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STATE OF OKLAHOMA



BOARD OF COSMETOLOGY AND BARBERING

MEMEBERS

Heather Sinclair, Chair
Krissy Miller, Vice-chair
Machele Calliccoat
Kyle Jarnagin
Ericka Jackson
Christie Luther
Annie Jo Gilbert
Joel Rogers
Carla Dame
Carla Wilkins

MINUTES OF THE MEETING

May 12, 2025

1. Call to Order

Chair Heather Sinclair called the meeting of the State Board of Cosmetology and Barbering to order at 10:05 a.m. on Monday, May 12, 2025. The meeting was held at the State Cosmetology Board Office in Suite 84.

BOARD MEMBERS PRESENT

- Heather Sinclair
- Krissy Miller
- Kyle Jarnagin
- Annie Jo Gilbert
- Joel Rogers
- Carla Wilkins
- Machele Calliccoat
- Ericka Jackson
- Christie Luther
- Carla Dame

AGENCY MEMBERS PRESENT

- MiMi Casebolt, Interim Executive Director
- Matt Burton, Principal Assistant

LEGAL COUNSEL PRESENT

- Kylie Cooper, Assistant Attorney General

2. Quorum

A quorum was confirmed, and the meeting proceeded according to the agenda. This special meeting of the Oklahoma Cosmetology and Barbering Board has been convened in accordance with the Oklahoma Open Meeting Act.

3. Approval of Previous Board Minutes, March 31, 2025

Overview: The minutes were reviewed, and no changes or corrections were proposed.

- **Motion:** To approve March 31, 2025, meeting minutes.
 - **Moved by:** Wilkins
 - **Seconded by:** Jarnagin
 - **Vote:**
 - Miller: Yes
 - Callicoa: Yes
 - Jarnagin: Yes
 - Jackson: Yes
 - Luther: Yes
 - Gilbert: Yes
 - Rogers: Yes
 - Dame: Yes
 - Wilkins: Yes
 - **Outcome:** Motion passed.
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4. Agency Update – Presented by Interim Executive Director Casebolt

Overview: The agency is in the middle of a move and relocation. There are two inspector positions and one examiner position open, with ongoing recruitment. Two Galt employees started to assist with the backlog in Thentia and the establishment portal launch. The agency is working to meet the needs of the industry and appreciates the board's support. Members Rogers and Jackson had questions about the move timeline and where testing was being conducted, respectively.

- **Suite 74 Update:**

The mirrors will cost \$3,500 to install, and the countertops may be difficult and expensive to move; however, carpentry skill centers could potentially construct new ones, with OCI handling the installation. One day of furniture moving is still owed, and the construction of a door is causing a delay in the overall move. Despite these issues, desks and computers are already set up and functioning.

- **Process Ideas:**

There is currently a backlog of approximately 1,200, which prompted the decision to utilize Galt employees to help catch up before the business portal opens. Testing is still ongoing, and it is recommended to conduct training with inspectors and examiners before fully transitioning to ensure smooth timing. Tables and chairs are expected to be delivered by the next board meeting, which will likely take place in the new suite.

- **Important Dates:**

June 9th: Another hearing at 10 a.m.

- **Motion:** No motion was made.

- **Outcome:** No action was taken after discussion.

5. Thentia Update – Presented by Chair Sinclair

Overview: The business portal for establishment licenses will allow licensees to print their own licenses, and testing of the portal is currently underway. The agency has been working with Thentia daily and holding customer service meetings every two weeks for over a year. While inspectors have successfully accessed the portal to look up licenses, school registration is currently prioritized over inspector access due to the upcoming busy season. A Thentia dashboard could allow users to renew licenses using their license number, name, and address; however, handling special circumstances remains time-consuming. Agency staff will continue

to assist individuals with renewals in person as needed. Member Rogers asked for a list of deliverables on the next update.

- **Open House for Licensees:**

The board discussed the potential of hosting an open house for licensees, possibly aligning it with the grand opening of the agency's new location. The concept involves creating an "assembly line" setup to efficiently assist licensees in obtaining their licenses with help from board members and agency staff. However, concerns were raised regarding the agency's ability to manage the additional workload and the risk of violating open meeting laws if too many board members participate at once. Alternative ideas included offering tours of the testing facility and creating opportunities for licensees to meet with examiners and inspectors.

