

SOUTH CAROLINA DEPARTMENT OF LABOR, LICENSING AND
REGULATION

BEFORE THE SOUTH CAROLINA COSMETOLOGY BOARD

AUGUST 8, 2011

BOARD MEMBERS:

ROSANNE KINLEY, CHAIRMAN

MELANIE THOMPSON, VICE CHAIRMAN

CYNTHIA RODGERS

KATHERINE WEBB

DELORIS GILMER

SELENA BROWN

JAMIE SAXON, ADVICE COUNSEL

This meeting held in room 115 at the South Carolina Department of Labor, Licensing and Regulation, The Kingstree Building, 110 Centerview Drive, Columbia, South Carolina, reported by Cecelia P. Englert, Verbatim Court Reporter and Notary Public in and for the State of South Carolina; said meeting being held on the

8th day of August, 2011, scheduled for 10:00 a.m. and

commencing at 1:05 p.m.

1 MS. KINLEY: I call this meeting to order. Public
2 notice of this meeting was properly posted at the
3 South Carolina Board of Cosmetology Office, Synergy
4 Business Park, Kingstree Building, and provided to
5 all requesting persons, organizations and news
6 media in compliance with Section 30-4-80 of the
7 South Carolina Freedom of Information Act. May we
8 all stand for Pledge of Allegiance.

9 (All stand and recite the pledge.)

10 The rules of the meeting. Like I said before,
11 y'all weren't here -- y'all two were -- don't act
12 up; don't misbehave; don't make me call you down;
13 be nice; play fair, all that good stuff.

14 Introduction of board members and all other
15 persons attending, if we'll start back in the left
16 corner. If you'll just stand up, state your name
17 and the school you're representing. That good?

18 COURT REPORTER: Speak loud.

19 MS. COX: Mary Cox, Harry-Georgetown Technical College.

20 MS. LEGRAND: Debra LeGrand, LeGrand Institute of
21 Cosmetology.

22 MR. POER: Jerry Poer, Charleston Cosmetology Institute.

23 MS. KIM: Jenny Kim, Nail Tech Academy of Easley.

24 MS. RICCETELLI: Kathy Riccetelli, Upstate College of
25 Cosmetology.

1 MS. BEACH: Linda Beach, International Spa Institute.
2 MS. SMITH: Gloria Smith, South Carolina Association of
3 Cosmetology Schools.
4 MS. PROSSER: Nancy Prosser, Sumter Beauty College.
5 MS. POOLE: Nancy Poole, Strand College of Hair Design.
6 MS. SMITH: Faye Smith, Sumter Beauty College.
7 MS. DELOACH: Libby Deloach, Technical College of the
8 Low Country.
9 MS. OTT: Ruth Ott, Trident Technical College.
10 MS. ROCK: Mary Rock, Greenville Tech.
11 MS. PHILLIPS: Chesley Phillips, Nail, Skin and Hair of
12 America.
13 MS. MURRAY: Vera Murray, Virginia College in Columbia.
14 MS. BARLET: Carol Barlet, Bob Jones University.
15 MS. HUGGINS: Sabrina Huggins, Academy for Technology
16 and Academics.
17 MR. BLACKMON: Ronnie Blackmon, LLR.
18 Ms. HALSEY: Lisa Hawsey, LLR.
19 MS. TAYLOR: Matteah Taylor, LLR.
20 MS. GLOVER: Roz Bailey-Glover, LLR.
21 MS. RODGERS: Cindy Rodgers, board member.
22 MS. WEBB: Kathy Webb, board member.
23 MS. BROWN: Selena Brown, board member.
24 MR. COLTON: Sean Colton, SMT.
25 MS. KINLEY: Rosanne Kinley, board member.

1 MS. THOMPSON: Melanie Thompson, board member.

2 MS. GILMER: Delores Gilmer, board member.

3 MR. SAXON: Jamie Saxon, board's advice counsel.

4 MS. KINLEY: We do not have any absences today to excuse
5 or unexcuse. Approval of the agenda, I'll
6 entertain a motion.

7 MS. THOMPSON: Make a motion to approve the agenda.

8 MS. BROWN: Second.

9 MS. KINLEY: Motion has been made and seconded to
10 approve today's agenda. Chairman's remarks: We've
11 asked all the schools to have representation here
12 today. As all of you know, fraud in this industry
13 is rampant. And every time LLR and this board
14 comes up with what we think is a great solution to
15 stop fraud, something happens and they surpass
16 that.

17 So this board, along with LLR, have worked
18 diligently over the past few years, but I will say
19 since February of this year, we have really rocked
20 it and we have come up with a fabulous plan to
21 combat the fraud and identity theft that is
22 happening in all licensing divisions. But LLR has
23 decided to use cosmetology as the pilot program.
24 We are going to launch an innovative new technique
25 to cut down on -- well, hopefully to blatantly stop

1 the fraud and identity theft. And once we have
2 worked out the logistics, the issues, the problems
3 with the system, then I imagine over the next three
4 or four years, you're going to see just about every
5 licensing division in this building going in the
6 direction.

7 So once again, cosmetology is the one blazing
8 a new trail. So I'm excited. There's going to be
9 questions today. There's going to be issues today.
10 What we're presenting to you today is
11 implementation of the biometric and photography
12 system. Biometrics is fingerprinting. We are
13 doing this for identification purposes only. We
14 are doing it to identify that the person that is
15 enrolling in your school today and has presented an
16 ID that says they are Mary Jones, and we capture
17 that fingerprint, Sean is going to tell you how
18 it's carried through. It will be stored in a
19 databank and it will be used for comparisons.

20 So that student will enroll, fingerprint is
21 captured. When they go to test a year later, they
22 will sign in at the test center. Their photograph
23 will come up. They will be fingerprinted. It will
24 say "Yes, that is Mary Jones," or "Nope, that's not
25 the fingerprint we have on file for Mary Jones.

1 This is a test-taker." That's a easy scenario.

2 The bigger issue that we're facing today is
3 getting the 30,000 licensees that are already
4 licensed in this state into the system. That's
5 where we really need your help and your assistance.
6 I was hoping that Ron Cook who is an assistant
7 deputy director over the inspection department
8 here. He has played a vital role in pushing this
9 through. He's not back from lunch yet. But when
10 he gets back, I'm going to ask him to explain LLR's
11 side of this equation.

12 But right now, I'm going to turn it over to
13 Sean Colton for his presentation. If anyone wants
14 to ask questions, and there's going to be a
15 multitude, please ask all the questions. We've had
16 two that were here this morning that thought of
17 questions while they were out at lunch and decided
18 to come back; that's great. We're not going to be
19 able to answer all the questions today. You're
20 going to walk away from here today, and tonight,
21 you're going to think, "Well, what if" -- so email
22 me if you have questions. I might have the answer.
23 If I don't have the answer, we'll put our heads
24 together and we'll come up with the answer for you.
25 Because like I said, this is going to be a work in

1 progress. I ask that everybody bare with me.

2 And I had thought of something else I needed
3 to tell you and I just had a brain fart and it went
4 away. Oh, you need to email me with any questions.
5 Oh, what I was going to say is anybody who does
6 have questions, I'm going to ask you to stand up,
7 speak loudly, state your name and the school that
8 you're representing for the court reporter, so we
9 have it all in the minutes.

10 Sean, take it away.

11 MR. COLTON: Thank you very much. My name is Sean
12 Colton. I'm director of operations for Schroeder
13 Measurement Technologies and Iso-Quality Testing.
14 We are a company that specializes in exam
15 development, security and administration. If you
16 have any questions, like Rosanne said, please do
17 not hesitate to ask. I'm not a public speaker, and
18 I do better if you're asking questions, so the more
19 the merrier, okay?

20 Now, we're going to talk a little bit about
21 the biometrics in general and why we need those.
22 Well, the main reason is we can ask for two IDS, no
23 problem. I can ask for two IDS at our test
24 centers. But everybody in here knows, IDS can be
25 bought, a dime a dozen on the street. There are

1 gangs, there are people that specialize in making
2 millions of dollars in providing fraudulent
3 documents. And just about anything you can imagine
4 can be provided for a price.

5 And you can go from licenses, birth
6 certificates, credit cards. I know I was talking
7 to a couple of the investigators from here and one
8 lady had three IDS in her purse when they went to
9 one of the salons. I mean, again, these things can
10 be provided really, really cheap for what they're
11 getting in return.

12 So when this came about, about a year ago,
13 another board contacted me and said, "Hey, Sean, we
14 want to find a way to stop stand-in test-takers.
15 We've got individuals who are coming over and
16 they're collecting a fee from one person. They are
17 going to take the test for them, and then they're
18 getting them certified." That is not unique just
19 to them. But they were the first ones who came to
20 me and said, "What can we do about it?"

21 So we thought about it. We had to have a
22 system that would talk to the CBT system. So not
23 only were candidates getting their fingerprints in
24 the system first, but when they go take the test,
25 you could also verify who they were. You had to

1 capture a picture. Now, you'd capture a picture
2 pretty much at different parts, but you want to
3 capture a picture in the beginning, because then
4 that picture will follow them all the way through.
5 And I know this board wanted that picture to go
6 right on their license that they would provide. So
7 there was no other faking it. I mean, if an
8 inspector would go in, they would see it right
9 there on the license.

10 We had to capture a fingerprint. Now, you're
11 not going to catch your fingerprint from one hand
12 because I've heard all the excuses; I've seen it
13 all over and over. They will burn their hand or
14 they'll come in with it bandaged up. So you've got
15 to get multiple fingers from multiple hands, just
16 to ensure, because more than likely, they're not
17 going to burn every finger on their body, okay?
18 Some may, but they're only going to do it once.

19 And we had to have a comment field. If
20 somebody was -- if we say we need two index
21 fingers, one from the left, and one from the right.
22 We're going to capture multiple prints. We need a
23 comment field, just in case. Say somebody comes in
24 with a missing digit; their first finger's missing.
25 Well then we need to put a note in there. Or did

1 somebody come in with it bandaged up on the first
2 side. There needs to be a comment field that can
3 always follow through, so anybody can see it, this
4 candidate had their right middle finger taken
5 instead because this one was bandaged.

