

# North Carolina Board of Barber Examiners

## Summary of Executive Director's Report

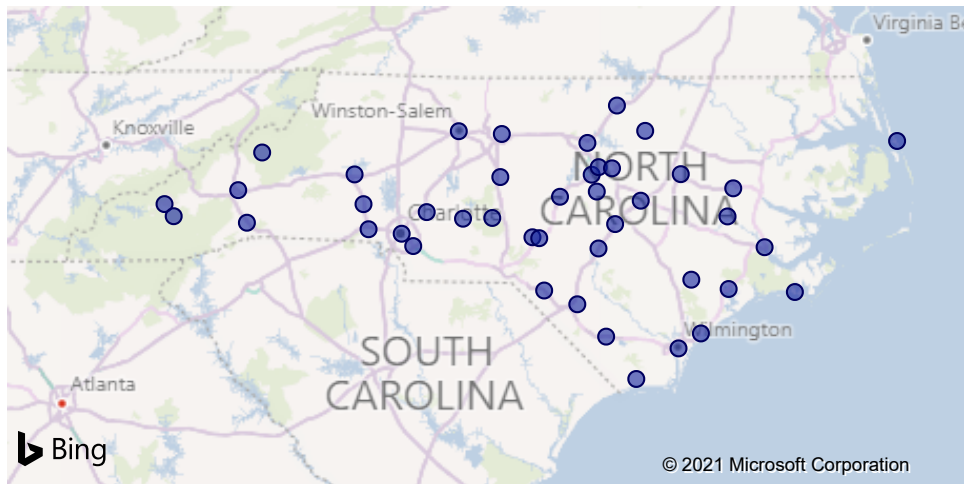
### August 24, 2021 Board Meeting

#### Routine Inspections in Calendar Year 2021 (through July)

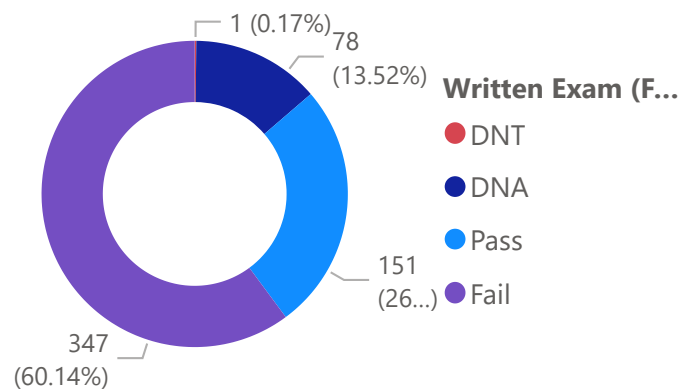
# 96.78

## Average Sanitation Score

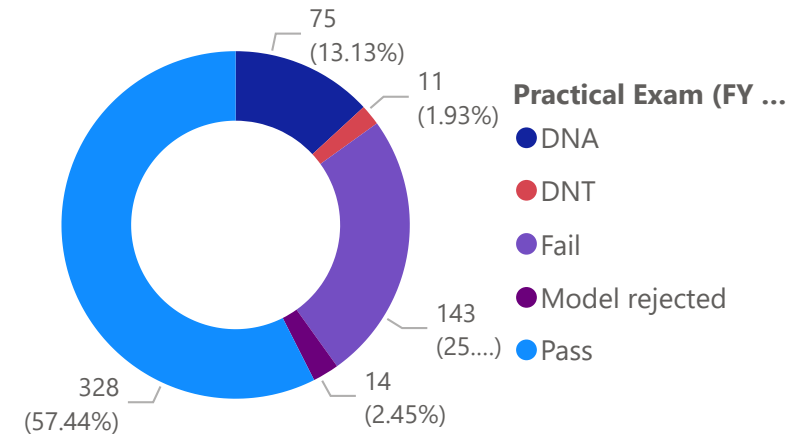
#### Complaint locations



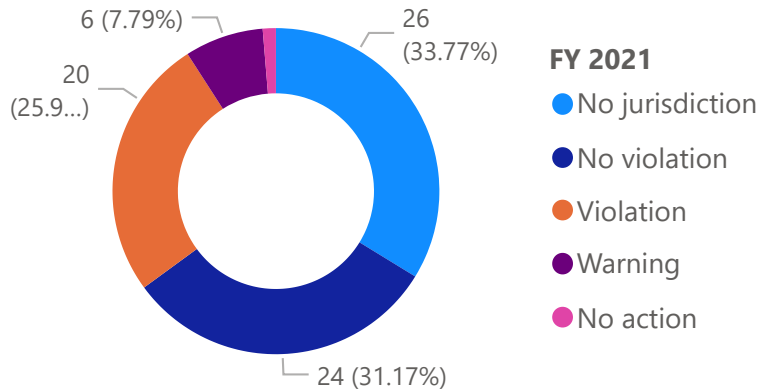
#### Apprentice Results by Written Exam (FY 2021)



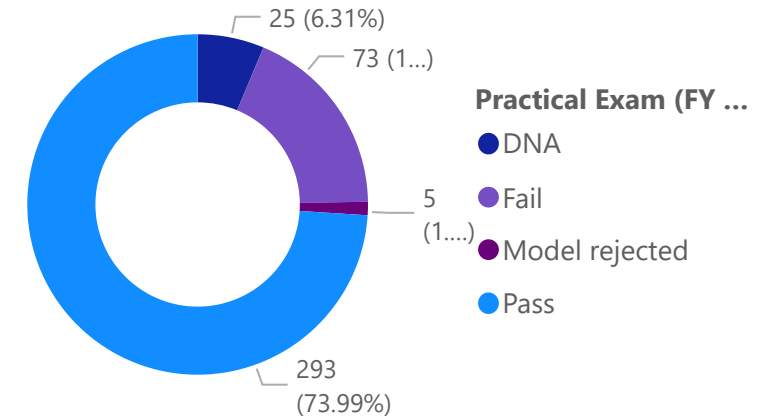
#### Apprentice Results by Practical Exam (FY 2021)



#### Complaint status by FY 2021



#### Registered Results by Practical Exam (FY 2021)





# NORTH CAROLINA BOARD OF BARBER EXAMINERS

## Memo

TO: Board members

FROM: Dennis Seavers

DATE: August 15, 2021

**SUBJECT: Executive director's report**

---

Below is the executive director's report for the board's August 24, 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 2021 budget report**

Attachment A shows the board's expenditures and revenues for fiscal year (FY) 2021 on an accrual basis. Expenditures were under budget, at 86.32% of the budgeted expenditures. The following justifications explain specific lines where spending was over the budget amount. These accounts were covered with underspending in other areas to make sure the total budget remained on track.

- 532721 – lodging (in-state). This account refers to costs for staff members to stay at hotels for work-related travel. Lodging costs were about \$3,900 more than the budget anticipated due to workload needs and the increased number of exams.
- 532826 – software subscriptions. This account refers to costs for software that the board uses for work productivity or other purposes. Since the pandemic began, the board has increased how much it uses DocuSign for electronic signatures. The board has had to spend more than anticipated on DocuSign costs.
- 532840003 – postage/postal meter charges. This account refers to costs for the State Mail Service Center to process outgoing mail and maintain a Postal Service mailbox. The primary reason this cost was higher than anticipated is because the 2020 renewal cycle was extended from May 31 to July 31, thus moving some costs from FY 2020 to FY 2021.

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

## **Strategic plan**

The board has four IT projects underway, three of which are scheduled to be completed in the next two months. These projects include:

1. Mobile process for new shop inspections. This project will allow inspectors to use tablets rather than paper forms to conduct inspections for new shops.
2. Online payment of civil penalties. This project will allow civil penalties and related fees to be paid online.
3. Online duplicate licenses. This project will allow licensees to request and pay for duplicate licenses online.
4. Instructor exam application. This project will allow registered barbers to apply online to take the instructor exam application.

Under the board's strategic plan, items 1-3 above were scheduled to be completed on or before June 30, 2021. However, the vendor caused delays of several months, though the vendor has now gotten the projects on track again. Due to a new contract negotiated with the vendor, I expect to be able to have the future projects completed as set forth in the strategic plan, with one exception: online reporting of school hours, which has required some advance work to make sure the project rolls out successfully.

The board adopted this strategic plan a few years ago, and it may be advisable for the board to update it soon.

