



Katie Hobbs  
 Governor

Frank L. Migali  
 Executive Director

**MISSION STATEMENT**

To protect the public’s health and safety, our agency will license qualified schools, establishments, and individuals and ensure compliance with state statutes and regulations.

**VISION STATEMENT**

Provide quality and timely service through world-class customer care.

# BOARD MINUTES

Arizona Barbering & Cosmetology Board Meeting  
 November 15, 2024 | 9:00 a.m.  
 1740 W. Adams St. Board Room C  
 Phoenix, AZ 85007

Video call link: <https://meet.google.com/tui-hrui-cns>  
 Or dial: (US) +1 631-699-5067 PIN: 437 259 416#

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the general public and to members of the Arizona Barbering and Cosmetology Board that the Board will hold a meeting open to the public on the date and at the time indicated above. The Board reserves the right to change the order of the items on the agenda, except for those matters set for a specific time. Informal interviews and formal hearing matters are scheduled to be heard during specific time blocks. Please note that the recommendations listed on the agenda do not become final until adopted by the Board. The Board has the authority to accept, reject or modify any recommendation listed on the agenda. The Board may vote to go into Executive Session for the purpose of obtaining legal advice on any of the agenda items pursuant to A.R.S. § 38.431.03 (A)(3).

**Board Members**

<b>Gary Begley</b> Cosmetology School Owner <i>Chair</i>	<b>Marshall A. Knox</b> Barber School Owner <i>Vice-Chair</i>	<b>Tracy Wilkinson</b> Cosmetologist <i>Secretary/ Treasurer</i>	<b>Brandy B. Flores</b> Public Member	<b>Trista Guzman Glover</b> Public Member
<b>Vacant</b> Public Member	<b>Chase Turrentine</b> Public Member	<b>Earl “Nick” Goodman</b> Public Member	<b>Brandon L. McFadden</b> Barber	



**I. Call to Order & Pledge of Allegiance**

Board Chair Gary Begley called the meeting to order at **9:01 AM**. The pledge of allegiance was recited.

**II. Roll Call of Board Members & Board Staff**

**Board Members Present:**

**Gary Begley**, Cosmetology School Owner, *Chair*  
**Tracy Wilkinson**, Cosmetologist, *Secretary/Treasurer*  
**Brandy B. Flores**, Public Member  
**Brandon McFadden**, Barber (9:07 AM)  
**Earl "Nick" Goodman**, Public Member (*Virtual*)  
**Chase Turrentine**, Public Member (*Virtual*)  
**Trista Guzman Glover**, Public Member (*Virtual*)  
**Marshall A. Knox**, Barber School Owner, *Vice-Chair (Virtual - 10:05 AM)*

**Board Members Absent:**

None

**Board Staff Members:**

Frank L. Migali, MBA, Executive Director  
Kelli Shepard, Deputy Director  
Jessica Carranza, Administrative Service Officer  
Isabella Lugowski, Communications Administrator  
  
Rosa Rodriguez, Compliance Administrator  
Jessica Wilson, Licensing & Customer Care Administrator  
  
Helen Bordelon, Investigator Supervisor  
Cathy Bergeron, Investigator  
Lisa Chavez, Investigator  
Alexandra Hill, Investigator  
Holly Hankins, Investigator  
Christine McDaniel, Investigator  
  
Susan Nielson, Program Project Specialist (Outside)

**Legal Counsel Present:**

Jeanne Galvin, Assistant Attorney General



### **III. Board Business**

The Board may vote to go into Executive Session to discuss personnel matters pursuant to A.R.S. § 38-431.03 (A)(1) or to obtain legal advice pursuant to A.R.S. § 38-431.03 (A)(3).