- **Thentia Contract Negotiations:**

The board removed Thentia's contract from the agenda due to unresolved concerns regarding payment discrepancies and credit balances. The contract was originally based on 50,000 active licenses; however, the state has only reached about 60% of that number since November. As a result, the board is requesting a credit adjustment from Thentia. Additionally, the board is seeking clarification on how previous payments will be credited and is negotiating for a more favorable contract, potentially with locked-in rates for the next few years. The board is also pushing back against Thentia's proposed price increase, citing that the company has not fully met its obligations under the current contract.

- **Thentia System Issues:**

A system discrepancy was discovered regarding the minimum age for licensure, which conflicts with state statute. The current system requires applicants to pay before their eligibility can be verified, resulting in refunds for individuals who do not qualify. The board is considering modifying the system to allow verification prior to payment, though it is unclear whether this change can be implemented without extensive reprogramming.

- **Thentia Questions:**

The board expressed interest in addressing refund procedures with Thentia, noting that processing and returning payments to the same individual raises concerns during audits. There have also been cases of individuals registering and paying without being licensed or having attended school. Additionally, PSI has reportedly charged individuals multiple times, while only making a single payment on their behalf. Finally, there is still no confirmed date for the launch of the business portal.

- **Motion:** No motion was made.
 - **Outcome:** No action was taken after discussion.
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6. Legislative Update – Presented by Legislative Committee Chair Luther

Overview: Board House Bill 1030, which extends the sunset bill, has been sent to the governor for approval. House Bill 2233, which proposes moving massage therapy oversight to the health department, is currently at 50% progression. House Bill 1650 appears to be stalled or possibly dead, meaning massage therapy would remain under the jurisdiction of cosmetology. Meanwhile, House Bill 1658, addressing laser hair removal, has also been sent to the governor and specifies that such procedures must be performed under the supervision of a nurse, nurse practitioner, or a licensed medical professional, and not in spas.

- **Motion:** No motion was made.
 - **Outcome:** No action was taken after discussion.
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7. Attorney General Contract for State Fiscal Year 2026

Overview: The board held a comprehensive discussion regarding the Attorney General's (AG) office contract, focusing on the current 50%-time allocation for Assistant Attorney General Cooper, the agency's legal counsel. The topics included the scope of her involvement, expectations for time tracking, and the need for greater transparency to inform future decisions about the contract, which must be finalized before July 1.

- **Attorney General Contract and Coverage:**
AAG Cooper, who has served as the agency's attorney since 2022, is contracted for 50% of her time, though she does not track her hours due to the nature of the contract. Her role includes prosecuting cases, answering legal questions, and participating in agency operations. The board has discretion over the level of AG office involvement and increased the allocation from 25% to 50% when citations became a larger focus. Most of her time is currently spent addressing massage-related complaints, and the agency relies on her for legal support in those matters.
- **Time Allotment and AG Involvement:**
Members Callicot and Jackson expressed a desire to see documentation verifying that AAG Cooper's time aligns with her contracted 50%, especially since the agency is requesting more of her time than other boards. There was also discussion on the shifting nature of her involvement in committees and day-to-day operations. While AAG Cooper has recently

rejoined meetings like the rules and testing committees, some board members questioned the appropriateness of her dual role as both advisor and prosecutor.

- **Expectations, Transparency, and Data Needs:**

AAG Cooper and Member Calliccoat debated whether time spent on cosmetology versus massage therapy matters should be tracked separately, and several members pushed for more data on how her time is used – addressing that previous Assistant Attorney Generals were more productive. There was concern that repeated refund issues, HR matters, and internal conflict are consuming time that might otherwise be spent on prosecutions. Member Calliccoat and Vice Chair Miller emphasized the need to clarify expectations and consider whether some tasks could be delegated to agency staff rather than the AG's office.

- **Board Roles and Communication:**

Board members are trying to better understand the relationship between the board, the AG's office, and agency operations. AAG Cooper voiced concerns over the blurring of responsibilities, noting that the board's statutory role is to protect the public and oversee rules and legislation—not to manage daily agency functions. Vice Chair Miller argued that involvement is necessary given the agency's current challenges. Communication with AAG Cooper is primarily through email, and the recent shift in how the agenda is drafted has added to the complexity of roles.

- **Conclusion:**

Member Calliccoat expressed she could not continue with a vote until more information could be given about how overall allotment of time is utilized. Member Rogers proposed it would be more tangible to have some data to represent how much of AAG Cooper's time was being spent on massage therapy, specifically, so that a justification could be established. Chair Sinclair agreed. The board agreed the issue must be resolved before July 1, when the current contract expires.