## **Barber exams**

The summary dashboard preceding this memo shows the results of apprentice and registered exams for FY 2021. As previously discussed, there has been a troubling drop in the pass rate for the written exam, probably due to pandemic-related factors. Some schools have expressed concern to me about the dropping rate. Although I'm hopeful things will improve as the pandemic lifts, the board should continue to monitor the scores and possibly discuss the situation.

The pass rate for practical exams has remained steady since the introduction of mannequins. The number of people who were prevented from taking the exam (typically due to issues with the live model) has dropped.

**Attachment A**  
**Fiscal Year 2021 Budget vs. Actuals**  
 July 2020 - June 2021

	Total			
	Actual	Budget	Over budget	Perc. of budget & over/under budget
<b>Income</b>				
<b>433 - investment income</b>				
433121 - STIF interest income	\$ 3,627.76	\$ 5,100.00	\$ (1,472.24)	71.13% ▼
<b>Total 433 - investment income</b>	<b>\$ 3,627.76</b>	<b>\$ 5,100.00</b>	<b>\$ (1,472.24)</b>	<b>71.13% ▼</b>
<b>434 - sales, service, and rentals</b>				
434320 - sale of surplus property	\$ 20,681.60	\$ 20,021.04	\$ 660.56	103.30% ▲
<b>Total 434 - sales, service, and rentals</b>	<b>\$ 20,681.60</b>	<b>\$ 20,021.04</b>	<b>\$ 660.56</b>	<b>103.30% ▲</b>
<b>435 - fees, licenses, and fines</b>				
<b>435100 - business license fees</b>				
435100059 - duplicate license	\$ 380.00	\$ 800.00	\$ (420.00)	47.50% ▼
435100060 - individual license	\$ 363,705.01	\$ 400,784.00	\$ (37,078.99)	90.75% ▲
435100061 - school permit	\$ 9,100.00	\$ 6,850.00	\$ 2,250.00	132.85% ▲
435100062 - bus/shop permit	\$ 157,990.00	\$ 180,498.00	\$ (22,508.00)	87.53% ▼
435100063 - student permit	\$ 28,650.00	\$ 25,850.00	\$ 2,800.00	110.83% ▲
435100064 - renewal-individual	\$ 71,960.00	\$ 66,550.00	\$ 5,410.00	108.13% ▲
<b>Total 435100 - business license fees</b>	<b>\$ 631,785.01</b>	<b>\$ 603,299.00</b>	<b>\$ 28,486.01</b>	<b>104.72% ▲</b>
<b>435300 - certification fees</b>				
435300016 - instructor exam fee	\$ 6,270.00	\$ 8,415.00	\$ (2,145.00)	74.51% ▼
435300017 - registered exam fee	\$ 34,425.00	\$ 46,495.00	\$ (12,070.00)	74.04% ▼
435300018 - apprentice exam fee	\$ 112,340.00	\$ 160,540.00	\$ (48,200.00)	69.98% ▼