#### **A. Discussion, Consideration, and Possible Action on Approval of Regular Board Minutes for the November 15, 2024 Board Meeting.**

**Motion:** Trista Guzman Glover moved to approve the Board Minutes from the November 15, 2024 Board Meeting.

**Second:** Chase Turrentine seconds the motion.

**Vote:** 6-aye, 0-nay, 0-abstain, 0-recuse, 2-absent

**Motion passed by the majority.**

#### **B. Board Member Declaration of Conflict of Interest.**

#### **C. Welcome to Visiting Barber and Cosmetology Students and Instructors.**

Board Chair Gary Begley welcomes the visiting Barber and Cosmetology Students and asks them to introduce themselves. The following introduced themselves: **Gateway and Imaj Institute**

### **IV. Executive Director Report**

#### **A. Report and Discussion on Agency Departments**

1. Good News, Announcements
2. Staffing Update
3. Financials - December 2024
4. Testing Update and Data
5. Licensing Update
6. Eyelash Technician Registration Update
7. Customer Care Update
8. Compliance Update
9. Next Meeting - February 21, 2025

**9:07 AM Board Member Brandon McFadden has arrived at the board meeting.**

#### **I. Board Member Conflict of Interest Training**

**Assistant Attorney Jeanne Galvin presents the Conflict of Interest training to the Board Members.**

#### **V. Complaint Review/Consent Agenda (Step 1)**

The Consent Agenda items may be considered for approval as a single action unless a Board Member or any other interested party wishes to remove the item for discussion. The Board may vote to go into Executive Session to discuss and consider records exempt by law from public inspection, including the receipt and discussion of information, or testimony that is confidential by State or Federal law on all agenda items under Steps 1 and 2 pursuant to A.R.S. § 38-431.03 (A)(2).

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**A. Recommended Dismissals A.R.S. § 32-573 (B) (1).**

1	2024-00796	Venice Nail Lounge #SNT19360 Forum Nail Salon by Becky Inc, Owner Quy Nguyen, Director Becky Ngoc Dinh #31100538, President
2	2024-00860	Keep it Cut #SCOS33853 Keep it Cut LLC, Owner Joshua Thorsvik, Manager Jacob Meltzer, Manager
3	2024-00913	8 Pretty Nails & Spa #SNT20508 8 Pretty Nails & Spa LLC, Owner Tuong Tran, Member
4	2024-00942	Kayla Nails & Spa #SNR18614 Cindy Lanchi Do #10701516, Owner
5	2024-00967	Spa & Nails Creations #SNT15429 Thang Khac Phan #50100642, Owner
6	2024-00968	Aveda Institute Phoenix #CSL163 AIX Institute LLC, Owner Sarah Souza, Manager/Member
7	2024-00982	Avalon Institute #CSL00236 EA Education Inc., Owner Branden Pobiak, Member Don Pobiak, Member Julianne Clark #92200022 Instructor in charge
8	2024-00990	Q Nail Bar II #SNT20462 Q Nail Bar II LLC, Owner Andy A. Ta, Member Trish T. Truong #50900478, Member
9	2024-01003	A&S Beauty Bar #SCOS25432 Ambar Gamez #10701474, Owner Sabrina Dagnino #10902009, Owner
10	2024-01019	Arina Stylist #HRST10300 Arina Kleim #22100426, Owner
11	2024-01039	Herbal Nails & Spa at Chandler Village #SNT19917 Saha One LLC, Owner Avninder K. Narula, Member/Manager
12	2024-01047	Great Clips # 9273 #SCOS19102 A Cut Above Inc., Owner
13	2024-01071	Hello Sugar #SAES22958

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		Hello Sugar4 LLC, Owner Layne Nyberg, Manager Brigham Dallas, Manager
14	2024-01075	Avalon Institute #CSL00235 EA Education Inc., Owner Branden Pobiak, Member Don Pobiak, Member
15	2024-01083	Varo Lopez #19714377, Licensee
16	2024-01139	Luxe Nails & Spa Scottsdale #SCOS34330 Luxe Nails & Spa Scottsdale LLC, Owner Timothy Lotter, Member
17	98253	BQ Nails & Spa #SNT19753 BQ Nails Spa LLC by Kim, Owner Kim Lam #50501155, Member
18	98346	Splendid Nail Spa by Rick #SNT19630 Splendid Nail Spa by Rick LLC, Owner Rick Le #50200552, Member

