

DECEMBER 8, 2022
SACRAMENTO, CA | SAN FRANCISCO, CA



CONTRACTORS STATE LICENSE BOARD

Board Meeting





CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, California 95827
Mailing Address: P.O. Box 26000, Sacramento, CA 95826
800.321.CSLB (2752) | www.cslb.ca.gov | CheckTheLicenseFirst.com

STATE OF CALIFORNIA
Governor Gavin Newsom

NOTICE OF PUBLIC BOARD MEETING

December 8, 2022, 12:00 p.m. – 3:30 p.m. (or until the conclusion of business)

MEETING LOCATION

Contractor State License Board

9821 Business Park Dr.
Sacramento, CA 95827

San Francisco Water - Contractors Assistance Center

150 Executive Park Blvd Ste. 1300
San Francisco, CA 94134

Teleconference Information to Register/Join Meeting for Members of the Public via WebEx:

WebEx Link:

<https://cslb.webex.com/cslb/j.php?MTID=me4e6b6950bee2c099371ccfd7c08e77e>

Event Number: 2557 921 3777

Event password: uE3kr3fPaM3

Join by phone

(844) 621-3956 United States Toll Free

(415) 655-0001 US Toll

Webinar Number: 2557 921 3777

Password: 83357337

Meetings are open to the public except when specifically noticed otherwise in accordance with the Open Meeting Act. All times when stated are approximate and subject to change without prior notice at the discretion of the Board unless listed as “time certain.” Items may be taken out of order to maintain a quorum, accommodate a speaker, or for convenience. **Action may be taken on any item listed on this agenda, including information-only items.** The meeting may be canceled without notice.

Members of the public can address the board during the public comment session. Public comments will also be taken on agenda items at the time the item is heard and prior to the Board taking any action on said items. Total time allocated for public comment may be limited at the discretion of the board chair.

The meeting will also be live webcast (with an approximate 30 second delay). Links are available at the end of this agenda.

MEETING AGENDA

Thursday, December 8, 2022 – 12:00 p.m.

OPEN SESSION

- A. Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction
- B. Public Comment for Items Not on the Agenda and Future Agenda Item Requests
(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).
- C. Presentation of Certificates of Recognition – May Include Oral Presentations Commemorating Board Member, Staff, or Subject Matter Expert Achievements
- D. Executive
 - 1. Review and Possible Approval of the August 30 & 31, 2022, Board Meeting Minutes
 - 2. Registrar's Report
 - a. Disaster Response Modernization Plan
 - b. Review, Discussion and Possible Approval of Hiring a Consultant to Perform an Enforcement Workload Study
 - 3. CSLB Budget Update
 - 4. Administration Update Regarding Personnel and Facilities
 - 5. Information Technology Update
- E. Enforcement
 - 1. Review, Discussion and Possible Action on Enforcement Strategic Objective 2.2 Regarding Researching the Scope of Unlicensed Practice and Evaluation of Enforcement Resources
 - 2. Enforcement Program Update
 - 3. Update on the Joint Solar Agency Taskforce
 - 4. Update on the Solar Energy System Restitution Program
- F. Licensing
 - 1. Review, Discussion and Possible Action to Grant Construction Management Education Account Awards
 - 2. Review, Discussion and Possible Action on Licensing & Testing Strategic Plan Objective 1.1 Regarding Assessing Barriers to Licensure and Outreach to Increase Licensing Diversity

- a. Review and Discussion Regarding Document Translation
 - b. Review and Discussion Regarding Possible Need for Regulatory Rulemaking Regarding Translator Restrictions
3. Licensing and Testing Program Update

G. Public Affairs

1. Public Affairs Update
2. Review, Discussion and Possible Action on Public Affairs Strategic Objective 4.4 Regarding the Development of Video Tutorials for Consumers, Applicants and Licensees
 - a. CSLB Quick Tips: Renew Your License Online
 - b. Consejos Rápidos de CSLB – Jardinero v. Paisajista (CSLB Quick Tips – Gardener v. Landscaper)
3. Review, Discussion and Possible Action of Public Affairs Strategic Objective 4.5 Regarding Contractors on Energy Work in Line with Carbon Reduction Goals

H. Legislation

1. Review, Discussion, and Possible Action of 2023-24 Legislative Proposals
 - a. Authority to Automatically Reimpose License Revocation for Failure to Complete Terms and Conditions of Probation
 - b. Authority to Require Applicants and Licensees to Report their Current Email Address to the Board at the Time of Application and Renewal

CLOSED SESSION

- I. Closed Session: Pursuant to Government Code Section 11126(a)(1) the Board Will Move into Closed Session to Conduct an Evaluation of the Performance of the Registrar

J. Adjournment

Note: The Board intends to provide a live webcast of the meeting. Please be aware there will be an approximate thirty (30) second delay in the webcast. The webcast can be found at www.cslb.ca.gov or on the board's YouTube Channel: <https://www.youtube.com/user/ContractorsBoard/>. Webcast availability cannot be guaranteed due to limitations on resources or technical difficulties. The meeting will not be cancelled if webcast is not available. Meeting adjournment may not be webcast if adjournment is the only item that occurs after a closed session

The meetings are accessible to those needing special accommodation. A person who needs a disability-related accommodation or modification in order to participate in the meetings may make a request by calling (916) 255-4000, or emailing Mariah.Rovera@cslb.ca.gov, or mailing a request for an accommodation to: Contractors State License Board, 9821 Business Park Drive, Sacramento, CA, 95827. Providing your request at least five business days prior to the meetings will help ensure availability of the requested accommodation.

Instructions for Public Participation in CSLB Teleconference Meeting

The instructions below are for members of the public who want to participate in CSLB's upcoming teleconference meeting, being held via Cisco WebEx. The registration link is on the meeting agenda. There are two ways for you to participate:

1. With Computer, Tablet, or Smart Phone with WebEx
2. With Telephone, not over WebEx

Instructions for each are outlined below.

Please note: In order to participate with a computer, tablet, or smart phone you may need to install a software program. If registering before the meeting, please load this on your computer, tablet, or smart phone at that time. If not, please join at least 15-30 minutes before the meeting starts to give you time to do this.

You also will find specifics on how to offer public comment below.

To Watch Meeting & Participate with Computer, Tablet, or Smart Phone with WebEx

This option will provide you live "real time" audio and video of the meeting.

If you are registering in advance of the meeting:

1. Click on the link provided on the meeting agenda. That will take you to the "Event Information Page."
2. Click on either of the "Register" links on that page, highlighted below with red boxes.

Event Information: CSLB Quarterly Board Meeting English : San Francisco Time

Registration is required to join this event. If you have not registered, please do so now.

Event status: Not started Register

Date and time: Wednesday, September 9, 2020 9:00 am
Pacific Daylight Time (San Francisco, GMT-07:00)
[Change time zone](#)

Duration: 3 hours

Description: This is a quarterly meeting of the California Contractors State License Board (CSLB).
https://cslb.ca.gov/Media_Room/Board_and_Committee_meetings/



**DEPARTMENT OF CONSUMER AFFAIRS
CONTRACTORS
STATE LICENSE BOARD**

By joining this event, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

Join Event Now

You cannot join the event now because it has not started.

First name:

Last name:

Email address:

Event password:

Join Now

[Join by browser](#) NEW

Register

On registration page, enter a first and last name, as well as an email address, and “submit” (highlighted by red box below).

Please note that the name and email address **do not** have to be your real identity. But, the meeting host will use the name you enter to let you know when it is your turn to speak during the meeting. So, if you use a different name to identify yourself, be sure to remember that name when you are called upon to speak.

Register for CSLB Quarterly Board Meeting English : San Francisco Time

Please complete this form to register for the event. An asterisk (*) indicates required information.

Please answer the following questions.

<p>* First name: <input type="text"/></p> <p>* Email address: <input type="text"/></p> <p>* Confirm email address: <input type="text"/></p> <p>Company: <input type="text"/></p> <p>City: <input type="text"/></p> <p>Country/region: <input type="text" value="United States of America"/></p>	<p>* Last name: <input type="text"/></p> <p>Title: <input type="text"/></p> <p>State/province: <input type="text"/></p>
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Submit Cancel

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3. A “Registration Confirmation” will be sent to the email address you provided. That confirmation also will link to set up WebEx software on your computer. If you’ve previously used WebEx on your computer, you should not have to reload the software.

Registration Confirmed
Thank you for registering.

You are now registered for the event: **CSLB Quarterly Board Meeting**

You will receive a confirmation email message that contains detailed information about joining the event.

The event will start at 9:00 am San Francisco Time on September 9, 2020.
Please join the event on time.

Invite a Friend
To invite a friend to this event, enter your friend's email address.

Set Up Webex Events
To participate in fully interactive events, please click [here](#) for setting up Webex Events on this computer.

To view system requirements, go to www.webex.com.

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4. If you have a calendar application on your computer, you also should receive a calendar invitation.

Your registration was approved for the following Webex event.

Host: CSLB Webex (cslbwebex@cslb.ca.gov)
Event number (access code): 126 156 4496
Registration ID: This event does not require a registration ID
Event password: 6JwFZpkQZ74

Wednesday, September 9, 2020 9:00 am, Pacific Daylight Time (San Francisco, GMT-07:00)

Join the audio conference only
To receive a call back, provide your phone number when you join the event, or call the number below and enter the access code.
+1-415-655-0001 US Toll
1-844-621-3956 United States Toll Free
[Global call-in numbers](#) | [Toll-free dialing restrictions](#)

That invitation will also include a link for you to join the meeting directly.

If you want to join within 30 minutes of the meeting's start time or while the meeting is in progress:

1. Click on the link provided on the meeting agenda. That will take you to the event information page.

Event Information: CSLB Quarterly Board Meeting

Registration is required to join this event. If you have not registered, please do so now.

Event status: Not started ([Register](#))

Date and time: Wednesday, September 9, 2020 9:00 am
Pacific Daylight Time (San Francisco, GMT-07:00)
[Change time zone](#)

Duration: 3 hours

Description: This is a quarterly meeting of the California Contractors State License Board (CSLB).
https://cslib.ca.gov/Media_Room/Board_and_Committee_meetings/

 DEPARTMENT OF CONSUMER AFFAIRS
CONTRACTORS
STATE LICENSE BOARD

By joining this event, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

Join Event Now

You cannot join the event now because it has not started.

First name:

Last name:

Email address:

Event password:

[Join by browser](#) **NEW!**

2. Enter a name and email address in “Join Event Now” section, highlighted above by red box.

Please note that the name and email address **do not** have to be your real identity. But, the meeting host will use the name you enter to let you know when it is your turn to speak during the meeting. So, if you use a different name to identify yourself, be sure to remember that name when you are called upon to speak.

3. Click “Join Now” (also highlighted above with red box) if you have WebEx applet installed or “Join by Browser” if you do not want to load the applet.
4. When joining the meeting, you will choose how you want to get audio. Your choices are: Through your computer; have WebEx call your phone; or you call WebEx. The phone numbers and meeting access code are provided on the meeting agenda.

To Join with Telephone (Not over WebEx)

Call one of the two phone numbers provided on the meeting agenda. Enter the meeting access code when prompted.

To Offer Public Comment During the Meeting

There will be a public comment section during the meeting. The public also will have the opportunity to offer comment during each agenda item.

For those listening to phone and not on WebEx

If you want to offer public comment, press *3 on your phone to raise your hand. You'll hear the prompt, "You have raised your hand to ask a question. Please wait to speak until the meeting host calls on you." If you no longer want to comment, or after the host calls upon you, press *3 again to lower your hand. You will hear a message, "You have lowered your hand."

When the host calls on you to offer your comment, your line will be unmuted, and you will be able comment. At the end of your comment, or when your allotted time ends, the line will again be muted. During the meeting, the chair will announce the time to be allotted for each public comment.

For those on WebEx with Computer, Tablet, or Smart Phone

Throughout the meeting, any members of the public may indicate they would like to offer comment on a specific agenda item.

Be sure to activate your Q&A feature at the bottom right of your screen.



If you would like to offer public comment on a specific agenda item, send the host a message at any time during that item stating:

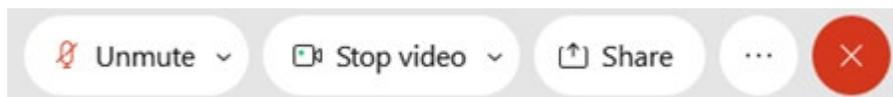
“I would like to make a comment on this item.”

The host will call on the public in the order requests are received. When it is your turn, the host will announce your name, or the name you indicated when you registered, and will unmute your line, allowing you to make your public comment.

At the end of your comment, or when your allotted time ends, the line will again be muted. During the meeting, the chair will announce the time allotted for each public comment. The host will note this in the chat as well.

Leaving the Meeting

At either the conclusion of the meeting, or anytime you wish to leave, you can do so by clicking on the red circle with X in it at the bottom of your screen. After confirming, you will be disconnected from the meeting.



For those calling in on telephone without WebEx, simply hang up.

ADDITIONAL ASSISTANCE

- **WebEx Troubleshooting Info**
<https://help.webex.com/en-us/WBX9000018881/Troubleshooting-Meetings>
- **WebEx Guide for Setting Up Your Audio**
<https://help.webex.com/en-us/nt2ig0y/Choose-Your-Audio-and-Video-Settings-Before-You-Join-a-Webex-Meeting-or-Event-Slow-Channel>

Thank you for your interest in participating in a CSLB teleconference meeting.



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AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

Roll is called by the Board Chair or, in his/her absence, by the Board Vice Chair or, in his/her absence, by a Board member designated by the Board Chair.

Eight members constitute a quorum at a CSLB Board meeting, per Business and Professions Code section 7007.

Board Member Roster

RODNEY M. COBOS

DAVID DE LA TORRE

MIGUEL GALARZA

SUSAN GRANZELLA

ALAN GUY

JACOB LOPEZ

DIANA LOVE

MICHAEL MARK

STEVEN PANELLI

JAMES RUANE

JOHNNY SIMPSON

MARY TEICHERT



AGENDA ITEM B

Public Comment for Items Not on the Agenda & Future Agenda Item Requests

(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)). Public comments will be taken on agenda items at the time the item is heard and prior to the CSLB taking any action on said items. Total time allocated for public comment may be limited at the discretion of the Board Chair.

BOARD AND COMMITTEE MEETING PROCEDURES

To maintain fairness and neutrality when performing its adjudicative function, the Board should not receive any substantive information from a member of the public regarding matters that are currently under or subject to investigation, or involve a pending administrative or criminal action.

- (1) If, during a Board meeting, a person attempts to provide the Board with substantive information regarding matters that are currently under or subject to investigation or involve a pending administrative or criminal action, the person shall be advised that the Board cannot properly consider or hear such substantive information and the person shall be requested to refrain from making such comments.
- (2) If, during a Board meeting, a person wishes to address the Board concerning alleged errors of procedure or protocol or staff misconduct involving matters that are currently under or subject to investigation or involve a pending administrative or criminal action:
 - (a) The Board may designate either its Registrar or a board employee to review whether the proper procedure or protocol was followed and to report back to the Board once the matter is no longer pending; or,
 - (b) If the matter involves complaints against the Registrar, once the matter is final or no longer pending, the Board may proceed to hear the complaint in accordance with the process and procedures set forth in Government Code section 11126(a).
- (3) If a person becomes disruptive at the Board meeting, the Chair will request that the person leave the meeting or be removed if the person refuses to cease the disruptive behavior.



AGENDA ITEM C

Presentation of Certificates of Recognition – May Include Oral Presentations Commemorating Board Member, Staff, or Subject Matter Expert Achievements



AGENDA ITEM D

Executive



AGENDA ITEM D-1

Review and Possible Approval of the August 30 & 31, 2022, Board Meeting Minutes





CONTRACTORS STATE LICENSE BOARD

BOARD MEETING MINUTES

Board Meeting Minutes

Day 1

A. Call To Order, Roll Call, Establishment of Quorum, and Chair’s Introduction

Board Chair Mary Teichert called the meeting of the Contractors State License Board (CSLB) to order on August 30, 2022, at 1:01 p.m. at Holiday Inn San Diego Bayside, 4875 N. Harbor Drive, San Diego, CA 92106.

Board Vice Chair Diana Love led the Board in the Pledge of Allegiance. A quorum was established.

Board Members Present

Mary Teichert, Chair	Jacob Lopez
Rodney Cobos	Diana Love
David De La Torre	Michael Mark
Miguel Galarza	Steven Panelli
Susan Granzella	Johnny Simpson
Alan Guy	

Board member James Ruane had an approved absence.

CSLB Staff Present

David Fogt, Registrar	Samantha DeMelo, Public Affairs Staff
Michael Jamnetski, Chief Deputy Registrar	Mariah Rovera, Executive Staff
Steve Grove, Chief of Enforcement	
Jason Perez, Chief of IT	
Carol Gagnon, Testing Manager	

DCA Staff Present

Joseph Chin, DCA Legal

Public Visitors

Gal Bigaleizn, RMO Agency	Jacob Inez, SWRCC
Cher Danley, RMO Agency	Michael Phillips, NSCB
Nick Forchette, NCLA	Jody Costello, CFH
Tony Forchette, NCLA	



B. Public Comment

Board Chair Teichert recognized consumer protection advocate Jody Costello. Costello has worked to educate consumers on how to protect themselves when hiring a contractor, assisted consumers in resolving complaints with CSLB, and helped identify opportunities for consumer protection strategies.

Costello stated they worked with Registrar David Fogt for 17 years. Costello recapped the importance of educating consumers in addition to CSLB enforcement efforts and thanked the Board for their consumer protection efforts.

C. Recognition

Board Chair Teichert recognized CSLB Industry Expert Dan Francisco. Francisco is a licensed contractor and has been a member of CSLB’s Industry Expert program for the past 22 years. Francisco was presented with a certificate of recognition for their service and contributions.

Registrar Fogt thanked Industry Expert Francisco for their hard work and taking on some of the hardest cases. Registrar Fogt emphasized the importance of people like Francisco, helping consumers by giving back to the construction industry. Registrar Fogt thanked them on behalf of the Enforcement Division and consumers.

Public Comment:

There was no public comment.

Board Member Comment:

There was no comment.

D. Executive

1. Review and Possible Approval of the June 16, 2022, Board Meeting Minutes

Chair Teichert asked for Board member edits to the June 16, 2022, Board Meeting Minutes. No edits were suggested by the Board.

Motion: To approve the June 16, 2022, Board Meeting Minutes. Johnny Simpson moved; Diana Love seconded. The motion passed.



BOARD MEMBER	YEA	NAY	ABSENT	ABSTAIN	RECUSAL
Mary Teichert	✓				
Rodney Cobos	✓				
David De La Torre	✓				
Miguel Galarza	✓				
Alan Guy	✓				
Susan Granzella	✓				
Jacob Lopez	✓				
Diana Love	✓				
Michael Mark	✓				
Steve Panelli	✓				
Jim Ruane			✓		
Johnny Simpson	✓				

Board Member Comment:

There was no comment.

Public Comment:

There was no public comment.

2. Review and Possible Approval of the August 3, 2022, Enforcement Committee Meeting Summary Report

Chair Teichert asked for Board member comments or edits to the August 3, 2022, Enforcement Committee Meeting Summary Report. No comments or edits were suggested by the Board.

Motion: To approve the August 3, 2022, Enforcement Committee Meeting Summary Report. Moved by Johnny Simpson; seconded by Rodney Cobos. Motion passed.

BOARD MEMBER	YEA	NAY	ABSENT	ABSTAIN	RECUSAL
Mary Teichert	✓				
Rodney Cobos	✓				
David De La Torre	✓				
Miguel Galarza	✓				
Alan Guy	✓				
Susan Granzella	✓				
Jacob Lopez	✓				
Diana Love	✓				
Michael Mark	✓				
Steve Panelli	✓				
Jim Ruane			✓		
Johnny Simpson	✓				



Board Member Comment:

There was no comment.

Public Comment:

There was no public comment.

3. Registrar's Report

Registrar Fogt said the Governor's Deputy Appointment Secretary is looking forward to receiving applicants for the Board member vacancies. Registrar Fogt explained CSLB has three vacancies: two public members and one specialty contractor. Registrar Fogt announced the next Board meeting would take place at the beginning of December 2022..

Board Member Comment:

There was no comment.

Public Comment:

There was no public comment.

4. CSLB Budget Update

Chief Deputy Registrar Michael Jamnetski introduced the CSLB Budget Update on page 50 of the Board packet. Chief Deputy Registrar Jamnetski explained page 50 is a new Board packet item that summarizes the final budget and expenditures for last fiscal year 21/22. Chief Jamnetski said the revenue collected during the fiscal year was \$81.4 million, which ends the fiscal year with a budget surplus of \$3.4 million. The year-end budget surplus is placed into the reserve fund and added to the beginning fund balance of \$1.8 million, for a total of \$5.2 million.

Chief Deputy Registrar Jamnetski explained CSLB has requested the Department of Finance to authorize an increase in the Construction Management Education Account (CMEA) grant disbursement for this fiscal year. CMEA is funded through licensee renewal donations.



Board Member Comment:

Member Susan Granzella requested the CMEA fund be explained for the newer Board members.

Chief Deputy Registrar Jamnetski explained CMEA is a fund for construction management programs at accredited state schools or universities.

Chair Teichert said they liked the new budget summary page included in the Board packet on page 50.

Member Michael Mark asked why the Exam Proctor expense line was so high for May 2022 compared to the previous numbers.

Testing Manager Carol Gagnon stated the increase was due to staff overtime to allow CSLB to offer evening sessions while at half seating capacity due to COVID-19.

Public Comment:

There was no public comment.

5. Administration Update Regarding Personnel and Facilities

Chief Deputy Registrar Jamnetski introduced the CSLB Administration Update on page 60 of the Board packet. Chief Deputy Registrar Jamnetski explained CSLB averaged 47 vacancies in Fiscal Year 2021-22 and highlighted the coordination of test center closures as CSLB transitioned to testing contractor PSI. Chief Deputy Registrar Jamnetski highlighted the Administration Division's plan to improve staff recruitment, onboarding, training, and team building for staff development.

Board Member Comment:

Member Mark said they appreciated participating in the "Career Development...Live!" event on in July.

Public Comment:

There was no public comment.

6. Information Technology Update

Chief of IT Jason Perez introduced the CSLB Information Technology Update on page 66 of the Board packet. Chief Perez updated the Board on CSLB IT's



implementation of Software Defined Wide Area Network (SD-WAN), stating the project is slated to be complete by October 2022. Chief Perez added that IT is preparing for a military assessment scheduled for December 2022 and the IT Division is to start the next phase of business modernization.

Board Member Comment:

Member Granzella asked about the e-kiosk systems and whether CSLB is still utilizing the kiosks.

Chief Perez stated that the kiosks were disconnected from all remote offices. CSLB is promoting the more immediate online renewal process for all contractors.

Public Comment:

There was no public comment.

7. Update, Review, Discussion and Possible Action on 2022-24 Administration and Information Technology Strategic Plan Objectives

Chief Perez and Chief Deputy Jamnetski provided status updates for 2022-24 Strategic Plan Objectives 5.1 through 5.5.

Item 5.1: Regularly report to the Board on IT security to protect and secure CSLB sensitive data.

Current Status: CSLB security policy and enhancement updates are regularly reported to the Board at regularly scheduled quarterly meetings commencing August 2022. Exploring with the Executive Division and Board Chair adding a second member to the IT Advisory Committee.

Item 5.2: Research and develop tools in addition to existing annual surveys that will provide the Board and staff with feedback on the public's perception of staff performance and customer service.

Current Status: CSLB Executive Staff have conferred and committed to developing three additional surveys for distribution in 2023 and 2024: (1) Reasons for not renewing recently expired licenses; (2) Website users, navigation / features / accessibility improvement; (3) Online renewal services – how are we doing?

Item 5.3: Replace the automated phone system to ensure callers can speak to a representative in a timely fashion.



Current Status: IT is defining business and technology requirements.

Item 5.4: Improve staff recruitment, onboarding, and training/team building for staff development.

Current Status: Draft plan is complete for Executive review. Plan includes enhanced recruitment efforts/outreach, provides online resources/tools/checklists for onboarding, and identifies training classes that adhere to core competencies defined by the California Department of Human Resources (CalHR). Special attention will be given to recruiting in disadvantaged areas, promotion of a diverse work environment, and analysis of the consumer services representative classification should be reclassified to open the position to a broader audience.

Item 5.5: Evaluate applicant and licensee online logins or profiles to help tailor the content to the user, track submissions/interactions, etc.

