



CONTRACTORS STATE LICENSE BOARD

Strategic Plan 2016-18
2017 Update





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In 2016 the Contractors State License Board (CSLB) voted to conduct formal strategic planning sessions every other year, which would lead to a two-year Strategic Plan. Previously these planning sessions were held annually. In the off-year, the Board would review and vote on suggested updates to action items.

A formal strategic session was conducted in March 2016, resulting in the 2016-18 Strategic Plan. In March 2017 Board members voted on proposals to update action plan items. The updated action plan was approved by the Board at its June 2017 meeting.

CURRENT GOALS AND OBJECTIVES

CSLB has identified the following objectives to help meet its goals. These objectives are assigned with a priority status of (E) Essential, (I) Important, or (B) Beneficial.

Licensing & Testing Objectives

ITEM	TARGET	DESCRIPTION
1.1 Revise Application Package and Related Outreach Material (E)	March 2017	In conjunction with Public Affairs, update package of application materials to decrease confusion, increase compliance, and reduce the time to issue new licenses
1.2 Conduct Comparative Study of Pass/Fail Rates of Contractor License Exams in Other States (I)	March 2017	Educate and inform Board members and the public about how California pass/fail rates compare with other states
1.3 Review CSLB license reciprocity agreements	September 2017	In response to Little Hoover Commission report on barriers to occupational licensing, review existing CSLB license reciprocity agreements and how other states handle CSLB licensees
1.4 Review feasibility of process to review license denials	December 2017	In response to Little Hoover Commission report on barriers to occupational licensing, review possibility of establishing an informal process to review license denials
1.5 Identify Specific Criteria for Examination Waiver and Application Review (B)	May 2018	In conjunction with Enforcement division, develop criteria to review waiver applications that better identify potentially fraudulent submissions (see Objective 3.4)
1.6 Research and Implement Measures to Reduce Initial Application Processing Times (E)	July 2018	Examine current processes, procedures, staffing levels, and other issues to identify ways to speed up the time it takes to issue new licenses

**Enforcement Objectives**

ITEM	TARGET	DESCRIPTION
2.1 Formalize Strategy to Identify Licensee Misuse of Workers' Compensation Insurance Requirement Exemption (E)	March 2017	In conjunction with Public Affairs Office, develop education and enforcement program targeted at licensees who employ workers while having a workers' compensation exemption on-file with CSLB
2.2 Reduce Legal Action Expenditures While not Compromising Consumer Protection (E)	July 2017	Develop partnerships with prosecutors and other government agencies to leverage resources, and provide a letter of admonishment for lesser offenses
2.3 Expand Proactive Enforcement Targets (B)	July 2017	Develop strategies and partnerships to include public works projects and larger contractors in proactive enforcement efforts
2.4 Update Civil Penalties Assessments (E)	December 2017	Review penalty guidelines to determine if they have kept up with inflation and consumer protection requirements
2.5 Increase C-10 Electrical License Renewals by \$20 to fund Electrician Certification Enforcement	January 2019	Conduct regulatory hearings and IT programming to provide for a \$20 increase on all C-10 Electrical license renewals

Legislative Objectives

ITEM	TARGET	DESCRIPTION
3.1 Present Draft Proposal to Reorganize Contractors' State License Law (I)	May 2017	Closely examine and reorganize current law to create a more logical flow and make it more user-friendly; cleaning up and clarifying language as needed
3.2 Research Increased Penalties for Predatory Business Practices, Misrepresentation of Services, or Need of Services (I)	May 2017	In conjunction with the Enforcement division, examine appropriateness of existing penalties in statute and regulation and determine if there is a need for changes
3.3 Develop and Implement Regulatory Proposal to Formalize Experience Requirement Criteria (E)	June 2017	In conjunction with the Licensing division, clarify the accepted verifiable experience requirements necessary for licensure to help ensure that qualified applicants are able to test for a license
3.4 Further Define Examination Waiver Criteria (I)	May 2018	In conjunction with the Licensing division, thoroughly review statutory waiver authority and develop regulations to clarify examination waiver criteria, possibly including methods to prevent fraudulent submissions (see Objective 1.5)
3.5 Review Home Improvement Contract Provisions (I)	June 2018	Identify ways to simplify and improve clarity of provisions in Business and Professions Code section 7159
3.6 Increase Fees (E)	July 2018	Increase statutory authority and limits; follow-up with regulations for future increases within statutory limits