6 And we also, because there was some concerns
7 with this board and I know there was some here as
8 well that all we wanted to do was confirm the
9 candidate's identity. We're not comparing it to
10 any databases. We're not doing criminal checks.
11 We're not checking them for wants and warrants with
12 the local police. All we're doing is making sure a
13 candidate who goes to school, takes the test and is
14 verified by the inspector at some given date later
15 in the future is all the same person. That's the
16 only purpose for this data.

17 We also needed to make sure the processes were
18 consistent. If you have somebody in one place
19 grabbing a pinky finger and then another person
20 over here -- again, defeats the whole purpose of
21 the whole program. So you've got to make sure
22 there's consistency throughout the whole process.

23 Now the benefits. The benefits is you do
24 confirm who the candidate is right from the
25 beginning. Nobody is going to be able to take the

1 test as John Smith or Jane Doe anymore. I mean,
2 that fingerprint's in the system. They're only
3 going to be able to take the exam once.

4 It eliminates stand-in candidates, and I'm not
5 sure if all of you know what those are. But I know
6 not just this industry but we've been called to
7 clients who have found people advertising on
8 Craig's List or in newspapers or on blogs for the
9 certification or license that say, "Hey, look, you
10 pay me a thousand dollars, I'll go take the test
11 for you." So they go take the test for them and
12 then that person is then licensed or certified to
13 work in whatever industry that was.

14 You can significantly eliminate a ton of
15 cheating. Another one you would get is candidates
16 who go take the test and sell the licenses. So
17 you've got ten people out there with the same
18 license number. Well, when these databases are all
19 converged, you'll be able to say, "Oh, this person
20 has this license and there's only one fingerprint
21 with this license." It just makes that whole
22 process a lot, lot more streamline, and you can get
23 rid of the people who are working illegally, or not
24 necessary illegally, but without a license,
25 illegally and just take care of it on that front.

1 Also, it assists with reciprocity. The whole
2 goal of this was to get a number of the boards,
3 different industries, working together. So if
4 you've got a cos board, say in Ohio, and somebody
5 wants to transfer in, and the state's worried that
6 they didn't get their hours or they didn't go to
7 pass the test, they could easily put their
8 fingerprint on here. We can compare it to the
9 database we have there. You can say "Yes, this is
10 the person that took the test. This is the person
11 that should be licensed."

12 Now, just to give you some background of where
13 this started. About a year ago, I had the State
14 Board of Ohio contact me and said, "Sean, this has
15 been a great system you put in here with the CBT
16 system. Everything you said you would do, you have
17 done. So I've got another problem for you. We
18 have this one candidate. We know who's doing it,
19 but she looks a little different every time. We
20 know she's taking the exam for ten different
21 people. We know for a fact. But she comes in with
22 an ID. She comes in with all the documentation,
23 and we just can't prove it. What would you do?"

24 I said, "Well, let's take this from the
25 beginning. What are we trying to do?" "What we're

1 trying to do is find out who this person is that's
2 taking the test and then that's who they are
3 working in the field."

4 So we worked right down the database. We said
5 we've got to have -- we've got to capture a
6 picture. We've got to capture multiple prints, and
7 we want to just follow them through the process.
8 Okay, let's see here. If we come up with this type
9 of program, we'll need something that compares
10 fingerprints all across the board.

11 Now, I'm not sure if most of y'all have been
12 fingerprinted before or have the electronic
13 biometrics used in some industry you're in. But I
14 know banks are using it. I know amusement parks.
15 But if you've got a Carowinds season pass and you
16 go over to Carowinds, I'm sure -- I know like Busch
17 Gardens and Disney World do in Florida -- you put
18 your fingerprint on this thing and it says, "Yeah,
19 this is Sean Colton." Okay. Well, that's all that
20 system does.

21 I can buy ten season passes and I could have
22 ten different names. But the system will never put
23 any of those together. All it will say, if I go in
24 there as John Smith one day, put my fingerprint
25 down, it will say "Yeah, that's John Smith." But

1 we needed a system more robust than that. We
2 needed a system that would say "John Smith is going
3 to take the test." But then it searches every
4 fingerprint in the database. It then says "Yes,
5 this is John Smith. Let's let him take the test."

6 Well, we finally got all the kinks worked out.
7 We implemented it in August. After a couple weeks,
8 I hadn't heard anything, so I was going to call
9 him. But then he called me that next Monday; he
10 beat me to the punch. And he said, "Man, Sean,
11 this is amazing. We caught our first person. That
12 lady we were telling you about, we caught her. She
13 was already in the database from two weeks ago."
14 So they had the police there. They arrested her.
15 They charged her with identity theft and some other
16 state regulations. And he was ecstatic.

17 Well, it went on and they caught somebody
18 about every week. They eventually assigned a
19 police officer to that state board office to arrest
20 people as they caught them; it was happening so
21 frequently. It turned into something so big, it
22 busted a human smuggling ring. People were
23 smuggling them in the state, getting them license
24 that other people had taken the exams for, and
25 putting them to work in salons and other stuff.

1 These people were not documented. They were just
2 there to work and pay off whatever fees it took to
3 get them across the ocean.

4 Right now, we have about, I'd say, ten to
5 twelve thousand candidates in the state of Ohio in
6 the database, and they are still catching people
7 regularly. You would think they would learn after
8 a little bit, but no, somebody's going to keep
9 trying.

10 Now, the reason they keep trying is because
11 most other systems only do a one-to-one comparison.
12 They don't do an all-to-one. And again, what I
13 said with all-to-one is, once your fingerprint's in
14 the database, it's going to be compared to
15 everybody. You cannot go as another person and put
16 another fingerprint in there. It's not going to
17 work.

18 Now, there's a couple models and this is what
19 we are going to talk about with you-all. But the
20 first one and the one that's been adopted here is
21 to capture the fingerprint first at the schools.
22 So everybody who enrolls in the school will put
23 their name, address. They will get a unique
24 identifier number that will probably follow them to
25 their certification or license. And then once they

1 do that, it's going to be automatically put into
2 our system. So that fingerprint, that name, that
3 picture is going to follow them through the whole
4 process.

5 It's probably about a three or four minute
6 process on your side. You just have them line up;
7 "Let's get you in the system." It's a one-time
8 thing. We're not going to do it again. So once
9 they're in the system,, then after the year time,
10 they finish all their hours, they're done with
11 school, then they're going to go take the test.
12 Our test centers also have fingerprint readers. So
13 when the candidate goes up there, they're going to
14 put their fingerprint on there and it's going to
15 say, "Yeah, this is who this person is. Let's let
16 them test."

17 Then once they pass the exam, they're going to
18 work in the fields. And I've been here talking
19 many times with LLR, and their inspectors are going
20 to have some sort of device, laptops, iPads,
21 however it's going to work. When they go into the
22 salons, all they'll have to do is line people up,
23 put your fingerprint on here. Let's make sure you
24 are who you said you are. And when that happens,
25 it's a lot easier to effectively manage the process

1 from their side and discipline the individuals that
2 need it.

3 That is pretty much the whole process. Yeah,
4 that's pretty much the whole process. I didn't
5 want to -- I know last time, we had a bunch of
6 questions, so I want to be sure I'm open to all
7 your questions. So any questions you may have, let
8 me know. But, I mean, the big thing here is, we
9 want to capture a fingerprint from one individual
10 and have that fingerprint follow them all the way
11 through the system up into the inspectors and they
12 are working in the industry. Any questions?

13 MS. ROCK: I'm sure there's some kind of cost --

14 MS. KINLEY: Stand up, ma'am.

15 MS. ROCK: Oh, I'm sorry.

16 MR. COLTON: Tell us who you are.

17 MS. ROCK: Mary Rock, Greenville Tech. I'm sure
18 there's some kind of cost. And do we buy the
19 program? Or --

20 MR. COLTON: Okay. That's --

21 MS. ROCK: -- you know, I mean, I -- I'm just wondering,
22 how do you get it.

23 MR. COLTON: And I know it was -- again, I do get
24 nervous when I do these type of engagements, so --

25 MR. ROCK: You're fine.

1 MR. COLTON: -- forgive me. Thank you. But, yes, what
2 happens is, working with LLR and the cosmetology
3 board, we have built the program. There is no
4 program cost for you-all to use. We're not
5 charging the board. We're not charging LLR
6 software development or program charges. I mean,
7 we're not a software-delivering company. We're
8 exam-develop development and delivery company who
9 also want to ensure the integrity and security of
10 our client's exams.

11 Well, this is one benefit to that. So we are
12 developing all the programs. We're going to
13 distribute it all to you. So all you'll have to do
14 is when you're at your schools, you will log into a
15 web page. It's all web-based, so everybody's
16 computer will get there, okay? You will log into a
17 web-based program. You will have user ID and
18 password that will allow you into there. And then
19 it will prompt you, "Take the candidate's picture.
20 Put in this information. Capture the right index
21 finger once; capture it again; capture it again.
22 Capture the left index finger; capture it again."
23 And that's the whole process.

24 Now, there are some tweaks we talked about in
25 the last meeting that may be added to this. But as

1 far as all those costs, that's it. Now, there is a
2 fingerprint reader that would need to be purchased
3 and there is a little digital camera that most of
4 you probably have. And I think the cost, the total
5 cost to you-all would be about a hundred to a
6 hundred and ten dollars.

7 Now, in order to get your help, I know Rosanne
8 can pipe in here in a second, but they also wanted
9 to ensure the schools did get compensated a little
10 bit for their time as well. I know what our fee
11 is; I've announced it since the first time we've
12 done this. It's \$12 a candidate, one time. Once a
13 candidate's in our database, we do not care; it's
14 \$12. I've been quoted too many times to change it,
15 so it's 12 bucks.