Current Status: IT is currently evaluating Licensing Management software.

Board Member Comment:

There was no comment.

Public Comment:

There was no public comment.

E. Enforcement

1. Update, Review, Discussion and Possible Action on 2022-24 Enforcement Strategic Plan Objectives

Enforcement Committee Chair Michael Mark provided updates and staff recommendations for 2022-24 Strategic Plan Objectives 2.1 through 2.6.

Item 2.1: Leverage current enforcement tools (letters of admonishment and accusations) to increase licensee and business knowledge by requiring contractors subject to CSLB corrective action to take specified courses.

Current Status: On August 3, 2022, the Enforcement Committee recommended that the full Board request a legislative proposal authorizing CSLB to automatically revoke a license subject to a formal disciplinary order if the receiving respondent does not complete a specified instructional course.



Motion: Request a legislative proposal authorizing CSLB to automatically revoke a license subject to a formal disciplinary order if the receiving respondent does not complete a specified instructional course. Motion passed.

BOARD MEMBER	YEA	NAY	ABSENT	ABSTAIN	RECUSAL
Mary Teichert	✓				
Rodney Cobos	✓				
David De La Torre	✓				
Miguel Galarza	✓				
Alan Guy	✓				
Susan Granzella	✓				
Jacob Lopez	✓				
Diana Love	✓				
Michael Mark	✓				
Steve Panelli	✓				
Jim Ruane			✓		
Johnny Simpson	✓				

Item 2.2: Research the scope of unlicensed practice, evaluate allocated enforcement resources, and meet with industry stakeholders to review enforcement strategies.

Current Status: On August 3, 2022, the Enforcement Committee recommended that the full board authorize the expenditure of up to \$75,000 to hire a private consultant to assess CSLB enforcement operations and staffing, as specified.

Motion: Authorize the expenditure of up to \$75,000 to hire a private consultant to assess CSLB enforcement operations and staffing, as specified. Motion passed.

BOARD MEMBER	YEA	NAY	ABSENT	ABSTAIN	RECUSAL
Mary Teichert	✓				
Rodney Cobos	✓				
David De La Torre	✓				
Miguel Galarza	✓				
Alan Guy	✓				
Susan Granzella	✓				
Jacob Lopez	✓				
Diana Love	✓				
Michael Mark	✓				
Steve Panelli	✓				
Jim Ruane			✓		
Johnny Simpson	✓				

Item 2.3: Coordinate educational workshops with agency partners to assist applicants and licensees in complying with contractors’ state license law and other business requirements.



Current Status: The Joint Enforcement Strike Force (JESF) and Employment Development Department (EDD) leadership has confirmed EDD will include CSLB in their construction-related educational seminars and workshops.

Item 2.4: Review and create a structured training program with enforcement academy to achieve statewide investigation and legal action consistency.

Current Status: Staff have been in negotiation with the Office of the Attorney General to reestablish a structured Enforcement Academy and are confident this objective will be achieved by the target date of July 2023.

Item 2.5: Research the need to establish a public works enforcement unit to perform outreach to awarding agencies and coordinate public works investigations with compliance group and government entities to enforce CSLL requirements.

Current Status: On August 3, 2022, the Enforcement Committee recommended that the full board amend the objective from “research the need for a public works unit” to dedicate four Special Investigators to work specified public works complaints with the existing Quality Assurance Unit.

Motion: Amend the objective from “research the need for a public works unit,” to dedicate four Special Investigators to work specified public works complaints with the existing Quality Assurance Unit. Motion passed.

BOARD MEMBER	YEA	NAY	ABSENT	ABSTAIN	RECUSAL
Mary Teichert	✓				
Rodney Cobos	✓				
David De La Torre	✓				
Miguel Galarza	✓				
Alan Guy	✓				
Susan Granzella	✓				
Jacob Lopez	✓				
Diana Love	✓				
Michael Mark	✓				
Steve Panelli	✓				
Jim Ruane			✓		
Johnny Simpson	✓				

Item 2.6: Continue to enforce workers’ compensation insurance requirements to protect consumers and workers and scrutinize licensees who self-certify they have no employees.



Current Status: CSLB continues to receive consumer complaints and leads alleging licensed contractors are employing workers without the required workers compensation insurance. Enforcement management has reminded supervisors that the CSLB-sponsored bill, AB 569 (Grayson), increased the civil penalty for filing false workers' compensation insurance exemption from \$5,000 to \$30,000.

2. Enforcement Program Update

Chief of Enforcement Steve Grove provided updates on Enforcement staff vacancies, statistical updates, consumer investigation highlights, and Statewide Investigative Fraud Team (SWIFT) highlights and statistics.

Chief Grove explained Enforcement had 25 open vacancies and highlighted the division management's efforts to interview candidates and fill positions.

Chief Grove went on to summarize two investigation highlights. Unlicensed contractor and serial offender Shanandoa Wayne Johnson was convicted of 38 felonies with the help of CSLB and Siskiyou District Attorney's Office. Unlicensed solar contractor Jose Nelson Solis, who defrauded approximately 100 homeowners, was subject to a civil judgement to pay restitution of \$6 million.

Chief Grove explained CSLB initiated 19,158 investigations in FY 2021/22, which was an increase of 2,607 over last fiscal year. Chief Grove stated SWIFT conducted 17 sting operations, participated in 337 sweep days, and responded to 996 leads. They added the numbers were quite a bit lower than normal due to COVID-19 and will be increasing over the next year.

Board Member Comment:

Member Granzella asked what changes Enforcement would make if they do not have the staffing levels necessary.

Chief Grove said in the past they have referred consumers to small claims court once CSLB determines financial injury. Staff would continue to prioritize complaints that involve elderly victims or where there is significant financial injury as opposed to less egregious violations, such as name style on the vehicle violations.

Registrar Fogt added that the Board had previously approved prioritization guidelines for staff to use and the list can be reviewed and updated by the Enforcement Committee. Registrar Fogt added that with the Board's approval of hiring a consultant, workflow improvements can be reviewed and recommended.



Committee Chair Mark commented that they join the Board to help protect elderly and find the bad actors. Chair Mark thanked Chief Grove and staff.

3. Update on the Solar Energy System Restitution Program

Committee Chair Mark provided an update on the Solar Energy Restitution Program (SESRP). Chair Mark explained the program was created in 2021 by Assembly Bill (AB) 137 and provided a \$5 million appropriation to CSLB to provide financial restitution to owners of single-family residences who were financially harmed by a solar contractor because of fraud, misrepresentation, or other unlawful acts. Chair Mark said as of August 12, 2022, CSLB has received 307 claims and of those claims, 107 claims have been approved totaling \$1,416,635.

Board Member Comment:

Member Granzella asked what would happen to any backlog of claims when the money runs out and if there was a renewal of the funds.

Registrar Fogt explained that the Public Utilities Commission decision that relates to SESRP requires a public hearing that will be conducted by PG&E, CSLB and PUC in November to determine if there is a need for continuous funding.

Board Member Steven Panelli asked if CSLB is contacting building departments to find the contractors that are pulling permits for the uncompleted work.

Registrar Fogt supported Member Panelli's suggestion and suggested CSLB partner with California Building Officials (CALBO) to reach out to the building departments.

Public Comment:

Jody Costello, Contractors From Hell (CFH), explained that outreach to licensees is great but believes that CSLB needs to focus on consumer education, and they are willing to help.

Nick Forchette, National Contractor Licensing Association, encouraged outreach to retired contractors and building officials to help with community outreach.

Member Panelli agreed that building officials are great resources, but most consumers do not know they can use them as a resource for their construction concerns.



Board Member Alan Guy asked CSLB staff provide statistics on solar complaints to see if the complaints are going up or down by year or quarter.

Registrar Fogt stated solar complaints have increased but CSLB Enforcement is taking steps to reduce them and work with contractors to change their business practices and if they can't, CSLB will file an accusation to suspend or revoke their license.

Member Panelli asked what type of complaints make up the restitution claims we are receiving.

Registrar Fogt explained many of the complaints related to the need for minimum repair work, but the contractor is not receptive or licensed to go back out. With other claims, the contractor was paid, sometimes in full, and no work was performed.

Chair Teichert announced a break at 2:18 p.m.

CSLB Board members returned to session at 2:32 p.m.

F. Licensing

1. Update, Review, Discussion and Possible Action of 2022-24 Licensing and Testing Strategic Plan Objectives

Board Member David De La Torre provided updates and staff recommendations for 2022-24 Strategic Plan Objectives 1.1 through 1.6.

Item 1.1: Assess barriers to licensure for women and minorities and create an outreach plan to community colleges, construction management programs, labor unions, and workforce development groups to increase licensee diversity and create a better understanding of applicants and licensees.

Target Date: Progress is ongoing. The Licensing Division will coordinate outreach efforts with the Public Affairs Office to optimize online and public reach to all communities about the importance of licensing need for trade expertise in California. Plan will mirror outreach strategies developed for the outreach plan in objective 5.4.

Item 1.2: Study and appraise existing and prospective reciprocity agreements to determine if they are needed; and if so, whether qualifying criteria for reciprocity agreements be updated or codified legislatively.

Current Status: CSLB is working with the Mississippi and Ohio contractor licensing boards for possible reciprocity agreements. Chair Teichert has appointed Board



Members David De La Torre and Miguel Galarza to advisory committee to review issues of reciprocity.

Item 1.3: Continue automating and streamlining all online application, licensing, and examination processes to improve processing efficiency.

Current Status: July 2022, senior staff received the first presentation by InLumon (licensing software) representatives.

Item 1.4: Assess and report on how to incorporate new and emerging technologies into the licensure process to ensure licensees continue to represent reliability in contracting excellence.

Item 1.5: In partnership with Public Affairs, streamline and eliminate jargon on CSLB licensing webpages, handouts, publications, and forms to reduce user confusion and processing times.

Current Status: Two licensing analysts have been assigned to this project as of July 2022. First recommendation regarding military webpage was submitted to executive office for review.

Item 1.6: Complete exam administration outsource transition and assess remote testing options.

Current Status: Completed July 1, 2022. CSLB applicants now can use 20 PSI test centers throughout California to schedule their exams.

Board Member Comment:

Member Granzella asked what the translator policies are now that we offer the tests through PSI.

Testing Manager Gagnon explained that the translator approval process is still the same; they are vetted by CSLB and must meet the minimum qualifications. The applicant then contacts PSI to schedule the exam and notifies PSI that need a translator. PSI provides a private room and proctor for the applicant to take their exams.

Member Mark asked if there have been any issues with the PSI centers.

Member Granzella requested a cost assessment for the PSI transition.



Public Comment:

Phillip Vermeulen mentioned that they have had clients from out of state unable to take the law and trade exams on the same day.

Nick Forchette commented that is difficult for clients without a Social Security number to apply for a license.

Chief Jamnetski mentioned that the applicant can also apply with an ITIN if they do not have a Social Security number.

2. Licensing and Testing Program Statistical Update

Member De La Torre provided updates on application processing times, pending applications and license renewals. Member De La Torre explained the current processing time for all applications is three to four weeks and the goal is to drop all processing times to below 3 weeks. Pending applications have been reduced with the transfer of test administration to PSI in July 2022 and incoming license renewals are steady with a current processing time of one week.

Member De La Torre reminded the Board of CSLB's license application experience verification program that was suspended during the pandemic and informed them a Special Investigator in Southern California would take the lead in resuming the 3% field investigation of applications in September 2022.

Member De La Torre informed the Board CSLB completed transitioning to PSI Exams on July 1, 2022, and as of August 11, 2022, PSI Exams had administered 4,280 exams with 3,748 exams scheduled. Member De La Torre added that Exam Development continues occupational analysis work for updating existing exams.

Board Member Comment:

Member Mark commented that CSLB has a link on the website that shows the exact timeframe for the application processing and is helpful for consumers and applicants.

Member Love asked how the PSI locations were selected.

Testing Manager Gagnon explained that the 20 locations were already dedicated to administering DCA exams and now include CSLB exams.



Member Love asked is CSLB is open to adding more locations, possibly in Los Angeles.

Testing Manager Gagnon explained PSI has multiple locations that surround the greater Los Angeles area but aren't directly in Los Angeles.

Member Alan Guy mentioned PSI is nationwide and asked why CSLB does not offer the test in other states.

Testing Manager Gagnon explained the initial contract was for California first and CSLB has requested the cost from PSI to roll out CSLB exams to other states.

Registrar Fogt commented that CSLB is looking into continuing to develop the exam administering program with PSI and looking into service in other states.

Member Granzella commended CSLB staff on their work with the transition to PSI.

Public Comment:

Nick Forchette explained there is limited staffing at PSI centers around the country.

Gal Bigaleizn, RMO Agency, asked if PSI administers Live Scan or fingerprinting at the centers or if it is done before the exam.

Testing Manager Gagnon explained Live Scan is still required and is being completed through CSLB.

3. Test Administration Centers Outsourcing Update

Member De La Torre explained CSLB moved 47 written examinations to PSI and as of August 11, 2022, PSI had administered 4,280 CSLB examinations to applicants and 3,748 more are scheduled. CSLB closed all its test centers July 1, 2022.

4. Review, Discussion and Possible Action on Entering into a General Building Trade Exams Waiver with Mississippi Pursuant to Business and Professions Code Section 7065.4

Member De La Torre stated he and Member Miguel Galarza were appointed by Chair Teichert to a two-person reciprocity advisory committee and have recently reviewed a request from Mississippi for reciprocity consideration for the General Building trade exam.



Member De La Torre said the reciprocity committee recommends the Board direct staff to enter into a reciprocity agreement with Mississippi for waiver of the California general building trade exam for Mississippi applicants that have passed the NASCLA commercial general builders' exam and meet the other criteria specified in Business and Professions Code 7065.4.

Board Member Comment:

Member Mark asked for statistics for California licensees seeking reciprocity in Mississippi.

Chief Deputy Jamnetski stated CSLB does not currently have the statistics to answer Member Mark's questions but can report back at the next meeting.

Member Mark asked for clarification on the 2018 Board reciprocity decision.

Registrar Fogt explained the NASCLA exam development process and California's role in help that process. The NASCLA general building exam was found to be substantially the same as CSLB's exam. The applicant would still have to meet all the minimum requirements of California.

Member Johnny Simpson voiced some hesitation to reciprocity with Mississippi and asked to clarify that the recommendation is only for General Builders.

Registrar Fogt confirmed that the consideration is for General B contractors only for Mississippi.

Member Panelli asked if there was limit to the amount of reciprocity approved. Registrar Fogt said the Board could impose a limit but there have been only 75 requests over the past three years.

Member De La Torre suggested that adding a local hire component to the reciprocity agreements.

Public Comment:

Nick Forchette commented that they see more people going out of California for reciprocity rather than coming into California.

Motion: Direct staff to pursue a reciprocity agreement with the State of Mississippi in accordance with Business and Professions Code 7065.4 criteria, that have passed the NASCLA commercial general builders' exam. Moved by Mary Teichert; seconded by Alan Guy. Motion passed.



BOARD MEMBER	YEA	NAY	ABSENT	ABSTAIN	RECUSAL
Mary Teichert	✓				
Rodney Cobos	✓				
David De La Torre	✓				
Miguel Galarza	✓				
Alan Guy	✓				
Susan Granzella	✓				
Jacob Lopez	✓				
Diana Love	✓				
Michael Mark	✓				
Steve Panelli		✓			
Jim Ruane			✓		
Johnny Simpson				✓	

Chair Teichert suggested two future agenda items: more information and data around reciprocity and would like staff to streamline the reciprocity approval process.

Member Mark agreed that an annual update on reciprocity would be helpful.

G. Public Affairs

1. Update, Review, Discussion and Possible Action on 2022-24 Public Affairs Strategic Plan Objectives

Public Affairs Committee Chair Alan Guy provided updates and staff recommendations for 2022-24 Strategic Plan Objectives 4.1 through 4.5.

Item 4.1: Expand CSLB’s online presence through both standard platforms and emerging technologies to improve effectiveness in educating consumers and the industry.

Current Status: Ongoing. CSLB is constantly exploring innovative ways to expand its online presence. Outreach continues through Facebook, Twitter, YouTube, LinkedIn, Instagram, and Flickr, and the number of CSLB followers across all platforms has already increased by over 1,000 in 2022. In 2022 so far, PAO has participated in 12 virtual video events with communities affected by disasters as well as Senior Scam Stopper events, reaching over 690 viewers.

Item 4.2: Establish a CSLB-specific new board member orientation to educate board members about legislative processes, licensing and testing functions, and enforcement procedures.



Current Status: Public Affairs is currently working with the Executive Office to develop an outline for new board member orientation.

Item 4.3: Update the website content, accessibility, and navigation to improve the user experience.

Current Status: Ongoing. PAO staff regularly work with the Information Technology Division to ensure all website content is accessible and works with all divisions to consistently update and revise outdated content.

Item 4.4: Develop video tutorials on processes and procedures to reduce consumer, licensee, and applicant errors (for example, how to complete forms).

Current Status: One video completed, “CSLB Quick Tips: Renew Your License Online.” With transition to PSI complete, preliminary work beginning on “What to Expect on Test Day.”

Item 4.5: Develop communications with C-20 (Warm-Air Heating, Ventilating and Air-Conditioning) and C-38 (Refrigeration) contractors on energy work in line with Governor Newsom’s carbon reduction goals.

Current Status: Public Affairs Office is working with the Executive Office to develop an Industry Bulletin for C-20 and C-38 licensees. In June, CSLB staff met with representatives of industries who engage in the distribution, sale, and installation of fossil fuel appliances to discuss the impact of statewide decarbonization goals and recent energy polices on the industry

2. Public Affairs Update

Committee Chair Guy provided highlights and updates on the Public Affairs Office disaster response, digital services, social media, stakeholder communications, media relations, and community outreach. Committee Chair Guy mentioned CSLB’s recent outreach at a Local Assistance Center (LAC) in Mariposa County to help survivors of the Oak Fire. Committee Chair Guy also highlighted CSLB’s “Get Licensed to Build” monthly webcasts in Spanish and English and Public Affairs translation of social media posts to Spanish.

Committee Chair Guy mentioned that in June 2022, Member Galarza was a featured speaker at a Senior Scam Stopper event held by Senator Dave Min. Additionally, Public Affairs recently released industry bulletins regarding NASCLA construction scholarship and legislation affecting spouses of active military.

Board Member Comment:



There were no comments.

Public Comment:

There were no public comments.

H. Legislation

1. Update, Review, Discussion and Possible Action on 2022-24 Legislative Strategic Plan Objectives

Legislation Committee Chair Miguel Galarza provided updates and staff recommendations for 2022-24 Strategic Plan Objectives 3.1 through 3.6.

Item 3.1: Host an annual legislative day to build proactive relationships with lawmakers and to enhance effectiveness.

Current Status: In spring of 2022, staff had initial discussions with industry partners about scheduling such an event, but it was determined to be impractical as a result of construction at the Capitol and COVID-19 precautions. A legislative day is planned for 2023.

Item 3.2: Review policies, procedures, and current practices for compliance with the Administrative Procedure Act to ensure appropriate decision making.

Current Status: Not yet begun. The Legislative Division will execute a plan to systematically review CSLB all licensing and enforcement guidelines, criteria, bulletins, manuals, instructions, orders, standards, or other documents for any practice or procedure that could be deemed a “regulation” that has not been adopted as such and filed with the Secretary of State.

Item 3.3: Use plain language in all CSLB legislative proposals and bill analyses for better consumer and contractor understandings.

Current Status: The Legislative Division has already reformatted its legislative and regulatory document templates to simplify how information is displayed to the public and constantly strives to present bill and regulatory summaries in a clear and concise manner.

Item 3.4: Pursue legislation requiring workers’ compensation insurance for all contractors to protect consumers and workers.

Current Status: Ongoing. The Board authorized staff to seek a legislative author for a bill to support this requirement; the Legislative Division located an author for CSLB-sponsored Senate Bill (SB) 216 that was introduced in January 2021. If



passed, the bill will require proof of workers' compensation for four classifications (C-8, C-20, C-22, and D-49) immediately, and for all classifications by 2026. As of August 16, 2022, the bill is pending its "third reading" on the Assembly Floor.

Item 3.5: Identify and include fiscal impacts for the Board's consideration in all legislative proposals and bill analyses.

Current Status: All bill analyses presented to the Board in 2022 have incorporated a fiscal analysis.

Item 3.6: Review collaborate with local and state government to determine if CSLB's hazardous and asbestos certification remain viable and are effective in protecting consumers in declared disaster areas.

Current Status: Not yet begun.

Board Member Comment:

There were no comments.

Public Comment:

There were no public comments.

2. Review, Discussion, and Possible Action on 2021-22 Pending Legislation

Committee Chair Galarza provided updates on all pending legislation.

- a. **AB 646 (Low) Department of Consumer Affairs: boards: expunged convictions:** For contractors whose licenses are revoked because of a criminal conviction, this bill allows CSLB to collect \$25 to remove or amend the disclosure of that conviction on its website if the conviction is expunged.

Status: 8/11/22 Senate Appropriations suspense hearing. **Held in committee.**

- b. **AB 1747 (Quirk) Contractors: disciplinary action:** Increases from \$5,000 to \$30,000 CSLB's civil penalties for a licensed contractor failing to comply with building permit requirements as well as other health and safety violations.

Status: 8/11/22 Senate Third Reading.

- c. **AB 2105 (Smith) Contractors: initial license fee reduction: veterans:** Authorizes CSLB to grant a 50% licensing fee reduction for license applicants who are armed forces veterans that meet certain criteria.



Status: 8/12/22. **Enrolled.**

- d. AB 2374 (Bauer-Kahan) Crimes against public health and safety: illegal dumping:** This bill would require a criminal court to notify CSLB if a licensed contractor is convicted of illegal dumping of construction debris. CSLB would then be required to post the conviction on its website.

Status: 8/15/22 Senate Third Reading.

- e. AB 2894 (Cooper) Contractors: workers' compensation insurance:** This bill requires contractors, at the time of license renewal, to report to CSLB the top three "classification codes" on their workers' compensation policy for which the highest payroll is reported for their workers. The CSLB would then be required to post this information on the contractor's public license detail on CSLB's website.

Status: 8/11/22 Senate Appropriations Suspense Hearing. **Held in committee.**

- f. AB 2916 (McCarty) Contractors: disclosure of letters of admonishment:** For the public posting on the CSLB website of a Letter of Admonishment (LOA) issued to a contractor, provides CSLB the discretion to determine whether the LOA should be published for one year or two years.

Status: 8/15/22 Senate Third Reading.

- g. SB 216 (Dodd) Contractors: Workers' compensation insurance: mandatory coverage:** Requires C-8 Concrete, C-20 HVAC, C-22 Asbestos Abatement, and D-49 Tree Service contractor license classifications to have certificates of workers' compensation insurance on file with CSLB as a condition of licensure starting next year. Requires this of all licensed contractors by 2026.

Status: 8/15/22 Assembly 2nd Reading File, Senate Bills.

- h. SB 1076 (Archuleta) Lead-based paint:** Imposes requirements on the Department of Public Health (CDPH) to make California compliant with federal lead-safe laws, such as requiring lead trainers and renovators to be certified by the state. Requires CSLB collaborate with CDPH on education and outreach about the requirements.

Status: 8/15/22 Assembly 2nd Reading File, Senate Bills. **Will be amended to remove CSLB from development of the education and outreach campaign.**



- i. **SB 1164 (Stern) Energy: building energy efficiency: document repository and registry:** Would require the California Energy Commission to develop an online registry to track the sale and installation of HVAC systems in California. It would identify HVAC equipment installed without permits or the required compliance, installation, and acceptance test documentation. It would be searchable by agencies like CSLB but not be available to the public.

Status: 8/11/22 Assembly Appropriations Suspense Hearing. **Held in Committee.**

- j. **SB 1237 (Newman) Licenses: military service:** Existing law requires boards like CSLB to waive renewal fees for a licensee who is called to active duty as a member of the U.S. Armed Forces or California National Guard. This bill expands the definition of “called to active duty” to align with definitions elsewhere in federal and state law. It also extends existing law to licensees on active duty during a “state of insurrection” or during a “state of extreme emergency.”

Status: 8/12/22. **Enrolled.**

- k. **SB 1443 (Roth) The Department of Consumer Affairs:** Extends the CSLB’s “sunset” date before the California State Legislature from January 1, 2024, to January 1, 2025.

Status: 8/15/22 Assembly 2nd Reading File, Senate Bills.

