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March 15, 2026

The Honorable Thomas Hall
Ohio House of Representatives
77 S. High St.
Columbus, OH 43215

Re: Testimony in Support of House Bill 395 – Requiring ODJFS to Establish an Online Process for Reporting Job Interview No-Shows

Dear Chair Hall and Members of the House Government Oversight Committee,

My name is Clara Osterhage, and I am the owner of R.L.O., Inc. dba Great Clips, a franchised collection of hair salons operating across Ohio for the past 30 years. We employ over 700 team members statewide, providing affordable, high-quality haircuts and styling services to families and individuals in communities throughout the state. Our success depends on a reliable team of skilled, licensed cosmetologists and stylists who deliver consistent, friendly service in our fast-paced salon environment.

As a long-standing employer in Ohio's service industry, I have faced persistent challenges recruiting and hiring licensed stylists—a skilled profession that remains in high demand. We invest significant time and resources in advertising openings, screening applications, and scheduling interviews, often in partnership with local cosmetology schools and industry networks. Unfortunately, a growing number of applicants fail to appear for their scheduled interviews, frequently without any notice or follow-up.

In the past year alone, our Great Clips locations have experienced dozens of these no-shows. Each instance wastes valuable staff time (including recruiters, general managers, and managers who prepare for interviews), delays the filling of open positions, and directly affects our ability to serve customers efficiently. In an industry where licensed professionals are essential to maintaining service levels and revenue, prolonged vacancies increase workloads on existing team members, raise operational costs, and hinder our growth as a franchise business. This problem is especially frustrating when many no-show applicants receive unemployment benefits yet do not appear genuinely committed to pursuing available employment opportunities.

House Bill 395 offers a practical solution by requiring the Ohio Department of Job and Family Services (ODJFS) to establish a straightforward online process—accessible via a prominent link on their website—for employers to report individuals who fail to appear for scheduled job

interviews. This would enable ODJFS to review reports promptly, helping ensure that unemployment benefits support those who are actively and responsibly seeking work, in line with the program's purpose.

For franchised businesses like R.L.O., Inc. dba Great Clips, and for employers statewide, this legislation would increase accountability in the job search process, reduce the burden of repeated no-shows, and help fill critical roles more quickly. It would strengthen Ohio's workforce, promote responsible use of public resources, and support the integrity of our unemployment insurance system—benefits that would make a real difference after 30 years of serving Ohio communities.

I strongly urge the committee to advance House Bill 395 and recommend its passage by the full House.

Thank you for the opportunity to provide this testimony. I am available to answer any questions, share additional examples from our operations, or discuss our experiences in greater detail.

Sincerely,

Clara Osterhage
Owner
R.L.O., Inc. dba Great Clips