**Motion:** Brandy Flores moved to accept the staff recommendations for dismissing the referenced 18 cases.

**Second:** Trista Guzman Glover seconds the motion.

**Vote:** 7-aye, 0-nay, 0-abstain, 0-recuse, 1-absent.

**Motion passed unanimously.**

**B. Recommended Letter of Concern A.R.S. § 32-573 (B)(2).**

1	2024-00811	Sal's Hair Salon #SCOS27701 Sal's Hair Salon LLC, Owner Sultan Khoun, #11600031, Member
2	2024-00946 & 2024-01125	Verra Nails Thien Van Nguyen #51400103, Owner
3	2024-00988	Ibrahim Reyes #BAR-006263, Licensee
4	2024-01048	Liliana Martinez #11201028, Licensee
5	2024-01049	Donshandre Dukes #12400267, Licensee
6	2024-01051	Vashti Henry #BAR-012655, Licensee
7	2024-01057	Ayden Ayad Hadi #BAR-010879, Licensee
8	2024-01058	Odette Acosta #52300368, Licensee
9	2024-01062	Anthony Joseph Vindiola #BAR-010810, Licensee

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1	2024-00811	Sal's Hair Salon #SCOS27701 Sal's Hair Salon LLC, Owner Sultan Khoun, #11600031, Member
2	2024-00946 & 2024-01125	Verra Nails Thien Van Nguyen #51400103, Owner
3	2024-00988	Ibrahim Reyes #BAR-006263, Licensee
4	2024-01048	Liliana Martinez #11201028, Licensee
5	2024-01049	Donshandre Dukes #12400267, Licensee
6	2024-01051	Vashti Henry #BAR-012655, Licensee
10	2024-01074	Prascilla Delgado #12201000, Licensee
11	2024-01076	Canyon Falls Spa & Salon #SCOS15186 BW3 LLC, Owner William R. Schonscheck, Statutory Agent Elliot Amdur, Operations Manager
12	2024-01085	Alondra Rios Salcido #52400146, Licensee
13	2024-01109	Alexis Ubano #BAR-010652, Licensee

**Motion:**  
Tracy  
Wilkinson  
moved to  
accept the  
staff

recommendations and issue a letter of concern for the 13 referenced cases.

**Second:** Brandy Flores seconds the motion.

**Vote:** 7-aye, 0-nay, 0-abstain, 0-recuse, 1-absent.

**Motion passed unanimously.**

**C. Recommend for Informal Interview without negotiation terms. A.R.S. § 32-573 (D)**

1	2024-01011	JC Karma Salon #SCOS31559 JC Karma LLC, Owner Julie Cuen #10332111, Member
2	2024-00287	Kaylee Sotello #522000464, Licensee

**Motion:** Tracy Wilkinson moved to accept the staff recommendations to send the referenced 2 cases to an informal interview without negotiation terms.

**Second:** Brandy Flores seconds the motion.

**Vote:** 7-aye, 0-nay, 0-abstain, 0-recuse, 1-absent.

**Motion passed unanimously.**

**D. Recommend for Informal Interview with negotiation terms. A.R.S. § 32-573 (D).**

1	2023-95	Pinky Nails & Spa T&L #SNT19569 Lan T. Nguyen, #'s 51200092 & 31500226, Owner
2	2024-00906 & 2024-00907	Moonlight Nails by Thuy #'s SNT20477 & SAES24000 Rich Nails by Thuy LLC, Owner

