

**OREGON HEALTH LICENSING AGENCY
ADVISORY COUNCIL FOR ELECTROLOGISTS, PERMANENT COLOR
TECHNICIAN AND TATTOO ARTISTS
MINUTES OF November 19, 2007**

MEMBERS PRESENT

Judith Culp, Vice-Chairperson
Molly Ballew, Electrologist
Brenda Cox (telephone conference)

STAFF PRESENT

Susan Wilson, Director
Samantha Patnode, Board Liaison
Tracy C. Nelson, Administrative Liaison

AUDIENCE MEMBERS

Jamie Bloom, OALE
Sheila Ahern, Electrologist
Bob Platt, Tattoo Artist
Alan Freestad, Tattoo Artist

MEMBERS EXCUSED

Marie Keyes, Public Member

CALL TO ORDER

Acting Chairperson, Judith Culp, called the meeting of the Advisory Council for Electrologists, Permanent Color Technicians and Tattoo Artists to order Monday, November 19, 2007, at 1:11 p.m. at the Agriculture Building in the Basement Hearing Room, 635 Capitol St NE, Salem, Oregon.

APPROVAL OF AGENDA

MOTION

Ms. Culp made a motion to approve the agenda and Ms. Ballew seconded the motion. The motion passed with Ms. Culp, Ms. Ballew, and Ms. Cox voting aye.

MINUTES

MOTION

Ms. Culp made a motion to approve the minutes of November 20, 2007 and Ms. Ballew seconded the motion. The motion passed with Ms. Culp, Ms. Ballew, and Ms. Cox voting aye.

DIRECTOR'S REPORT

Ms. Wilson stated the Oregon Health Licensing Agency (OHLA) is undergoing internal reorganization to lay a foundation to provide boards, customers and regulated professionals with the best regulatory services and resources. As OHLA's strategic plan develops, the first shift will occur in agency divisions and staff roles. The Business Administration Division is headed by Richard McNew who oversees agency-wide licensing responsibilities, fiscal management, budget and contract management, economic forecasting, human resources and payroll, information technology and systems management, and facility and property control.

Ms. Wilson added the result of reorganization and review will position the agency to maximize existing benefits of economies of scale and to make adjustments smoothly and effectively. The agency will carry forward, to the 2009 Legislature, proposed refinements and promote the value of streamlining and standardizing services and fees. For the record the board supports legislation to streamline and lower fees.

REVENUES AND EXPENDITURES

Richard McNew, Business Administration Division Manager, introduced himself to members and addressed the agency budget, revenues, standardization and fees. Mr. McNew explained OHLA's objective in reorganization is geared toward efficiencies -- eliminating unnecessary or redundant processes and improving completed staff work and centralizing work around function to best serve the needs of OHLA customers. He stated that the more efficiencies the agency implements the less staff is required, which will have a beneficial affect on license fees. He noted the agency is reviewing every process and position for the agency's new cost allocation plan.

Mr. McNew provided an overview of the internal review that draws on outside resources and other agencies expertise and assistance to recommend efficiencies in restructuring OHLA accounting models, human resources and information technology. He explained that restructuring is an important step in preparing for future growth and expansion without having to increase fees and add staff when a new program is added to the central agency's administrative oversight.

Mr. McNew reported that when the cost allocation model is completed, he will re-project the budget and revenues and provide OHLA's Director, Susan Wilson, with his best assumptions for fees. He addressed changes to the Customer Service area of the agency and plans to add an express lane and on-site service kiosks to provide customers with additional service options.

Focusing on revenues, Mr. McNew reported that the 2007-09 current agency-wide revenue was \$1,410,646. He pointed out the new reporting tools for agency-wide expenditures and revenues based on actual figures. He noted that the members will be provided information on an on-going basis.

ONLINE RENEWALS

Ms. Patnode, Program Coordinator, gave a brief overview of the renewal status of the Permanent Color Technicians and Tattoo artists. She reported that February, June, July, August and September are the months with the highest online renewals.