- l. **SB 1495 (Committee on Business, Professions and Economic Development) Professions and vocations:** Existing law provides that when a restitution claim payment is made under the CSLB solar energy system restitution program, the CSLB will disclose that fact on the public license detail of the contractor involved for seven years. This bill would clarify that the public disclosure will extend to contractors whose licenses are revoked or pending revocation.

Status: 8/15/22 Assembly 3rd Reading File, Senate Bills.

Board Member Comment:

Member Mark asked if CSLB sends letters of recommendation for bills that are CSLB-sponsored.

Chief Deputy Jamnetski said when the Board supports or sponsors a bill, staff write letters on behalf of the Board expressing that position.

3. Regulatory Updates / Actions



a. Review, Discussion, and Possible Action to Initiate a Rulemaking to Amend and/or Make Non-substantive Rule 100 Changes to Title 16, California Code of Regulations (CCR), Section 811 (Fees) and Repeal Section 812 (Dishonored Check Service Charge)

Committee Chair Galarza explained that staff is requesting authority to begin the rulemaking process for the regulations that relate to the fees that are charged to contractors. Chair Galarza read the staff recommendation.

Motion: Approve the proposed regulatory text for sections 811 and 812, authorize the Registrar to take all steps necessary to pursue the rulemaking through the section 100 procedures, and make any non-substantive changes to the text and/or rulemaking package as needed throughout the process. Moved by Johnny Simpson; seconded by Rodney Cobos. Motion passed.

BOARD MEMBER	YEA	NAY	ABSENT	ABSTAIN	RECUSAL
Mary Teichert	✓				
Rodney Cobos	✓				
David De La Torre	✓				
Miguel Galarza	✓				
Alan Guy	✓				
Susan Granzella	✓				
Jacob Lopez	✓				
Diana Love	✓				
Michael Mark	✓				
Steve Panelli	✓				
Jim Ruane			✓		
Johnny Simpson	✓				

Board Member Comment:

There were no comments.

Public Comment:

There were no public comments.

b. Review, Discussion, and Possible Action to Amend Title 16, CCR, Section 872 (Disclosure of General Liability Insurance) and Update on Title 16, CCR, Section 872.1 (Checklist for Homeowners) Rulemaking

Committee Chair Galarza explained after working with DCA Legal Office on this regulation, CSLB staff is now bringing it back to the Board to make an additional recommendation. Committee Chair Galarza read the staff recommendation.



Motion: Approve amendments to section 872. If approved by the Department of Consumer Affairs and the Business, Consumer Services, and Housing Agency, set the matter for a hearing if preferred or requested. If no adverse comments are received during the 45-day comment period, authorize the Registrar to adopt the proposed regulations in CCR section 872 as filed with the Office of Administrative Law for public notice and take all steps necessary to complete the rulemaking process, making any non-substantive changes to the text and/or rulemaking package as needed throughout the process. Moved by David De La Torre; seconded by Susan Granzella. Motion passed.

BOARD MEMBER	YEA	NAY	ABSENT	ABSTAIN	RECUSAL
Mary Teichert	✓				
Rodney Cobos	✓				
David De La Torre	✓				
Miguel Galarza	✓				
Alan Guy	✓				
Susan Granzella	✓				
Jacob Lopez	✓				
Diana Love	✓				
Michael Mark	✓				
Steve Panelli	✓				
Jim Ruane			✓		
Johnny Simpson	✓				

Board Member Comment:

There were no comments.

Public Comment:

There were no public comments.

I. Adjournment

Motion: Adjourn the August 30, 2022, Board meeting. Moved by Alan Guy; seconded by Steve Panelli.

Mary Teichert adjourned the Board meeting at 4:00 p.m.



Day 2

A. Call to Order, Roll Call, Establishment of Quorum, and Chair’s Introduction

Board Chair Mary Teichert called the meeting of the Contractors State License Board (CSLB) to order at 8:31 a.m., Wednesday, August 31, 2022, at Holiday Inn San Diego Bayside, 4875 N. Harbor Drive, San Diego, CA 92106.

A quorum was established. Board Chair Teichert led the California Board and Nevada Board in the Pledge of Allegiance.

California Board Members Present

Mary Teichert, Chair	Jacob Lopez
David De La Torre	Diana Love
Miguel Galarza	Michael Mark
Susan Granzella	Steve Panelli
Alan Guy	Johnny Simpson

Rodney Cobos and James Ruane had excused absences.

CSLB Staff Present

David Fogt, Registrar	Samantha DeMelo, Public Affairs Staff
Michael Jamnetski, Chief Deputy Registrar	
Steve Grove, Chief of Enforcement	
Jason Perez, Chief of IT	
Carol Gagnon, Testing Manager	

DCA Staff Present

Joseph Chin, DCA Legal

Nevada Board Members Present

Boyd Martin, Chair
Brian Cowart
Joe Hernandez

Executive Officer Margi Grein called to order the Nevada State Contractors Board. Nevada Board members Margaret Cavin, Kent Lay, Jan Leggett and Steve Menzies had approved absences.

Nevada Staff



Margi Grein, Executive Officer

Paul Rozario, Director of Investigations
Nancy Mathias, Chief of Licensing
Sam Palmer, Chief of Public Affairs

Public Visitors

Bruce Wick, Housing Contractors Association

B. Public Comment

There was no public comment.

C. Joint Discussion with Nevada State Contractors Board (NSCB)

1. Presentation by National Electrical Contractors Association Executive Director of Network Integration and Services Jeff Beavers

Jeff Beavers, NECA, provided a presentation on Telecommunications: Convergence and the Tactile Internet. Beavers highlighted ever-changing demand and future trends on network integration and services.

Board Member Comment:

Nevada Board Member Joe Hernandez asked about updating/replacing existing network cables in the home.

Jeff Beavers explained that it would be up to each individual based on how hard it would be to retrofit your house. Some houses with raised foundations and basements would be convenient but some retrofits aren't that easy. Beavers mentioned that wireless provides a solution for those situations.

CSLB Member Steve Panelli asked about network security, especially hospitals or driverless cars.

Beavers said the use of encryption, constant updates and system patches help to keep networks safe.

CSLB Member Jacob Lopez asked if the impact of robotics on human workforce has been considered.

Beavers said they did not have an answer for Lopez's question but that may be something to look at culturally if people will be displaced by robots.



2. Discussion Regarding CSLB and NSCB Operational and Structural Comparison

Nevada Executive Officer Margi Grein gave an overview of Nevada's operational and structural statistics.

CSLB Registrar David Fogt gave an overview of CSLB's operational and structural statistics. Registrar Fogt provided an update on CSLB's transition to PSI test centers.

Board Member Comment:

CSLB Member Johnny Simpson asked how Nevada selected their nationwide PSI locations.

NSCB Licensing Administrator Nancy Mathias stated they allow their candidates to take the Nevada exam at any PSI testing facility throughout the country.

CSLB Member Simpson asked what the cost difference was for Nevada to use PSI nationwide compared to just in Nevada.

NSCB Licensing Administrator Mathias explained that they have a no-cost contract with PSI; their applicants pay the exam fee directly to PSI.

CSLB Member Michael Mark asked if Nevada's recovery fund is only for residential and if solar was included.

NSCB Executive Officer Grein confirmed that the recovery fund is for residential construction. Residential contractors pay an assessment into the fund and the funds are awarded to owners of single-family residents who contract with a licensed contractor only and does include solar.

CSLB Member Mark asked if there was a maximum fund payout.

NSCB Executive Officer Grein explained that there is a maximum award of \$40,000 per individual or per contract.

NSCB Member Brian Cowart asked about CSLB's increase in applications for licensure.

CSLB Registrar Fogt explained that the increase is likely due to the increase in construction demand in California and understanding that construction is a viable career opportunity.



CSLB Member Susan Granzella asked how NSCB fits with the structure of Nevada.

Nevada Executive Officer Grein explained their Board is a “standalone board” and they are entirely self-funded and regulated by the state, but all their funds remain with the Board. They are not part of Nevada’s general fund, and their employees are not state employees and, in that regard, operate similar to a private entity.

The next agenda item was heard out of order.

4. Partnering with State Agencies

NSCB Executive Officer Grein provided an overview of Nevada’s Task Force on Employee Misclassification and Interagency Task Force.

CSLB Member Miguel Galarza provided an overview of CSLB’s two multi-agency task forces, Joint Enforcement Strike Force (JESF) and Labor Enforcement Task Force (LETF).

Board Member and Public Comment:

There was no comment.

NSCB Board Chair Boyd Martin announced a break at 9:50 a.m.

Nevada and California board members returned to session at 10:00 a.m.

3. Discussion on Combatting Nevada’s and California’s Underground Economy

CSLB Chief of Enforcement Steve Grove and NSCB Director of Investigations Paul Rozario provided updates on their states’ efforts to address unlicensed and uninsured activity.

NSCB Deputy Executive Officer Sam Palmer, NSCB member Hernandez and CSLB Member Panelli provided information regarding permit avoidance and house flipping.

Board Member and Public Comment:

NSCB Member Cowart asked how CSLB incentivizes unlicensed contractors to become licensed.



CSLB Chief Grove explained that the SWIFT investigators have application packages that they can provide to unlicensed contractors when they go out on sweeps and stings. The package includes everything they need to apply for a contractor's license.

CSLB Member David De La Torre said they thank both offices for their important work they do to identify the bad actors and protect the public.

CSLB Member Diana Love asked if Nevada law enforcement gives an explanation to their unwillingness to assist with unlicensed contractors.

NSCB Director of Investigations Rozario explained that it's their limited resources and the strain of COVID-19 on the number of law enforcement personnel.

CSLB Member Mark asked for clarification around online stings.

NSCB Director of Investigations Rozario explained Nevada encourages an unlicensed contractor to submit an online bid electronically, which they use as evidence to file on the individual.

CSLB Member Alan Guy mentioned that there seem to be a couple websites that enable unlicensed contractors to find homeowners or victims. Member Guy asked if either Board reaches out to these websites to get unlicensed contractors removed.

NSCB Director of Investigations Rozario mentioned it can be difficult to combat online advertising and summarized how they address unlicensed advertisements on websites.

CSLB Member Love asked if they have looked for help from other agencies, such as the IRS (Internal Revenue Service).

NSCB Director of Investigations Rozario stated that is a viable option and something they could investigate.

Tony Forchette asked how many of CSLB's complaints deal with a poorly written contract.

CSLB Chief Grove said there is a high percentage of complaints that relate to non-compliance with the section of law governing home improvement contracts, Business and Professions Code 7159. Most consumer complaints are submitted for poor work or abandonment, but investigators find that the contract is not in compliance with the law as well.



Nick Forchette, National Contractor License Agency, asked if the NSCB had information on why more licensed contractors are using unlicensed subcontractors.

NSCB Director of Investigations Rozario explained that they are seeing licensed contractors enter business relationships with unlicensed contractors. One of the reasons is that contractors throughout the country having a difficult time finding workers or subcontractors to meet their timelines; and additionally, the rising cost of construction projects.

Nick Forchette asked if Nevada requires unlicensed contractors to get licensed once they have been investigated.

NSCB Director of Investigations Rozario stated the Board encourages them to become licensed and tried to help them through the licensing process, but it is ultimately up to the contractor.

CSLB Member De La Torre asked if the use of unlicensed subcontractors is a trend California is seeing.

CSLB Chief of Enforcement Grove stated that is not a trend in California. The situation does come up in investigations, but it is not a current trend.

CSLB Registrar Fogt asked what happens when CSLB finds a licensed contractor using an unlicensed subcontractor.

CSLB Chief of Enforcement Grove stated that CSLB takes legal action against the licensee and unlicensed contractor.

NSCB Board Chair Martin asked why CSLB only requires general liability insurance for LLCs.

Phil Vermeulen, California lobbyist, stated they had a bill that would require general liability insurance for all contractors in California, but the bill was opposed by insurance companies.

Bruce Wick, Housing Contractors of California, made comments regarding the underground economy and thanked the CSLB for their work.

NCSB Legal Counsel Noah Hernandez provided some ideas on deterring house flipping.



5. Multi-State Sting and Sweeps

CSLB Registrar Fogt explained California and other states look for undercover sting operations to get maximum media exposure to protect consumers and discourage persons from contracting without a license.

CSLB Chief Grove stated CSLB conducted a series of statewide stings and sweeps with the National Association of State Contractors Licensing Agencies (NASCLA) that identified unlicensed activity over a three-week period and provided a summary of the sting results.

NCSB Executive Officer Grein provided an overview of Nevada's coordinated effort with the National Association of State Contractors Licensing Agencies (NASCLA).

NCSB Director of Investigations Rozario shared the Board involvement in the event and provided highlights.

Board Member and Public Comment:

There was no comment.

6. Outreach Successes and Opportunities

NCSB Public Information Officer Michael Phillips provided highlights of recent outreach successes, such as their Residential Solar Outreach Campaign. They also provided information regarding outreach opportunities in the coming Fiscal Year 2022-23, which include providing outreach materials in Spanish.

CSLB Member Guy provided highlights of recent outreach successes, such as CSLB's interactive workshops that are provided in English and Spanish. They also provided planned outreach opportunities, which include exploring the development of a CSLB podcast to discuss topics of interest to consumers and contractors.

Board Member and Public Comment:

CSLB Member Mark thanked the Public Affairs Office for their work to make information accessible for the general public.

D. Adjournment

CSLB Chair Mary Teichert adjourned the meeting at approximately 11:34 a.m.

AGENDA ITEM D-2

Registrar's Report

- a. Disaster Response Modernization Plan
- b. Review, Discussion and Possible Approval of Hiring a Consultant to Perform an Enforcement Workload Study





CONTRACTORS STATE LICENSE BOARD

DISASTER RESPONSE MODERNIZATION PLAN

On November 15, 2022, Registrar David Fogt met with State Senate Majority Leader Mike McGuire to discuss CSLB resource needs. Senator McGuire requested the meeting to discuss opportunities for his office to assist CSLB with disaster response and other enforcement and legislative issues.

Governor Newsom [recently announced](#) record investments being made to prepare for next year's wildfire season.

Wildfire preparation may need to be an annual priority for California, and Senator McGuire and David Fogt discussed how CSLB can play a role in that effort, as follows.

DISASTER RESPONSE MODERNIZATION PLAN

Consultant to review CSLB staff resources to respond to disasters

- Evaluate resources to timely perform outreach to disaster survivors.
- Collaborate effectively with other state agencies, local building departments, and law enforcement.
- Perform timely investigation of consumer complaints that often include unlicensed practice and egregious contracting activity.
- Review the need for a forensic auditor to assist with investigation of financial crimes.

The Board has already approved \$75,000 toward a consultant to review enforcement resources and research the scope of unlicensed practice. The staff recommendation is to include a review of the CSLB's disaster response capability in the consultant contract.

Staff will provide an update at the board meeting regarding the hiring of a consultant and potential to receive general funds for a consultant to review staff resources to respond to and address continuing wildfires.

Possible Legislation for Contractors Entering Home Improvement Contracts in Disaster Zones

- Contract or performance bond requirement
- Extend misdemeanor statute of limitations from one year to two or more years to criminally prosecute licenses that conspire with or allow their license to be used by an unlicensed person.

Consideration of Additional Goals

- **Disaster Response Formal Plan:** The CSLB Executive Office will work with its Public Affairs Office to review and update CSLB's 2018 Disaster Response Procedure Manual and Disaster Response Plan, as well revise and update CSLB's online [disaster help center](#).



- **Reaffirm Partnerships:** Meet with state agencies such as the Department of Insurance and associations such as the California Building Officials Association to discuss enhanced collaboration opportunities.
- **Hired Additional Staff or Redirection of Staff:** Request additional staff through the budget change proposal process. If financial limitations preclude the hiring of new staff, revise the duty statements and/or redirect two or three Special Investigators to provide reactive and proactive enforcement resources in response to wildfires when they occur. If additional funding is provided for wildfire response, the disaster-related duties may be charged to a general fund account that does not draw from CSLB's special fund.



CONTRACTORS STATE LICENSE BOARD

ENFORCEMENT WORKLOAD STUDY PROPOSAL

At various times during the past twenty years, the CSLB had undertaken internal reviews (or audits) of closed case files at the Investigation Centers, and, periodically hired consultants to perform enforcement program assessments. The last formal Enforcement Program Assessment was performed by Benjamin Frank LLC in 2009.

In 2006, the following performance goals were developed in coordination with enforcement investigation staff (currently titled Special Investigators).

1. No more than 100 open complaints exceeding 270-days in age
2. A weighted closing average of 10 completed investigations per month

Staff is proposing to hire a consultant to perform a workload study to determine if the current Special Investigator investigation goals remain viable, and to determine if enforcement classifications are appropriate for work performed. Staff will attempt to secure a consultant for \$50,000 or less; however, board authorization to spend up to \$100,000 if necessary, is requested.

Additional context is provided in Agenda Item E (1), Enforcement Strategic Objective 2.2, which describes the efforts of CSLB staff to secure a consultant to study the unlicensed practice and staff resources in a single proposal. It was determined that these are separate issues, appropriate for individual study. For this reason, a single consultant is proposed for the workload study.

Motion

Authorize staff to contract with a consultant to perform a Special Investigator workload study.

AGENDA ITEM D-3

CSLB Budget Update





CSLB Budget Update

Fiscal Year (FY) 2022-23 CSLB Summary

CSLB has an authorized Governor’s Budget of \$77 million.

CSLB projects the final year-end revenue around \$90 million and board expenditures at \$75 million. In addition to its board expenditures for ordinary course of business, the board projects \$6.3 million in external mandatory costs.

As a result of these figures and projections, CSLB assumes the fund reserve would increase from \$7.5 million as of July 1, 2022 to \$16.2 million (approximately 2.3 months’ reserve) at fiscal year-end.

This information is summarized in the chart below:

FY 2022-23 BUDGET SUMMARY	
Description	Amount
Beginning Reserve Balance	\$7,515,000
<i>Projected Final Year-End Totals:</i>	
Revenue	\$90,000,000
Board Expenditures	\$75,000,000
External Costs	\$6,335,000
Total Expenditures	\$81,335,000
Ending Reserve Balance (Projected)	\$16,180,000
Months in Reserve	2.3

What follows are details of CSLB’s budget for each of the following topics:

- Expenditures
- Revenue
- CSLB fund condition
- Construction Management Education Account fund condition

**Expenditures**

Through September 30, 2022, CSLB spent or encumbered \$17.7 million, roughly 23 percent of its FY 2022-23 budget:

EXPENDITURE DESCRIPTION	FY 2022-23 BUDGET ACT	SEPTEMBER 2022 EXPENSES	BALANCE	% OF BUDGET REMAINING
PERSONNEL SERVICES				
Salary & Wages (Staff)	\$30,381,000	\$6,762,630	\$23,618,370	77.7%
Board Members	16,000	0	16,000	100.0%
Temp Help	860,000	231,089	628,911	73.1%
Exam Proctor	41,000	11,151	29,849	72.8%
Overtime	146,000	28,876	117,124	80.2%
Staff Benefits	15,720,000	3,758,538	11,961,462	76.1%
TOTALS, PERSONNEL	\$47,164,000	\$10,792,284	\$36,371,716	77.1%
OPERATING EXPENSES AND EQUIPMENT (OE&E)				
Operating Expenses	\$18,888,000	\$5,145,760	\$13,742,240	72.8%
Exams – Subject Matter Experts	436,000	13,200	422,800	97.0%
Enforcement	10,838,000	1,937,744	8,900,256	82.1%
TOTALS, OE&E	\$30,162,000	\$7,096,704	\$23,065,296	76.5%
TOTALS	\$77,326,000	\$17,888,988	\$59,437,012	76.9%
Scheduled Reimbursements (i.e., fingerprint, public sales)	-353,000	-33,400	-319,600	
Unscheduled Reimbursements (i.e., invest. cost recovery)		-192,849	192,849	
GRAND TOTALS	\$76,973,000	\$17,662,739	\$59,310,261	77.1%

Revenue

CSLB received the following revenue amounts through October 31, 2022:

Revenue Category	Through 10/31/2022	Percentage of Revenue	Change from prior year (10/31/2021)
Duplicate License/Wall Certificate Fees	\$151,938	0.5%	312.1%
New License and Application Fees	\$7,527,950	24.4%	43.7%
License and Registration Renewal Fees	\$19,110,725	61.9%	8.9%
Delinquent Renewal Fees	\$3,284,145	10.6%	61.3%
Citation Penalty Assessments	\$768,604	2.5%	41.0%
Misc. Revenue	\$44,671	0.1%	0.0%
Total	\$30,888,033	100.00%	21.4%



CSLB Fund Condition

Below is the fund condition for the Contractors' License Fund, which shows the final fiscal year (FY) 2021-22 reserve (\$7.5 million, approximately 1.0 month reserve), along with the projected reversion amounts for current year (CY) 2022-23 through budget year (BY) 2023-24:

<i>(Dollars in thousands)</i>	Final FY 2021-22	Projected CY 2022-23	Projected BY 2023-24
Beginning Balance <i>(Fund/Savings Account)</i>	\$1,865	\$7,515	\$16,180
Prior Year Adjustment	\$0	\$0	\$0
Adjusted Beginning Balance	\$1,865	\$7,515	\$16,180
Revenues and Transfers			
Revenue	\$82,473	\$90,000	\$88,000
Total Resources <i>(Revenue + Fund/Savings Acct.)</i>	\$84,338	\$97,515	\$104,180
Expenditures			
Board Expenditures	\$68,473	\$75,000	\$79,282
External Costs	\$5,728	\$6,335	\$6,335
State Retirement (CalPERS) General Fund Payback	\$2,622	\$0	\$0
Total Expenditures	\$76,823	\$81,335	\$85,617
Ending Balance <i>(Fund/Savings Account)</i>	\$7,515	\$16,180	\$18,563
Months in Reserve	1.1	2.3	2.5
Dollars in Reserve	\$7.5 M	\$16.2 M	\$18.6 M

Notes:

- 1) Board expenditures include staff pay, benefits, and operating expenses.
- 2) External costs include statewide pro rata.
- 3) CY 2022-23 & BY 2023-24 assumes workload and revenue projections.
CY 2022-23 assumes board expenditures is Governor's Budget with typical \$2 million in savings and BY 2023-24 assumes a 3% increase in board expenditures over prior year budget.



Construction Management Education Account (CMEA) Fund Condition

Below is the CMEA fund condition, which shows the final fiscal year (FY) 2021-22 reserve (\$496,000 – approximately 32 months’ reserve), along with the projected reversion amounts for current year (CY) 2022-23 through budget year (BY) 2023-24:

<i>(Dollars in thousands)</i>	Final FY 2021-22	Projected CY 2022-23	Projected BY 2023-24
Beginning Balance	\$ 492	\$ 496	\$ 496
Prior Year Adjustment	\$0	\$0	\$0
Adjusted Beginning Balance	\$ 492	\$ 496	\$ 496
Revenues and Transfers			
Revenue	\$189	\$185	\$185
Totals, Resources	\$ 681	\$ 681	\$ 681
Expenditures			
Disbursements:			
Program Expenditures (State Operations)	\$10	\$10	\$10
Local Assistance Grant Disbursements	\$175	\$175	\$175
Total Expenditures	\$ 185	\$ 185	\$ 185
Fund Balance			
Reserve for economic uncertainties	\$ 496	\$ 496	\$ 496
Months in Reserve	32.2	32.2	32.2

Notes:

Projected CY 2022-23 and ongoing includes increasing grants based on assumed approved CMEA annual augmentation.