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		Thuy Nguyen #51900269, Member
3	2024-00911	Biagio II Nails & Spa #SNT20085 Phuong Nguyen #19700320, Owner
4	2024-00932 & 2024-01116	Americas Nail Spa LLC #'s SNT19960 & SAES22707 Americas Nail Spa LLC, Owner Scott Chuong, Member
5	2024-00986	Shanel Hair Salon #SCOS38544 Shanel Hair Salon LLC, Owner Shanel McIver #11300835, Manager
6	2024-00987	Amber Lynn Cornell #31400356, Licensee
7	2024-00991	Amber Spence #11301495, Licensee
8	2024-00992	Rekha Elder #11201857, Licensee
9	2024-00993	Brandy Araiza #11101805, Licensee
10	2024-00996	Angel Morales #31900382, Licensee
11	2024-00997	Carla Mendez #318001191, Licensee
12	2024-01006	Star's Edge Masters Barbershop # BBE-001862 Star's Edge Masters Barbershop LLC, Owner Biayne Vargas #BAR-001666, Member Martha Patino, Member
13	2024-01008	Mocha Pelo's Barbershop #BBE-001201 Moca Pelo's Barbershop LLC, Owner Nancy Martinez #BAR-005957, Member
14	2024-01014	Rheannan Rae Hansen #10901809, Licensee
15	2024-01022	Amore Nail Lounge #SNT20533 Amore Nail Lounge Corporation, Owner Bonnie Le #'s 51500687 & 32202670, Director
16	2024-01031	D&Y Barbershop #BBE-002406 Dairon Legra Pinon #BAR-010690, Owner
17	2024-01032	Bubbles Nails Spa #SNT20355 Anthony Tien Pham #50501100, Owner
18	2024-01050	Moiselle's Hair Salon #SCOS32749 Maritza Henry #19101110, Owner
19	2024-01059	Apple Nail and Spa #SNT20656 Khang An Vu #51405092, Owner
20	2024-01060	Elizabeth Lespron #11300922, Licensee
21	2024-01086	Sonny Huynh #52400623, Licensee

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22	2024-01087	Lan Trong Tuong Phan #52400832, Licensee
23	2024-01088	Do V. Tran #52400831, Licensee
24	2024-01089	Tam Van Thai #52400833, Licensee
25	98321	Florence Nails & Spa #SNT18605 John T. Nguyen #50600008, Owner Thanh D. Tran #'s 51600342 & 31601044, Owner

**Motion:** Brandy Flores moved to accept the staff's recommendation to send the 25 referenced cases to an informal interview with negotiation.

**Second:** Trista Guzman Glover seconds the motion.

**Vote:** 7-aye, 0-nay, 0-abstain, 0-recuse, 1-absent.

**Motion passed unanimously.**

**VI. Items for Board Review, Discussion,**

The Board may go into Executive Sessions for the purpose of obtaining legal advice from the Board's attorney on any of the agenda items under Step 3 pursuant to A.R.S. § 38.431.03 (A)(3).

**A. Review, Discussion, and, Possible Action to rescind the previous motion to assess a civil penalty and issue a letter of concern.**

1.	2024-00583	<p>Blanca's Beauty Salon #SCOS23098          Blanca Anselm #10501048, Owner</p> <p><b>Rosa Rodriguez, Compliance Administrator, asked the board to rescind the previous motion and the civil penalty of \$250 and issue a letter of concern.</b></p> <p><b>Motion:</b> Brandy Flores moved to rescind the motion and issue a letter of concern instead of a civil penalty.  <b>Second:</b> Brandon McFadden seconds the motion.  <b>Vote:</b> 6-aye, 1-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed majority.</b></p>
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**B. Review, Discussion, and, Possible Action to rescind the previous motion to issue a Disciplinary Letter of Concern and dismiss the case.**



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1.	2024-00954	<p>Jesus Larios #BAR-001435, Licensee</p> <p><b>Rosa Rodriguez, Compliance Administrator, asked the board to rescind the previous motion and issue a disciplinary letter of concern.</b></p> <p><b>Motion:</b> Brandy Flores moved to rescind the previous motion and, in lieu of a disciplinary letter of concern, dismiss the case and express the safety concern within the letter.</p> <p><b>Second:</b> Nick Goodman seconds the motion.</p> <p><b>Vote:</b> 7-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.</p> <p><b>Motion passed unanimously.</b></p>
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The Board may vote to go into Executive Session to discuss and consider records exempt by law from public inspection, including the receipt and discussion of information, or testimony that is confidential by State of Federal Law on all agenda items under Step 3 pursuant to A.R.S. § 38-431.03 (A)(2).