435300019 - apprentice certific	\$ 30,448.00	\$ 52,020.00	\$ (21,572.00)	58.53% ▼
435300020 - instructor certific	\$ 20,145.00	\$ 19,635.00	\$ 510.00	102.60% ▲
<b>Total 435300 - certification fees</b>	<b>\$ 203,628.00</b>	<b>\$ 287,105.00</b>	<b>\$ (83,477.00)</b>	<b>70.92% ▼</b>
<b>435400 - inspection/exam fees</b>	<b>\$ 34,460.00</b>	<b>\$ 41,460.00</b>	<b>\$ (7,000.00)</b>	<b>83.12% ▼</b>
<b>435500 - fines, pen, assess fee</b>	<b>\$ 10,025.00</b>	<b>\$ 10,269.00</b>	<b>\$ (244.00)</b>	<b>97.62% ▲</b>
<b>435800 - tuition and fees</b>				
435830 - other fees	\$ 610.00	\$ 870.00	\$ (260.00)	70.11% ▼
<b>Total 435800 - tuition and fees</b>	<b>\$ 610.00</b>	<b>\$ 870.00</b>	<b>\$ (260.00)</b>	<b>70.11% ▼</b>
<b>Total 435 - fees, licenses, and fines</b>	<b>\$ 880,508.01</b>	<b>\$ 943,003.00</b>	<b>\$ (62,494.99)</b>	<b>93.37% ▲</b>
<b>437 - miscellaneous</b>				
437127 - procuremnt card rebate	\$ 514.82	\$ 250.00	\$ 264.82	205.93% ▲
437990 - other misc revenue	\$ 45.95	\$ 647.00	\$ (601.05)	7.10% ▼
<b>Total 437 - miscellaneous</b>	<b>\$ 560.77</b>	<b>\$ 897.00</b>	<b>\$ (336.23)</b>	<b>62.52% ▼</b>
<b>Total Income</b>	<b>\$ 905,378.14</b>	<b>\$ 969,021.04</b>	<b>\$ (63,642.90)</b>	<b>93.43% ▲</b>
<b>Gross Profit</b>	<b>\$ 905,378.14</b>	<b>\$ 969,021.04</b>	<b>\$ (63,642.90)</b>	<b>93.43% ▲</b>
<b>Expenses</b>				
<b>531 - personal services</b>				
531112 - EPA regular salaries	\$ 284,888.24	\$ 312,238.40	\$ (27,350.16)	91.24% ▼
531422 - holiday pay - receipts	\$ -	\$ -	\$ -	
531462 - longevity - receipts	\$ 5,394.69	\$ 7,700.00	\$ (2,305.31)	70.06% ▼
531512 - Social Security	\$ 20,446.84	\$ 24,979.07	\$ (4,532.23)	81.86% ▼
531522 - regular retirement	\$ 63,124.62	\$ 62,447.68	\$ 676.94	101.08% ▲
531562 - medical insurance	\$ 33,588.28	\$ 40,187.10	\$ (6,598.82)	83.58% ▼
531576 - flexible spending acct	\$ 629.99	\$ 840.00	\$ (210.01)	75.00% ▼
531651 - comp to board members	\$ 1,100.00	\$ 3,000.00	\$ (1,900.00)	36.67% ▼
<b>Total 531 - personal services</b>	<b>\$ 409,172.66</b>	<b>\$ 451,392.25</b>	<b>\$ (42,219.59)</b>	<b>90.65% ▼</b>
<b>532 - purchased services</b>				
532110 - legal services	\$ 2,471.53	\$ 9,054.96	\$ (6,583.43)	27.29% ▼
532120 - financial/audit svcs	\$ 12,200.00	\$ 12,200.00	\$ -	100.00% ▼
532145 - managed server support	\$ 41,051.03	\$ 54,949.60	\$ (13,898.57)	74.71% ▼