- **Motion:** To table the decision on AAG Cooper's time allocation until the next meeting (May 19th) at which the board will receive more information about how the AG's time is used across different responsibilities.

- **Moved by:** Calliccoat
- **Seconded by:** Jackson
- **Vote:**
 - Miller: Yes
 - Calliccoat: Yes
 - Jarnagin: Yes
 - Jackson: Yes
 - Luther: Yes
 - Gilbert: Yes
 - Rogers: Yes
 - Dame: Yes
 - Wilkins: Yes

- **Outcome:** Motion passed.

8. Emergency Rulemaking Process

Overview: Some rules needed to be entered into emergency rule making to be able to be fixed so that they can make the accommodation foundations, as the hours for Master Instructor courses were miscalculated and were 100 hours short. OAC 175:10-3-71, 175:10-3-44, 175:10-34-6 were the rules, specifically. Vice Chair Miller and Member Calliccoat took responsibility for the discrepancy.

- **Motion:** To allow the agency to begin the 2025 emergency rulemaking process in consultation with legal counsel, including revising the rules, including, but not limited to all of those mentioned.
 - **Moved by:** Calliccoat
 - **Seconded by:** Rogers
 - **Vote:**
 - Miller: Yes
 - Calliccoat: Yes
 - Jarnagin: Yes
 - Jackson: Yes
 - Luther: Yes
 - Gilbert: Yes
 - Rogers: Yes
 - Dame: Yes
 - Wilkins: Yes
- **Outcome:** Motion passed.

9. NABBA Annual Conference

Overview: Chair Sinclair opened the discussion by referencing a prior vote in which the Board approved sending three members to the 2025 NABBA Annual Conference, scheduled for September 14–18 in West Virginia. Member Calliccoat raised concerns regarding the financial impact of sending three representatives, noting prior discussions about board travel already exceeding the current fiscal year's budget. Budget Committee Chair Rogers and Vice Chair Miller, also a member of the committee, supported Calliccoat's concerns, acknowledging that travel expenditures had indeed surpassed the allocated funds. During the conversation, AAG Cooper interjected, cautioning that

financial matters were not directly relevant to the agenda item. However, Member Rogers asserted that budget considerations were integral to the discussion, a point echoed by Member Callicoa. The conversation centered on balancing prior commitments with fiscal responsibility, highlighting ongoing concerns about the Board's travel expenditures.

- **1st Motion:** To send only the Executive Director to this meeting.
 - **Moved by:** Miller
 - **Seconded by:** (none)
 - **Outcome:** No second was made; no action was taken after discussion.

 - **2nd Motion:** To table the discussion until the July 14th meeting.
 - **Moved by:** Rogers
 - **Seconded by:** Miller
 - **Vote:**
 - Miller: Yes
 - Callicoa: Yes
 - Jarnagin: Yes
 - Jackson: Yes
 - Luther: Yes
 - Gilbert: Yes
 - Rogers: Yes
 - Dame: Yes
 - Wilkins: Yes
 - **Outcome:** Motion passed.
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10. NIC Annual Conference

Overview: The Board discussed the upcoming NIC Annual Conference, scheduled for October 16–20, 2025, in Phoenix, Arizona. A motion was immediately made to table the discussion due to financial concerns, but Vice Chair Miller and Chair Sinclair encouraged focusing on the conference itself. AAG Cooper advised against discussing budget matters, though Member Rogers emphasized their relevance to the decision. Member Callicoa requested that the cost per attendee be made clear. Some members questioned the value of attending given past experiences and current budget constraints, while others highlighted NIC's importance for learning about industry trends, testing

standards, and regulatory updates.

- **Motion:** To table the discussion until the July 14th meeting.
 - **Moved by:** Callicoa
 - **Seconded by:** Rogers
 - **Vote:**
 - Miller: Yes
 - Callicoa: Yes
 - Jarnagin: Yes
 - Jackson: Yes
 - Luther: Yes
 - Gilbert: Yes
 - Rogers: Yes
 - Dame: Yes
 - Wilkins: Yes

 - **Outcome:** Motion passed.
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11. Public Comment

Overview: No one signed up for public comment; no comments were made.

- **Motion:** No motion was made.
 - **Outcome:** No action took place.
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ADJOURNMENT

- **Time:** 11:16 a.m.

Outcome: Meeting adjourned.

End of Board Meeting Minutes for May 12, 2025.