16 Now, they were talking about maybe charging 18
17 or 20 dollars and then the rest going to the school
18 or -- that is also getting these people in. That
19 will pay for your time and any equipment that has
20 been there. But that's pretty much the whole cuss
21 for the cost, right? I mean, that's the whole kit
22 and caboodle as far as the cost. Again, most of
23 the cost you -- individuals are responsible for a
24 software cost, and we've taken all of that.

25 We're also taking all the database and

1 protection costs. It's housed on our servers out
2 in Charlotte, North Carolina behind double-
3 firewalls with our exam development and questions
4 that we have to keep secure. So we are taking care
5 of the database, the security, all the programming.
6 And if y'all need support, we're the ones you would
7 call to say "Hey, look, this is acting a little
8 funny. What can we do?" Then we'd help you
9 through it and it's done.

10 MS. DELOACH: Libby Deloach, TCL. The \$12 per candidate
11 average, would that be built into the application
12 fee? Or have you thought about how we would go
13 about charging the student for that?

14 MR. COLTON: We've thought about it and it's been
15 discussed. I know it was discussed in the last
16 meeting.

17 MS. KINLEY: You've got two different scenarios you're
18 looking at. You've got the students that are
19 enrolling; that would be captured in their tuition
20 fee. Then we have the other aspect, which is the
21 30,000 licensees that are already out there that
22 we're wanting to send in to as many school -- give
23 them a list -- as many schools, continuing ed
24 providers, you know, whoever we approve to do this.
25 And the more the merrier.

1 And those costs, we haven't exactly worked out
2 whether you will capture those costs from the
3 candidate, send a check to IQT, keep the rest for
4 yourself, or whether there will be a pop-up screen
5 for a credit card payment, IQT handles it, sends
6 you a check every month for however many people you
7 did in your system. So those are little things
8 that we still have to work out.

9 MS. PROSSER: Nancy Prosser, Sumter Beauty College. So
10 in other words, these 30,000 unlicensed
11 cosmetologists --

12 MS. KINLEY: Licensed.

13 MS. PROSSER: -- or licensed cosmetologists, will we be
14 sending them a letter saying that this is required
15 from the state now?

16 MS. KINLEY: We will be sending a letter. We will do
17 email blasts, we will do website and a letter,
18 giving them -- in my mind, effective January 1st of
19 2012, that sometime between then and December 31st
20 of 2012, they need to -- and this is just the days
21 -- this is first anybody's heard this.

22 MS. PROSSER: Right.

23 MS. KINLEY: This is just what I'm throwing out. That
24 we ask that you go to one of these locations and
25 the cost is going to be \$20, 18, whatever we've

1 decided upon, and this has to be done prior to your
2 next renewal.

3 I don't think we touched on the fact that
4 these fingerprints are being used for
5 identification purposes only. It's not going to
6 get them to the FBI, to immigration. There was a
7 big question that came up in our last meeting,
8 "Well, if you're subpoenaed, you will." You know,
9 I'm not out there to say -- unless somebody walks
10 up with a subpoena. But this is our plan. We're
11 not doing it for any other purpose, other than to
12 identify that you are who you say you are. This is
13 all that LLR is doing this for.

14 And I want to give Ron Cook a minute to talk
15 with you. I wanted to start off with you, but
16 somebody went to lunch. So I'm going to ask Ron if
17 he will give you the same spill that you gave just
18 a little while ago to the last group.

19 MR. COOK: Thank you, ma'am. I'm Ron Cook, and I'm the
20 assistant deputy director for LLR for the
21 enforcement unit. In the enforcement unit, part of
22 the group that's in my unit are the inspectors that
23 come around and see you folks periodically. When
24 Director Templeton took over in January, she
25 immediately recognized, as did the governor,

1 through complaints from the public, that we had a
2 problem in the licensure process, and that we had a
3 good bit of fraud.

4 Now, some of the folks this morning in the
5 morning group thought that we were targeting or
6 isolating cosmetology. We are not doing that. We
7 have problems with licensure across the board. But
8 because of sheer numbers of yours, this happens to
9 be one that appears to be the biggest problem.
10 Because as you've heard from up here, you've got
11 30,000-plus licensees. You've got a hundred and
12 twenty-plus schools that's steady cranking these
13 students out that are becoming licensees. Anytime
14 you've got anything of that size, you've got
15 potential for fraud and potential for abuse.

16 There was a big fraud problem with the
17 licensure process in cosmetology. One of the first
18 people that I met with after Director Templeton
19 reorganized the management structure here and gave
20 me the mandate of looking at it, trying to find
21 solutions to the problem, was Inspector Blackmon,
22 who is our chief inspector, and I met with Rosanne.
23 And we sat down for an entire day and we brain-
24 stormed this.

25 As a result of that, I asked Ronnie to go out

1 and see what's on the market, what's available out
2 there that can help us deter, prevent fraud and
3 also address the enforcement side of fraudulent
4 issues. That's when he found Sean and a couple
5 other folks that we've been working with diligently
6 since January. And Rosanne and Melanie and Ronnie
7 and I, and Rosanne and Melanie and I have had a
8 number of meetings, email correspondence. We've
9 met again with Sean. He came in and did his
10 presentation from his thumb drive --

11 MR. COLTON: Yeah, I brought --

12 MR. COOK: -- so we could see it up on the board. And
13 we looked at it and we decided that he has an
14 excellent program that's worked well in Ohio.

15 Now let me stop and tell you folks, this
16 morning, there was a lot of concern about the FBI,
17 and I don't know why some of the folks got real
18 hung up on that. LLR is not -- and I emphasize
19 that -- is not a law-enforcement agency. We are
20 not charged with enforcing criminal law. We are a
21 regulatory agency charged with protecting the
22 regulatory laws of this state, to protect the
23 public. That's our mission is to protect the
24 public.

25 Now, I'd like to emphasize to you folks that

1 the way we do that is by working with you. And the
2 only way we can protect the public is to help you
3 protect the integrity of the standards of your
4 industry. And I know every one of you, as
5 professionals, want to protect the integrity of the
6 standards of your industry. We're going to help
7 you do that with this. This system will help you
8 build and maintain standards of integrity to your
9 industry. Through that, we work with you to
10 protect the public. You do not want a fraudulent
11 practitioner working for you, anymore than we do.
12 So we're going to work with you, help you to
13 protect the public by enhancing or upholding the
14 integrity of the standards of your profession.

15 And people say you sound like a parrot over
16 there talking about protecting the standards of
17 your profession. I don't mean to be a parrot, but
18 I do mean to put emphasis on it. It's your
19 profession. Let us through this system help you
20 protect it. And then through you and the standards
21 of your profession, we can protect the public. You
22 and I working together can protect the public and
23 do what the law says we must do and should do. And
24 we shouldn't have to -- we must do it. We should
25 do it because it's the right thing to do.

1 As with anything, there are going to be some
2 things we overlook. There's going to be some
3 things that once we get this system in place that
4 we're going to have to tweak and address. Nothing
5 works perfect right out of the box. The batteries
6 may be dead and we have to run out and buy some new
7 batteries to put in there to make it work.

8 So we're going to be addressing those things.
9 We're going to be working with your board that's up
10 here to represent your industry with us. We work
11 to support the board. Through the board, we work
12 to support the board to support you and your
13 industry. So we're going to be working very
14 closely with your board and with you.

15 There was a lady in here this morning and
16 said, "Well, y'all made a bunch of changes at LLR.
17 Write my name and telephone number down." There
18 are a lot of people in this agency willing to help
19 you. If you cannot find the right person, call me.
20 It's Ron Cook, C-O-O-K, 803-896-4723. And I'm on
21 the inspection and enforcement side. Lisa Hawsey
22 is the interim administrator. If you can't find
23 Lisa, call me. If you can't find either one of us,
24 call Ronnie Blackmon.

25 We are here to help you, and none of you

1 should have to make over one or two phone calls to
2 talk to a real person that can help you with your
3 problem or answer your question for you. So don't
4 be shy; call us. That's what we're here for,
5 customer service. And we're going to be working
6 very closely with these folks to implement this
7 system.

8 Eventually, you're going to have a whole new
9 license and it will have a digital picture on it.
10 Now, that's in the future; that's not right at the
11 start-up. But we'll have a digital picture on that
12 license. When these inspectors come into your shop
13 -- and Sean, I don't mean to throw you under the
14 bus, buddy --

15 MR. COLTON: That's all right.

16 MR. COOK: -- he said "We're going to line everybody
17 up." We're not going to line people. It still a
18 democracy. If one of the inspectors come in and
19 they have a question about a license, they're going
20 to discretely ask them, "Ma'am, do you mind
21 stepping over here? I need to talk to you a
22 minute." Remove her from the public, out from in
23 front of your customers. Very discretely ask her,
24 "I got this little thing right here. Would you put
25 your finger on it?" And it's going to say "This is

1 Sally Smith." "This is not Sally Smith."

2 If they have a problem with that license, we
3 aren't going to come in and say "everybody up
4 against a wall." We're going to work with you.
5 And the only time that we would employ this system
6 is if the inspector has a question that face
7 doesn't match up, the name doesn't match up. You
8 know, we live in a very diverse and transient
9 society nowadays. We've got people practicing all
10 different professions in this state, that come from
11 all over the world. Sometimes some of these little
12 country boys and girls have worked with the
13 inspectors there. They don't quite understand
14 those names yet about this long. Or sometimes
15 those hyphenated names.

16 And the question came up this morning about
17 marriages and divorces and adoptions. People do
18 change their name. Hopefully, your industry is
19 going to work with us. And when they change the
20 name for whatever reason, they call and properly
21 change it in our database, because they will have
22 iPads, that when they walk in, they're going to
23 punch it in. And if it says "ding, ding, that's
24 not Sally Jones," Sally Jones has got a problem.
25 And if Sally Jones has got a problem, the manager,

1 the owner is going to have a problem, the board's
2 going to have a problem.

3 So we're going to be working with you, not
4 against you. We're not bad guys or girls here. We
5 just want to come in, make sure the public's
6 protected through enforcement of the law. And
7 that's one of the reasons that you're here today is
8 not to force this on you, but to ask you to accept
9 it and work with us and endorse this, to enhance
10 the integrity of your profession.