CONTRACTORS STATE LICENSE BOARD

STATISTICS SUMMARY

Statistics Summary

All Applications Received

Month	2019-20	2020-21	2021-22	2022-23
July	4,511	3,323	4,479	3,749
August	4,733	3,863	3,527	5,926
September	4,366	3,441	3,398	5,094
Total	13,610	10,627	11,404	14,769
			<i>% Change from Prior FY</i>	29.5%

Original Applications Received (includes exam and waivers)

Month	2019-20	2020-21	2021-22	2022-23
July	1,935	1,311	1,782	1,779
August	1,967	1,226	1,138	2,235
September	1,820	1,122	1,153	1,767
Total	5,722	3,659	4,073	5,781
			<i>% Change from Prior FY</i>	41.9%
			<i>% of Apps Rcvd are Original Apps</i>	39.0%

Original Licenses Issued

Month	2019-20	2020-21	2021-22	2022-23
July	1,426	1,032	1,650	1,571
August	1,331	1,084	1,760	1,408
September	1,293	1,171	1,516	1,375
Total	4,050	3,287	4,926	4,354
			<i>% Change from Prior FY</i>	-11.6%

Licenses Renewed (Peak renewal years notated in red)

Month	2019-20	2020-21	2021-22	2022-23
July	11,234	12,460	7,232	10,339
August	9,631	10,396	11,805	10,445
September	9,409	11,507	10,443	9,784
Total	30,274	34,363	29,480	30,568
			<i>% Change from Peak FY 2020-21</i>	-11.0%
			<i>% Change from Non-Peak FY 2021-22</i>	3.7%



Original HIS Registrations Issued

Month	2019-20	2020-21	2021-22	2022-23
July	677	596	533	693
August	526	487	742	830
September	634	570	677	821
Total	1,837	1,653	1,952	2,344

% Change from Prior FY 20.1%

HIS Registrations Renewed

Month	2019-20	2020-21	2021-22	2022-23
July	408	646	541	551
August	497	714	588	596
September	421	646	566	602
Total	1,326	2,006	1,695	1,749

% Change from Prior FY 3.2%

License Population by Status

Status	Nov. 1, 2019	Nov. 1, 2020	Nov. 1, 2021	Nov. 1, 2022
Active	232,084	229,400	232,374	236,195
Inactive	54,556	52,828	51,556	50,239
Total	286,640	282,228	283,930	286,434

% Change from Prior FY 0.9%

HIS Registration Population by Status

Status	Nov. 1, 2019	Nov. 1, 2020	Nov. 1, 2021	Nov. 1, 2022
Active	20,309	21,749	23,655	25,221

% Change from Prior FY 6.6%

Complaints By Fiscal Year

Complaints	2018-19	2019-20	2020-21	2021-22
Received	20,474	18,190	16,551	19,158
Reopened	1,124	1,133	1,058	1,231
Closed	21,644	20,272	16,851	19,397
Pending (As of June 30)	4,807	3,898	4,716	5,747

AGENDA ITEM D-4

Administration Update Regarding Personnel and Facilities





PERSONNEL UNIT

Transactions

During the first quarter of Fiscal Year 2022-23 (July 1-September 30, 2022), CSLB Personnel staff completed 33 personnel transactions. This included the addition of seven employees from other state agencies, three employees new to state service, and three Retired Annuitants. Within CSLB, nine employees were promoted and ten transferred to different positions. In addition, one employee accepted a Training and Development assignment.

Total Number of Personnel Transactions Per Quarter – FY 2022-23

Recruitment Type	Quarter 1 <i>July-Sept</i>	Quarter 2 <i>Oct-Dec</i>	Quarter 3 <i>Jan-March</i>	Quarter 4 <i>April-June</i>
From other State Agencies	7	---	---	---
New to State Service	3	---	---	---
Student Assistants	0	---	---	---
Retired Annuitants	3	---	---	---
Promotions	9	---	---	---
Transfers within CSLB	10	---	---	---
Training and Development	1	---	---	---
Total Per Quarter	33			

Total Number of Personnel Transactions Per Quarter – FY 2021-2022

Recruitment Type	Quarter 1 <i>July-Sept</i>	Quarter 2 <i>Oct-Dec</i>	Quarter 3 <i>Jan-March</i>	Quarter 4 <i>April-June</i>
From other State Agencies	5	7	11	13
New to State Service	3	5	11	9
Student Assistants	1	0	0	0
Retired Annuitants	0	0	1	0
Promotions	7	6	9	5
Transfers within CSLB	7	5	14	3
Training and Development	4	0	2	2
Examination Proctors	8	2	2	0
Total Per Quarter	35	25	50	32



Vacancies

CSLB averaged 52 vacancies out of 425 authorized positions in the first quarter of Fiscal Year 2022-23 and averaged 48 vacancies in the first month of the second quarter. The Personnel Unit continuously works with CSLB hiring managers and Department of Consumer Affairs’ (DCA) Office of Human Resources to identify and minimize any delays in recruitment for key positions.

Average Monthly Vacancies by Fiscal Year

Fiscal Year	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2022-23	52	51	54	48	---	---	---	---	---	---	---	---
2021-22	43	45	49	52	51	45	47	50	47	44	46	42
2020-21	43	50	51	50	47	51	55	50	47	49	45	40
2019-20	21	25	31	35	34	34	23	22	24	22	36	40

Employee Recruitment

In partnership with the Employment Development Department (EDD), CSLB participated in a job fair provided to California’s veterans on Tuesday, November 8, 2022, at the B.T. Collins U.S. Army Reserve Center at 6270 Midway Street in Sacramento.

This event was a great opportunity to introduce veterans to job openings at CSLB. Job fairs like this serve as valuable venues for those seeking employment or career changes to ask questions about how to apply and obtain a state job and to get information on different job opportunities with CSLB.

CSLB will continue to work with DCA, the California Department of Human Resources (CalHR) and other organizations to partner and participate in future career fairs statewide.

Biennial Language Survey

In August 2022, the Personnel Unit coordinated CSLB’s participation of the State’s Biennial Language Survey. The survey is conducted every two years in accordance with the Dymally-Alatorre Bilingual Services Act, which requires every state agency to conduct a survey identifying the public it serves, the language(s) spoken, and the bilingual resources available to ensure equal access to information. CSLB employees in public contact positions took part in the survey. The results will be used to determine CSLB’s need for bilingual services and to provide a basis to certify and appoint additional bilingual employees.



Open Enrollment

Personnel staff assisted employees during this year’s Open Enrollment Period, which began September 19 and ended October 14, 2022. During this period employees were permitted to make changes to their benefits such as health, dental and vision, as well as other benefits. Changes made during Open Enrollment will go into effect January 1, 2023.

Examinations

The majority of examinations are now done online through CalHR at <https://jobs.ca.gov/>. Listed below are the CSLB classifications with examinations administered by DCA.

ADMINISTERED BY DCA	STATUS	DATE
Consumer Services Representative	Effective date of last exam:	May 2022
	Next effective date of exam:	November 2022
Office Services Supervisor II	Effective date of last exam:	April 2021
	Tentative effective date of next exam	November 2022
Supervising Special Investigator, I	Effective date of last exam:	August 2022
	Tentative effective date of next exam	January 2023
Supervising Special Investigator II	Effective date of last exam:	June 2022
	Next effective date of exam:	December 2022
Staff Service Analyst Transfer Exam	N/A	March/June
		September/December



BUSINESS SERVICES UNIT

Facilities

- **West Covina:** Staff completed and submitted all appropriate forms to renew the lease for CSLB's West Covina field office. The current lease expires November 30, 2022. Staff are working closely with the Department of Consumer Affairs (DCA) and the Department of General Services (DGS) to ensure that tenant improvements are completed, and the new lease is executed.
- **Bakersfield:** Staff completed and submitted all appropriate forms to renew the lease for CSLB's Bakersfield field office. The current lease expires December 31, 2022. Staff are working closely with DCA and DGS to ensure that tenant improvements are completed, and the new lease is executed.
- **Norwalk Enforcement:** Staff completed and submitted all appropriate forms to renew the lease for CSLB's Norwalk Enforcement field office. A kickoff meeting was conducted on June 27, 2022. Staff submitted tenant improvements for the building to DCA for review. The current lease expires October 31, 2023.
- **Norwalk Testing:** Staff completed and submitted all appropriate forms to terminate the Norwalk Testing office lease. The office is expected to be vacated on December 31, 2022.
- **San Jose Testing:** Staff completed and submitted all appropriate forms to terminate the San Jose office lease. The office is expected to be vacated on December 31, 2022.
- **San Bernardino Testing:** Staff completed and submitted all appropriate forms to amend the San Bernardino current lease to terminate the testing office. On November 7, 2022, DGS informed CSLB staff that there may be a delay with the testing office closure due to lease complications. DGS is gathering additional information and will provide direction to CSLB.
- **San Diego Testing:** Staff completed and submitted all appropriate forms to amend the San Diego current lease to terminate the testing office. On September 28, 2022, staff were notified by DCA that there was an amendment to the original lease and the lease cannot be terminated until February 28, 2023. On November 7, 2022, DGS informed CSLB staff that there may be a delay with the testing office closure due to lease complications. DGS is gathering additional information and will provide direction to CSLB.



Contracts and Procurements

Contracts in process:

- The Employment Development Department (EDD) contract for data sharing between EDD and CSLB is in process. The current contract expires September 10, 2023.
- The California Department of Transportation (Caltrans) interagency agreement to provide Caltrans with one (1) on-site parking space for a Caltrans vehicle in CSLB's Norwalk office's secure parking cage is in process. The current contract expires December 31, 2022.

Executed contracts/procurement:

- The Lexis Nexis – Matthew Bender contract provides publication services for the 2023 California Contractors' License Law & Reference Book. The new term dates of the contract are as follows January 1, 2023, through June 30, 2023.
- The Department of Human Resources (CalHR) contract to conduct psychological screening for CSLB Peace Officer applicants. The new term dates of the contract are as follows July 1, 2022, through June 30, 2023.
- The Photo Scan of Los Angeles, Inc. contract provides 24-hour alarm monitoring for the Oxnard office. The new term dates of the contract are as follows September 1, 2022, through August 30, 2025.
- The Shred City contract for confidential shredding services for the Sacramento Headquarters office. The new term dates of the contract are as follows November 1, 2022, through October 31, 2025.
- The National Date Stamp Corporation provides services and parts to repair the CSLB's RapidPrint stampers. The new term dates of the contract are as follows November 1, 2022, through October 31, 2025.
- The Council on Licensure, Enforcement and Regulation (CLEAR) contract which provides National Certified Investigator and Inspector Training (NCIT). Both Basic and Specialized training were provided.

Training:

- Staff are monitoring the completion of two (2) mandatory trainings for 2022. These trainings include:
 - *"Information Security Awareness Fundamentals"* is required annually for all employees.



- “*Continual Leadership Training and Development*” includes 20 hours of ongoing leadership training and is required every two (2) years for Supervisory, Managerial and Career Executive Assignment employees.

AGENDA ITEM D-5

Information Technology Update





Business Modernization - Sole Owner License Application

CSLB's business modernization project will provide applicants with the capability to submit online license applications. This will address a defined business problem where applicants do not correctly fill out the application and staff must manually enter data from paper into the Teale Data System. The manual process requires extensive workload for staff to prepare, review and enter the data that can cause data integrity issues. This inefficient use of staff time delays processing times. Business operations are negatively affected by application errors and the lack of data integrity resulting from the collection of data.

The objectives of the project are to: (1) allow online functionality to accept and process license applications, (2) allow online functionality to accept payments for license applications, and (3) reduce processing times for applications.

CSLB IT staff is working with the DCA Project Management Office to initiate the project. Project initiation will begin first quarter 2023.

Information Technology Security Updates

As part of CSLB's Strategic Plan, the IT Division continues to enhance security efforts in partnership with DCA. In November 2022, the IT Division released a new VPN service for remote access to CSLB. This next generation VPN service requires multi-factor authentication (MFA) and is an "Always On" VPN service. This allows all state-owned devices to only be connected to CSLB in a secure manner.

In December 2022, the State of California's Military Department will conduct its biannual independent cyber security assessment for CSLB infrastructure. This weeklong assessment will include analysis of host vulnerability and hardening, network penetration testing and analysis.

Exam Administration Outsourcing Project

The IT Division completed the transition to PSI Exams in July 2022 and officially closed the Exam Administration Outsourcing project in August 2022. During July, IT project managers completed the post-implementation review process and lessons learned. Exam Administration is in the maintenance and operation phase and will continue to look for service improvement opportunities.

The next effort will be the closing of all remaining CSLB Test Centers statewide; CSLB IT has partnered with the Administration Division and has removed all IT equipment from the test centers.



Online Renewal Single Qualifier Program

In April 2020, programming was completed to allow sole owner licenses with a single qualifier to renew their licenses online. In October 2021, programming was completed for corporations, partnerships, and limited liability companies with a single qualifier to also renew their licenses online. This new feature allows 96 percent of CSLB licensees to renew online.

In June 2022, CSLB IT Division removed kiosks from all public counter locations. All services are available through the online services on the CSLB website.

The chart below includes sole qualifier online renewal statistics.

Online Renewal Statistics

Online Renewal Transactions

	Single Qualifier	eKiosk	HIS	Total Renewals	% of Online Transactions
January 2022	5,121	3	302	8,068	67.2%
February 2022	4,453	3	330	8,887	53.8%
March 2022	5,508	4	391	12,915	45.7%
April 2022	5,076	2	350	10,334	52.5%
May 2022	5,521	4	364	9,843	59.8%
June 2022	5,574	0	367	10,485	56.6%
July 2022	5,442	0	401	10,413	56.1%
August 2022	5,769	0	469	10,550	59.1%
September 2022	5,329	0	461	9,878	58.6%
Totals	47,793	16	3,435	91,373	56.1%

Online Citation Payment

The Information Technology Division (IT), along with the Enforcement Division, released the online citation payment program in January 2021. This allowed licensees and non-licensees to pay penalty assessments online through the CSLB website. All payments are processed in real time and the CSLB database is updated immediately with the new payment information.

Citation Payments

	Online Payments	Total Payments	% Of Online Payments
January 2022	\$80,850	\$156,435	51.7%
February 2022	\$98,879	\$174,889	56.5%
March 2022	\$118,782	\$226,423	52.5%
April 2022	\$98,563	\$172,887	57.0%
May 2022	\$83,594	\$189,964	44.0%
June 2022	\$74,631	\$149,005	50.0%
July 2022	\$111,560	\$172,787	64.6%
August 2022	\$93,821	\$202,166	46.4%
September 2022	\$115,704	\$195,683	59.1%
2022 Totals	\$876,384	\$1,640,239	53.4%

AGENDA ITEM E

Enforcement



AGENDA ITEM E-1

Review, Discussion and Possible
Action on Enforcement Strategic
Objective 2.2 Regarding
Researching the Scope of
Unlicensed Practice and Evaluation
of Enforcement Resources





Strategic Objective 2.2 – Research the scope of unlicensed practice, evaluate allocated enforcement resources, and meet with industry stakeholders to review enforcement strategies.

Current Status: In progress

This Strategic Objective was discussed with construction industry representatives at a meeting with CSLB on July 6, 2022. Attendees confirmed they would welcome and support all CSLB efforts to increase enforcement of state licensing requirements.

The scope of unlicensed practice is notoriously difficult to estimate since transactions are not formally reported or documented. Enforcement Division staff have reviewed prior research on this subject conducted by other institutions, including the Little Hoover Commission. Among that commission's 15 recommendations was increased enforcement by government regulatory agencies. However, the commission's report did not specifically address the construction industry in California.

In a preliminary effort to assess the scope of unlicensed practice in the construction sector, CSLB Public Affairs staff conducted a survey of online contracting advertisements in June 2022. This survey of 180 randomly selected contractors' ads found that **78 percent** did not provide their contractor's license number, and many were likely unlicensed.

In part because of the scarcity of information on this subject, CSLB staff have proposed hiring a private consultant to 1) better assess the scope of unlicensed practice in the construction industry and 2) review all CSLB enforcement operations and staffing.

The specific scope of work proposed for the consultant study was:

- Review prior research efforts and collaborate with CSLB staff, industry representatives, and other sources to evaluate the scope of unlicensed practice in California.
- Evaluate CSLB's reactive and proactive enforcement investigation needs.
- Determine whether existing CSLB enforcement resources are properly allocated to maximize consumer protection.
- Evaluate whether current production goals for staff, which were last set by the Board in 2006, are appropriate and realistic.
- Examine Enforcement Division staff classifications to determine if they are appropriate for the work performed.



CONTRACTORS STATE LICENSE BOARD

ENFORCEMENT STRATEGIC PLAN OBJECTIVE REVIEW

- Prepare a written report on all findings and recommend achievable adjustments that will enhance Enforcement Division operations and maximize consumer protection.

Enforcement Division staff have explored potential qualified vendors to conduct the proposed study. Staff estimated that the cost of completing the proposed study would not exceed \$75,000.

During the August 3, 2022, Board Meeting, the Enforcement Committee recommended that the full board authorize the expenditure of up to \$75,000 to hire a private consultant to assess the scope of unlicensed practice and CSLB enforcement operations and staffing, as specified.

In October of 2022, CSLB staff met with Department of Consumer Affairs (DCA), SOLID Training Solutions, Organizational Improvement Office (OIO) and Cooperative Personnel Services (CPS) to discuss the proposed study. Additionally, CSLB staff reached out to Ben Frank of Benjamin Frank Management Consultants, who performed a previous workload study for CSLB and other DCA Boards and Bureaus.

Based on information received from OIO, CPS, and Ben Frank it is not viable for one consultant contract to include a study of unlicensed practice, possible staff reclassification, and a workload production goal analysis.

Consequently, staff is now recommending prioritization of selecting a consultant to study unlicensed practice and the resources needed to address unlicensed activity and pursue a separate consultant(s) for the workload study and the new issues identified with Senator McGuire's office.

The new staff recommendation is to modify the scope of the consultant to be retained pursuant this objective, as follows:

- Review prior research efforts and collaborate with CSLB staff, industry representatives, and other sources to evaluate the size of the underground economy in California.
- Evaluate CSLB's reactive and proactive enforcement investigation needs.

Staff has reached out to California Universities regarding their interest in providing consultant services and will provide an update at the December 8 board meeting.

AGENDA ITEM E-2

Enforcement Program Update





CONTRACTORS STATE LICENSE BOARD

ENFORCEMENT PROGRAM UPDATE & STATISTICAL REVIEW

STAFF VACANCY UPDATE

There were 26 staff vacancies out of 231 allocated positions in Enforcement Division as of November 3, 2022. The division's management team is working diligently to fill these vacancies, and candidates have been selected and are pending final approval for eight positions. The other 18 positions are publicly posted or are under review prior to public posting. The current vacancies are listed below by position classification.

<i>Position Classification</i>	<i>Vacant</i>	<i>Pending</i>
Supervising Special Investigator, I	4	1
Special Investigator	13	4
Investigator (Peace Officer)	1	–
Associate Governmental Program Analyst	1	–
Staff Services Analyst	1	–
Consumer Services Representative	3	1
Office Technician (Typing)	3	2
TOTAL	26	8

INVESTIGATION HIGHLIGHTS

Three Suspects Charged in 159 Felony Count Indictment

On October 27, the Los Angeles District Attorney's Office arrested three suspects involved in a multi-million-dollar home improvement scam. Operating as Eco Technology, Norbertas Sinica (owner), Selena Garcia (salesperson), and Kelliam Chavistad (salesperson) allegedly convinced multiple low-income homeowners, many of whom did not speak English, to contract for energy-saving home improvements. According to the investigation, Garcia and Chavistad would entice homeowners into providing their personal identification information telling them it was needed to apply for a "no cost" program. The investigation revealed that Eco Technology would then use the homeowners' personal information to take out PACE loans in the homeowners' names, leaving them with tax assessments that caused many victims to fear losing their homes.

A Special Investigations Unit peace officer in San Bernardino was CSLB's lead investigator who worked in coordination with the DA's office to bring the three suspects to justice. Sinica has been charged with 159 felony counts, Garcia with 102 felony



counts, and Chavistad with 91 felony counts. The charges include residential burglary, grand theft, identity theft, false personation, forgery, and financial elder abuse.

Felony Charges for Camp Fire Contractor

On September 5, the Butte County District Attorney’s Office indicted Jay Soderling, 63, of Aurora Ridge Homes for allegedly defrauding multiple victims trying to rebuild their homes after the deadly 2018 Camp Fire in Paradise. Soderling is a Bay Area contractor with a long record of criminal convictions. According to his victims, Soderling took hundreds of thousands of dollars from consumers to rebuild homes without finishing them. He has been charged with a felony count of contracting without a license in a declared disaster zone and misdemeanor charges of false advertisement and charging consumers excessive down payments.

Unlicensed Contractor Ordered to Jury Trial

A CSLB peace officer investigated three San Diego area homeowner complaints against contractor Terrance Burke. The investigator determined that Burke had been unlicensed since 2017. The investigator also found that Burke had been hired to install two patio covers for \$25,500 and required a 50 percent down payment (\$12,750) but never returned to do the work. One month later, Burke was hired by another homeowner to install a carport for \$5,600. The investigation found that Burke again received a 50 percent deposit and never returned to perform any work. The investigator referred the case to the San Diego County District Attorney’s Office, and Burke was charged with two felony counts of grand theft, three counts of contracting without a license, and three counts of home improvement contract violations. On September 20, 2022, CSLB’s investigator testified in court at Burke’s preliminary hearing, and the judge ordered Burke to stand trial for his crimes. A jury trial date has been set for April 3, 2023.

COMPLAINT HANDLING STATISTICS (For July 1 - September 30, 2022)

Investigations Initiated & Complaints Received

CSLB initiated 4,884 investigations from July 1 through September 30, 2022, which was 481 more than during the same period the previous year. **Pending Investigations**

- With current staffing levels, the optimum maximum Enforcement Division caseload is 3,815 pending complaints. As of September 2022, the pending caseload was 4,405.

Special Investigator Production Goals

- For July 1 through September 30, 2022, the weighted monthly case-closing average per Special Investigator in CSLB Investigative Centers was nine closures per month, one less than the closure goal of 10.



Complaint-Handling Cycle Time

- The Board’s goal is to appropriately disposition all but 100 complaints within 270 days of receipt. As of September 30, 2022, 231 of the 4,405 open complaints 241 (5 percent) exceeded 270 days in age.

Restitution to Financially Injured Persons

- CSLB continues to assist consumers and help licensees resolve non-egregious consumer complaints. From July 1 through September 30, 2022, complaint negotiation efforts by the IMC and Investigative Centers resulted in more than \$9 million in restitution to financially injured parties.

Investigative Center Legal Actions

- From July 1 through September 30, 2022, the Investigative Centers referred 153 (30 percent) of the 500 legal action investigations for criminal prosecution.

CASE MANAGEMENT ACTIVITIES (For July 1 - September 30, 2022)

Arbitration

- 85 arbitration cases were initiated, resulting in \$930,201 in restitution ordered to injured parties.
- 40 licenses were revoked for non-compliance with an arbitration award.

Citations

	<i>Licensees</i>	<i>Non-Licensed</i>	<i>Total</i>
Citations Issued	204	168	372
Citations Appealed	130	50	180
Citations Complied With	139	101	240

Civil Penalties Collected

- Licensee citation civil penalties
 - Informal citation conferences conducted: 79
 - Civil penalties collected: \$453,796
 - Restitution Ordered: \$194,497
- Non-licensee citation civil penalties
 - Informal settlement conferences conducted: 51
 - Civil penalties collected: \$110,340



Accusations

Accusations Filed	53
License Revocations	56
Licenses Placed on Probation	22
Restitution Paid to Injured Parties	\$376,513
Cost Recovery Collected	\$181,089

STATEWIDE INVESTIGATIVE FRAUD TEAM

CSLB’s Statewide Investigative Fraud Team (SWIFT) is comprised of Special Investigators who enforce license and workers’ compensation insurance requirements at active jobsites, respond to leads, and conduct enforcement sweeps and undercover sting operations targeting unlicensed persons.

From July 1 to September 30, 2022, SWIFT conducted five sting operations, participated in 73 sweep days, and responded to 232 leads. SWIFT closed 835 cases as a result of stings, sweeps, and leads. Of these 835 cases, 248 resulted in an administrative or criminal legal action, as well as the issuance of 319 advisory notices for minor violations.

District Attorney Referrals

From July 1 to September 30, 2022, SWIFT referred 94 cases to local district attorneys’ offices for criminal prosecution – 79 for contracting without a license and 15 against licensees, primarily for failure to secure workers’ compensation insurance.

Administrative Actions

From July 1, 2022, to September 30, 2022, SWIFT issued 147 licensee and non-licensee citations, issued 25 Letters of Admonishment, filed one (1) accusation, and assessed \$181,000 in non-licensee citation civil penalties. Administrative violations include working out of classification, working under a suspended or expired license, failing to obtain permits, and other license law violations that do not warrant a criminal referral.

Stop Orders

A Stop Order is a legal demand to cease all employee labor at any jobsite due to workers’ compensation insurance violations until an appropriate policy is obtained. Failure of a contractor to comply with a stop order is a misdemeanor criminal offense, punishable by up to 60 days in county jail and/or a fine of up to \$10,000. From July 1 to September 30,



2022, SWIFT issued 88 Stop Orders to licensed and unlicensed individuals for using employee labor without having a valid workers' compensation policy.

Outstanding Tax and State Agency Liability Suspensions

CSLB can suspend a license if the licensee is delinquent in paying outstanding liabilities owed to CSLB or to other state agencies. The table below summarizes liabilities owed to state agencies that were collected or resolved to avoid a license suspension or to reinstate a suspended license.

