

North Carolina Board of Barber Examiners

Summary of Executive Director's Report

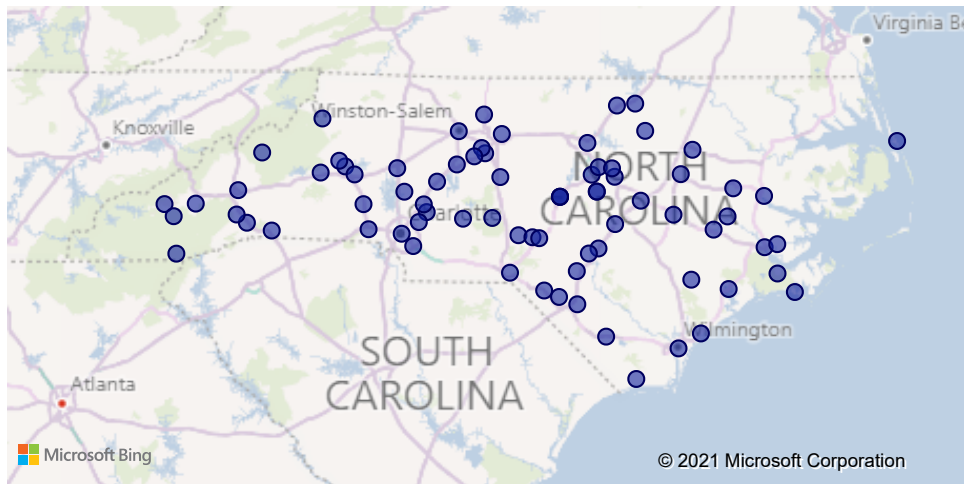
December 14, 2021 Board Meeting

Routine Inspections in Calendar Year 2021 (through November)