11 So if you have any questions, I'll be more
12 than glad to try to answer them. If Sean has any
13 questions, I'll be glad to answer those. Jamie,
14 was there anything we missed from the legal side?
15 Jamie's our attorney. He's the one that is going
16 to do battle with the FBI if they --

17 MR. SAXON: Actually, I'm just here while Dean's on
18 vacation. Let Dean handle it.

19 MR. COOK: But everything -- is exposed. People asked
20 about hackers. I know Sean's company has worked
21 diligently to prevent hacking, but we all live in a
22 world of reality. We can be hacked. The FBI or
23 the CIA or anybody, any state or federal agency can
24 come in and serve a subpoena or a court order. And
25 the attorneys can file briefs to say "we don't want

1 to turn that over, or they don't have a standing."
2 But in the end, the courts will decide. And if the
3 courts decide, then that's the way it will have to
4 be.

5 Anyone have any questions I can answer? Now
6 is your time.

7 MS. KINLEY: This is so weird. This morning it was --

8 MR. COLTON: Well, I do want to add something else to go
9 with what he said. This is becoming an industry
10 standard. There are many, many licensing and
11 certification programs that require somebody to
12 provide a fingerprint prior to working in that
13 field. I know teachers, therapists, lawyers --

14 MR. SAXON: I had to do it in 1992.

15 MR. COLTON: -- nurses, doctors, teachers. I know --

16 MS. GILMER: Federal workers.

17 MR. COLTON: -- when I did my PI license in Tennessee
18 and Florida, I had to provide it both times. So
19 this is nothing new to licensing and certification.
20 I know it is new to your industry, but it is
21 becoming the industry standard across the board, to
22 ensure the public safety of any organization. Go
23 ahead.

24 MS. KINLEY: Linda.

25 MS. BEACH: Linda Beach, International Spa Institute.

1 In thinking about this, as a small school, I
2 imagine it could potentially be very disruptive.
3 At first I was like, oh, great, people are just
4 going to walk in and go, "I'm here to have my
5 picture and my fingerprint." So I would like to
6 just put out a suggestion for a process, if I
7 might.

8 If someone were to -- you would send them an
9 email saying that they have up until this date, and
10 they could go online and they would have to
11 register online. They could choose a drop-down
12 menu and choose a school from that drop-down menu.
13 Once they've chosen a school, it could potentially
14 link them to that school, either our website or a
15 page that gives them information about when we
16 offer that service. Because I can -- I -- I'm not
17 going to just have somebody walk in the door.
18 They're going to have certain times and days where
19 they can come in and do this, and I have somebody
20 sitting there doing it for them.

21 So they would either go through to a link that
22 would give them that information, or even possibly
23 an appointment scheduler. And this is all stuff
24 that's very easy to do. And they could maybe just
25 go online and make an appointment. And the school

1 would receive a copy of their email, once they've
2 registered, that this person is now registered to
3 come to your school on this date to do -- you know,
4 to have their picture and their fingerprint.

5 They would get a return email confirming that
6 they've made this appointment. They would have to
7 print out a piece of paper and bring it with them
8 to their appointment time. As far as the payment,
9 you know, Paypal or however you would set that up,
10 whether they'd just do credit card or they could do
11 some type of a check as well. And then they would
12 show up for that appointment time with their paper
13 and do their fingerprint and their photo at that
14 time. And then the schools would receive a check
15 once a month. Because I don't want to collect
16 anybody's money and have to send it off.

17 MR. COLTON: No, no. Yeah.

18 MR. COOK: I think we just found the chairman of the
19 committee. Ma'am, what we started to do initially,
20 someone suggested that we have every one of you
21 folks, all of you have a license, right? You're in
22 that 30,000. Someone suggested we have you come
23 out to the fire academy on Saturday morning and
24 line up, and then the following Saturday, we would
25 probably finish, running 30,000 people through a

1 line out there.

2 So there have been a number of different
3 scenarios, but I think yours sounds good. It might
4 be that you want to work with the committee to help
5 us come up with the right way to do that. But
6 that's been our real big headache is figuring out
7 how to do that with the least amount of
8 inconvenience for the licensees, to the schools, to
9 us and everybody share a little bit of the burden
10 and it be a one-time deal.

11 MS. BEACH: The technology exists to do almost all of
12 this online, and have the person just show up for
13 their -- and literally take three minutes to do
14 what they need to do. And yet, you know, I would
15 certainly want to have some type of compensation
16 for it. But, again, as least disruption as
17 possible to the schools.

18 And have them -- have the schools be allowed
19 to make their appointment times, when they're
20 available to do this. It will differ from each
21 school. And the person signing in to register
22 could go and look, "Well, there's three schools in
23 my area. This one only does it on Saturdays; that
24 doesn't work for me. This one does it on mornings;
25 I'll register with them.

1 MS. KINLEY: And that's what we had talked about, making
2 them sign up with an appointment, so that everybody
3 doesn't just walk in. And then I know that I was
4 told that Ken Shuler's corporate office down here
5 on Bush River Road, I think he said, yeah, they're
6 open where they wouldn't -- he said they wouldn't
7 have to have an appointment to come in there
8 because I've got some -- I've got a receptionist
9 there five days a week. So it would be whatever,
10 you know, we'd work out. But we're not going to
11 just say "go in there at willy-nilly and disrupt
12 this entire school in this process."

13 MS. BEACH: I think it should be up the individual
14 school, when they would like --

15 MS. KINLEY: Exactly. Absolutely, it would be. Gloria.
16 State your name for us.

17 MS. SMITH: Gloria.

18 MS. KINLEY: SCACS.

19 MS. SMITH: Are we realistically thinking January for
20 starting this up?

21 MS. KINLEY: I would like to. Ron, do you see any
22 reason that we can't launch this by January?

23 MR. COOK: We would have to sit down --

24 MS. KINLEY: I don't like that sigh.

25 MR. COOK: -- with Lisa. And I'm not -- since I'm on

1 the enforcement not the licensure side, I would
2 have to defer that to she and the staff and
3 Charlie.

4 MS. KINLEY: I mean, we've got some things to work
5 through. But I would love -- I mean, if you don't
6 set a launch date in front of us, then we're going
7 to dilly-dally and take our time.

8 MS. SMITH: This is my question is, since in our
9 continuing ed classes we are supposed to update the
10 public on LLR updates and that type of thing, could
11 we not go ahead and put things in our lesson plans
12 and spend part of the day talking in our continuing
13 ed classes about what's going to happen?

14 MS. KINLEY: Oh, you talking about for next year's
15 lessons plans? Oh, absolutely. Absolutely.

16 MS. SMITH: And maybe we can do some of those pictures
17 and fingerprints while they're there.

18 MS. KINLEY: I thought about that too. Having them at
19 the continuing ed site. You know, those who want
20 to come early or stay late. Obviously, it cannot
21 interfere with their six-hour continuing education
22 hours. But, yeah, I've thought about having it
23 onsite there too.

24 MS. SMITH: Okay. And my next question was: I haven't
25 heard anything about the public schools, with the

1 kids in high school. Are they going to be doing
2 this same thing?

3 MS. KINLEY: We will not -- we won't -- they'll have to
4 be fingerprinted, but we won't have the public
5 going to the public schools.

6 MS. SMITH: But they are going to go through the
7 fingerprint process.

8 MS. KINLEY: Uh-huh.

9 MS. SMITH: Okay. Thank you.

10 MR. COLTON: And I know just in case, there was another
11 question that candidates transfer from school to
12 school --

13 MS. SMITH: Yes.

14 MR. COLTON: -- and take their hours. Just so it's
15 clear, the candidate only has to get in the system
16 once. It doesn't matter what school they go to.
17 All you will need to do if somebody transfers from
18 one school to your school, just have them put their
19 fingerprint on there. It should verify "this is
20 who this person is." Then you can say "Oh, yeah,
21 well, obviously, this is that person that came
22 over. Let's get you in school," along with
23 providing whatever other documentation required. I
24 don't want --

25 MS. KINLEY: And the same thing was asked, if you've

1 know, licensee will go through --

2 MS. KINLEY: Exactly.

3 MS. PROSSER: -- that process to keep unlicensed --

4 BOARD MEMBERS: That's right.

5 MR. SAXON: And it's much easier than in my day. We had
6 to go to the local police department and actually,
7 ink pads and the paper.

8 MS. BEACH: Just one more quick suggestion. Maybe they
9 would have a -- once they register and pick a
10 school, have a time limit in which they need to go
11 -- you know, I mean, I know they would choose an
12 appointment but, you know, you don't want them to
13 string it out forever.

14 MS. KINLEY: Chesley, did you have your hand up?

15 MS. PHILLIPS: Yes. I'm Chesley Phillips, Nail, Skin
16 and Hair of America. I had two comments. One on
17 Linda's comment about how to do it. I think that
18 that's a wonderful thing, especially with our
19 younger crowd. However, it completely leaves out
20 the older crowd. And I don't know about you-all as
21 continuing ed providers or anything else, but I get
22 a lot of anguish and anxiety because they don't
23 know how to operate a computer. They don't want to
24 do anything with a computer. So we bend over
25 backwards with them, to mail them whatever they

1 need snail-mail or whatever. So that's going to be
2 an issue, but I don't know how many people of the
3 30,000 that would affect.

4 MS. KINLEY: If I could interrupt you for one second.
5 We had that issue when LLR moved to online renewal.
6 You know, you had this huge --

7 MS. PHILLIPS: Right.

8 MS. KINLEY: -- I remember a former board member up here
9 screaming and holding his breath that, you know, he
10 didn't have a computer; he wasn't going to trust --
11 I mean, he made it a self-appointed crusade to go
12 out and tell people "I wouldn't trust LLR with your
13 credit card number."

14 MS. PHILLIPS: Right.

15 MS. KINLEY: You know, so yeah, we know we have those
16 logistics to work over because there is a segment
17 of the population that doesn't have a computer and
18 they don't know how to work one.

19 MS. PHILLIPS: But they are probably the individuals --
20 the only individuals that haven't had an infraction
21 on them so far. They're not the people that we're
22 looking for.