Amounts Collected or Resolved (January 1 – December 31, 2022)

	2019	2020	2021	2022 (through 9/30/22)
CSLB	\$114,880	\$139,775	\$82,938	\$76,039
EDD	\$15,091,585	\$10,372,682	\$9,149,749	\$10,441,567
DIR-Cal/OSHA	\$3,270,360	\$1,031,736	\$267,256	\$152,892
DIR-DLSE	\$1,423,337	\$2,726,391	\$3,476,291	\$1,971,055
FTB	\$6,490,225	\$4,211,003	\$5,868,340	\$2,792,763
Totals	\$26,390,386	\$18,481,587	\$18,844,574	\$15,434,316

Labor Enforcement Task Force

The Labor Enforcement Task Force (LETF) is comprised of investigators from CSLB, the Department of Industrial Relations' (DIR) Division of Labor Standards and Enforcement (DLSE) and Division of Occupational Health and Safety (Cal/OSHA), as well as the Employment Development Department (EDD). LETF combats the underground economy in California and aims to ensure that workers receive proper payment of wages and are provided a safe work environment. Below are LETF statistics for July 1 to September 30, 2022:

LETF Activity

CATEGORY	RESULT
Number of Contractors Inspected	68
Number of Contractors Out of Compliance	44
Percentage of Contractors Out of Compliance	65%
Total Initial Assessments	\$58,565

Note: The results reflect joint LETF inspections with Cal/OSHA, CSLB, DLSE & EDD. Total initial assessments reflect the amount assessed by Cal/OSHA and DLSE at the time of the inspection. These amounts are subject to change.



TRAINING UPDATE

- **Enforcement Academy** – Enforcement Division’s in-house training program and its Enforcement Academy were suspended in 2019 due to COVID and to the retirement of both instructors. As part of its Strategic Plan, Enforcement Division is actively working on a replacement academy, with an anticipated implementation date of early 2023.

In the meantime, Enforcement Division has been using other available training resources. In August 2022, 15 CSLB investigators attended the Investigator Training Program presented in Coronado by the National Association of State Contractors’ Licensing Agencies (NSACLA). In September, 20 investigators attended the National Certified Investigator and Inspector Basic Training course presented in Sacramento by the Council on Licensure, Enforcement and Regulation (CLEAR).

- **New Investigator Orientation** – To ensure comprehensive and consistent on-board training, Enforcement Division this year implemented a new 44 item checklist for supervisors to use when training newly hired investigators.
- **Report Writing** – A one-day report writing class was offered to all CSLB investigators in early 2022.
- **Monthly Attorney General Roundtables** – Monthly meetings conducted by Deputy Attorney General Brent Jex commenced in October 2022 and are scheduled through 2023. The meetings are in-person at rotating CSLB offices and are virtual to provide for all investigator attendance.
- **District Attorney Training** – When possible, CSLB has arranged with local district attorneys’ offices to present specialized training to CSLB investigators in various field offices. Topics covered in recent sessions have included criminal referrals, elder abuse, and investigator safety.
- **Deposition Training** – Department of Consumer Affairs Legal Counsel Fred Chan You provided subpoena and deposition training to Enforcement Division staff.
- **Elder Abuse Training** – Retired San Diego Deputy District Attorney Paul Greenwood provided elder abuse investigation strategies to Enforcement Division staff.

AGENDA ITEM E-3

Update on the Joint Solar Agency Taskforce





CONTRACTORS STATE LICENSE BOARD

UPDATE ON THE JOINT SOLAR AGENCY TASK FORCE

The Joint Solar Agency Task Force is meeting virtually with investor-owned utility PG&E on December 6, 2022. A verbal update on this agenda item will be provided at the December 8, 2022, Board Meeting.

AGENDA ITEM E-4

Update on the Solar Energy System Restitution Program





CONTRACTORS STATE LICENSE BOARD

UPDATE ON THE SOLAR ENERGY SYSTEM RESTITUTION PROGRAM

Solar Energy System Restitution Program

CSLB’s Solar Energy System Restitution Program (SESRP) was created in 2021 by Assembly Bill (AB) 137. The program was designed to provide financial restitution to owners of single-family residences who were financially harmed by a solar contractor because of fraud, misrepresentation, or other unlawful act, such as poor workmanship or abandonment, and who do not have available reimbursement from another source.

AB 137 included a \$5 million appropriation to CSLB from the state’s General Fund. Of those funds, \$4 million was made available for restitution and, if needed, up to \$1 million was allocated to pay for CSLB administrative costs. Any homeowner who used a licensed or unlicensed contractor after January 1, 2016, to contract for the installation of a solar energy system on a single-family residence and can demonstrate to CSLB a financial loss or injury as result of specified acts may be eligible for restitution from the fund. The program became fully operational in late 2021.

SESRP has been extremely well received by the victims of solar-related fraud, many of whom had given up any hope of recovering their lost funds. Due to recent and ongoing publicity, SESRP activity has increased substantially. From a handful of claims approved in late 2021, the total restitution paid to consumers has increased to over \$2 million. That amount represents an increase of **over 44 percent** in fund disbursement in just three months. As of November 2, 2022, staff reports the following totals for the SESRP:

<i>SESRP Activity as of November 9, 2022</i>	
Claims Received	416
Claims Approved	153
Restitution Approved for Payment	\$2,144,188
Claims Closed Without Restitution Paid *	117
Claims Pending	146

* Reasons for closure without payment include duplication of claims, lack of jurisdiction, respondent contractor has a valid license, and insufficient evidence to support a financial injury

The California Public Utilities Commission (PUC) had previously passed a decision requiring PG&E host a public meeting with CSLB, PUC, and stakeholders regarding the following:

- Fund status
- Review of fund disbursement procedures
- Possible need for additional funding, and if so, funding options

PACE Restitution Fund Update

The success of the SESRP has led to some interest in creating a larger, similar restitution fund for other projects that were funded through the Property Assessed Clean



Energy (PACE) program. The efforts to fund a PACE restitution fund are being led by the Clean Energy Justice (CEJ) group, a coalition of 12 public advocacy groups including the National Housing Law Project (NHLP). CEJ has proposed the creation of a \$65 million PACE restitution fund, with \$5 million of that amount allocated for administration of the fund. NHLP staff have discussed the proposal with CSLB and are recommending that CSLB administer the program if it is funded by the Legislature.

In May 2022, Senator Robert Hertzberg and five Assemblymembers formally requested that the Assembly Budget Committee formally consider a \$65 million budget allocation to fund the proposed PACE reimbursement program. Discussions regarding the budget allocation and the reimbursement fund are ongoing.

Staff will provide the board an update regarding the fund and the December 6, 2022, PUC/PG&E public meeting.

AGENDA ITEM F

Licensing



AGENDA ITEM F-1

Review, Discussion and Possible Action to Grant Construction Management Education Account Awards





CONTRACTORS STATE LICENSE BOARD

REVIEW, DISCUSSION AND POSSIBLE ACTION TO GRANT CONSTRUCTION
MANAGEMENT EDUCATION ACCOUNT AWARDS

Construction Management Education Act Background

Under the Construction Management Education Sponsorship Act of 1991, the legislature has charged the Contractors State License Board (CSLB) with responsibility for collecting funds to award grants to specified institutions that offer construction management education programs.

In 2022, CSLB received grant applications from four institutions – California State University, Chico, California State University, Fresno, California State University, Sacramento, and California Polytechnic State University, San Luis Obispo. Staff reviewed the applications and presented a suggested level of funding to the Construction Management Education Advisory Committee. The Advisory Committee reviewed the staff proposal in early November 2022 and made no objections.

2021-2024 Construction Management Education Advisory Committee

ASSOCIATION	REPRESENTATIVE	ORGANIZATION
Associated General Contractor of CA (AGC)	Erin Volk	AGC
Associated General Contractors of San Diego (AGC)	Dustin Steiner	AGC
Associated Builders & Contractors (ABC)	Ed Duarte	Aztec Consultants
California Building Industry Association (CBIA)	Nick Cammarota	CBIA
National Electrical Contractor Association (NECA)	Vincent Bernacchi	Schetter Electric, Inc.
Plumbing Heating Cooling Contractor Association (PHCC)	Patrick Wallner	Wallner Plumbing Company Inc.
Southern California Contractor Association (SCCA)	Paul Von Berg	SCCA
United Contractors (UCON)	Emily Cohen	UCON
Engineering Contractors Association (ECA)	Ray Baca	ECA
Sheet Metal & Air Conditioning Contractors National Association (SMACNA)	Chris Walker	Walker Strategies
CSU / UC Construction Management Programs	Mikael Anderson	CSU Sacramento



Prior Year (2022) Grant Disbursements

For reference, the same four institutions applied for Construction Management Education Act awards last year, and the board approved the following disbursements.

Institution	Number of Applicable Graduates	Award Amount per Graduate	Grant Award
CSU Chico	111	\$538.46	\$59,769.00
CSU Sacramento	58	\$538.46	\$31,231.00
CSU Fresno	36	\$538.46	\$19,385.00
Cal Poly, San Luis Obispo	120	\$538.46	\$64,615.00
Total	325		\$175,000.00

Changes in Spending Authorization

In the Budget Act of 2022, CSLB was appropriated \$100,000 to the CMEA fund to provide award grants to eligible institutions.

Last fiscal year, CSLB received \$189,000 in contributions and the overall fund now holds \$496,000. For this reason, staff sought to increase the appropriation from \$100,000 to \$175,000 this year. CSLB recently received final approval from the Department of Finance to increase our spending authority to \$175,000. For this reason, staff is recommending an increase in fund distributions to the grant applicants for 2023 as follows.

Staff Recommendation: That the board authorize the following Construction Management Education Act grant disbursements for 2023.

Institution	Number of Applicable Graduates	Award Amount per Graduate	Grant Award
CSU Chico	97	\$538.46	\$52,231.00
CSU Sacramento	81	\$538.46	\$43,615.00
CSU Fresno	32	\$538.46	\$17,231.00
Cal Poly, San Luis Obispo	115	\$538.46	\$61,923.00
Total	325		\$175,000.00

AGENDA ITEM F-2

Review, Discussion and Possible Action on Licensing & Testing Strategic Plan Objective 1.1 Regarding Assessing Barriers to Licensure and Outreach to Increase Licensing Diversity

- a. Review and Discussion Regarding Document Translation
- b. Review and Discussion Regarding Possible Need for Regulatory Rulemaking Regarding Translator Restrictions





Review, Discussion and Possible Action on Licensing & Testing Strategic Plan Objective 1.1 Regarding Assessing Barriers to Licensure and Outreach to Increase Licensing Diversity

a. Review and Discussion Regarding Document Translation

To reduce barriers to licensure, CSLB is working with vendors to increase access for candidates who are more comfortable using Spanish than English. Licensing workshops are currently conducted in both Spanish and English. CSLB entered a contract with a vendor to translate all 47 CSLB study guides into Spanish before the end of the year, so both Spanish and English versions of the study guides will be listed on CSLB's website to accompany the 17 publications already translated on the website. In addition, translator requests have been analyzed to determine which exams are most frequently taken with a Spanish language interpreter.

CSLB is also working with its Information Technology Division as well as PSI for the translation of the following exams into Spanish by PSI Exams by the spring of 2023: Law and Business, B - General Building, C-33 Painting and Decorating, C-27 Landscaping, C-8 Concrete, C-36 Plumbing, C-15 Flooring and Floor Covering, and C-39 Roofing. In addition, PSI Exams will be translating their Candidate Information Bulletins for those trades and including them on their website.

Following the update below of additional outreach efforts is a more detailed review of in-person translation services at examination centers.

Additional Outreach Efforts to Assess Barriers to Licensure and Increase Licensing Diversity

Surveys

CSLB currently surveys recently licensed applicants about their licensure experience so it can make improvements to the licensure process. In addition, licensing staff are finalizing a survey for licensing workshop attendees to better serve that community. Licensing staff is also working on a survey to be added to licensing applications to better understand the demographics of license applicants. Collecting demographic data is essential to evaluating where and how to target outreach efforts. Staff are also considering a survey of recently inactivated licensees to determine the reasons behind their choice to inactivate, whether it is retirement, moving to another state, or another reason. Staff have also drafted survey questions to assess the licensee experience with the online renewal process. Assessing why licensees are making the decisions they are and how CSLB is meeting their needs will help staff to improve procedures for licensure.



Licensing Workshops

In 2022, CSLB has held monthly, interactive virtual Get Licensed to Build workshops, with an average attendance of more than 100 people per workshop. Workshops are held twice a month with one in English and the other in Spanish. The workshops are conducted by Licensing and Public Affairs staff and include a review of the benefits of licensure, an overview of the licensing requirements, and the steps involved in getting a license. Questions from participants are also answered.

b. Review and Discussion Regarding Possible Need for Regulatory Rulemaking Regarding Translator Restrictions

Until all examinations are translated into written Spanish, PSI Exams allows examinees to provide their own oral translator. 82 percent of CSLB examination translator requests are for Spanish.

Applicants may bring an approved translator to read the questions to the applicant in the requested language. Below is the CSLB's current translator form, which precludes translators from having subject matter knowledge.

While CSLB is committed to removing barriers to licensure, there is concern that the CSLB translator form, which is very restrictive about translation services, may impose a barrier to minority communities. The form provides the following restrictions:

- (1) A translator cannot have subject matter knowledge of construction and cannot translate again for one year to prevent cheating or passing knowledge of examination contents to examinees.
- (2) A translator cannot become a license qualifier for five years after translating. Examinations are rewritten every five years, so this provision is intended to prevent a translator with knowledge of examination contents from taking an examination they have translated before it is rewritten.

It is not clear that either of these requirements are written in law; they are examination security policies.

The Licensing Division is committed to reviewing the form to determine if there is a need to draft regulations to implement examination security requirements without being overly restrictive of translation services. The Department of Consumer Affairs has also expressed interest in reviewing this topic. After further research, Licensing Division staff will present a plan or possible translator form revisions to the Licensing Committee.



Translator Form

(Must attach a 2" x 2" photograph that is signed on the back.)

SECTION 1 TO BE COMPLETED BY THE TRANSLATOR & RETURNED TO CSLB

2"x 2"
Attach photo of translator here. Must be signed on the back.
2"x 2"

Translator's Name (first, middle, last)
Phone Number Date of Birth Driver's License # (or other ID)
Translation (language & dialect)
Name of Exam Candidate (first, middle, last)
Candidate's Application Fee Number

Are you a student? Yes No If yes, please provide unofficial transcripts with this form

Translator's Occupation (list previous if not currently employed) and Job Description/Duties

Your Employer's Name & Type of Business (Insert name of previous employer and type of business if not currently employed)

Are you at least 18 years old? Yes No IF YES, PLEASE INITIAL THE ITEMS BELOW TO INDICATE AGREEMENT. If No, please just sign and date at the bottom of the form.

I have not acted as a translator for any examination for a contractor's license within the past year.

I have never been:

- Listed on an application for a contractor's license.
An officer, employee, supplier, or manufacturer of a construction company; or working in the building or construction industry.
Employed in any branch of accounting / bookkeeping / real estate, or studied any of these subjects in school.
Associated in any way with a school or other tutorial or coaching service that prepares applicants for contractors' license examinations.
In any contractor school classes.

I understand and agree to:

- My translation of the examination(s) may be recorded or monitored by CSLB or its agents.
I will not be allowed to apply to take an examination to qualify as a licensed contractor in the State of California within five years of the date I translate this examination.
I will not be allowed to translate again for one year from the date I translate this exam.
CSLB reserves the right to check and verify any information that I have provided to them.
I will not prompt, coach, or assist in any way with the examination, but only translate faithfully.

If No, please explain here:

HAVE YOU INITIALED ALL OF THE ITEMS ABOVE? Yes No

Signature of Translator

Date



Translator Form (continued)

SECTION 2 | TO BE COMPLETED ON TESTING DAY AT THE TEST CENTER

Notice Regarding Exam Subversion (Cheating):

If the translator prompts, coaches, or assists in any way with the examination, both the translator and candidate may be subject to prosecution under Business and Professions Code (BPC) Sections 123 and 123.5, and the application for the candidate will be denied (BPC § 496). In addition, the candidate would not be able to take any CSLB examination for a period of one year from the test date (BPC § 489). To prevent exam subversion, all conversations during the examination may be monitored or recorded. By signing this form, you both consent to the monitoring or recording of your conversations by CSLB or its agents.

Notice of Collection of Personal Information:

CSLB collects the information on this and related forms to process your request for the use of a translator for your examination(s) for licensure per BPC § 7065. Submission of the information is voluntary; however, CSLB may not be able to process your request if all information is not provided. The information you submit may be provided to other authorized governmental agencies or in response to a court order, subpoena, or public records request. You have a right of access to records containing your personal information. Individuals may obtain information regarding the location of his or her records by contacting the CSLB's Custodian of Records at: P.O. Box 26000, Sacramento, CA 95826.

Signature of Candidate

Date

Candidate Printed Name

Signature of Translator *(signed at the test center in presence of test monitor)*

Date

FOR BOARD USE ONLY	
Candidate	Site
Candidate ID	App/Fee No.
Translator	Exam Date
Translator ID	Monitor/Proctor
Translation (Language/Dialect)	

AGENDA ITEM F-3

Licensing and Testing Program Update





CONTRACTORS STATE LICENSE BOARD

LICENSING PROGRAM UPDATE

APPLICATION PROCESSING STATISTICS

The charts below provide the total number of incoming applications received by the application units each month, quarter, and calendar year.

Total Number of Applications Received Per Month

	2021			2022								
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Original Exam	810	750	1,847	1,252	1,031	1,454	1,460	1,408	1,223	1,240	1,568	1,300
Original Waiver	501	270	697	713	611	707	627	751	693	539	667	467
Add Class	278	206	445	369	316	376	380	260	286	327	385	338
Qualifier Replacer	230	156	278	240	237	283	280	279	230	218	286	234
Home Improvement	903	965	1,114	695	675	949	937	1,196	1,080	888	1,238	1,265
Total Per Month	2,722	2,347	4,381	3,269	2,870	3,769	3,684	3,894	3,512	3,212	4,144	3,604
3 – Month Totals	Oct - Dec: 9,450			Jan - Mar: 9,908			Apr - Jun: 11,090			Jul - Aug: 10,960		

Total Applications Received – Prior Calendar Years

	CY 2017	CY 2018	CY 2019	CY2020	CY2021
Original Exam	13,642	15,500	15,244	13,193	15,729
Original Waiver	8,462	9,327	8,796	7,456	7,558
Add Class	3,974	4,220	4,526	4,231	4,138
Qualifier Replacer	2,488	2,706	2,792	2,620	2,813
Home Improvement	9,522	9,720	11,122	9,694	12,411
Total Received	38,088	41,473	42,480	37,194	42,649



Weeks to Process

CSLB management closely monitors processing time for the various licensing units on a weekly and monthly basis.

The chart below provides the “weeks to process” for applications, license transactions, and public information unit documents (i.e. record certification) received each month. “Weeks to process” refers to the average number of weeks before an application or document is initially pulled for processing by a technician after it arrives at CSLB.

	2021			2022								
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Original Exam	7.0	7.5	6.5	6.1	6.1	3.6	3.3	3.9	4.7	4.5	4.2	5.0
Original Waiver	3.1	3.9	5.2	5.3	4.8	3.6	3.7	3.8	4.7	5.0	4.8	4.0
Add Class	3.1	4.1	5.6	4.6	4.1	4.1	3.4	3.3	4.4	5.2	4.1	3.6
Qualifier Replacer (Exams & Waiver)	3.1	4.4	5.5	4.6	4.0	4.0	2.7	3.4	4.4	5.3	4.0	3.8
Home Improvement	0.6	0.7	0.6	2.7	2.5	3.1	2.9	3.3	3.9	4.1	2.5	3.4
Renewal	2.0	2.3	2.1	1.8	2.7	1.8	1.0	0.9	1.6	1.1	1.2	0.9
Add New Officer	3.4	2.9	4.2	4.1	0.9	1.6	1.1	1.0	1.0	1.5	1.5	1.3
Address/ Name Change	4.1	3.0	4.2	4.5	1.9	1.7	0.8	0.9	0.9	1.6	1.5	1.3
Bond / Bond Exemption	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.7	0.9	0.6	0.9
Workers' Comp / Exempt	4.3	5.5	5.7	5.5	4.8	3.1	2.8	1.0	1.6	1.3	1.2	1.7
Certified License History	0.0	0.1	0.0	0.0	0.2	0.0	0.0	0.0	0.1	0.0	0.2	0.0
Copies of Documents	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Criminal Offender Record Information (CORI) Review*	1.9	2.1	1.8	1.7	1.9	2.4	2.1	1.9	2.2	2.3	1.9	2.2

*Outside CSLB Control—DOJ /FBI timeframe



The chart below illustrates the number of applications received in the previous fiscal years and the final disposition of these applications, regardless of the year they were processed. This is the combined total for all exam, waiver, add class, qualifier replacement, and home improvement salesperson applications. This report allows staff to monitor application cycle times and dispositions.

Disposition of Applications by Fiscal Year

Fiscal Year	Number of Apps Received	Processed & Issued	Voided	Pending*
2018-2019	42,344	20,379	6,766	15,199
2019-2020	38,251	16,415	4,161	17,675
2020-2021	41,864	16,176	4,098	21,590
2021-2022	43,707	19,148	4,801	19,758

* These are the total number of applications pending at the close of each fiscal year.

An application may be classified as pending because:

- The applicant does not pass the exam but is still within the 18-month window during which they may retest.
- The application is in the experience verification process.
- The application is not yet cleared by CSLB’s Criminal Background Unit.
- The applicant has not submitted final issuance requirements (proof of bond, workers’ compensation insurance, asbestos open book examination results, and/or fees).



RENEWAL PROCESSING STATISTICS

The charts below provide the number of incoming renewals received by the Renewal Unit each month, quarter, and calendar year.

Total Number of Renewals Received Per Month

	2021			2022								
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Reactivation	95	75	118	89	90	153	99	111	130	74	105	94
Active	6,103	6,697	8,495	6,288	6,990	10,312	8,400	7,767	8,412	8,356	8,280	7,866
Inactive	763	738	875	639	705	1,018	741	734	767	790	864	780
Delinquent Active	1,086	1,116	1,147	904	969	1,287	962	1,079	1,022	1,072	1,145	999
Delinquent Inactive	160	186	177	148	133	145	132	152	154	121	156	139
Received Per Month	8,207	8,812	10,812	8,068	8,887	12,915	10,334	9,843	10,485	10,413	10,550	9,878
3 – Month Totals	Oct - Dec: 27,813			Jan - Mar: 29,870			Apr - Jun: 30,662			Jul - Sep: 30,841		

Total Renewals Received – Prior Calendar Years

	CY 2017	CY 2018	CY 2019	CY 2020	CY2021
Reactivation	1,558	1,421	1,358	1,164	1,230
Active	97,884	104,330	98,901	97,037	94,480
Inactive	14,280	13,757	13,007	12,379	11,351
Delinquent Active	11,211	11,091	10,721	12,636	13,162
Delinquent Inactive	1,945	1,892	1,734	2,071	2,163
Total Received	126,878	132,491	125,721	125,287	122,386

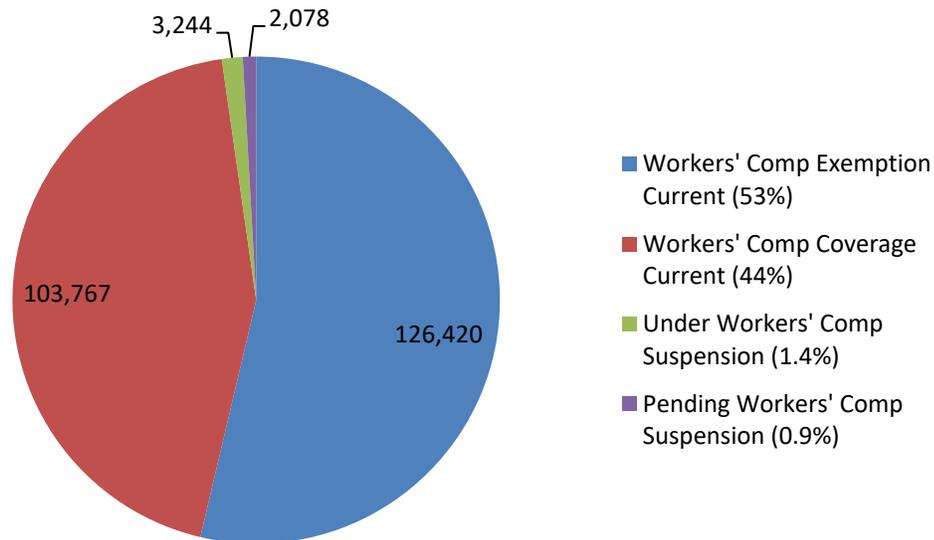


WORKERS' COMPENSATION RECERTIFICATION STATISTICS

The law requires that at the time of renewal, an active contractor with an exemption for workers' compensation insurance on file with CSLB either recertify that exemption or provide a current and valid Certificate of Workers' Compensation Insurance or Certificate of Self-Insurance. If at the time of renewal, the licensee fails to comply, then the law allows for the retroactive renewal of the license if the licensee submits the required documentation of the missing information within 30 days after notification by CSLB.