ENFORCEMENT

The Oregon Health Licensing Agency's **Complaints and Enforcement Section** conducts statewide, onsite inspections for licensed facilities and responds to and investigates complaints. Onsite facility inspections include surveillance and monitoring businesses, independent contractors and practitioners. Special Investigations are based on the result of citizen complaints or cases involving critical issues – both civil and criminal, such as bacterial/viral infection outbreaks, unlicensed or illegal practice, prohibited acts, fraud or trade practice violations, incompetence or violations of practice standards and other critical issues involving the health and safety of consumers. The **Complaints and Enforcement Section** is responsible for taking disciplinary action against licensees who are found in violation / non-compliance of state law.

Tim Molloy, Enforcement and Investigations Supervisor, reported the Advisory Council for Electrologists, Permanent Color Technicians and Tattoo Artists percentage of overall OHLA complaints received in 2007.

January 1 through September 30, 2007:

- Total Number of Licenses – 694
- Total Number of Complaints – 34
- Overall Percent of OHLA Complaints – 23%

January 1 through December 31, 2006

- Total Number of Licenses – 639
- Total Number of Complaints – 29
- Overall Percent of OHLA Complaints – 5%

Mr. Molloy presented a four year comparison report detailing the increase and decrease in complaints received, the ratio of complaints per licensee base, and orders written for 2003 to 2006.

ITEMS FOR COUNCIL ACTION –

2008 SUBCOMMITTEES

Ms. Patnode stated the purpose of subcommittees is to provide review and discussion of specific issues, which usually require more in-depth fact-finding and deliberation than can be scheduled at board meetings. She then gave the board members an overview of previous subcommittee members:

MOTION

Ms. Culp made a motion to leave the sub-committees assignments as they are and Ms. Ballew seconded it. The motion passed with Brenda Cox, Judith Culp, and Molly Ballew voting aye.

The subcommittee assignments for 2008 are as follows:

Legislation/Rules/Practice/Standards:	Brenda Cox, Judith Culp
Enforcement:	Molly Ballew, Judith Culp
Licensing/Continuing Education:	Molly Ballew, Judith Culp
Examinations:	Molly Ballew, Brenda Cox
Customer Connection	Molly Ballew

2008 BOARD MEETING DATES

MOTION

Ms. Culp made a motion to approve the board meeting dates of April 7, 2008 and November 17, 2008. Ms. Ballew seconded the motion. The motion passed with Brenda Cox, Judith Culp, and Molly Ballew voting aye.

The Examination dates will be June 4, 2008 and December 3, 2008 at Oregon Health Sciences University.

2008 CHAIR AND VICE CHAIR

MOTION

Ms. Ballew nominated Judith Culp to serve as vice-chairperson for 2008. Ms. Culp seconded the motion. The motion passed unanimously.

Ms. Culp made a motion that Ms. Cox serve as chairperson for 2008. Ms. Ballew seconded the motion. The motion passed with Brenda Cox, Judith Culp, and Molly Ballew voting aye.

The 2008 Chair and vice-chair persons are as follows:

Chair person: Brenda Cox
Vice-chair person: Judith Culp

PUBLIC COMMENT –

Jamie Bloom expressed concern in trying to obtain her teachers certificate from the Department of Education.

Bob Platt and Alan Freestad stated that morning meetings would be beneficial for tattoo artists so they would not lose potential business that the afternoons could offer. Afternoon meetings make them take time off to attend.

EXECUTIVE SESSION – None

MISCELLANEOUS/PUBLIC COMMENT

Council Interest File

Ms. Patnode stated the Council Interest File is available for review.

Meeting adjourned at 3:30 p.m.

I attest that the Advisory Council for Electrologists, Permanent Color Technicians and Tattoo Artists minutes of November 19, 2007, are a true and accurate reflection of the matters discussed and the views of the participants.

Tracy C. Nelson, Administrative Liaison