23 MS. KINLEY: Exactly.

24 MS. PHILLIPS: Or whatever --

25 MS. SMITH: Telling them during continuing ed classes is

1 going to help get that word out.

2 MS. PHILLIPS: Well, that was -- I've got two actual
3 things, because I was going to ask if when we do
4 information at the morning and we have questions in
5 the afternoon, is it at all appropriate to even
6 mention that this is occurring prior to it being in
7 place for our --

8 MS. KINLEY: You talking about starting now through --

9 MS. PHILLIPS: Yes. Because we have -- we do continuing
10 ed all year long, so --

11 MS. KINLEY: To me, that would be new -- board? -- that
12 would be new information.

13 BOARD MEMBERS: Yes.

14 MS. KINLEY: You have a board information segment of
15 your class?

16 MS. PHILLIPS: Uh-huh.

17 MS. KINLEY: That is new information being released from
18 the board, so I don't see a problem. I don't see
19 this board having a issue with you going ahead and
20 giving them a heads-up.

21 MS. PHILLIPS: Okay.

22 MS. KINLEY: You know, telling them not to have an out-
23 of-the-body experience. This isn't happening
24 yesterday.

25 MS. PHILLIPS: Right.

1 MS. KINLEY: We will be getting notice. We will be
2 giving ample time to get in the system

3 MS. RODGERS: This is not happening yesterday; but it
4 will happen tomorrow.

5 MS. PHILLIPS: Exactly. And the last thing is just a
6 suggestion, but knowing how we all know the end of
7 the renewal period and December 31st of 2012 will
8 be the end of the renewal period, I would highly
9 suggest that December 31st not be the day. I would
10 certainly suggest that it be probably before that.
11 Because you had discussed at the first meeting that
12 who didn't do that would have to pay more than \$20
13 to get their item. And I know what my -- I mean, I
14 know what it's going to be like in December and
15 it's --

16 MS. KINLEY: And everybody holds me verbatim when I just
17 throw a date out there. But no, it was --

18 MS. PHILLIPS: I know it was a suggestion. I was just
19 making my suggestion.

20 MS. KINLEY: Linda.

21 MS. BEACH: Just an answer to, you know, people that
22 might not be computer-savvy. I mean, I would be
23 willing for a small fee to schedule a time, you
24 know, maybe before or after -- well, obviously,
25 before, to assist people. They can choose that as

1 an optional service to come in and I will register
2 for them, or pay somebody to do that for them, ten
3 bucks or --

4 MS. KINLEY: There's ways to figure these little things
5 out. I mean, you know, this is not the wheel being
6 reinvented. They're just --

7 MS. BEACH: You can always mail it in.

8 MS. KINLEY: And I appreciate -- I'm writing down
9 everybody's suggestions here so that the board can
10 find the most user-friendly way to accomplish a
11 monumental task.

12 MS. RODGERS: What are they doing now? You have to do
13 that online, re-registration too. Who's doing it
14 now?

15 MS. KINLEY: Schools typically do that for them.

16 MS. RODGERS: The older folks too.

17 MS. PHILLIPS: We get a lot of phone calls in regard to
18 it, and we just try to do the best we can.

19 MS. KINLEY: Board, questions? Nancy.

20 MS. POOLE: Nancy Poole, Strand College. If you're
21 requiring this, legally, how are you doing that?
22 because it's not in our statutes or our regs at the
23 moment. Are you changing --

24 MR. SAXON: It's covered.

25 MS. POOLE: -- the policy?

1 MR. SAXON: The hope -- and I can't speak for Dean and
2 the people who've done the research. Again, I'm
3 just here today because of vacations. But there
4 are provisions within your statutes and regs that
5 imply the right to do this. Ultimately, the goal
6 will be to change the regs so that it's in there
7 verbatim. But your statutes and regs do give you
8 the --

9 MS. KINLEY: We wouldn't be --

10 MR. SAXON: -- it's our opinion that you have the right
11 to do that, within what's already there.

12 MS. KINLEY: We would not be at this point had we not
13 been given the blessing from the new general
14 counsel and Katherine's advice counsel, am I
15 correct?

16 MR. COOK: And the attorney general's office.

17 MS. KINLEY: Yeah, I mean, because we want it to be
18 clear that this was within our -- and one reason
19 that it is within our statutes or our regs is
20 because it is for identification purposes only.

21 MR. SAXON: And the attorney general's office has said
22 for another board that's similarly placed -- it
23 didn't spell it out exactly -- but their opinion
24 was that they, under their existing statutes --
25 which are not dissimilar to this boards -- that it

1 was okay and --

2 MS. PROSSER: You're just going to have people ask.

3 MR. SAXON: Right.

4 MS. PROSSER: There are going to be people that don't
5 want to do it and say "I don't want to do it, and
6 what gives you the right to do it."

7 MS. KINLEY: And the answer -- and the answer to that,
8 the easy answer is, if you don't want to, you don't
9 have to, but you won't get licensed. I mean, this
10 is our ball game and this is, we do have clearance
11 through all legal aspects. I mean, how many times
12 have Ron and I talked? And trust me, we met road
13 blocks along the way with differing legal opinions,
14 in fact. But at the end of the day, we've been
15 given the blessing through the AG, all the way
16 down. And if they don't want to give it, that's
17 absolutely fine, but they will no longer have a
18 license to practice.

19 MR. COOK: Let me comment on that, if you don't mind.
20 We sat in this very room back in, I believe it was
21 February. And one of our general counsel members
22 came in and played the devil's advocate. And she
23 ripped it apart legally, put it back together. So
24 it has been legally stamped, re-stamped. There's
25 been a number of set of legal eyes that's looked at

1 this. As Jamie said, it's been pushed up legally
2 to the attorney general's office; it's been pushed
3 back down. There was some questions; we've
4 answered those questions. We asked Sean -- and I
5 don't know whether you covered it before I came in.
6 Someone asked if there was any case law. In other
7 words, has this ever been tested in the courts.
8 None that we could find.

9 Now, if you know any good lawyers, like my
10 good friend Jamie over here, will tell you, that's
11 why lawyers get paid the big bucks, to challenge
12 things. Will it be challenged? I'm sure somewhere
13 down the road, it will be challenged. And then
14 Jamie will have to earn his pay and he'll have to
15 stand up and defend it. I can challenge anything
16 legally. All I've got to do is hire an attorney,
17 file a challenge in the courts, and I get my day in
18 court. Will I prevail? That depends on the
19 astuteness of the court, the statutes and the case
20 law pertaining to that. I'm not trying to practice
21 law.

22 MR. SAXON: If it helps, there are lots of professions,
23 like mine, that have done this for 20 or more
24 years, and its never been questioned by the courts
25 that we have the right to do that.

1 MS. PROSSER: Right. But you did it going in.

2 MR. SAXON: Well, that's right.

3 MS. PROSSER: You did it going in.

4 MR. SAXON: But not everybody did.

5 MS. PROSSER: Yeah.

6 MR. SAXON: There were lawyers before -- again, I don't
7 know when it was instituted, but there were lawyers
8 before who hadn't been fingerprinted.

9 MS. KINLEY: Yeah, they had to go back --

10 MR. SAXON: But had to be fingerprinted somehow. And
11 again, back to the police department with your
12 little inkpad and stuff. It makes you feel like
13 you were on Law and Order.

14 MR. COLTON: And if it was going to be challenged, the
15 lawyers would have done it.

16 MR. SAXON: My brothers and sisters in the profession
17 would have done something about it by now.

18 MR. COOK: Let me tell you folks, like I told the group
19 this morning. That's why your board asked you to
20 come here today, to dispel any rumors or frank
21 factors out there and ask you for your support to
22 get everybody on board and make this a group
23 effort, a positive effort, being the parent, to
24 maintain the integrity of the standards of your
25 profession. That's what this is all about at the

1 end of the day.

2 MR. SAXON: Well, it helps --

3 MS. PROSSER: It might.

4 MR. SAXON: -- the person coming to you too.

5 MS. PROSSER: But the ones that don't want to maintain
6 the integrity will be the ones --

7 MR. COOK: But that's the one we're looking to identify.

8 MS. PROSSER: They will be the ones to challenge.

9 MR. COOK: When the inspectors identify those people,
10 then the board will address that issue and it will
11 be resolved in a very legal way.

12 MR. SAXON: If it helps, tell your folks that it helps
13 prevent the theft of their identity too. And
14 that's something even the most non-computer-savvy
15 person, of which I'm one, can understand these
16 days, how easy it is to have one's identity stolen
17 and used. But this would protect the people who
18 are honest and coming in.

19 MS. PHILLIPS: Also, the theft of business.

20 MR. COOK: We deal with identity theft every day, Jamie.

21 MR. SAXON: Yeah.

22 MR. COOK: These inspectors go out and find a license
23 that has been duplicated or someone has used
24 someone else's name. We find it every single day
25 during routine inspections. This will be a

1 protection for you as an individual, as well as a
2 professional.

3 MS. KINLEY: Yes, ma'am. Right here.

4 MS. BARLET: Carol Barlet, Bob Jones University. What
5 I'm concerned about is when that person comes to be
6 fingerprinted, how do we know that that is not a
7 fake ID to begin with?

8 MS. KINLEY: You don't. They'll get in the system one
9 time. But they can never pretend to be anybody
10 else.

11 MS. BARLET: Oh, okay.

12 MS. KINLEY: That will be their identity from that point
13 on, as far as our system goes, correct, Sean?

14 MR. COLTON: And what you're talking about -- I know
15 what you're trying to say. Say John Smith comes up
16 to you and says somebody has -- there's five John
17 Smith licenses out there with the same number,
18 right?

19 MS. BARLET: Uh-huh.

20 MR. COLTON: The first one that gets put into the system
21 is going to set the standard for that John Smith.

22 MS. BARLET: Right.

23 MR. COLTON: Now, if somebody else comes into another
24 school and say they're scanning them in, "Okay,
25 John Smith, this is your number. Let's put your

1 fingerprint." Its going to say "This fingerprint's
2 already associated with John Smith." And I wish I
3 didn't forget my little fingerprint reader, because
4 it will show you. It says "This fingerprint -- or
5 this candidate already has a fingerprint associated
6 with it."