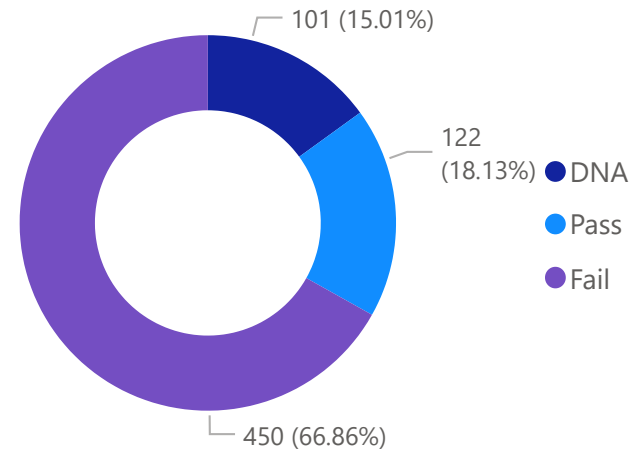
96.24

Average Sanitation Score

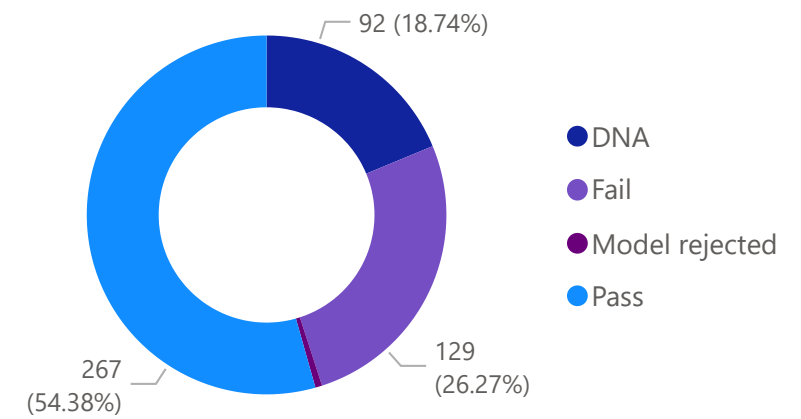
Complaint locations



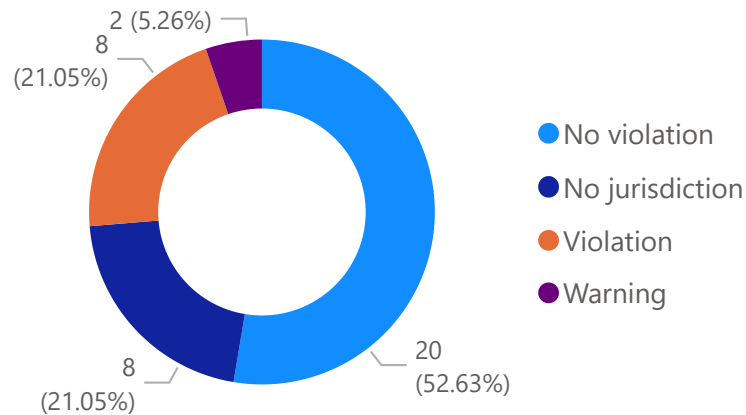
Apprentice Results - Written Exam (CY 2021)



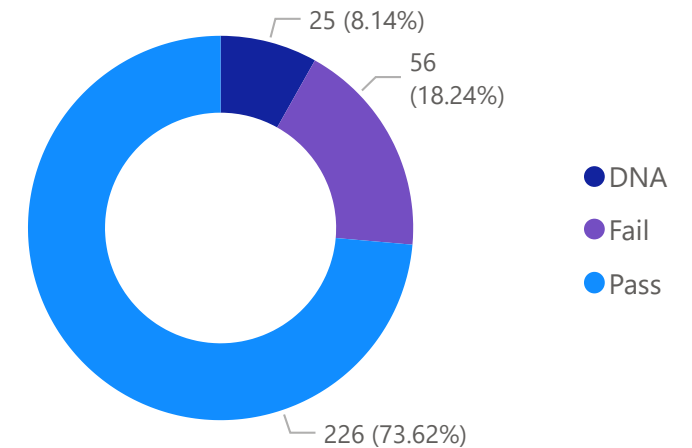
Apprentice Results - Practical Exam (CY 2021)



Complaint outcome (CY 2021)



Registered Results - Practical Exam (CY 2021)





NORTH CAROLINA BOARD OF BARBER EXAMINERS

Memo

TO: Board members

FROM: Dennis Seavers

DATE: December 6, 2021

SUBJECT: Executive director's report

Below is the executive director's report for the board's December 14, 2021 meeting. If there are other areas of finances or operations that the board is interested in, or if board members have questions about this report, please feel free to contact me.

Board members should refer to the summary dashboard that precedes this memo and discusses various aspects of board operations.

Fiscal year 2022 budget report

Attachment A shows the board's expenditures and revenues for fiscal year (FY) 2022 on an accrual basis. Expenditures were under budget, at 96.87% of the budgeted expenditures.

Attachment B shows the board's fund balance over the past few years.

Strategic plan

As I previously reported by email, two IT projects have recently been completed, including one that was included as part of the board's strategic plan.

- *Online payment of civil penalties.* This project allows civil penalties and related fees to be paid online. The project fulfilled Objective 2.1(g) of the board's strategic plan. (As previously explained to the board, the vendor experienced significant delays on this project, causing us to miss the objective's June 30, 2021 deadline. However, the vendor provided a free additional project because of the delay.)
- *Online duplicate licenses.* This project allows licensees to request and pay for duplicate licenses online.

The board has five IT projects underway, one of which is scheduled to be completed in the next month. (Some projects can't be deployed until work is finished on other projects, so not all work will occur at the same time.) These projects include:

- *Instructor exam application.* This project will allow registered barbers to apply online to take the instructor exam application. The project will fulfill Objective 2.1(i) of the board's strategic plan.
- *Exam scheduling and results.* Two projects will be used for this effort. The first project will create an integrated system to schedule exams and record results. (Currently, some of those functions are in a database that's separate from our licensing database.) The second project will create an online portal for applicants to be able to see and download exam information and results. The projects include other features, such as automatic notifications to applicants and monthly notifications to schools of exams results. With future projects, the board could allow applicants to schedule their own exams from among available dates, and an interface could be created between our vendor and our database so that exam scores are automatically uploaded when the vendor makes them available.
- *Updated process for renewals.* This project will change the process for renewals so that users don't have to use the existing login process. With the current process, licensees often forget their login credentials and recovery questions, and the staff is inundated with requests to reset logins. This project will decrease work for the staff and make the online system more user-friendly for licensees.
- *Late renewals.* Currently, individuals and businesses can only renew online during the renewal period if their licenses are up to date. This project will automate the process of creating late fees, and eligible users will be able to renew at any point, regardless of whether the license is late.

If House Bill 792 passes next year, there will be additional projects to create license objects for mobile barber shops in our licensing database and to establish a website for mobile barber shops to submit monthly location reports.

Barber exams

The summary dashboard preceding this memo shows the results of apprentice and registered exams for CY 2021. As discussed at several previous meetings, there has been a troubling drop in the pass rate for the written exam, and I've shared data with you that shows how the drop coincided with the pandemic. I've mentioned before that online classes and the pandemic appeared to be factors contributing to the drop, but I couldn't exclude other factors, such as the wait time to take an exam. However, we've decreased the wait time by scheduling many of the practical and written exams on separate days, which allowed us to have applicants take the written exam sooner after graduating. Despite that, we continue to see high fail rates. While I'm open to the possibility that the board could make changes to its practices that would help increase the rate, it's difficult for me to see how board practices are contributing meaningfully to exam performance.