**The board takes a recess at 9:52 AM.**

**Board Member Marshall Knox joined the meeting virtually at 10:05 AM.**

**The meeting is called back to order at 10:06 AM.**

**VII. Informal Interview A.R.S. § 32-573 (C) (D) (Step 2).**

**Board Chair Gary Begley has the Board Members introduce themselves and introduce the Executive Director, Frank Migali, and the Assistant Attorney General, Jeanne Galvin.**

**Board Chair Gary Begley swears in the Compliance Team, including Compliance Supervisor Rosa Rodriguez, Board Investigator Supervisor Helen Bordelon, and Investigators Cathy Bergeron, Alexandra Hill, and Lisa Chavez. Holly Hankins and Christine McDaniel were not sworn in as they presented no cases.**

**A. Without Negotiation Options - 10:00 a.m.**

1	2024-00605	<p>Hinojos Barber College #BBC-BC-065</p> <p>Hinojos Barber Academy LLC, Owner</p>
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		<p>Gladis Hinojos Herrera #BARI-004840, Member</p> <p><b>Gladis Hinojos is present in the board room.</b></p> <p><b>Frank Migali confirms the LLC attestation</b></p> <p><b>Investigator Cathy Bergeron presents the case to the board.</b></p> <p><b>Motion:</b> Brandy Flores moved to accept the findings of fact and conclusions of law.  <b>Second:</b> Tracy Wilkinson seconds the motion.  <b>Vote:</b> 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed unanimously.</b></p> <p><b>Motion:</b> Brandy Flores moved to issue a disciplinary letter of concern to include the violations noted in the investigative report.  <b>Second:</b> Brandon McFadden seconds the motion.  <b>Vote:</b> 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed unanimously.</b></p>
2	2024-00687	<p>Merrill Cohan #19400289, Licensee</p> <p><b>Not present.</b></p> <p><b>Motion:</b> Gary Begaly moved to send this case to a formal hearing.  <b>Second:</b> Brandy Flores seconds the motion.  <b>Vote:</b> 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed unanimously.</b></p>
3	2024-01103	<p>Lucila Copado #19401340, Licensee</p> <p><b>Lucila Copado is present in the board room.</b></p> <p><b>Investigator Cathy Bergeron presents the case to the board.</b></p> <p><b>Father of the minor child is present virtually.</b></p> <p><b>Lucila Copado addresses the board.</b></p> <p><b>Father addresses the board.</b></p>

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		<p><b>Motion:</b> Tracy Wilkinson moved to dismiss the case.  <b>Second:</b> Nick Goodman seconds the motion.  <b>Vote:</b> 6-aye, 2-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed by majority.</b></p>
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**B. With Negotiation Terms. -10:30 a.m.**

1.	2024-00677	<p>Cha Nails Lounge #SCOS32772          Cha Nails Lounge LLC, Owner          Kathy Nguyen #12100049, Manager          Kevin Nguyen #12100180, Member</p> <p><b>Negotiated</b></p>
2.	2024-00679	<p>Modish Nails &amp; Spa #SCOS32034          K &amp; K Nguyen Beauty LLC, Owner          Kathy Nguyen #12100049, Manager          Kevin Nguyen #12100180, Member</p> <p><b>Negotiated</b></p>
3.	2024-00435	<p>Issiwa Tiwade #11502058, Licensee</p> <p><b>Issiwa Tiwade is present virtually.</b></p> <p><b>Investigator Lisa Chavez presented the case to the board.</b></p> <p><b>Issiwa Tiwade addresses the board.</b></p> <p><b>Motion:</b> Brandy Flores moved to accept the findings of fact and conclusions of law.  <b>Second:</b> Tracy Wilkinson seconds the motion.  <b>Vote:</b> 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed unanimously.</b></p> <p><b>Motion:</b> Brandy Flores moved to issue a disciplinary letter of concern related to the violations within the report.  <b>Second:</b> Trista Guzman Glover seconds the motion.  <b>Vote:</b> 6-aye, 2-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed by majority.</b></p>
4.	2024-00519	<p>Ridha Al Maliki #BAR-0011768, Licensee</p>