7 So then right then, y'all would stop, and then
8 we need to get the investigators or LLR and the
9 board involved and say, "Hey, look, we now have two
10 people with the same license. What are we going to
11 do here?" And then we'll have to figure it out. I
12 mean, that's --

13 MR. COOK: It should not get to that point.

14 MR. COLTON: Which point?

15 MR. COOK: To the point of having two.

16 MR. COLTON: No, no. You wouldn't have them in the
17 system. But you couldn't put the other person in
18 the system.

19 MR. COOK: But I'm hearing what she's asking, how are we
20 going to ensure the integrity of the initial
21 fingerprint and photograph?

22 MS. BARLET: I mean, they could use a --

23 MR. COOK: When's the last time you've been to DMV?

24 MS. BARLET: Probably six months ago.

25 MR. COOK: I just took my grandson to get his beginner's

1 permit. He had to have three original forms of
2 identification. When you take your child and
3 register them in the school, you have to take your
4 electricity bill and your driver's license to
5 confirm they are little Johnny.

6 MS. BARLET: Okay.

7 MR. COOK: That's what you should do at the school. Do
8 you just let anybody walk in off the street and say
9 "I'm Ron Cook. I want to sign up and go to
10 school?" Or do you require them to provide some
11 form of positive identification: a driver's
12 license, a birth certificate, some form of positive
13 identification. That's where it's going to be
14 incumbent upon you folks at the school when you
15 fingerprint and photograph this person, to ensure
16 they are who they say they are. Otherwise, the
17 system will not work, period.

18 MS. BARLET: Well, that's okay for our students. But
19 then the people coming in, we have the right to ask
20 them --

21 MR. COOK: Absolutely.

22 MS. BARLET: -- for these IDS?

23 MR. COOK: You're the person --

24 MS. KINLEY: Oh, absolutely.

25 MR. COOK: You're the person taking the photographs of

1 the people for the new license. Now let me tell
2 you, you're going to have people show up with a
3 fraudulent license, trying to get in the system as
4 Rosanne Kinley, when they're not Rosanne Kinley.

5 MS. BARLET: Right.

6 MR. COOK: That's why I encourage you, and I don't know
7 whether they're going to build that into the
8 regulation, require positive identification.
9 Because I can assure you, there are imposters out
10 there. There are people out there today, working
11 with license in the name of someone else where they
12 had gotten a copy of the license, put it on one of
13 these high-tech copiers now.

14 MS. BARLET: Right.

15 MR. COOK: Scanned it in. Took your name out, put their
16 name in -- or took the license number out, using
17 your name, to practice cosmetology and other
18 professions. It's not just the cosmetology board.
19 We have this problem in all of our professions.
20 But it's going to be incumbent upon you folks to
21 maintain the initial integrity. If you don't, the
22 system fails; it will not work.

23 MS. THOMPSON: Mary.

24 MS. COX: I have a question.

25 MS. THOMPSON: Your name and school.

1 MS. COX: Horry-Georgetown Technical College, Mary Cox.
2 There are two Mary A. Cox's in Pamplico and we both
3 are cosmetologists. So if she goes first or I go
4 first, it may look like the other Mary A. Cox could
5 be an imposter.

6 MR. COLTON: You're going to have a -- you'll have a
7 different address.

8 MR. COOK: Do you have a photo identification driver's
9 license?

10 MS. COX: Yes.

11 MR. COOK: Does she have that? I hope.

12 MS. COX: I hope.

13 MR. COLTON: There should be two unique identifiers that
14 are different. One would be your home address, and
15 two would be your license and certification number.

16 MS. COX: That's right. That's right.

17 MR. COLTON: I mean, those should be two separate
18 things. I mean, I know when we've dealt with a lot
19 of other individuals, there are two Bob Jones';
20 there's a Senior and a Junior. They live at the
21 same address. They both work in a given industry.
22 But they are going to have different licenses. You
23 should have different birth dates when they verify
24 the license. Two, they'll have different
25 fingerprints, right? And, I mean, that should

1 really eliminate any -- and they'll have different
2 license numbers.

3 MS. THOMPSON: And I think Linda was next.

4 MS. BEACH: In addition to requiring --

5 MS. THOMPSON: Name and school.

6 MS. BEACH: Oh, Linda Beach, International Spa
7 Institute. In addition to requiring that they
8 bring possibly two forms of identification with
9 them, as well as a confirmation letter, there needs
10 to probably be some type of process when they go to
11 register, hopefully online, for this. I'm a member
12 of a worldwide organization called "couch surfing,"
13 and people stay at each other's homes worldwide.
14 And in order to verify that you are who you say you
15 are, you can enter banking information online, and
16 they verify that Linda Beach is Linda Beach,
17 through your banking information. I have no idea
18 how they do that. But if this organization can do
19 it, certainly that technology exists.

20 So it possibly might be that when they
21 register online, they could put some type of
22 identifier, whether it's a driver's license or
23 banking information, as the first line of defense,
24 and then having to bring additional identification
25 when they come to the school.

1 MR. COLTON: I think we just, yeah, have to think about
2 that on the -- that would be a board decision;
3 think about it on the board side. I know a lot of
4 people in different industries who don't even use
5 banks -- and you're amazed --

6 MS. BEACH: Well then, that's just a suggestion.

7 MR. COLTON: No, I know.

8 MS. BEACH: That's just one -- it could be --

9 MR. COLTON: A different unique identifying -- yeah.

10 MS. BEACH: -- something --

11 MR. COLTON: Yep.

12 MS. BEACH: -- to say who you are.

13 MS. KINLEY: Gloria. Oh, I'm sorry.

14 MS. THOMPSON: Chesley was next.

15 MS. PHILLIPS: They answered mine.

16 MS. SMITH: Gloria with SCACS. I'm back to the school
17 issue because I'm hoping that in many ways this is
18 maybe going to help keep a lot of our schools a
19 little bit more honest too about people enrolling
20 and not enrolling. But when you said if we've got
21 students transferring from one school to the other,
22 no, they don't have to pay their \$12 and be
23 fingerprinted again. But shouldn't there be some
24 obligation on the part of the -- I mean, do we need
25 to be updating like the last date of attendance at

1 our school or something? You know, like if Joanne
2 drops out at 712 hours, doesn't that need to go
3 into the system so that we don't have her showing
4 up? You know, she can't --

5 MS. KINLEY: Well, yeah, I think it is an entirely
6 different --

7 MS. SMITH: -- but it's a different ball game, but still
8 you can't have the one person floating around in
9 that system forever because then --

10 MS. KINLEY: Well, this is for the identification only.
11 This is not to --

12 MS. SMITH: Right.

13 MS. KINLEY: -- verify the hours. You have your other
14 software that does your hour verification. So I
15 don't think we could integrate those two. Now,
16 what it will do, like Sean said, is if their
17 enrollment --

18 MS. SMITH: And basically, that's what I'm talking
19 about. Not necessary the hours, but the fact that
20 she's not enrolled in my school anymore and she's
21 going to show up in somebody else's school across
22 town, there needs to be something there to -- I
23 don't even know how to say what is in my mind.

24 MS. WEBB: Then you can get the FBI involved and --

25 MS. SMITH: No.

1 MS. WEBB: -- over it.

2 (Talking over each other.)

3 MS. SMITH: But if we're doing these people as they
4 enroll, then we need to -- they need to make sure
5 that they're not still enrolled somewhere else,
6 when I'm just getting on an updated --

7 MS. KINLEY: This lovely lady in the back looks like she
8 has the answer to that question.

9 MS. RICCETELLI: Kathy from Upstate College. As a
10 school, we need to notify the board that someone
11 has left our school.

12 MS. KINLEY: Well, regs said we had to notify the board
13 within --

14 MS. GILMER: Ten days.

15 MS. KINLEY: -- ten days of someone dropping out, or
16 withdrawing, I should say, nicer way. You're
17 supposed to notify the board.

18 MR. COLTON: I just -- yeah, I think that would be the
19 way to handle it.

20 MS. KINLEY: Yes, ma'am.

21 MS. RICCETELLI: And my other concern was as the school
22 doing this and having people come in off the
23 streets, are we responsible if they're giving us
24 fraudulent information? If they're giving us
25 fraudulent IDS? Will we ever be called in? Do we

1 have to keep records of the IDS that we took from
2 them?

3 MR. COLTON: I think that's going to be up, again, to
4 the processes we set up now while we're going into
5 this in the next couple months.

6 MS. RICCETELLI: Right.

7 MR. COLTON: And that's why I was sort of referring too
8 to the young lady up here in purple who asked. And
9 I know, I did like Ron's answer better. I was
10 going down the line, that I know some of your staff
11 are not going to know how to look at a fake ID.
12 Some IDS are very easily bought. You know, some
13 people have seven IDS in their possession, with all
14 different names and addresses.

15 The big thing is, we've got to discuss it on
16 the front-end, the right way to say it. Yes, it
17 could happen. It could happen exactly what she was
18 saying. Somebody comes in, John Smith could have
19 five different -- the same license number to five
20 different John Smith's. Could those five people
21 easily have five different driver's licenses or
22 some other form of -- absolutely. Would you
23 obviously be able to identify those subtle
24 differences? Probably not. Most of your staff
25 probably wouldn't. I know with us in the law

1 enforcement background, we would probably be able
2 to help you, but we're not always going to be there
3 to tell you "Yay" or "Nay."

4 So I think the system needs to throw up some
5 sort of red flag if somebody gets in the system
6 first. John Smith gets in with this certificate or
7 this license number. This is the address he has,
8 this is his picture, these are his fingerprints.
9 If somebody else comes in, then right there, the
10 system should stop. That would be the other catch
11 for you.

12 Now, is that going to stop people from getting
13 in? Maybe not. But when somebody else tries to
14 use that license, we will catch the person that's
15 originally doing it. I mean, that's -- did I
16 follow that okay?