Attachment A
Fiscal Year 2022 Budget vs. Actual
 July - October 2021

| | Total | | | |
|--|----------------------|----------------------|----------------------|-------------------------------------|
| | Actual | Budget | Over budget | Perc. of budget & over/under budget |
| Income | | | | |
| 433 - investment income | | | | |
| 433121 - STIF interest income | \$ 370.69 | \$ 1,400.00 | \$ (1,029.31) | 26.48% ▼ |
| Total 433 - investment income | \$ 370.69 | \$ 1,400.00 | \$ (1,029.31) | 26.48% ▼ |
| 435 - fees, licenses, and fines | | | | |
| 435100 - business license fees | | | | |
| 435100059 - duplicate license | \$ 140.00 | \$ 242.32 | \$ (102.32) | 57.77% ▼ |
| 435100060 - individual license | \$ 25,604.94 | \$ 25,200.00 | \$ 404.94 | 101.61% ▲ |
| 435100061 - school permit | \$ 390.00 | \$ 400.00 | \$ (10.00) | 97.50% ▲ |
| 435100062 - bus/shop permit | \$ 9,715.00 | \$ 9,400.00 | \$ 315.00 | 103.35% ▲ |
| 435100063 - student permit | \$ 9,650.00 | \$ 7,825.32 | \$ 1,824.68 | 123.32% ▲ |
| 435100064 - renewal-individual | \$ 26,355.00 | \$ 26,000.00 | \$ 355.00 | 101.37% ▲ |
| Total 435100 - business license fees | \$ 71,854.94 | \$ 69,067.64 | \$ 2,787.30 | 104.04% ▲ |
| 435300 - certification fees | | | | |
| 435300016 - instructor exam fee | \$ 2,640.00 | \$ 2,547.32 | \$ 92.68 | 103.64% ▲ |
| 435300017 - registered exam fee | \$ 10,160.00 | \$ 11,703.00 | \$ (1,543.00) | 86.82% ▼ |
| 435300018 - apprentice exam fee | \$ 43,520.00 | \$ 39,966.00 | \$ 3,554.00 | 108.89% ▲ |
| 435300019 - apprentice certific | \$ 3,752.00 | \$ 3,752.00 | \$ - | 100.00% ▲ |
| 435300020 - instructor certific | \$ 680.00 | \$ 700.00 | \$ (20.00) | 97.14% ▲ |
| Total 435300 - certification fees | \$ 60,752.00 | \$ 58,668.32 | \$ 2,083.68 | 103.55% ▲ |
| 435400 - inspection/exam fees | \$ 10,520.00 | \$ 12,550.68 | \$ (2,030.68) | 83.82% ▼ |
| 435500 - fines, pen, assess fee | \$ 3,600.00 | \$ 3,108.68 | \$ 491.32 | 115.80% ▲ |
| 435800 - tuition and fees | | | | |
| 435830 - other fees | \$ 160.00 | \$ 263.32 | \$ (103.32) | 60.76% ▼ |
| Total 435800 - tuition and fees | \$ 160.00 | \$ 263.32 | \$ (103.32) | 60.76% ▼ |
| Total 435 - fees, licenses, and fines | \$ 146,886.94 | \$ 143,658.64 | \$ 3,228.30 | 102.25% ▲ |
| 437 - miscellaneous | | | | |
| 437127 - procuremnt card rebate | | \$ - | \$ - | |
| 437990 - other misc revenue | \$ (1,045.99) | \$ 215.68 | \$ (1,261.67) | -484.97% ▼ |
| Total 437 - miscellaneous | \$ (1,045.99) | \$ 215.68 | \$ (1,261.67) | -484.97% ▼ |
| Total Income | \$ 146,211.64 | \$ 145,274.32 | \$ 937.32 | 100.65% ▲ |
| Gross Profit | \$ 146,211.64 | \$ 145,274.32 | \$ 937.32 | 100.65% ▲ |
| Expenses | | | | |
| 531 - personal services | | | | |
| 531112 - EPA regular salaries | \$ 99,181.36 | \$ 99,779.24 | \$ (597.88) | 99.40% ▼ |
| 531422 - holiday pay - receipts | \$ 67.76 | | \$ 67.76 | |
| 531462 - longevity - receipts | | \$ - | \$ - | |
| 531512 - Social Security | \$ 6,976.10 | \$ 7,173.36 | \$ (197.26) | 97.25% ▼ |
| 531522 - regular retirement | \$ 21,517.18 | \$ 22,129.28 | \$ (612.10) | 97.23% ▼ |
| 531562 - medical insurance | \$ 12,527.04 | \$ 12,763.52 | \$ (236.48) | 98.15% ▼ |
| 531576 - flexible spending acct | \$ 248.98 | \$ 264.52 | \$ (15.54) | 94.13% ▼ |
| 531651 - comp to board members | \$ 1,300.00 | \$ 800.00 | \$ 500.00 | 162.50% ▲ |
| Total 531 - personal services | \$ 141,818.42 | \$ 142,909.92 | \$ (1,091.50) | 99.24% ▼ |
| 532 - purchased services | | | | |
| 532110 - legal services | \$ 6,441.05 | \$ 3,018.32 | \$ 3,422.73 | 213.40% ▲ |
| 532120 - financial/audit svcs | \$ 14,000.00 | \$ 14,000.00 | \$ - | 100.00% ▼ |
| 532145 - managed server support | \$ 33,907.59 | \$ 33,907.53 | \$ 0.06 | 100.00% ▲ |
| 532170001 - prof testing serv | \$ 4,932.00 | \$ 4,583.35 | \$ 348.65 | 107.61% ▲ |
| 532184 - janitorial services | \$ 1,400.00 | \$ 1,400.00 | \$ - | 100.00% ▼ |