532170001 - prof testing serv	\$ 8,694.00	\$ 11,000.00	\$ (2,306.00)	79.04%	▼
532184 - janitorial services	\$ 3,850.00	\$ 4,200.00	\$ (350.00)	91.67%	▼
532186 - security services	\$ -	\$ 9,750.00	\$ (9,750.00)	0.00%	▼
532186001 - security - surveillance services	\$ 110.85	\$ 148.00	\$ (37.15)	74.90%	▼
532199 - misc contract services	\$ 18,803.43	\$ 37,111.60	\$ (18,308.17)	50.67%	▼
532210 - electrical service	\$ 2,788.65	\$ 2,788.65	\$ -	100.00%	▼
532220 - natural gas/propane	\$ 93.65	\$ 93.65	\$ -	100.00%	▼
532430 - maint agrmnt - equip	\$ 1,869.67	\$ -	\$ 1,869.67		
532512 - rental of bldg/prop	\$ 40,109.58	\$ 40,083.58	\$ 26.00	100.06%	▲
532524 - general office equip	\$ -	\$ 1,917.00	\$ (1,917.00)	0.00%	▼
532714 - ground trans in-state	\$ 20,476.26	\$ 22,500.00	\$ (2,023.74)	91.01%	▼
532721 - lodging in-state	\$ 21,908.89	\$ 18,000.00	\$ 3,908.89	121.72%	▲
532724 - meals in-state	\$ 10,394.00	\$ 12,750.00	\$ (2,356.00)	81.52%	▼
532731 - board/non-emp transpor	\$ 182.00	\$ 1,860.00	\$ (1,678.00)	9.78%	▼
532732 - board/non-emp subsist	\$ 609.82	\$ 2,900.00	\$ (2,290.18)	21.03%	▼
532811 - telephone service	\$ 2,414.09	\$ 2,400.00	\$ 14.09	100.59%	▲
532814 - cellular phone service	\$ 5,955.11	\$ 5,728.00	\$ 227.11	103.96%	▲
532815 - email and calendaring	\$ 11.60	\$ 500.00	\$ (488.40)	2.32%	▼
532819 - telephone wiring srvc	\$ -	\$ 2,000.00	\$ (2,000.00)	0.00%	▼
532822 - managed LAN svc charge	\$ 3,469.48	\$ 3,544.00	\$ (74.52)	97.90%	▼
532825 - managed WAN service	\$ 12,654.22	\$ 12,380.76	\$ 273.46	102.21%	▲
532826 - software subscriptions	\$ 6,619.68	\$ 4,722.48	\$ 1,897.20	140.17%	▲
532828 - managed desktop svcs	\$ 2,226.40	\$ 5,455.40	\$ (3,229.00)	40.81%	▼
532840 - postage & delivery	\$ 1,097.18	\$ 1,500.00	\$ (402.82)	73.15%	▼
532840003 - postage/postal meter charges	\$ 12,738.37	\$ 9,999.95	\$ 2,738.42	127.38%	▲
532850 - printing, binding, dup	\$ 6,328.96	\$ 9,000.00	\$ (2,671.04)	70.32%	▼
532911 - insurance - property	\$ 19,769.98	\$ 25,000.00	\$ (5,230.02)	79.08%	▼
532942 - other emp trng expense	\$ -	\$ 100.00	\$ (100.00)	0.00%	▼
<b>Total 532 - purchased services</b>	<b>\$ 258,898.43</b>	<b>\$ 323,637.63</b>	<b>\$ (64,739.20)</b>	<b>80.00%</b>	<b>▼</b>
<b>533 - Supplies</b>					
533110 - general office supply	\$ 5,937.95	\$ 8,518.00	\$ (2,580.05)	69.71%	▼
<b>Total 533 - Supplies</b>	<b>\$ 5,937.95</b>	<b>\$ 8,518.00</b>	<b>\$ (2,580.05)</b>	<b>69.71%</b>	<b>▼</b>
<b>534 - property, plant, &amp; equip</b>					
534511 - office equipment	\$ 42,686.14	\$ 42,686.14	\$ -	100.00%	▼
534534 - PC and printer purch	\$ -	\$ 3,750.00	\$ (3,750.00)	0.00%	▼
<b>Total 534 - property, plant, &amp; equip</b>	<b>\$ 42,686.14</b>	<b>\$ 46,436.14</b>	<b>\$ (3,750.00)</b>	<b>91.92%</b>	<b>▼</b>
<b>535 - other expenses and adjust</b>					
535830 - member dues & subcript	\$ 1,022.89	\$ 270.00	\$ 752.89	378.85%	▲
535840 - service & other awards	\$ 246.60	\$ -	\$ 246.60		
535900 - other expenses	\$ 94.04	\$ 100.00	\$ (5.96)	94.04%	▼
<b>Total 535 - other expenses and adjust</b>	<b>\$ 1,363.53</b>	<b>\$ 370.00</b>	<b>\$ 993.53</b>	<b>368.52%</b>	<b>▲</b>
<b>538 - intragovernmental transac</b>					
538030 - fine/penalty transfer	\$ 9,905.00	\$ 13,000.00	\$ (3,095.00)	76.19%	▼
<b>Total 538 - intragovernmental transac</b>	<b>\$ 9,905.00</b>	<b>\$ 13,000.00</b>	<b>\$ (3,095.00)</b>	<b>76.19%</b>	<b>▼</b>
<b>Total Expenses</b>	<b>\$ 727,963.71</b>	<b>\$ 843,354.02</b>	<b>\$ (115,390.31)</b>	<b>86.32%</b>	<b>▼</b>
<b>Net Operating Income</b>	<b>\$ 177,414.43</b>	<b>\$ 125,667.02</b>	<b>\$ 51,747.41</b>	<b>141.18%</b>	<b>▲</b>
<b>Net Income</b>	<b>\$ 177,414.43</b>	<b>\$ 125,667.02</b>	<b>\$ 51,747.41</b>	<b>141.18%</b>	<b>▲</b>

### Attachment B. Fund balance