17 MR. COOK: Yeah. There are many, many, many criminal
18 minds out there --

19 MS. PHILLIPS: Right. That's what I'm afraid of.

20 MR. COOK: -- that are working to defeat the system
21 before we ever get it in place, because we operate
22 by laws and rules. They don't have laws and rules
23 and regulations to operate by. They are master
24 counterfeiters. With the technology that's out
25 there today, we see some beautifully altered and

1 modified counterfeit license, very difficult to
2 detect.

3 Oftentimes, we only find those because
4 somebody gives us a heads-up. Somebody in a
5 competitive field. Somebody just has some moral
6 obligation, is the way we find a lot of these with
7 counterfeit license. There's going to be some
8 people that slip through the system. Hopefully, we
9 will ultimately detect those people and take them
10 out of the system. We've got to start closing the
11 door somewhere because it's getting out of control.
12 So what we're trying to do now is close the door to
13 the degree possible and then work on finishing
14 closing the door. Will we ever get it totally
15 closed? Probably not.

16 The United States Secret Service going all the
17 way back to the Railroad Police have been trying to
18 stop counterfeiting in this country and it's
19 rampant today, probably more so than it was when
20 they first started years ago. We see counterfeit
21 license, altered license, modified license every
22 day, but we want to minimize it. That's the best
23 we can hope to do is control it to some degree.

24 Right now, it's out of control. Yes, ma'am.

25 MS. PHILLIPS: Chesley Phillips, Nail, Skin and Hair of

1 America. Just a suggestion, maybe if -- I know
2 we're not there yet, but maybe if it took the first
3 fingerprint and that person wasn't the person that
4 he or she said, we could quickly snap it again and
5 take their fingerprint again, so we have their new
6 fingerprint?

7 MR. COLTON: Yeah. That's something we can talk about.
8 That's just --

9 MS. PHILLIPS: Because --

10 MR. COLTON: -- so you're talking about --

11 MS. PHILLIPS: -- we wouldn't want them to leave the
12 door because we know that they're doing it
13 somewhere else. And I think the people that are
14 interested in that aspect -- we don't want to keep
15 anybody from working that's supposed to, but we
16 want to catch the fraudulent people.

17 MR. COLTON: But the right way to do this, and I don't
18 know if I understood you correctly. But if
19 somebody -- John Smith comes in, right?

20 MS. PHILLIPS: Uh-huh.

21 MR. COLTON: And he's at your site, either continuing ed
22 or --

23 MS. PHILLIPS: Right.

24 MR. COLTON: -- whatever, right? And you say, "Okay.
25 Let's get you in the system. You're not in there

1 yet."

2 MS. PHILLIPS: Right.

3 MR. COLTON: You pull up his license number and then it
4 says, "Woe, somebody's here."

5 MS. PHILLIPS: Right.

6 MR. COLTON: I don't know if that -- my recommendation,
7 just from the investigation side would say, "You
8 shouldn't do anything further."

9 MS. PHILLIPS: Okay.

10 MR. COLTON: Because you are not the --

11 (Talking over one another.)

12 MR. COLTON: My suggestion would not to allow y'all to
13 make those decisions, because that does open you up
14 to something, if you do let the wrong one, who was
15 very convincing. When I was a police officer,
16 there was a -- I know when I was in the police
17 academy, they always taught us, the one thing you
18 will learn here is you're going to believe the last
19 person you talked to the most. And that's because
20 they've got the best story.

21 MR. COOK: Me either.

22 MR. COLTON: So I mean it's -- you can have people sell
23 you anything down the river and you will believe
24 it. And I just think, if somebody's in the system
25 already, I think that should automatically be

1 escalated to the board.

2 MS. PHILLIPS: Right.

3 MR. COLTON: Maybe they come down here to complete their
4 registration process, and then somebody here can
5 walk them through it. But I don't -- my
6 recommendation would not be to give y'all that
7 decision or --

8 MS. HUGGINS: Chesley, don't lock them in the closet.

9 MR. COLTON: Yeah, don't lock them in the closet.

10 MS. BEACH: Linda Beach again. In imagining a worst-
11 case scenario, I can see something happening
12 whereas say a John Doe who's licensed to do nails
13 -- you can go on the website and get anybody's
14 license number. Let's say he's got a common name,
15 John Doe. Okay, types it in. Comes up with a
16 license number. He has identification with that
17 name on it. Let's say he's not even the name of
18 the person. He can go get a fake ID. So he goes
19 and he's the first one in the register. Poor
20 little John Doe who actually has a license comes to
21 put his stuff in, and boom, he's out because this
22 imposter has already, you know, used his license
23 number as the identifier and captured it. Now this
24 poor guy's got to do what?

25 MR. COLTON: Well, I mean, that's up to --

1 MS. BEACH: And I see that happening. I mean, I --

2 (Talking over one another.)

3 MR. COOK: If that should happen, then that becomes what
4 we call an issue for us to address. If John Doe
5 comes in and requests a license, and he has proper
6 identification. It's already someone else in there
7 with his name, which means somebody fraudulently
8 obtained a photograph or fingerprint, it's going to
9 go to our investigative staff.

10 The John Doe that used that is going to have
11 two problems, have a problem with getting the
12 license revoked here. But anytime that we detect
13 criminal violation, we refer to SLED. So then John
14 Doe imposter is going to have a criminal problem,
15 as well as the problem here. We're going to serve
16 a cease and desist. And the real John Doe will be
17 able to come into the system. That's when we'll
18 get with Sean and his folks and say "Take John Doe
19 imposter out; put John Doe real in the system."

20 Those are the type things that we haven't
21 anticipated. But that's one reason we ask you
22 folks to come in here and pose these questions. If
23 you'll notice, Rosanne's probably writing that
24 down. I know Jamie's already wrote it down. It's
25 some of the issues that we're going to have to

1 address, as this system comes up again running.
2 There are going to be those type of -- this lady
3 back here brought up -- Mary Cox.

4 MS. COX: Mary Cox.

5 MR. COOK: Do you know how many Mary Smith's there are
6 in the state of South Carolina? And do you know
7 how many of them hold a license through this
8 agency? Just about all of them. And some of them
9 hold multiple license. Invariably, we'll get a
10 complaint on Mary Smith, who is a cosmetologist,
11 and somebody will get in a hurry and they'll open
12 an investigation on Mary Smith, who is a real
13 estate sales person. And we call Mary Smith and
14 she says, "Oh, my God, I haven't ever done hair.
15 I've never worked as a cosmetologist." Well then,
16 we've got egg all over our -- you know, it's just
17 dripping off of us. We have to go back and
18 apologize and clean that egg up and go back and see
19 where we made our mistake and find the real Mary
20 Smith and open that up.

21 We deal with that every day. We try to school
22 our admin folks to be very, very cautious and very,
23 very careful. And we want to do the same thing
24 with this system. We're going to approach it very
25 professionally. And haste makes waste. Will we

1 make mistakes? Yes, ma'am, we will. When we make
2 those mistakes, we'll be the first to stand up and
3 say "We goofed. We apologize. We didn't mean to
4 embarrass you. Please understand how many people
5 we deal with." We've got 30,000-plus; nurses,
6 we've got 66,000-plus. So you can imagine how many
7 licensees we deal with on a daily basis. Are we
8 going to make some mistakes? Yes, ma'am. Are they
9 going to make mistakes? Yes, ma'am.

10 You know, it's bad when I go in the barbershop
11 and tell my lady barber that I just want a trim and
12 she trims it real close and my wife says, "What
13 happened to your head? Where did you go today?"
14 You know, a trim means one thing to you; a trim
15 means something else to her; means something
16 totally different to me.

17 MS. SMITH: And to your wife.

18 MR. COOK: Pardon?

19 MS. SMITH: And to your wife.

20 MR. COOK: So yes, there's going to be glitches and
21 mistakes made. But with your help -- and I will
22 emphasize this again -- we can't do it without you.
23 With your help, we'll get this system up and
24 running. As we identify problems, we'll resolve
25 those problems and try to continually improve the

1 process.

2 MS. WEBB: Also, though, Ms. Beach, there will be still
3 a photo ID as well. So you're going to be looking
4 -- there's going to be a picture there --

5 MS. BEACH: But what I'm saying, if it's a person named
6 John Smith, he's going to have a picture of
7 himself. This person at the school is not going to
8 know what John Smith that is. If he says "This is
9 my license number and he has fraudulent papers,
10 he's first in captures it." So the real John Smith
11 will come in and he's going to have to go through
12 all this rigamarole because somebody's basically
13 stole his identity. And I'm just saying that
14 that's going to happen. That's going to be --

15 MR. COLTON: And it's going to happen. But that's what
16 the system's supposed to weed out. Right? I mean,
17 and that's what I was trying --

18 MS. BEACH: You know, a streamline --

19 MR. COLTON: A process.

20 MS. BEACH: -- a process and the poor Mr. Smith and --

21 MR. COLTON: And I think -- that's right. And I think
22 just he said, I mean, we're going to have to all
23 work together. Again, we're doing this as a
24 partnership. We're not a software development
25 company. We're not here to just sell you a bill of

1 goods and then be gone. If there's a problem and
2 something happens, they're going to call me. I
3 mean, I'm still here. I'm not going anywhere. And
4 we're going to constantly improve this system.

5 MR. SAXON: It just points -- it brings up to me the
6 real Mr. Smith who may be upset by this is going to
7 have -- may be eventually grateful because it
8 points out to him and to Mrs. Smith, somebody has
9 stolen my identity. I didn't know it until now.

10 MR. COOK: The next thing you need to do is contact the
11 Credit Bureau and find out about his credit.

12 MR. SAXON: That's right. I mean, you can turn it into
13 a win situation for that person because I didn't
14 know this before now. Now I've had stolen my
15 identification. And LLR is going to work as
16 quickly as possible to get it made right for that
17 person.