| | | | | | | | | |
|---|-----------|---------------------|-----------|---------------------|-----------|-------------------|---------------|----------|
| 532199 - misc contract services | \$ | 7,378.29 | \$ | 10,103.00 | \$ | (2,724.71) | 73.03% | ▼ |
| 532430 - maint agrmnt - equip | \$ | 171.24 | \$ | 171.24 | \$ | - | 100.00% | ▼ |
| 532512 - rental of bldg/prop | \$ | 7,993.12 | \$ | 7,934.06 | \$ | 59.06 | 100.74% | ▲ |
| 532714 - ground trans in-state | \$ | 9,106.09 | \$ | 7,500.00 | \$ | 1,606.09 | 121.41% | ▲ |
| 532721 - lodging in-state | \$ | 7,903.72 | \$ | 6,000.00 | \$ | 1,903.72 | 131.73% | ▲ |
| 532724 - meals in-state | \$ | 2,937.80 | \$ | 4,250.00 | \$ | (1,312.20) | 69.12% | ▼ |
| 532731 - board/non-emp transpor | \$ | 89.20 | \$ | 620.00 | \$ | (530.80) | 14.39% | ▼ |
| 532732 - board/non-emp subsist | \$ | 228.20 | \$ | 966.66 | \$ | (738.46) | 23.61% | ▼ |
| 532811 - telephone service | \$ | 274.64 | \$ | 800.00 | \$ | (525.36) | 34.33% | ▼ |
| 532814 - cellular phone service | \$ | 2,023.43 | \$ | 2,080.00 | \$ | (56.57) | 97.28% | ▼ |
| 532822 - managed LAN svc charge | \$ | 1,277.72 | \$ | 1,132.16 | \$ | 145.56 | 112.86% | ▲ |
| 532825 - managed WAN service | \$ | 4,669.21 | \$ | 4,459.24 | \$ | 209.97 | 104.71% | ▲ |
| 532826 - software subscriptions | \$ | 866.49 | \$ | 2,166.68 | \$ | (1,300.19) | 39.99% | ▼ |
| 532840 - postage & delivery | \$ | 436.57 | \$ | 500.00 | \$ | (63.43) | 87.31% | ▼ |
| 532840003 - postage/postal meter charges | \$ | 4,552.20 | \$ | 4,333.32 | \$ | 218.88 | 105.05% | ▲ |
| 532850 - printing, binding, dup | \$ | | \$ | 3,000.00 | \$ | (3,000.00) | 0.00% | ▼ |
| 532911 - insurance - property | \$ | 8,139.00 | \$ | 8,139.00 | \$ | - | 100.00% | ▼ |
| 532942 - other emp trng expense | \$ | | \$ | - | \$ | - | | |
| Total 532 - purchased services | \$ | 118,727.56 | \$ | 121,064.56 | \$ | (2,337.00) | 98.07% | ▼ |
| 533 - Supplies | | | | | | | | |
| 533110 - general office supply | \$ | 2,152.51 | \$ | 2,839.32 | \$ | (686.81) | 75.81% | ▼ |
| Total 533 - Supplies | \$ | 2,152.51 | \$ | 2,839.32 | \$ | (686.81) | 75.81% | ▼ |
| 534 - property, plant, & equip | | | | | | | | |
| 534511 - office equipment | \$ | | \$ | - | \$ | - | | |
| 534534 - PC and printer purch | \$ | | \$ | - | \$ | - | | |
| Total 534 - property, plant, & equip | \$ | - | \$ | - | \$ | - | | |
| 535 - other expenses and adjust | | | | | | | | |
| 535830 - member dues & subcript | \$ | | \$ | 270.00 | \$ | (270.00) | 0.00% | ▼ |
| 535900 - other expenses | \$ | 10.00 | \$ | 33.32 | \$ | (23.32) | 30.01% | ▼ |
| Total 535 - other expenses and adjust | \$ | 10.00 | \$ | 303.32 | \$ | (293.32) | 3.30% | ▼ |
| 538 - intragovernmental transac | | | | | | | | |
| 538030 - fine/penalty transfer | \$ | 250.00 | \$ | 4,333.32 | \$ | (4,083.32) | 5.77% | ▼ |
| Total 538 - intragovernmental transac | \$ | 250.00 | \$ | 4,333.32 | \$ | (4,083.32) | 5.77% | ▼ |
| Total Expenses | \$ | 262,958.49 | \$ | 271,450.44 | \$ | (8,491.95) | 96.87% | ▼ |
| Net Operating Income | \$ | (116,746.85) | \$ | (126,176.12) | \$ | 9,429.27 | 92.53% | ▼ |
| Net Income | \$ | (116,746.85) | \$ | (126,176.12) | \$ | 9,429.27 | 92.53% | ▼ |

Attachment B. Fund balance

