



# OHIO STATE COSMETOLOGY AND BARBER BOARD

To protect and support the public through regulation and education, while promoting the integrity of the cosmetology and barbering industries.

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April 13, 2020

Inspector General Randall J. Meyer  
State of Ohio, Office of the Inspector General  
30 East Broad Street, Suite 2940  
Columbus, Ohio 43215-3414

OFFICE OF  
INSPECTOR GENERAL  
2020 APR 20 AM 9:13

Re: File ID No. 2019-CA00031  
Response to Report of Investigation issued February 13, 2020

Dear Inspector General Meyer,

The Ohio State Cosmetology and Barber Board ("Board") has completed its review of your office's recommendations in the report noted above. The Board's responses to the recommendations contained in the report are as follows:

1. Review the conduct of the employees identified in this report and determine whether administrative action is warranted.

Response: Ms. Paula Samples was terminated from employment on March 13, 2020, following an internal investigative interview held on February 19, 2020, and a Pre-Disciplinary Hearing on March 2, 2020. Ms. Samples was informed at her termination that the Board would be seeking restitution for compensation she had improperly received. Ms. Samples' employment was governed by the terms of the 2018-2021 Collective Bargaining Agreement ("Contract") between the Ohio Civil Service Employees Association and the State of Ohio. Under the terms of the Contract, Ms. Samples would be entitled to convert her unused earned amounts of personal and vacation leave at her regular rate of pay at the time of termination, and her unused earned amount of sick leave at fifty percent of this rate. On April 10, 2020, Ms. Samples agreed to not convert and to surrender the following leave balances: 0 hours of personal leave, 164.97 hours of vacation leave, and 53.15 hours of sick leave. The total monetary value of the leave was \$5,056.79. In exchange, the State of Ohio agreed to accept this surrender of leave in full satisfaction of the improper compensation and agreed not to pursue any future action to recover any outstanding obligation as it relates to this matter.

2. Determine whether additional training is warranted for COS Policy #3.1 *Employee Work Schedules, Meals/Break Periods, Flex Time and Overtime*, Policy #3.7 *Vacation, Personal, and Compensatory Time*, Policy #3.10 *Absenteeism and Tardiness* for supervisors and employees, and Policy #3.11 *Falsification of Records*.

Response: The Policy Manual for the Ohio State Cosmetology and Barber Board was updated and approved by the Board on March 10, 2020, to account for the new Kronos Timekeeping System ("Kronos") implementation on March 29, 2020. Due to the COVID-19 pandemic, a full staff meeting was not possible, nor was the planned in-person training on Kronos where policies would be reviewed alongside Kronos. However, on March 11, 2020, a written communication was provided to all employees with a copy of the updated Policy Manual, a summary of the changes being made, and a mandatory acknowledgment for each employee to sign, date, and return to Human Resources indicating receipt and understanding of the updated policies. All employees were also required to complete an online Kronos training.

3. Consider keeping a sign-in and sign-out log at the front desk of the Ohio State Cosmetology and Barber Board where employees that forget their FOB can record their name, date, and time entering and leaving for recordkeeping purposes.

Response: Kronos requires each employee to swipe or timestamp their hours each day. As of March 29, 2020, the FOB is now only used for entry into the building via the employee entrance. Should an employee forget their FOB, another employee can allow them entry into the building. Should the employee not swipe in the Kronos timeclock or enter a timestamp, which is an auto function tied to timing in which the timestamp button is pressed, only the employee's supervisor, the Executive Director of the Board, Deputy Director, or the Human Resources Manager can retroactively enter or change a time swiped or timestamped into Kronos. All activity is recorded with a date, time, and name of the individual adjusting a record. As a result, a paper log kept at the front desk is not believed to be warranted at this time.

4. For COS Policy #3.9 *Timekeeping*, consider requiring COS employees to enter their time on a daily basis to ensure accuracy of their timekeeping.

Response: On March 29, 2020, the Ohio State Cosmetology and Barber Board implemented Kronos in lieu of the previously used Excel timesheets. Kronos requires all employees to enter their start time, lunch breaks, and end times daily. Bargaining-unit employees enter their time either by swiping a bar code into the timeclock or by timestamp in Kronos located within MyOhio. Should an employee fail to do so, the employee's supervisor is notified by email the following workday. Only the employee's supervisor, the Executive Director of the Board, Deputy Director, or the Human Resources Manager can retroactively enter or change a time swiped or timestamped into Kronos.

5. Require COS supervisors to closely review employees' leave balances, leave requests, and timesheets prior to approving leave.

Response: Kronos requires all leave requests to be submitted through its system, which also tracks an employee's leave balances. By doing so, Kronos prevents an employee from successfully submitting a request for leave if they do not have sufficient leave balances to satisfy the request.

Sincerely,



Thomas Taneff  
Chairman  
Ohio State Cosmetology and Barber Board

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