18 MS. KINLEY: The purchase of the fingerprinting, is that
19 what you're asking?

20 MS. BEACH: There's not going to be -- it's not going to
21 be a uniform --

22 MS. KINLEY: Sean will be providing a list of acceptable
23 ones for you.

24 MS. BEACH: Because they're inexpensive.

25 MR. SAXON: That's what I said. Yeah, they're very

1 inexpensive. I think the one we use that house the
2 algorithm and licensing data in it is 80 bucks. I
3 think it's roughly around 80 bucks for that. And
4 again, what you get here is, you have to
5 understand, most fingerprint readers, all they'll
6 do is take your fingerprint, maybe let you in your
7 laptop, maybe let you in some data, by comparing it
8 to you. You can have five profiles in there. What
9 this algorithm does is compare one fingerprint to
10 everybody in the database. And that's a little
11 more sophisticated than just the normal little
12 fingerprint system. Yes.

13 MS. KIM: Yes. Jenny Kim, Nail Tech Academy of Easley.
14 If we have a smart phone, can that machine be
15 compatible with a smart phone, where we can plug it
16 up into a smart phone instead? Because sometimes
17 at the school, we don't have a computer computer.
18 I carry a smart phone that's already got internet
19 wireless.

20 MR. COLTON: I don't know. That's a good question. I'd
21 have to ask my IT guy, but we'll just see.

22 MS. KIM: I mean you can print airline tickets.

23 MR. COLTON: Yeah. There's a lot you can do through
24 smart phones now. So I just don't want to say no.
25 there's a ton you can do, so --

1 MS. KINLEY: Good question. We'll look into that.

2 Thank you.

3 MS. KIM: Wi-Fi Verizon.

4 MR. COLTON: That's right.

5 MS. KINLEY: Nancy.

6 MS. POOLE: Nancy Poole, Strand College. So we don't

7 have to have a computer to store this. It's

8 internet-based; it's going to come to you.

9 MR. COLTON: It's coming to us. There's no storage --

10 MS. POOLE: And you will --

11 MR. COLTON: -- or anything.

12 MS. POOLE: You will send to us -- or LL&R will send to

13 us when this is going to start being effective or

14 the run dates. And you're going to provide the

15 names and places to get the equipment.

16 MR. COLTON: Yep.

17 MS. POOLE: So basically, we don't do anything till we

18 get your letters.

19 MR. COLTON: That's right.

20 MS. POOLE: Okay.

21 MR. COLTON: And we'll send you the -- we'll send you

22 the web address. Everybody's going to have to have

23 their own unique user ID and password, just so we

24 insure junk files aren't getting pumped in here.

25 It will go to an SSL site, which is our HTTPS site,

1 which is a secure website. All the data will be
2 stored on our database.

3 MS. POOLE: Great.

4 MS. KINLEY: So I'm getting the kumbaya feeling here,
5 that's everybody's --

6 ATTENDEES: Yes.

7 MS. KINLEY: -- everybody's --

8 MR. COLTON: Now, I did have a couple questions from Roz
9 here.

10 MS. BAILEY: Yeah, just general, yes.

11 MR. COLTON: That's fine. But I know this one for sure.
12 She said "What's the solution for existing licenses
13 whose fingerprints don't take?" I guess what she's
14 referring to, some of the chemicals may have worn
15 off, some of the ridges or grooves or bumps. Well,
16 when you put them -- when you put them on there, it
17 will tell you. It gives you a reading. And I
18 really wish I remembered the stuff. But it will
19 tell you "this is a good print" or "this is a bad
20 print."

21 Now, if for some reason somebody comes in and
22 was curling hair and say they burned all the first
23 three fingers on one hand. Okay, then what you
24 need to do is there's a comment field. "First
25 three fingers were burnt, took the right ring

1 finger." But that's going to be a comment that
2 goes in there, so everybody will be able to see it,
3 from the inspector's side to our exam side to if
4 they transferred to another school. It will come
5 up and say, "Hey, look, had to take the right ring
6 finger because the other three were burnt."

7 But our goal -- the whole system takes three
8 fingerprints from this hand, three fingerprints
9 from this hand. That way it stays consistent. And
10 if John Smith goes and puts another fingerprint on
11 there and just happens to have a different address,
12 you'll get two with the same license number and all
13 that junk in the system, because then -- we may
14 have a couple issues to work through, but if you
15 started doing that, the system to me is useless.
16 It's not used what it's really intended for.

17 MR. COOK: One of the things that you'll find, ladies,
18 as all of you ladies love to have nice and soft,
19 pretty hands, you use a lot of lotion and hand
20 cream and that fills in the ridges and the grooves.
21 So if you get one and it does not take, have a
22 bottle of alcohol that will sometime clean their
23 fingers and you'll see how much difference it
24 makes.

25 MR. COLTON: Or just get in the practice ahead of time

1 of having them wipe off their fingers that are
2 there. They can immediately put lotion on after
3 the two minutes is over.

4 MR. COOK: Law enforcement now uses wet wipes. They
5 just automatically, before they fingerprint have
6 them clean their fingers with.

7 (Off the record.)

8 MR. COLTON: Now, she had another question: Could a
9 kiosk system be set up here at LLR? That was
10 discussed in a number of meetings. Yes, it can.
11 Again, once the software is developed, we can
12 install it anywhere they like. I know a couple of
13 the salon owners said, "Well, can I have some of
14 the existing licensees come to my salon? I'll do
15 it in my salon." Absolutely. I mean, it doesn't
16 matter. As long as the board approves where we're
17 going to put it, we can set anybody up as a --

18 MS. BEACH: Provider.

19 MR. COLTON: -- provider. Thank you. And this one:
20 Will there be a desk centralized customer service
21 with SMT to assist staff schools? I see calls
22 increasing immediately. I say, some of the calls
23 are going to have to be answered by the board. I
24 think in the PR information we send out, if they
25 have questions that are directed to us, yes.

1 Prior to being a police officer, I ran
2 restaurants and I managed -- I was a area
3 supervisor for eight restaurants. And in that,
4 it's instilled in me the need for customer service.
5 So I always go above and beyond. We also have a
6 person that manages and is mandated to answer a 24-
7 hour phone. So even if we're not in the office
8 eight to five, or say you're doing something on
9 Saturday, that person better answer the phone
10 because the second number that's on that voice mail
11 is mine. So if I get a call, somebody knows that
12 I'm going to be happy.

13 So customer service is one of our main, main
14 priorities in this business all across the board.
15 Because you got to remember, we also -- we look at
16 this as people need this to work in their industry.
17 If they can't take their test or if they can't get
18 their license renewed or whatever the issue,
19 they're not going to be able to work. They're
20 going to get fired. They're not going to get the
21 promotion that they need. So we take this very,
22 very seriously.

23 And as I said, on the emergency phone, if any
24 of y'all are out there and call it, my number is
25 the next one. So you know you will call me and say

1 "I need help with this and why didn't they answer
2 the phone?" Any other questions? Man, y'all are a
3 lot easier.

4 MS. KINLEY: I mean, really.

5 MR. COLTON: Thank you very much.

6 (Off-the-record discussion.)

7 MS. DELOACH: Libby Deloach, Technical College of the
8 Low Country. I do have one little kumbaya perk,
9 motivating comment. I think I'm going to use it as
10 a marketing tool to bring people into my school to
11 help promote support of our schools, because we'll
12 bring alumni in, they'll see what we're doing and
13 they'll support our schools.

14 MS. KINLEY: Good for you. Good for you. Thank you.
15 Thank you. We've worked really long, really hard.
16 We've hit brick walls every time we've turned
17 around, but we've persevered and thank God we -- I
18 mean, I never thought I'd see this day, that we'd
19 get here. So we're all real excited that we've --
20 and the fact that the schools are embracing this
21 just gives more validity. LLR is pleased. This
22 board is pleased. You're going to have some
23 adversity, but if we have it with this attitude and
24 explain the reasoning behind it, I don't see why
25 anyone will object to it.

1 So I will entertain another motion.

2 MS. GILMER: Make a motion to adjourn.

3 MS. BROWN: Second.

4 MS. KINLEY: Motion has been made and seconded for
5 adjournment. All in favor.

6 BOARD MEMBERS: Aye.

7 MS. KINLEY: Have a great one. Thank you for coming.

8 *****

9 (Whereupon, the hearing were adjourned at
10 2:30 p.m.)

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1 CERTIFICATE OF REPORTER

2 I, CECELIA P. ENGLERT, COURT REPORTER AND NOTARY
3 PUBLIC IN AND FOR THE STATE OF SOUTH CAROLINA AT LARGE,
4 HEREBY CERTIFY THAT I RECORDED AND TRANSCRIBED THE SOUTH
5 CAROLINA DEPARTMENT OF LABOR, LICENSING AND REGULATION,
6 COSMETOLOGY BOARD HEARINGS ON THE 8TH DAY OF AUGUST,
7 2011, AND THAT THE FOREGOING 75 PAGES CONSTITUTE A TRUE
8 AND CORRECT TRANSCRIPTION OF THE SAID HEARINGS.

9 I FURTHER CERTIFY THAT I AM NEITHER ATTORNEY NOR
10 COUNSEL FOR, NOR RELATED TO OR EMPLOYED BY ANY OF THE
11 PARTIES CONNECTED WITH THIS ACTION, NOR AM I FINANCIALLY
12 INTERESTED IN SAID CAUSE.

13 I FURTHER CERTIFY THAT THE ORIGINAL OF SAID
14 TRANSCRIPT WAS THEREAFTER SEALED BY ME AND DELIVERED TO
15 LISA HAWSEY, SCLLR - COSMETOLOGY BOARD, KINGSTREE
16 BUILDING, 110 CENTERVIEW DRIVE, COLUMBIA, SOUTH
17 CAROLINA, WHO WILL RETAIN THIS SEALED ORIGINAL
18 TRANSCRIPT.

19 IN WITNESS WHEREOF, I HAVE SET MY HAND AND SEAL
20 THIS 10TH DAY OF SEPTEMBER, 2011.

21 _____
22 CECELIA P. ENGLERT, COURT REPORTER
23 MY COMMISSION EXPIRES JUNE 03, 2018
24