The chart below provides a snapshot of workers' compensation coverage for active licenses.

Workers' Comp Coverage for Active Licenses - September 30, 2022



Total Number of Active Licenses: 237,050

The following chart shows the workers' compensation coverage (policies and exemptions) on file as of September 30, 2022, for active licenses by classification and the percentage of exemptions per classification.

**Active License Classifications Workers' Comp Status: As of September 30, 2022**

Classification	Exemptions on File	WC Policies on File	Total Policies & Exemptions	% of Total with Exemptions
A General Engineering	5,440	9,361	14,801	37%
B General Building	61,947	41,524	103,471	60%
B-2 Residential Remodeling	163	40	203	80%
C-2 Insulation and Acoustical	281	899	1,180	24%
C-4 Boiler Hot Water	196	547	743	26%
C-5 Framing / Rough Carp	522	450	972	54%
C-6 Cabinet-Millwork	2,613	1,972	4,585	57%
C-7 Low Voltage Systems	1,987	2,826	4,813	41%
C-8 Concrete	2,696	3,765	6,461	41%
C-9 Drywall	1,238	1,847	3,085	40%
C10 Electrical	14,313	12,156	26,469	54%
C11 Elevator	38	162	200	19%
C12 Earthwork & Paving	1,011	1,426	2,437	41%
C13 Fencing	690	976	1,666	41%
C15 Flooring	3,676	3,458	7,134	51%
C16 Fire Protection	772	1,435	2,207	35%
C17 Glazing	1,135	1,882	3,017	38%
C20 HVAC	7,043	5,754	12,797	55%
C21 Building Moving Demo	528	1,208	1,736	30%
C22 Asbestos Abatement	2	294	296	0.7%
C23 Ornamental Metal	417	639	1,056	39%
C27 Landscaping	4,963	6,806	11,769	42%
C28 Lock & Security Equipment	149	215	364	41%
C29 Masonry	987	1,318	2,305	43%
C31 Construction Zone	68	297	365	19%
C32 Parking Highway	172	305	477	36%
C33 Painting	8,745	6,975	15,720	56%
C34 Pipeline	148	367	515	29%
C35 Lath & Plaster	609	1,225	1,834	33%
C36 Plumbing	9,269	7,157	16,426	56%
C38 Refrigeration	930	928	1,858	50%
C39 Roofing	0	4,777	4,777	0%
C42 Sanitation	385	598	983	39%
C43 Sheet Metal	393	1,026	1,419	28%
C45 Signs	367	509	876	42%
C46 Solar	465	808	1,273	37%
C47 Gen Manufactured House	216	227	443	49%
C50 Reinforcing Steel	74	194	268	28%
C51 Structural Steel	418	1,084	1,502	28%
C53 Swimming Pool	1,210	1,513	2,723	44%
C54 Tile	3,655	2,805	6,460	57%
C55 Water Conditioning	122	182	304	40%
C57 Well Drilling	296	496	792	37%
C60 Welding	544	484	1,028	53%
C61 Limited Specialty	8,192	10,871	19,063	43%



FINGERPRINTING/CRIMINAL BACKGROUND UNIT STATISTICS

As mandated in January 2005, CSLB continues to fingerprint all license applicants. The California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) conduct criminal background checks and provide criminal offender record information to CSLB for in-state convictions and for out-of-state and federal convictions.

DOJ and FBI typically provide responses to CSLB within a day or two of an applicant being fingerprinted, but occasionally the results are delayed. This does not necessarily indicate a conviction, as sometimes the results reveal a clear record. Most delays are resolved within 30 days; however, some continue for up to 90 days or longer because DOJ and FBI may need to obtain court records. Since DOJ and FBI are independent agencies, CSLB has no control over these delays and must wait for the fingerprint results before issuing a license. Staff follows up with DOJ regarding delayed responses to confirm the review has commenced and to make sure DOJ requires no further information.

Below is a breakdown of Criminal Background Unit statistics for the past five calendar years.

CRIMINAL BACKGROUND UNIT STATISTICS

	CY 2017	CY 2018	CY 2019	CY 2020	CY2021	TOTALS
DOJ Records Received	29,189	34,664	33,553	27,172	35,114	159,692
CORI Information Received	5,900	6,729	6,657	5,375	6,818	31,479
Denials	63	65	63	16	8	215
Appeals	39	42	31	11	5	128
Probationary Licenses Issued (conditional license, requires periodic review)	83	61	86	101	177	508



EXPERIENCE VERIFICATION UNIT STATISTICS

Business and Professions Code section 7068(g) and California Code of Regulations section 824 require that the CSLB registrar conduct a comprehensive investigation of a minimum of 3 percent of applications. Such investigations shall include those areas of experience claimed and other areas the registrar deems appropriate for the protection of the public.

Since implementation in September 2014, Experience Verification Unit staff have been assigned and have reviewed 3,931 applications.

The following chart provides a monthly breakdown of actions taken for applications referred to the Experience Verification Unit for the past 12 months.

	2021			2022								
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Withdrawn	4	1	2	3	2	3	1	3	2	3	5	4
Verified	3	4	6	6	5	9	9	6	6	7	8	4
Denied	1	3	1	6	2	4	0	2	2	1	3	5
Appealed	0	0	0	0	0	0	0	0	0	0	0	1

The chart on the following page provides the breakdown for appeals, denials, withdrawals, experience verification, and pending applications by classification for the past 24 months.

** Please Note: Staff have worked with personnel and recently referred many of the experience verification field investigation files to the Enforcement Division. The full 3% investigative review of applications resumed August 2022.*

**Experience Verification by Classification
September 1, 2020 to September 30, 2022**

Classification		Appealed	Withdrawn	Verified	Denied	Total
A	General Engineering	0	2	9	3	14
B	General Building	3	33	75	24	135
B-2	Residential Remodeling	0	1	2	3	6
C2	Insulation and Acoustical	0	0	0	1	1
C4	Boiler Hot Water	0	0	0	0	0
C5	Framing / Rough Carp	0	0	0	0	0
C6	Cabinet-Millwork	0	0	2	0	2
C7	Low Voltage Systems	0	0	2	0	2
C8	Concrete	0	2	4	0	6
C9	Drywall	0	0	0	0	0
C10	Electrical	1	4	14	2	21
C11	Elevator	0	0	0	0	0
C12	Earthwork & Paving	0	0	1	1	2
C13	Fencing	0	0	0	0	0
C15	Flooring	1	2	3	1	7
C16	Fire Protection	0	0	4	0	4
C17	Glazing	0	1	1	0	2
C20	HVAC	0	2	7	3	12
C21	Building Moving Demo	0	0	0	0	0
C22	Asbestos Abatement	1	0	2	0	3
C23	Ornamental Metal	0	0	0	0	0
C27	Landscaping	0	2	7	1	10
C28	Lock & Security Equipment	0	0	0	0	0
C29	Masonry	0	0	0	0	0
C31	Construction Zone	0	0	0	0	0
C32	Parking Highway	0	0	0	0	0
C33	Painting	0	3	9	0	12
C34	Pipeline	0	0	0	0	0
C35	Lath & Plaster	0	2	3	0	5
C36	Plumbing	0	2	6	2	10
C38	Refrigeration	0	0	0	0	0
C39	Roofing	0	2	6	4	12
C42	Sanitation	0	1	1	1	3
C43	Sheet Metal	0	0	0	0	0
C45	Signs	0	0	2	0	2
C46	Solar	0	0	0	0	0
C47	Gen Manufactured House	0	0	0	0	0
C50	Reinforcing Steel	0	0	0	0	0
C51	Structural Steel	0	0	3	0	3
C53	Swimming Pool	0	2	3	1	6
C54	Tile	0	0	3	0	3
C55	Water Conditioning	0	0	0	0	0
C57	Well Drilling	0	0	0	0	0
C60	Welding	0	0	2	0	2
C61	Limited Specialty	1	1	5	2	9
ASB	Asbestos Cert	0	0	0	0	0
HAZ	Hazardous Cert	0	0	0	0	0
Total		7	62	176	49	294



LICENSING INFORMATION CENTER STATISTICS

Licensing Information Center Support Services

CSLB’s Licensing Information Center (LIC) is the first point of contact for applicants, consumers, licensees, and governmental agencies needing information about licensing laws, hiring a contractor, licensing application information, and the status of an application. On average, the LIC receives 12,000 calls monthly. Staff who respond to calls must have knowledge of licensing transaction processes in order to assist callers with correct and complete information or transfer the caller to the appropriate person.

Table with 13 columns: Inbound Activity, 2021 (Oct, Nov, Dec), 2022 (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep). Rows include Calls Received, Calls Answered, Caller Abandoned, Longest Wait Time, Shortest Wait Time, and Avg. Wait Time.

Licensing Information Center Call Data - Prior Calendar Years

Table with 6 columns: Inbound Activity, CY 2017, CY 2018, CY 2019, CY 2020, CY 2021. Rows include Calls Received, Calls Answered, Caller Abandoned, Average Longest Wait Time, Average Shortest Wait Time, and Average Wait Time.

The Licensing Information Center has filled vacant positions, including a supervisor position that has helped with workload monitoring. In addition, telework schedules have been modified for more consistent phone coverage.



JUDGMENT UNIT STATISTICS

Judgment Unit staff process all outstanding liabilities, judgments, and payment of claims reported to CSLB by licensees, consumers, attorneys, credit recovery firms, bonding companies, CSLB's Enforcement Division, and other governmental agencies. The Judgment Unit also processes all documentation and correspondence related to resolving issues such as satisfactions, payment plans, bankruptcies, accords, motions to vacate, etc.

Outstanding liabilities are reported to CSLB by:

- Employment Development Department
- Department of Industrial Relations
 - Division of Occupational Safety and Health
 - Division of Labor Standards Enforcement
- Franchise Tax Board
- State Board of Equalization
- CSLB Cashiering Unit

Unsatisfied judgments are reported to CSLB by:

- Contractors
- Consumers
- Attorneys

Payment of claims are reported to CSLB by bonding (surety) companies.

The charts on the following page provide the number of notifications mailed to licensees related to outstanding liabilities, judgments, and payment of claims affecting their license status, including the savings to the public as a result of compliance.

**Judgment Unit****Number of Reimbursements to State Agencies and Public**

	2021			2022								
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep

OUTSTANDING LIABILITIES (FROM CALIFORNIA STATE AGENCIES)

Initial	93	96	99	95	65	156	83	87	79	76	88	62
Suspend	71	81	74	76	67	100	45	65	72	70	75	55
Reinstate	57	41	66	37	57	119	38	37	38	30	59	42
Total	221	218	239	208	189	375	166	189	189	176	222	159

FINAL JUDGMENTS (FROM COURT ACTIONS)

Initial	51	48	27	11	36	39	61	55	61	38	57	65
Suspend	22	18	40	55	18	7	28	22	12	17	15	20
Reinstate	33	41	50	40	48	42	44	50	53	35	50	34
Total	106	107	117	106	102	88	133	127	126	90	122	119

PAYMENT OF CLAIMS (FROM BOND SURETY COMPANIES)

Initial	77	82	90	61	113	147	111	68	156	93	119	95
Suspend	66	49	66	26	39	41	5	70	71	73	30	91
Reinstate	76	67	70	38	63	123	109	44	93	84	102	72
Total	219	198	226	125	215	311	225	182	320	250	251	258

**Reimbursement Amounts to State Agencies and Public
Prior Calendar Years**

	CY 2017	CY 2018	CY 2019	CY 2020	CY 2021
Outstanding Liabilities	\$23,282,397	\$23,899,670	\$26,277,077	\$18,342,630	\$18,765,840
Final Judgments	\$20,175,529	\$12,167,435	\$16,514,073	\$20,586,833	\$18,003,223
Payment of Claims	\$8,850,173	\$9,580,600	\$11,080,053	\$9,921,280	\$7,934,026
Total Monetary Savings	\$52,308,099	\$45,647,705	\$53,871,203	\$48,850,913	\$44,703,089



CONTRACTORS STATE LICENSE BOARD

LICENSING PROGRAM UPDATE

State Agency Outstanding Liabilities Collected

	Employment Dev. Department (EDD)	Franchise Tax Board (FTB)	Department of Industrial Relations (DIR) Division of Labor Standards Enforcement (DLSE) Division of Occupational Safety & Health (DOSH) Office of the Director – Legal Unit (ODL)	Total Liabilities Collected
October 2021	\$992,599	\$1,644,895	\$360,193	\$2,997,687
November	\$1,076,707	\$405,469	\$92,564	\$1,574,740
December	\$1,705,358	\$632,855	\$957,282	\$3,295,495
January 2022	\$762,940	\$32,299	\$80,971	\$876,210
February	\$1,428,118	\$540,716	\$153,707	\$2,122,541
March	\$2,105,902	\$212,245	\$134,886	\$2,453,033
April	\$734,075	\$263,992	\$171,967	\$1,170,034
May	\$1,163,900	\$149,918	\$247,468	\$1,561,286
June	\$1,228,445	\$858,433	\$22,921	\$2,109,799
July	\$999,272	\$196,712	\$669,945	\$1,865,929
August	\$1,042,901	\$395,882	\$374,290	\$1,813,073
September	\$976,015	\$142,565	\$266,121	\$1,384,701
TOTALS	\$14,216,232	\$5,475,981	\$3,532,315	\$23,224,528



CONTRACTORS STATE LICENSE BOARD

TESTING PROGRAM UPDATE

EXAMINATION ADMINISTRATION UNIT

The Testing Division’s Exam Administration Unit (EAU) utilizes PSI Exams to administer CSLB’s 47 examinations at 20 computer-based test centers. PSI provides applicants with more testing hours that include evening and weekend testing and allows them to select their own test dates, times, and locations. CSLB and PSI mail applicants instructions on how to schedule exams.

EAU provides reasonable accommodations to applicants when needed and approves translator requests for candidates.

EAU currently has two vacancies: two Associate Governmental Program Analyst positions.

Number of Examinations Scheduled Per Month October 2021 – September 2022

Oct 2021	Nov	Dec	Jan 2022	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
5909	5555	5477	5752	5175	6022	6007	5105	5888	2046	3362	3515	59813

CSLB currently utilizes PSI test centers in the following locations:

- | | |
|-----------------------------|---------------|
| Agoura Hills | Riverside |
| Atascadero | Sacramento |
| Bakersfield | San Diego |
| Carson | San Francisco |
| Diamond Bar | Santa Clara |
| El Monte / Santa Fe Springs | Santa Rosa |
| Fresno | Union City |
| Irvine | Ventura |
| Lawndale | Visalia |
| Redding | Walnut Creek |

On April 1, 2022, CSLB began administering examinations at PSI Exams test centers. As of July 1, 2022, all CSLB examinations are administered at PSI test centers. The leases for CSLB test centers have been terminated or are in the process of being terminated. Contracts with CHP and Translator Services for the test centers are no longer necessary, along with IT equipment and operational costs for the test centers.

As a result of the closures, 5 permanent Office Technician vacant positions have been abolished and CSLB no longer needs to employ Examination Proctors.



Number of Examinations Administered by Test Center

October 2021 – September 2022

Test Center	Number of Examinations Administered
Agoura Hills - PSI	668
Atascadero - PSI	105
Bakersfield – PSI	180
Carson - PSI	331
Diamond Bar – PSI	369
El Monte/Santa Fe – PSI	679
Fresno - PSI	351
Fresno - CSLB	2,640
Irvine – PSI	604
Lawndale – PSI	341
Norwalk – CSLB	10,479
Oxnard – CSLB	5,549
Redding – PSI	158
Riverside/Mission Grove – PSI	922
Sacramento – PSI	1,307
Sacramento – CSLB	8,024
San Bernardino - CSLB	6,280
San Diego - PSI	1,071
San Diego - CSLB	4,079
San Francisco - PSI	451
San Jose - CSLB	5,004
Santa Clara – PSI	688
Santa Rosa – PSI	294
Union City – PSI	288
Ventura – PSI	351
Visalia - PSI	130
Walnut Creek – PSI	514
Total	51,857

EXAMINATION DEVELOPMENT UNIT

The Testing Division’s Exam Development Unit (EDU) ensures that CSLB’s 47 examinations are written, maintained, and updated in accordance with testing standards and guidelines, Department of Consumer Affairs policies, and CSLB regulations, as well as federal and California state law.

Examination Development

State law requires that all license examinations be updated at least every five to seven years. All CSLB examinations meet this standard. The revision process takes approximately one year and is conducted in two phases: 1) occupational analysis and 2) item bank development.



The occupational analysis determines what topics are relevant to each contractor classification and in what proportion they should be tested. This process starts with interviews of a statewide sample of active California licensees in each specific classification. The interviews result in a draft list of the job tasks performed by contractors in that trade and the knowledge needed to work safely and competently. EDU staff then conduct a workshop with licensees who act as subject matter experts to finalize the task and knowledge statements. A large-scale online survey is conducted with a greater number of subject matter experts. A second workshop is then conducted to develop a validation report, which includes an examination outline that serves as a blueprint for constructing examination versions/forms.

The item bank development phase involves numerous workshops with subject matter experts to review and revise existing test questions, write, and review new test questions, and determine the passing score for examinations from that point forward.

EDU currently has three vacancies: one Research Data Analyst I/II, one Research Data Specialist I/II, and one Graduate Student Assistant.

The following examinations have been released since August 2022:

- C-11 Elevator – November 1, 2022
- C-27 Landscaping – November 1, 2022
- Asbestos Certification – October 1, 2022
- C-8 Concrete – August 1, 2022
- C-32 Parking and Highway Improvement – August 1, 2022



Examination Programs in Progress as of November 30, 2022

Occupational Analysis	
C-13 Fencing	C-2 Insulation & Acoustical
C-47 General Manufactured Housing	C-4 Boiler, Hot Water Heating, & Steam-fitting
	C-7 Low Voltage
	C-9 Drywall
	C-12 Earthwork and Paving
	C-17 Glazing
	C-29 Masonry
	C-31 Construction Zone Traffic Control
	C-39 Roofing
	C-42 Sanitation Systems
	C-46 Solar
	C-49 Tree and Palm
	C-53 Swimming Pool
	C-54 Ceramic & Mosaic Tile
	C-57 Well Drilling
	Hazardous Substance Removal Certification

Ongoing Consumer Satisfaction and Applicant Surveys

EDU conducts an ongoing survey of consumers whose complaint cases have been closed to assess overall satisfaction with the Enforcement Division’s handling of complaints related to eight customer service topics. This survey is sent to a sample of complainants who provided CSLB with their email address. Respondent comments are provided to the Enforcement Division each month for review. The annual report is attached.

EDU also conducts an ongoing survey of applicants who complete the application process. The surveys are emailed after license issuance to all applicants who provide CSLB with their email address. Follow up emails are sent a few weeks later to applicants who have not yet responded. Respondent comments are provided to the Licensing Division each month for review. Statistics based on survey responses for both surveys are compiled and presented to the board annually. The annual report is attached.



CONTRACTORS STATE LICENSE BOARD
REPORT ON THE CONSUMER SATISFACTION
SURVEY: 2021-22 COMPLAINT CLOSURES
(July 2021 to June 2022)

Report Date: August 2022



Executive Summary

The Consumer Satisfaction Survey Report is based on surveys of individuals who have filed complaints with the Contractors State License Board (CSLB) Enforcement division against licensed or unlicensed contractors. These surveys assess the public's satisfaction with CSLB's handling of their complaints. The original benchmark survey began with complaints that were closed in 1993, and assessment of consumer satisfaction has continued since that time. The present report measures consumer satisfaction for complaints closed in fiscal year 2021/22.

Eight of the nine questions on the 2021/22 survey were identical to those used since 1993 (the ninth question regarding the consumer checking the license for their contractor was omitted) and the same seven-point agreement scale was used. From 1993-2009, 4,800 complainants (400 per month) were randomly selected to receive surveys. In 2010, the survey's format and sampling method were changed; CSLB began to email the survey to all consumers with closed complaints who had provided email addresses. In 2021/22, 9,304 complainants provided email addresses, of which 8,547 were deemed valid. Surveys were sent out in individual monthly batches.

In 2021/22, a total of 1,184 complainants (14 percent of those surveyed) responded to the questionnaire, a rate similar to that of previous years.

Major Findings and Comparison with Previous Years

Most satisfaction measures showed a modest recovery from the previous survey. This is to be expected given the reduced capacity during the pandemic.

Table 1 summarizes the survey results from consumers with complaints closed in 2021/22. The table also includes the annual ratings for the eight consumer satisfaction questions (service categories) over the previous four years.

In 2021/22, the lowest agreement (49 percent) was for the question, "The action taken in my case was appropriate," whereas the highest agreement (81 percent) was for the question about being treated courteously, which is a consistent pattern for the last 11 years. From 2020 to 2022, six service categories showed slight increases in customer satisfaction, reversing the trend. The question on overall satisfaction showed a 3% increase, but it remains below pre-pandemic levels. The two survey questions that have not yet shown increased ratings relate to the timeliness of complaint processing.

Forty-three percent of survey respondents selected "yes" to Question 9, "Before hiring, I inquired about my contractor's license status with the CSLB," which is very similar to previous years.

TABLE 1: HISTORICAL RESULTS OF THE CONSUMER SATISFACTION SURVEY (2017-2021/22)

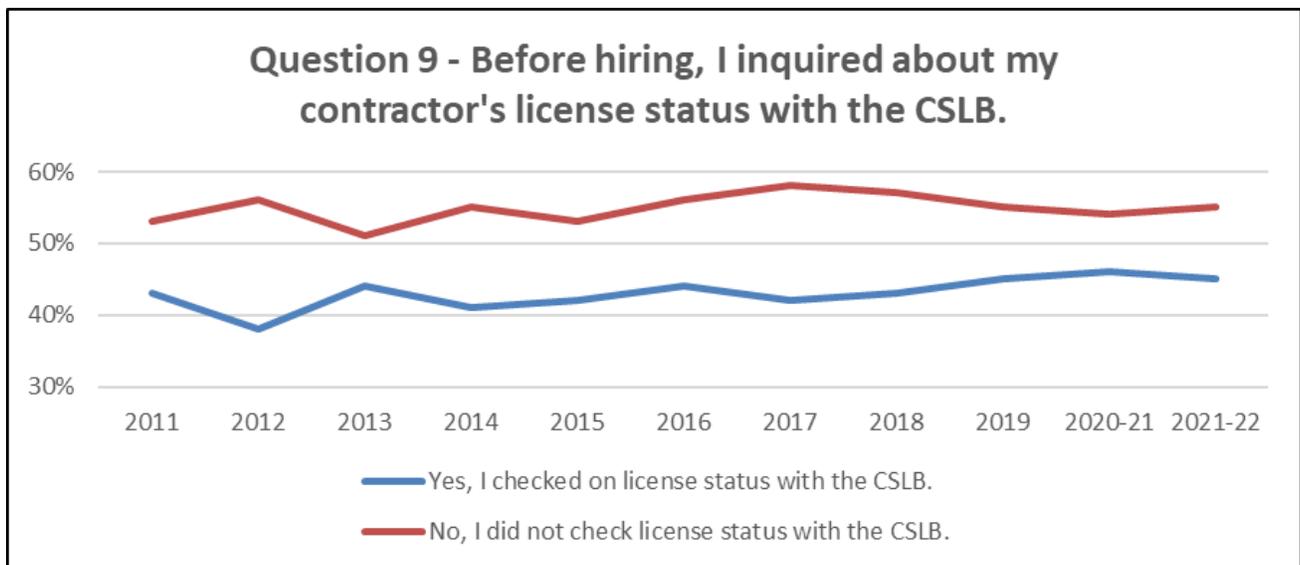
Questionnaire Statements	Percent Agreement by Year				
	2017	2018	2019	2020/21	2021/22
1. The CSLB contacted me promptly after I filed my complaint.	78%	80%	77%	68%	67%
2. The procedures for investigating my complaint were clearly explained to me.	75%	76%	72%	66%	68%
3. The CSLB kept me informed of my case's progress during the investigation.	68%	68%	65%	57%	60%
4. I was treated courteously by the CSLB's representative(s).	85%	87%	84%	79%	81%
5. My complaint was processed in a timely manner.	66%	66%	64%	55%	54%
6. I understand the outcome of the investigation (whether or not I agree with the action taken).	69%	70%	68%	60%	61%
7. The action taken in my case was appropriate.	57%	55%	55%	47%	49%
8. I am satisfied with the service provided by the CSLB.	64%	61%	61%	51%	54%

History

In 1994, the Contractors State License Board began a program to improve consumer satisfaction with CSLB's enforcement program. A cornerstone of this effort was a survey to solicit feedback from individuals who filed complaints with the Board. The first postcard survey, covering complaint closures from 1993, was designed to serve as a benchmark in an ongoing evaluation program as well as to identify areas in need of improvement. These ongoing surveys have been conducted by CSLB's Testing Division. The present report covers fiscal year 2021/22 and compares these results with previous years.