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		<p><b>Not present</b></p> <p><b>Motion:</b> Gary Begly moved to send the case to a formal hearing.  <b>Second:</b> Tracy Wilkinson seconds the motion.  <b>Vote:</b> 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed unanimously.</b></p>
5.	2024-00608	<p>NYC Barber Shop #BBE-000171          David Alaev, Owner</p> <p><b>David Alaev is present in the board room.</b></p> <p><b>Investigator Lisa Chavez presents the case to the board.</b></p> <p><b>David Alaev addresses the board.</b></p> <p><b>Motion:</b> Tracy Wilkinson moved to accept the findings of fact and conclusions of law.  <b>Second:</b> Brandon McFadden seconds the motion.  <b>Vote:</b> 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed unanimously.</b></p> <p><b>Motion:</b> Tracy Wilkinson moved to offer a consent agreement for \$250 if not signed within 30 days, then move to a formal hearing.  <b>Second:</b> seconds the motion.  <b>Vote:</b> 0-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion did not pass.</b></p> <p><b>Motion:</b> Brandy Flores moved to offer a disciplinary letter of concern.  <b>Second:</b> Chase Turrentine seconds the motion.  <b>Vote:</b> 7-aye, 1-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed by majority.</b></p>
6.	2024-00879	<p>Luxe Nails &amp; Spa Scottsdale #SCOS34330          Luxe Nails &amp; Spa Scottsdale LLC, Owner          Timothy Lotter, Member</p> <p><b>Not present</b></p>

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		<p><b>Motion:</b> Gary Begly moved to send the case to a formal hearing.  <b>Second:</b> Brandy Flores seconds the motion.  <b>Vote:</b> 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed unanimously.</b></p>
7.	2024-00731	<p>Top Nails #SNT20653          Allison Vu #52301029, Owner</p> <p><b>Motion:</b> Gary Begly moved to send the case to a formal hearing.  <b>Second:</b> Brandy Flores seconds the motion.  <b>Vote:</b> 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  <b>Motion passed unanimously.</b></p>
8.	2024-00820	<p>95 Deluxe Nails &amp; Spa #SCOS30023          Thanh N. Phan #51200306, Owner</p> <p><b>Continue to the Board meeting on February 21, 2025.</b></p>

**VIII. Call for Public Comment**

Those wishing to address the Board do not need to request permission in advance; however, the Board may limit those persons speaking during this time to a reasonable number on any given public matter. In addition, each person wishing to address the Board will be given five (5) minutes to do so. Pursuant to A.R.S. § 38-431.01 (H), the Board can only take action on matters listed on the agenda. Action on public comment matters that are not listed on the agenda will be limited to directing staff to study the matter or to schedule the matter for further discussion at a later date.

**No public comment**

- I. **Review, consideration, and possible action regarding Executive Director Migali’s annual performance review.** *The Board may vote to go into Executive Session to discuss personnel matters pursuant to A.R.S. § 38-431.03 (A)(1)*

**Motion:** Gary Begly moved to go into the executive session to discuss personnel matters.  
**Second:** Brandy Flores seconds the motion.  
**Vote:** 8-aye, 0-nay, 0-abstain, 0-recuse, 0-absent.  
**Motion passed unanimously.**

**Board Member Goodman departed from the executive session at 12:05 p.m.**

**Motion:** Gary Begly moved to accept the agreement regarding personnel matters.  
**Second:** Brandy Flores seconds the motion.  
**Vote:** 7-aye, 0-nay, 0-abstain, 0-recuse, 1-absent.



**Motion passed unanimously.**

**Adjourned to executive session at 11:15 AM.**

**IX. ADJOURNMENT**

**Motion:** Brandy Flores moved to adjourn the meeting at 12:30 PM.

**Second:** Trista Guzman Glover seconds the motion.

**Vote:** 7-aye, 0-nay, 0-abstain, 0-recuse, 1-absent.

**Motion passed unanimously.**

**Meeting adjourned at 12:30 PM.**

Individuals needing reasonable accommodation to participate or information in an alternative format may contact Helen Boredelon, ADA Coordinator, at (602) 686-0685.