**Public Affairs Objectives**

ITEM	TARGET	DESCRIPTION
4.1 Develop Solar Outreach Material (I)	March 2017	Create CSLB website page to link consumers to most reliable solar-related information, supplemented by newly created CSLB material
4.2 Complete Flagship Consumer Publication (E)	July 2017	Update of <i>What You Should Know Before You Hire a Licensed Contractor</i> booklet
4.3 Complete Flagship Contractor Publication – for Journeymen/ Applicants (E)	October 2017	Update and redesign of <i>Blueprint for Becoming a California Licensed Contractor</i> targeted toward journeymen, applicants, and licensees
4.4 Complete Flagship Contractor Publication – for Licensees (E)	December 2017	Creation of new publication targeted toward licensees
4.5 Develop New License Application Video (E)	December 2017	Update website video reviewing how to complete license application
4.6 Develop Orientation Videos for New Staff/Board Members (I)	June 2018	Produce series of videos to be used as part of efforts to introduce staff and Board members to CSLB (see Administrative Objective 6.3)
4.7 Develop Schedule for Opt-In, “Find a Contractor” Website Feature (E)	June 2018	Work with IT to develop a web-based feature that enables consumers to obtain a list of available licensed contractors in specific license classifications for specific geographic locations
4.8 Expand Consumer Scam Stopper Outreach Program (B)	June 2018	Look for opportunities to expand CSLB’s face-to-face outreach to groups other than seniors

Information Technology Objectives

ITEM	TARGET	DESCRIPTION
5.1 Implement ePayment Expansion to San Bernardino Office (E)	May 2017	Establish ePayment in San Bernardino after completion of building improvements
5.2 Upgrade Investigator Cell Phones and Acquire Tablets (I)	Cell Phones: December 2016 Tablets: December 2017	Provide investigators working in field with equipment that improves usability, increases their use of electronic documentation, and offers more effective access to information (may be affected by cell phone refresh date)
5.3 Conduct Needs Assessment (business requirements gathering) to Determine Requirements for New Licensing/Enforcement Computer System, Which Includes the Current Imaging and Workflow Automated System (IWAS) (I)	February 2018	Work with various CSLB units, including Cashiering, Testing, Licensing, and Enforcement to ensure current and future computer needs are met. Also, examine available solutions to replace system currently used to scan all incoming license-related paperwork into CSLB’s computer system



5.4 Implement Online Application for Home Improvement Salesperson (I)	June 2018	Create system to allow applicants to submit applications, registration renewals, and to associate-disassociate online (may be affected by Teale)
5.5 Implement Online ePayment System (E)	September 2018	Expand ePayment system, currently only available in CSLB offices, by allowing 16 payment types to be made online by credit card
5.6 Implement SCORE 2.0 Programming (E)	December 2018	Conduct cost benefit analysis to determine requirements for a new/upgraded exam development and administration system

Administration Objectives

ITEM	TARGET	DESCRIPTION
6.1 Develop Succession Planning, Mentoring, and Upward Mobility Program for Staff (E)	June 2017	Assess job requirements and skills of existing employees and seek to fill the gaps between needs and skills with targeted training and development activities
6.2 Assess/Enhance Security and Safety Procedures for All CSLB Facilities (I)	June 2017	Examine the security and safety of all CSLB facilities to identify and enhance areas that require improvements
6.3 Enhance Onboarding and Orientation Program for New Staff, Managers, and Board Members (I)	June 2018	Increase communication and foster cohesive mission-oriented work culture
6.4 Research and Implement a Special Investigator Classification Series (E)	June 2018	Examine feasibility of establishing new classification to improve recruitment and retention of Enforcement staff
6.5 Pursue Salary Differentials in Regions with Higher Living Costs (E)	June 2018	Define and pursue opportunities to pay competitive wages in high cost of living sections of the state to improve recruitment and reduce employee vacancies in these areas
6.6 Determine Requirements and Procure Equipment for Full Service Broadcast Studio (I)	June 2018	In conjunction with Public Affairs Office, identify and purchase necessary equipment needed for video/audio production (timing is dependent on CSLB Headquarters building lease negotiations)