The Consumer Satisfaction Survey also provides a convenient method for polling consumers on other issues. Since 2000, the survey has been used to estimate the percentage of complainants who inquired about the contractor's qualifications with CSLB. Agreement with this question has ranged from 29 percent in 2000, to 50 percent in 2008. In 2007, this question was rephrased from "Before hiring, I inquired about my contractor's qualifications with the Contractors State License Board," to "Before hiring, I inquired about my contractor's license status with the CSLB," and the answer choices changed from an agreement scale to a yes/no format. Since 2007, of those responding to this question, between 38 percent and 50 percent of respondents endorsed this statement (a mean of 44 percent). Figure 1 shows these results by year.

Figure 1



In 2007, Question 10, an open-ended follow-up to Question 9, was added to assess the reasons why some consumers did not inquire about their contractor's license status with CSLB. The responses to Question 10 were reviewed and sorted into 12 comment categories. In 2010, CSLB eliminated this question.

Project Design

Questionnaire Description

The nine-item 2021/22 questionnaire was developed in SurveyMonkey and included eight questions assessing customer service. Seven of them related to specific aspects of the complaint process, and one was about overall satisfaction. These questions were virtually identical to those used since 1994. Complainants were asked to rate the questions on a seven-point agreement scale that provided three levels of agreement with a question (strongly agree, agree, and mildly agree), and three levels of disagreement (strongly disagree, disagree, and mildly disagree). The rating scale also included a "neutral" point. The ninth question addressed whether consumers inquired with CSLB about their contractor's license status prior to hiring and required a yes/no response. The questionnaire also provided space for written comments. A copy of the questionnaire is attached as Appendix A.

Before receiving the survey, each complainant's email address was linked with his/her case number to allow CSLB to respond to issues identified in survey results, if necessary.

Sampling Procedure

In fiscal year 2021/22, CSLB completed the investigation or mediation process for 19,397 complaints filed by consumers against licensed and unlicensed contractors. This was 2,546 more than in 2020/21. Complainants who provided CSLB with an email address were selected from all the closed complaint files. Duplicate complainants and clearly incorrect email addresses were removed from the sample before emailing, leaving a total sample of 8,547. Surveys of consumers whose complaints were closed in each month were emailed throughout fiscal year 2021/22.

Analysis Procedure

Combining the three "Agreement" points and then dividing this number by the total number of respondents determined the level of agreement with each service category question. This procedure provided the proportion of respondents who agreed with the question.

Complainants' Comments

Most comments elaborated on the questionnaire statements and the remaining comments presented additional areas of consumer concern. Some complainants used the comment space to request contact by a CSLB representative to indicate that they were unsure about the outcome of their case, or to provide positive remarks about CSLB representatives who handled their cases. These survey results were forwarded to CSLB Enforcement staff each month.

Results

Response Rate

In 2021/22, 14 percent (1,184) of those selected for the sample responded. The response rate for this survey has ranged from 14-31 percent, which is considered standard for this type of survey.

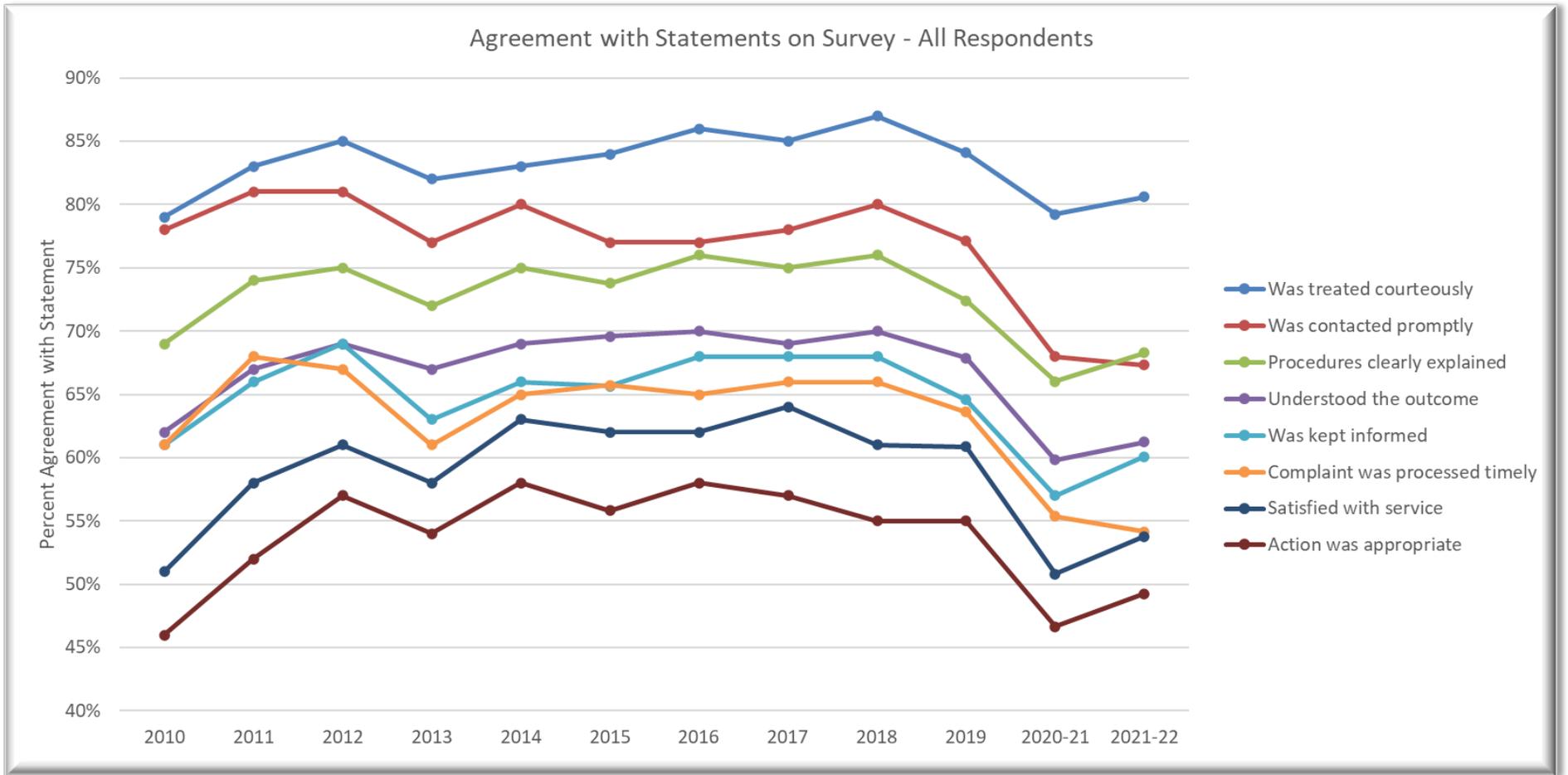
Consumer Agreement with Questionnaire Statements

Appendix B (Table B-1) contains the detailed results for the 2021/22 Consumer Satisfaction Survey, indicating the individual percentages for each “agreement” category. Table 1 of the Executive Summary presents the satisfaction ratings for the 2021/22 survey, along with results from 2017 to 2020. Consumer agreement information is also presented in graph form in Figure 2.

Contractor Qualifications

The question addressing contractor qualifications was included to assess the need for public education in this area. Question 9 asked, “Before hiring, I inquired about my contractor’s qualifications with the Contractors State License Board.” See Figure 1.

FIGURE 2
HISTORICAL RESULTS OF THE CONSUMER SATISFACTION SURVEY
(2010 – 2021/22) LINE GRAPH PRESENTATION



Complainants' Comments

Seventy-two percent of the responding complainants chose to include comments with their survey responses, a percentage consistent with past results. As in previous years, the comments ranged from requests for follow up, additional information about the status of complainants' cases, and feedback regarding CSLB representatives. The comments also included suggestions for procedure changes for the CSLB complaint process. All comments were forwarded to CSLB's Enforcement staff for review.

A Historical Look at Sampling Methods

Beginning in 2010, CSLB altered the sampling method from random sampling to convenience sampling. Random sampling is preferred for most surveys to ensure that the sample is representative of the overall population of interest. It assumes that characteristics such as gender, age, socioeconomic status, etc., are equally distributed across the survey population and, therefore, will be equally distributed across a random sample.

Convenience sampling selects participants based on their availability to the researcher. As applied to the CSLB Consumer Satisfaction Survey, using an email survey rather than a paper and pencil survey reduces costs and saves staff time. The most convenient sampling method, therefore, uses those complainants who provided their email addresses. While convenience sampling can induce bias in a survey, depending on the topic, there is no reason to expect that consumers who provided their email address to CSLB would have different opinions on the satisfaction measures assessed by the current survey from those who did not provide an email address.

Sampling validity was also assessed with another method over a nine-year period. In survey research, respondents to a survey may not be representative of the overall group, which can occur when a particular segment of the sample is more motivated to respond to the survey. From 2010 to 2018, the respondent samples were compared to the recipient samples (the groups receiving the survey) to check for response bias based on complaint outcome. The percentage of *recipients* with positive complaint outcomes was very similar to the percentage of *respondents* who had positive outcomes. This large set of data established that this survey does not have a meaningful response bias of this nature. Beginning in 2019, it was determined that this comparison was not necessary as the survey and its administration procedures remain consistent.

TECHNICAL APPENDICES

- Appendix A: Consumer Satisfaction Survey Questionnaire
- Appendix B: Detailed Results of the Consumer Satisfaction Survey

APPENDIX A

Consumer Satisfaction Survey Questionnaire

Consumer Satisfaction Survey month/year

Introduction Section

Dear Consumer:

As part of our ongoing efforts to improve service to consumers, we are conducting a survey to monitor the quality of service provided to consumers who have filed a complaint with the Contractors State License Board.

Your name was selected from our complaint files that were recently closed.

Would you please take a few minutes to respond to the following survey? We need to hear from you so that we can identify where improvements are needed. Of course, we would also like to hear how we are serving you well.

When you are done just click on the "DONE" button at the bottom of the last page to forward your responses on to the Board.

Thank you for taking the time to participate in this survey!

Contractors State License Board

Consumer Satisfaction Survey month/year

Survey instructions and questions

1. Please have the person most familiar with the complaint complete the survey. Select the response that shows how much you agree with each statement on the survey.

We are identifying your response with your complaint number to provide specific information about CSLB operations. Your identity, including your email address and complaint number will be kept confidential. Please note, your response may be shared with CSLB enforcement staff on a need to know basis to help improve our mission of consumer protection. This process may involve CSLB enforcement staff contacting you at your request or may be initiated by staff to follow-up with you regarding your survey comments.

	STRONGLY AGREE	AGREE	MILDLY AGREE	NEUTRAL	MILDLY DISAGREE	DISAGREE	STRONGLY DISAGREE
The CSLB contacted me promptly after I filed my complaint.	<input type="radio"/>						
The procedures for investigating my complaint were clearly explained to me.	<input type="radio"/>						
The CSLB kept me informed of my complaint's progress during the investigation.	<input type="radio"/>						
I was treated courteously by the CSLB's representative(s).	<input type="radio"/>						
My complaint was processed in a timely manner.	<input type="radio"/>						
I understand the outcome of the investigation (whether or not I agree with the action taken).	<input type="radio"/>						
The action taken in my case was appropriate.	<input type="radio"/>						
I am satisfied with the service provided by the CSLB.	<input type="radio"/>						

2. Before hiring, I inquired about my contractor's license status with the CSLB.

- YES
 NO

3. Comments (please include any areas that you feel our staff could improve in and/or examples of superior service to you):

APPENDIX B

Detailed Results of the Consumer Satisfaction Survey

**Table B-1 - Overall Results of Consumer Satisfaction Survey; 2021/22
Complaint Closures**

QUESTION ASKED	STRONGLY AGREE	AGREE	MILDLY AGREE	NEUTRAL	MILDLY DISAGREE	DISAGREE	STRONGLY DISAGREE	NO RESPONSE
1. Was contacted promptly	350	325	120	68	56	97	164	4
	30%	28%	10%	6%	5%	8%	14%	
2. Procedures clearly explained to me	347	327	131	81	59	99	134	6
	29%	28%	11%	7%	5%	8%	11%	
3. Was kept informed	327	262	118	82	59	117	212	7
	28%	22%	10%	7%	5%	10%	18%	
4. Was treated courteously	628	268	52	96	21	33	77	9
	53%	23%	4%	8%	2%	3%	7%	
5. Complaint was processed timely	311	232	92	96	64	110	269	10
	26%	20%	8%	8%	5%	9%	23%	
6. Understood the outcome	409	260	47	116	51	71	214	16
	35%	22%	4%	10%	4%	6%	18%	
7. Action was appropriate	349	176	51	121	48	107	314	18
	30%	15%	4%	10%	4%	9%	27%	
8. Satisfied with service	399	191	43	80	48	109	305	9
	34%	16%	4%	7%	4%	9%	26%	

Percentages may not add to 100% due to rounding.

QUESTION ASKED	YES	NO	NO RESPONSE
9. Checked contractor's license status with CSLB	509	630	45
	43%	53%	

Applicant Survey Executive Summary

Since March 2020, Testing Division staff has been circulating a monthly online survey to individuals who had recently received their license with the Contractors State License Board (CSLB). The purpose of the survey is to assess the applicant’s satisfaction with the licensure process. The surveys are sent at the beginning of each month and licensees are given about a month to respond.

The online survey is sent through SurveyMonkey and includes nine questions. The first two questions are Yes or No. Respondents are asked to rate six questions on a five-point agreement scale that provides two levels of agreement (agree or somewhat agree), two levels of disagreement (disagree or somewhat disagree), and a “neutral” option. The respondents also have the option to write additional comments.

Starting with the November 2021 Applicant Survey, Testing Division staff added a ninth question about attending a school, college, or classes in order to prepare to take the Trade Exam and/or the Law and Business Exam. Individuals who responded “Yes” to Question 9 can add which school, college, or class was attended and if they found it helpful in passing the exams.

Then for the June 2021 Applicant Survey, Testing Division staff included an informational page about how to participate as a Subject Matter Expert (SME) in the exam development process. The page included instructions on how to respond for those interested in assisting. The Applicant Survey can be seen in Appendix A.

A total of 13,490 surveys were emailed between July 2021 and June 2022 and 1,876 (14%) responses were received. The response rate for each month can be seen in Table 1.

Table 1
Response Rate by Month for Jul 2021 - Jun 2022

	Jul 2021	Aug	Sep	Oct	Nov	Dec	Jan 2022	Feb	Mar	Apr	May	Jun	Total
Surveys Emailed	1149	1285	1133	1060	944	1065	1087	904	1250	1401	1084	1128	13,490
Response Rate	164	193	153	137	139	157	159	124	164	214	138	134	1,876
Response Rate (%)	14%	15%	14%	13%	15%	15%	15%	14%	13%	15%	13%	12%	14%

Results for the first two questions can be seen in Table 2. For both questions respondents overwhelmingly chose “Yes”, indicating that the licensure process was easy to understand and that the timeframe was acceptable.

Table 2

Survey Question	Yes	No
1. Was the licensure process easy to understand?	87%	13%
2. Was the licensure process timeframe acceptable?	74%	26%

Results for questions 3 - 8 can be seen in Table 3. Results for these five-point agreement questions were obtained by cumulating the two agreement (agree or somewhat agree) ratings and dividing by the total number of responses. This procedure provided the percentage of agreement for each question. All the questions had relatively high levels of agreement; however, respondents agreed the most with question #5 (I was treated courteously by CSLB’s representatives), question #7 (I am satisfied with the online Asbestos Open Book Examination process), and question #8 (I am satisfied with the service provided by CSLB). The levels of agreement can also be seen by month in Table 4 and Figure 1.

A total of 526 comments were received and about 42% were positive. Common topics include preferring to have an online application and email communication, the timeframe for licensure (both positive and negative), and positive experiences with CSLB staff.

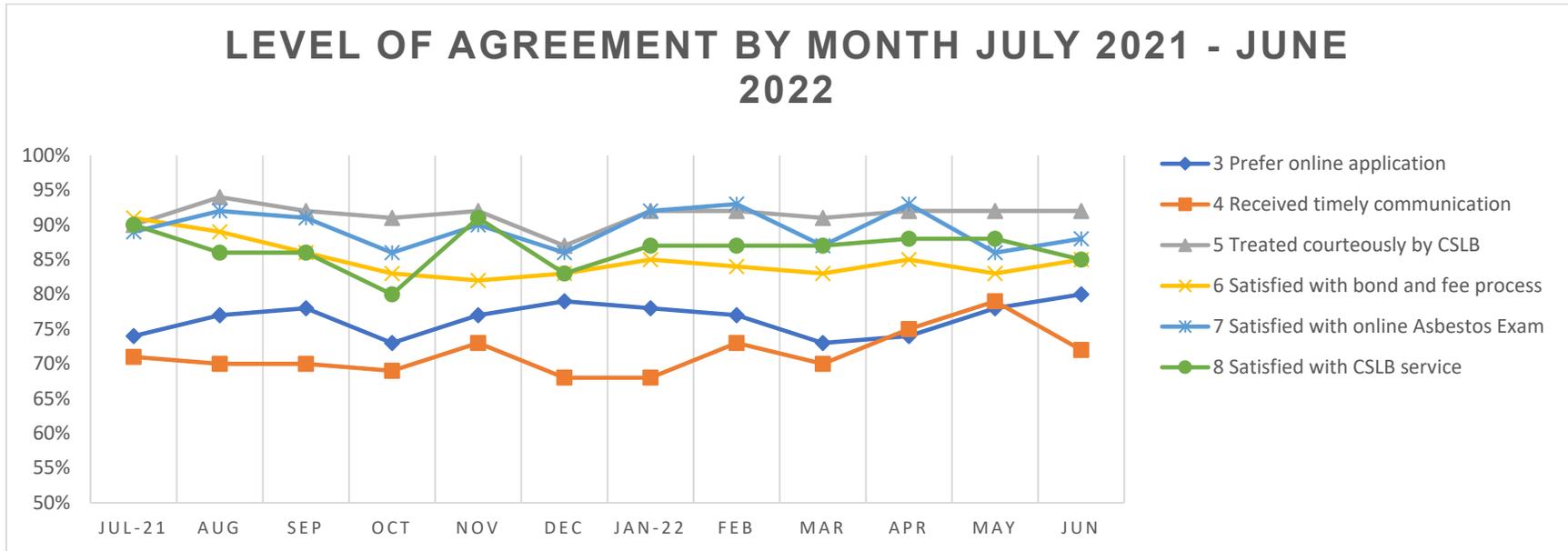
Table 3
Total Percent of Agreement Jul 2021 – Jun 2022

Survey Statement	
3. I would prefer to use an online application process.	76%
4. I received timely communication from CSLB.	71%
5. I was treated courteously by CSLB’s representatives.	91%
6. I am satisfied with the bond and fee process.	85%
7. I am satisfied with the online Asbestos Open Book Examination process.	88%
8. I am satisfied with the service provided by CSLB.	86%

Table 4
Percent of Agreement by Month for Jul 2021 - Jun 2022

Survey Statement	Jul 2021	Aug	Sep	Oct	Nov	Dec	Jan 2022	Feb	Mar	Apr	May	Jun
3.	74%	77%	78%	73%	77%	79%	78%	77%	73%	74%	78%	80%
4.	71%	70%	70%	69%	73%	68%	68%	73%	70%	75%	79%	72%
5.	90%	94%	92%	91%	92%	87%	92%	92%	91%	92%	92%	92%
6.	91%	89%	86%	83%	82%	83%	85%	84%	83%	85%	83%	85%
7.	89%	92%	91%	86%	90%	86%	92%	93%	87%	93%	86%	88%
8.	90%	86%	86%	80%	91%	83%	87%	87%	87%	88%	88%	85%

Figure 1



Results for Question 9 can be seen in Table 5. Over half of the respondents stated that they had attended a school, college, or classes in order to prepare to take their exams. The schools that were most commonly listed by the respondents can be seen in Table 6. Table 7 shows that the majority of the respondents who attended a school, college, or classes did find it useful in passing their exam. Some of the more common reasons as to how they found it helpful can be seen in Table 8.

Table 5

Question	Yes	No
9. Did you attend a school, college, or classes in order to prepare to take the Trade Exam and/or Law and Business Exam?	61%	39%

Table 6

Which school, college, or classes did you attend?
Contractor's State License School
Contractor's Intelligence School
License Instruction School
Online courses

Table 7

Was it useful?	%
Yes	66%
No or neutral	34%

Table 8

If so, how?
Useful study material and books
Helpful practice exams
Helpful specifically with the Law exam

Appendix A: Applicant Survey



Introduction Section

As part of our ongoing efforts to improve service to applicants, we are conducting a short survey to monitor the quality of service provided to applicants who recently received their license with the Contractors State License Board.

Would you please take a few minutes to respond to the following survey? We need to hear from you so that we can identify where improvements are needed.

When you are finished, click on the "DONE" button at the bottom of the next page to forward your responses to the Board.

Please respond by Friday, July 29.

Thank you for taking the time to participate in this survey!

Contractors State License Board



Survey Instructions and Questions

The information you provide here is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code, section 1798 et seq.) and will be used only for the purpose of analyzing the ratings from the survey. The information disclosed will remain confidential and will not be disclosed to the public unless required by state law, court order, or subpoena. If you have any questions regarding this form or how CSLB uses this information, please contact CSLB's Testing Division at (916) 255-3221 or at CSLB_Testing_Division@cslb.ca.gov.

We are identifying your response to provide specific information about CSLB operations. YOUR IDENTITY, including your email address WILL BE KEPT CONFIDENTIAL. Please note, your response may be shared with CSLB licensing staff on a need-to-know basis to help improve service to applicants. This process may involve CSLB licensing staff contacting you at your request or may be initiated by staff to follow-up with you regarding your survey comments.

For Questions 1 and 2, please select the response that best represents your experience with the licensure process.

1. Was the licensure process easy to understand?

- Yes
- No

2. Was the licensure process timeframe acceptable?

- Yes
- No

For Questions 3 - 8, please select the response that shows how much you agree with each statement.

	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree
3. I would prefer to use an online application process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I received timely communication from CSLB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was treated courteously by CSLB's representatives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I am satisfied with the bond and fee process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am satisfied with the online Asbestos Open Book Examination process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I am satisfied with the service provided by CSLB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any other comments below:

9. Did you attend a school, college, or classes in order to prepare to take the Trade Exam and/or Law and Business Exam? (CSLB is not affiliated with any schools or colleges.)

- Yes
- No



Follow-up to Question 9.

Which school, college, or classes did you attend?

Was the school, college, or classes useful in passing the Trade Exam and/or Law and Business Exam? If so, how?



Thank you for completing the Applicant Survey.

Every five years, the Contractors State License Board (CSLB) updates each of its licensing examinations and recruits active licensed contractors to assist with the process.

All participation is voluntary; your license is not affected by participation. Examination development workshops may be conducted in-person or remotely. In-person workshop participants are paid \$150 per 8-hour day and remote workshop participants are paid \$75 per 4-hour session. For workshops conducted at CSLB offices, participants are reimbursed for qualifying travel expenses.

