

The August 2021 Arizona State Board of Barbers performance audit and sunset review found that the Board licensed applicants without ensuring they met all requirements, did not annually inspect all barber shops and schools and consider potential disciplinary actions for inspection violations, and did not timely open and investigate some complaints and accurately document complaint outcomes. Effective January 1, 2022, Laws 2021, Ch. 334, consolidated the Arizona State Board of Barbers with the Arizona State Board of Cosmetology and created the Arizona State Barbering and Cosmetology Board (Board). As a result of this consolidation, the new Board is responsible for addressing the audit recommendations. We made 23 recommendations, and the Board's status in implementing the recommendations is as follows:

Status of 23 recommendations

Not implemented

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Our initial followup issued in August 2022 reported that the Board had not implemented 13 recommendations but had made some progress toward implementing 10 recommendations. The Board's progress included taking initial steps toward modifying its rules, modifying 1 of its 4 license applications to address a deficiency identified during the audit, and developing some cash-handling procedures, draft complaint-handling procedures, and conflict-of-interest forms for employees and Board members. According to the Board, it has made further progress toward implementing our recommendations since that time. However, the Board failed to provide us with an 18-month response on the status of its efforts to implement the recommendations, and therefore, we are unable to assess its progress toward implementing all 23 recommendations. The Board reported that it was focused on conducting its normal duties and responsibilities but indicated it would implement most of the recommendations in calendar year 2023. As a result, we will conduct a 24-month followup with the Board on the status of its efforts to implement all the recommendations.