the State Board of
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   Barber Examiners Meeting adjourned at 12:24 a.m.]
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I hereby certify that the foregoing summary minutes of the State Board of Barber Examiners meeting, was reduced to writing by me or under my supervision, and that the minutes accurately summarize the substance of the State Board of Barber Examiners meeting.

CERTIFICATE

Samantha Sabatini,

Minute Clerk

Sargent's Court Reporting Service, Inc.