If you would be interested in learning more about how your experience and expertise can help improve our exams, please email us at **cslb_testing_division@cslb.ca.gov** with the following:

- Contact information (name, phone number, email)
- License number(s)
- Trades/specialty classifications you hold

Thank you
CSLB Testing Division

AGENDA ITEM G

Public Affairs



AGENDA ITEM G-1

Public Affairs Update





CONTRACTORS STATE LICENSE BOARD

PUBLIC AFFAIRS PROGRAM UPDATE

CSLB's Public Affairs Office (PAO) is responsible for media, industry, licensee, and consumer communications, as well as outreach. PAO provides proactive public relations, response to media inquiries, publication and newsletter development and distribution, and contractor education and outreach.

PAO creates and posts content on the CSLB social media channels to educate and inform consumers, licensees, the construction industry, and government officials. PAO staff produces content for the CSLB website that includes webcasts and videos. The staff also conducts Senior Scam StopperSM and Consumer Scam StopperSM workshops, holds seminars for both disaster survivors and contractors in disaster zones, and presents speeches to service groups and organizations. Staff also develops posts for the employee intranet.

DISASTER RESPONSE

CSLB works to educate property and business owners, so they are not harmed by unlicensed and other unscrupulous contractors after a disaster. Many individuals try to take advantage of disaster survivors during the rebuilding process.

According to CalFire, in 2022, wildfires burned more than 362,000 acres, killed nine people, and destroyed or damaged at least 876 structures. In response to the fires, CSLB staffed and participated in five local assistance centers throughout California.

Disaster	LAC Location	Resources
1. Oak Fire	Mariposa (Mariposa County)	In-Person Staffing
2. McKinney Fire	Yreka (Siskiyou County)	In-Person Staffing
3. Mills Fire	Weed (Siskiyou County)	In-Person Staffing
4. Mosquito Fire	Foresthill (Placer County)	Materials Only
5. Debris Flow	Yucaipa (San Bernardino County)	In-Person Staffing

CSLB also maintains a toll-free disaster hotline, serviced by Public Information Center staff Monday through Friday from 8 a.m. to 5 p.m. The hotline is promoted in various publications, as well as on disaster signs posted throughout the fire zones. CSLB's disaster response includes immediate and longer-term outreach, enforcement efforts, participation in multi-agency task forces, and assistance for affected licensees.



Short- and Long-Term Outreach

PAO coordinates additional outreach to congressional offices and state legislator offices in the affected disaster areas, as well as building departments, construction industry associations, and chambers of commerce.

PAO contacts local counties and jurisdictions to set up wildfire rebuilding workshops for longer-term outreach. CSLB offers two wildfire rebuilding workshops:

1. For fire survivors looking to rebuild.
2. For contractors who plan to work on the rebuilding effort.

The fire survivor workshop includes essential consumer protection tips, information about contractor licensing and other requirements, insurance issues, how to work with an architect, and an update on the rebuilding effort provided by the local building department.

The contractor workshop includes a building department update on the local rebuild and any special rules established for plan approvals and inspections. Licensing requirements are covered, as are bonds and insurance, how to obtain a workers' compensation policy, contract requirements, how to prevent complaints, and how the selection of building materials and the choice of building methods can help prevent future disasters.

CSLB also makes regular disaster-related posts through its social media channels, including Facebook, Twitter, and Instagram.

Task Force Participation

CSLB staff participate on a multi-agency task force established by the California Office of Emergency Services that focuses on housing. The task force includes representatives from local, state, and federal agencies, with a goal of coordinating and streamlining the debris cleanup efforts and addressing both short-term housing needs for survivors and the rebuild.

Assistance for Licensees/Applicants

PAO communicates via social media, industry bulletins, and the website that CSLB continues its practice of waiving fees for licensees to replace their wall certificate and/or plastic pocket license in disaster zones. PAO also communicates that CSLB waives delinquent fees for failure to renew a license before it expires for fire survivors and works to expedite license applications for those planning to work in fire areas.

Consumer, Licensee and Applicant Tips Videos

Public Affairs staff continue developing consumer and licensee videos for promotion on



social media and the CSLB website. Topics have included contracting in disaster areas, rebuilding after a disaster, and consumer warnings about unlicensed contractors working in disaster areas.

Staff have translated and produced Spanish versions of several videos.

VIDEO/DIGITAL SERVICES

Consumer, Licensee and Applicant Tips Videos

Public Affairs staff continue developing consumer and licensee tips videos for promotion on social media and the CSLB website. Topics have included tips on how to renew your license online or become a registered home improvement salesperson.

Staff continue to translate and produce Spanish consumer and licensee tips videos, including a series on how to navigate the CSLB website and advice on hiring a licensed contractor.

Staff have also continued to produce English and Spanish versions of the monthly Get Licensed to Build workshop for those interested in a contractor’s license. These live webcasts have been well attended via WebEx, Facebook, and YouTube, and are also archived on CSLB’s website.

More information will be provided in the Strategic Plan update related to videos.

Webcasts/Videos Produced

**Live/Recorded Videos
July 1, 2022 – September 30, 2022**

Date Published	Video Title
7/1/2022	Get Licensed to Build Workshop
7/7/2022	CSLB Industry Stakeholder Meeting
7/15/2022	Get Licensed to Build Workshop (Spanish)
8/3/2022	CSLB Enforcement Committee Meeting
8/5/2022	Get Licensed to Build Workshop
8/19/2022	Get Licensed to Build Workshop (Spanish)
8/30/2022	CSLB Board Meeting Day 1



- 8/31/2022** CSLB Board Meeting Day 2
- 9/2/2022** Get Licensed to Build Workshop
- 9/16/2022** Get Licensed to Build Workshop (Spanish)



SOCIAL MEDIA HIGHLIGHTS

**Followers on CSLB’s Social Media
July 1, 2022 – September 30, 2022**

Date	Facebook	Twitter	Twitter (@CSLBNews)	YouTube	LinkedIn	Instagram	Flickr
July 2022	5,906	2,918	50	4,085	687	1,501	15
August 2022	5,930	2,930	50	4,196	707	1,531	15
Sept. 2022	5,966	2,942	50	4,299	736	1,576	15



Contractors State License Board
Published by Contractors State License Board · October 13 at 6:00 PM · 🌐

● Press Release: Workers' Compensation Insurance for Certain Licensed Contractors Required by 2023.

- Jan. 2023: concrete, HVAC, asbestos abatement, & tree service contractors will need workers' compensation insurance, even if they have no employees.
- Jan. 2026: All contractors will need insurance.

📄 Learn more: https://www.cslb.ca.gov/.../Workers_comp_release_10_11.pdf

Workers' Compensation Insurance

- Required for tree trimming, asbestos, HVAC & concrete contractors in January 2023



Licensee Awareness Social Media Posts

CSLB utilizes social media to highlight new laws and policies that impact licensees. A recent post announced the changes coming to workers' compensation insurance requirements. The post linked to a press release going into detail on the changes to workers' compensation insurance requirements.

Contractors State License Board
Published by Hootsuite · October 10 at 3:00 PM · 🌐

C-53 Pool Contractors – join the Contractors State License Board and the [California Pool & Spa Association](#) for a free online webinar on Wed., Oct. 26, at 4 p.m.

Learn how to:

- Avoid a complaint
- Ensure a compliant contract
- Maintain your license

📄 Register now: <http://ow.ly/EbCF50L6mup>

FREE ONLINE WEBINAR

Recommended for
C-53 Swimming Pool Contractors

**WEDNESDAY
OCTOBER 26, 4PM**






Social Media for Outreach and Live Streams

CSLB uses social media to educate licensees and promote partnerships and live streams. For example, an October 2022 campaign promoted a free online webinar that CSLB participated in with the California Pool and Spa Association for C-53 Pool Contractors. CSLB also uses social media to promote monthly Licensing Workshops in English and Spanish.



Promoting Industry-Wide Diversity
CSLB uses social media to promote inclusion across the construction industry. For Construction Inclusion Week (Oct. 17-21), CSLB highlighted a press release and linked to resources promoting diversity in the industry.

Social Media Questions on Status of CSLB Services
CSLB receives nearly 25 questions per week through its social media channels. Questions often relate to applications, testing, and renewals. CSLB also receives suspected unlicensed activity tips, which are forwarded to the Enforcement Division.

Facebook Growth

Between July 1, 2022, and September 30, 2022, CSLB reached 11,547 people on its Facebook page.

- 67 percent of those who follow CSLB on Facebook are male, 32 percent female.
- 46 percent of CSLB’s Facebook followers are between the ages of 35 and 54.
- Most viewed posts:
 - Becoming a Licensed Contractor – reached 2,074 people
 - Consumer: Tuesday Tip Down Payment Limits – reached 1,756 people

Twitter Growth

CSLB manages two Twitter pages — a main account and one that contains only news release information and items of interest to the media.

On CSLB’s main Twitter account, between July 1, 2022, and September 30, 2022, CSLB had 12,600 impressions. CSLB has 2,944 Twitter followers.

The most popular categories of Twitter posts are disaster recovery, sting operations, and news releases.

Top tweets:

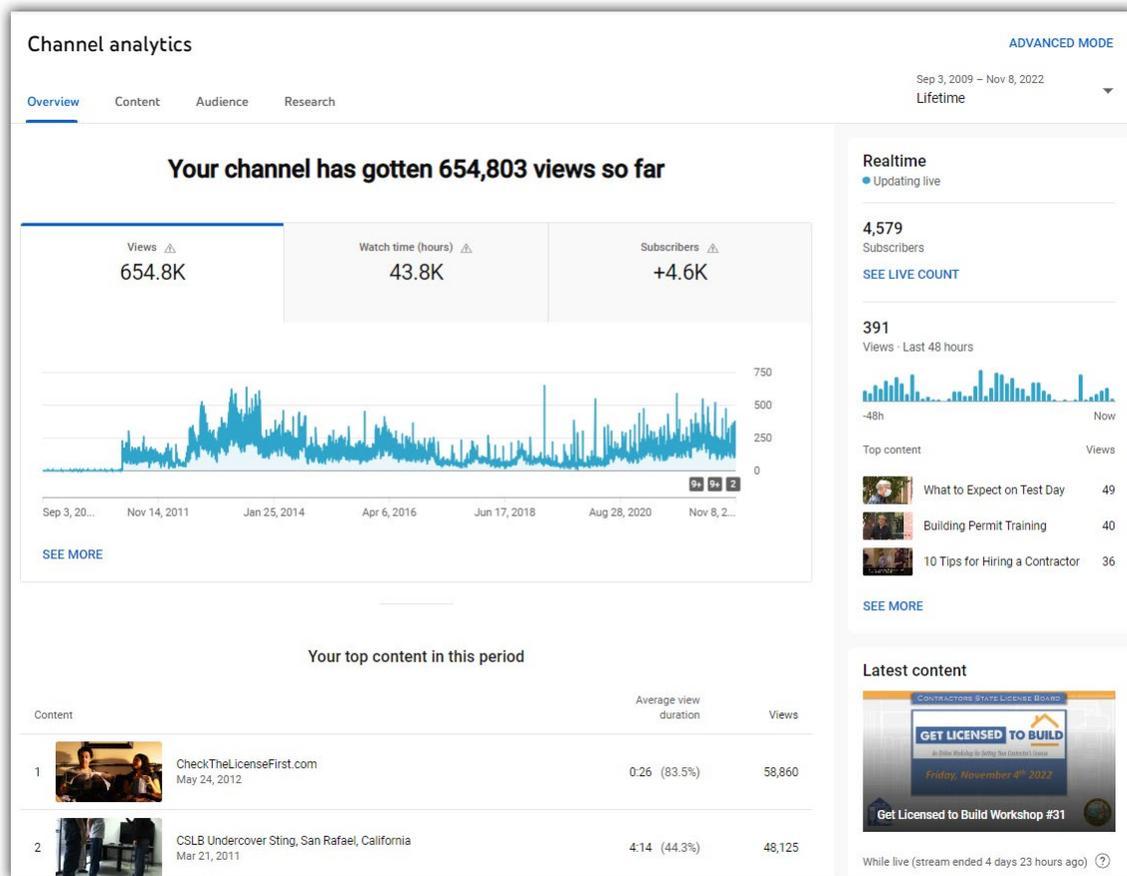
- Contractors State License Board is at the Local Assistance Center (LAC) in Placer County support those impacted by the Mosquito Fire: **581 impressions**



- It may be time to renew your license: **354 impressions**
- Looking for an opportunity to serve your community and contribute to consumer protection? We are looking for board members who are passionate about serving California: **317 impressions**

YouTube Channel Growth

CSLB’s YouTube channel continues to grow, with an increase of approximately 342 subscribers, 1,700 hours of watch time, and 17,900 more views since July 2022. The channel has a total of 655,000 views (44,000 hours watched) and 4,579 subscribers since the page was created in 2009.



Instagram Growth

CSLB has 1,576 Instagram followers, an increase of 75 from July 1, 2022, to September 30, 2022.



- 70 percent of CSLB Instagram followers are between the ages of 25-44.
- 74 percent of CSLB Instagram followers are male, 26 percent female.
- CSLB's audience is most likely to be on Instagram between 9 a.m. and 9 p.m.

Flickr Growth

CSLB is expanding its portfolio of photographs on Flickr, which is a no-cost, photo-sharing social media website.

Flickr allows PAO staff to upload and post high-resolution photos as individual photographs or in an album format. Flickr also permits professional media and industry followers of CSLB to download photographs at the resolution level of their choosing.

As of September 30, 2022, CSLB had 376 photos available for download on Flickr.

LinkedIn Growth

PAO actively posts current job vacancies to LinkedIn, a business-oriented social networking site primarily used for professional networking. LinkedIn can increase exposure and act as an effective recruiting tool to attract quality employees for CSLB positions. As of September 30, 2022, CSLB has 736 followers. It received 3,059 page views from July 1, 2022, to September 30, 2022.

Email Alert Feature

CSLB has a website feature that allows people to subscribe to various email alerts. The total subscriber database currently is 47,653.

These include:

- Industry Bulletins
- Public Meeting Notices/Agendas
- *California Licensed Contractor* Newsletters
- News Releases/Consumer Alerts
- Surveys
- CSLB Job Openings
- Podcasts/Webcasts

Industry Bulletins

Important CSLB updates are issued in Industry Bulletins, which are emailed to those who signed up via CSLB's Email Alert System. From July 1, 2022, to September 30, 2022, CSLB issued two Industry Bulletins on new requirements for mechanical systems acceptance tests and bond changes for licensees.



**Industry Bulletins
July 1, 2022 – September 30, 2022**

Date	Industry Bulletins
9/15/2022	CSLB Reminds Contractors of Requirements for Mechanical Systems Acceptance Tests
9/30/2022	CSLB Reminds Licensees of Contractor’s Bond Increase to \$25,000

MEDIA RELATIONS

Media Calls

From July 1, 2022, to September 30, 2022, PAO responded to 10 media inquiries, providing information and/or interviews to a variety of media outlets.

News Releases

PAO issued one news release from July 1, 2022, to September 30, 2022. The release covered an undercover sting operation in the declared disaster area of Paradise, in Butte County.

CONSUMER/COMMUNITY OUTREACH

Senior Scam StopperSM Seminars

CSLB continues to provide virtual and in-person Senior Scam StopperSM (SSS) seminars. The workshops are held virtually via Zoom, WebEx and Facebook Live.

**Outreach Events
July 1, 2022 – September 30, 2022**

Date	Location	Legislative/Community Partner(s)	Attendance
7/26/2022	Virtual	Senior Scam Stopper with Asm. Chris Ward	42
7/27/2022	Virtual	Senior Scam Stopper with Asm. Sharon Quirk-Silva	70
8/12/2022	Torrance	Senior Scam Stopper with Asm. Al Muratsuchi	130
8/17/2022	Carmichael	DFPI Scam Event	n/a
8/17/2022	Virtual	AARP Virtual Outreach with DFPI	109



9/8/2022	Irvine	Senior Scam Stopper with Asm. Cottie Petrie Norris	70
9/8/2022	Concord	Senior Scam Stopper with Asm. Timothy Grayson	120
9/13/2022	Virtual	PACE Community Awareness with Sen. Scott Wilk	45
9/14/2022	Virtual	Consumer Scam Stopper with Sen. Ben Allen	62
9/21/2022	Bakersfield	Senior Scam Stopper with Asm. Rudy Salas	32
9/28/2022	San Diego	Senior Scam Stopper with Asm. Brian Maienschein	80
9/28/2022	Lamont	Senior Scam Stopper with Asm. Rudy Salas	15

PUBLICATION/GRAPHIC DESIGN SERVICES

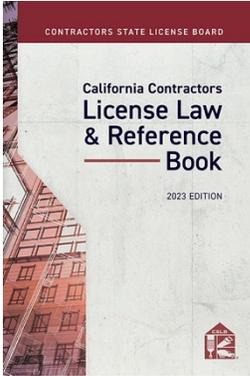
From July 1 – September 30, 2022, PAO’s Graphic Design Unit completed the following publications and reports.

**Publications & Reports
July 1, 2022 – September 30, 2022**

Publications & Reports
August 30-31, 2022 Quarterly Board Meeting Packet
August 3, 2022 Enforcement Committee Meeting Packet



2023 California Contractor License Law & Reference Book



Production of the 2023 edition of the *California Contractor License Law & Reference Book* is on schedule and should arrive in January 2023 for distribution to CSLB staff around the state, as well as deputy attorneys general.

INTRANET/EMPLOYEE RELATIONS

CSLBin is the employee-only intranet site. Stories and photos highlight employee and organizational accomplishments. The site also contains the latest forms, policies, reports, and other information used by CSLB staff around the state. From July 1, 2022, to September 30, 2022, PAO published 4 employee intranet articles.

**Employee Intranet Stories
July 1, 2022 – September 30, 2022**

Date Published	Title
7/7/2022	Thank You, CSLB Staff!
7/13/2022	CSLB Virtual Career Opportunity Event
8/11/2022	CSLB Video Break: License Renewal Quick Tips
8/25/2022	CSLB's Quarterly Board Meeting Announcement

AGENDA ITEM G-2

Review, Discussion and Possible Action on Public Affairs Strategic Objective 4.4 Regarding the Development of Video Tutorials for Consumers, Applicants and Licensees

- a. CSLB Quick Tips: Renew Your License Online
- b. Consejos Rápidos de CSLB – Jardinero v. Paisajista
(CSLB Quick Tips – Gardener v. Landscaper)





Review, Discussion and Possible Action of Public Affairs Strategic Objective 4.4 Regarding the Development of Video Tutorials for Consumers, Applicants and Licensees

Strategic Plan Objective 4.4: Develop video tutorials on processes and procedures to reduce consumer, licensee, and applicant errors (for example, how to complete forms). Target date: Ongoing.

Public Affairs staff continue developing consumer and licensee tips videos for promotion on social media and the CSLB website. Topics range from how to renew your license online and information and how to prepare for your upcoming licensing exam to understanding the responsibilities of an owner-builder.

1. *CSLB Quick Tips: Renew Your License Online* - <https://youtu.be/zbQQs7HwpEk>

CSLB's most recent Quick Tips video, Renew Your License Online, was produced to help licensees navigate the CSLB Renewal webpage, including a breakdown of the different renewal options, renewal fees, understanding the differences between active and inactive licenses and submitting supplemental material, such as workers' compensation certification. The video also encourages licensees to renew their license on time to avoid late fees and any lapse in the validity of their license.

2. *Consejos rápidos de CSLB - Jardinero vs. Paisajista* - <https://youtu.be/mg1Bjn9EMKI>

Staff also continue to translate and produce Spanish versions of consumer and licensee tips videos, including a series on how to navigate the CSLB website and various tips for hiring a contractor, such as understanding the differences between a gardener and landscaper.

This video is promoted during the warmer months when consumers take on new outdoor home projects such as tree trimming and pool installations. The video was created to highlight the differences between gardeners and landscapers and help consumers determine which one to hire for their home project.

The process of creating these videos consists of conducting research and meeting with division staff and managers on common questions and concerns they receive from consumers, applicants and licensees. This research and feedback help Public Affairs staff determine which videos to produce and how to prioritize these videos.

Other elements of production include scriptwriting, developing shot lists and shoot schedules, recording video and audio, logging and editing footage, building graphics and effects to enhance the aesthetics and messaging, and uploading and promoting these videos on social media to expand audience reach.

**Future Videos**

Another video currently being developed by Public Affairs staff is a training video on how to renew a single qualifier license, taking licensees through the renewal process page by page and offering tips to help ensure their application is processed quickly and smoothly.

In addition, CSLB's *What to Expect on Test Day* video is currently being updated to reflect changes to the exam process with PSI Exams and is expected to be released and promoted on social media and during upcoming licensing workshops in early 2023.

Public Affairs staff will continue to produce short Quick Tips videos to help applicants, licensees and consumers navigate the CSLB website and ensure they're up to date on current construction-related information and policy.

AGENDA ITEM G-3

Review, Discussion and Possible Action of Public Affairs Strategic Objective 4.5 Regarding Contractors on Energy Work in Line with Carbon Reduction Goals





Review, Discussion and Possible Action of Public Affairs Strategic Objective 4.5 Regarding Contractors on Energy Work in Line with Carbon Reduction Goals

Strategic Plan Objective 4.5: Develop communications with C-20 (Warm-Air Heating, Ventilating and Air-Conditioning) and C-38 (Refrigeration) contractors on energy work in line with Governor Newsom's carbon reduction goals. Target date: December 2022.

CSLB staff are planning an industry stakeholder meeting in December 2022 with C-20 HVAC and C-36 Plumbing stakeholders to discuss emerging technologies, possible need for classification regulatory updates, and consumer/industry outreach opportunities and to review enforcement compliance strategies.

Previously, CSLB staff met in June 2022 with representatives of industries who engage in the distribution, sale, and installation of fossil fuel appliances to discuss the impact of statewide decarbonization goals and recent energy policies on the industry.

AGENDA ITEM H

Legislation



AGENDA ITEM H-1

Review, Discussion, and Possible Action of 2023-24 Legislative Proposals

- a. Authority to Automatically Reimpose License Revocation for Failure to Complete Terms and Conditions of Probation
- b. Authority to Require Applicants and Licensees to Report their Current Email Address to the Board at the Time of Application and Renewal





CONTRACTORS STATE LICENSE BOARD

LEGISLATIVE PROPOSAL TO AUTOMATICALLY REIMPOSE LICENSE REVOCATION FOR FAILURE TO COMPLETE TERMS AND CONDITIONS OF PROBATION

SUMMARY: To codify CSLB's existing disciplinary probation authority in CSLB's practice act and provide that failure to complete probation by taking specific courses or examinations results in reimposing revocation.

RELEVANT PROVISION: Business and Professions Code (BPC) section 7095

BACKGROUND: Boards and bureaus issuing licenses under the Department of Consumer Affairs (DCA), including CSLB, are bound to the Administrative Procedure Act (APA) in the Government Code, which provides notice and opportunity to be heard (due process) before a license is revoked.

The APA (specifically, Government Code [GC] § 11519), also allows license boards to "stay" (or pause) a decision to revoke a license by requiring the licensee comply with specific terms and conditions of probation. The CSLB "Disciplinary Guidelines" implement these requirements by authorizing the registrar to order between one and three years of probation for any of the violations of the Contractors State License Law. (See Section 871 of Article 7, Division 8, of Title 16 of the Code of Regulations (CCR)).

Existing law further authorizes the registrar to automatically reimpose revocation without further notice if a contractor on probation fails to make restitution (CCR § 871). The law also allows the registrar to refuse to reinstate a license that has failed to pay investigative and enforcement costs (Business and Professions Code (BPC) § 125.3). However, the law does not currently authorize the registrar to reimpose revocation when a licensed contractor fails to comply with other terms of probation outlined in CSLB's Disciplinary Guidelines, such as taking trade-specific course work or retaking the CSLB law and business examination and/or CSLB trade examination.

IDENTIFICATION OF PROBLEM: The statutes authorizing the registrar to reimpose revocation when a licensee on probation fails to make restitution, and to require the payment of investigative costs, are in the Government Code, the DCA statutes, and in CSLB regulations, respectively. The CSLB seeks to be consistent with other boards and bureaus to expressly include its probationary authority in its own practice act, the Contractors State License Law (CSLL). Further, CSLB seeks authority to hold a licensee accountable for failing to comply with terms of probation relating to taking trade-specific course work or taking the CSLB law and business examination and/or CSLB trade examination.

PROPOSED SOLUTION:

- (1) to codify CSLB's existing authority to impose probation in the CSLL to be consistent with other boards and bureaus, and
- (2) provide for automatic license revocation when trade-specific coursework and the CSLB law and business examination and/or CSLB trade examination are not completed as terms of probation.

**STAFF ANALYSIS:**

With regard to solution (1): the following are some of the DCA practice acts authorizing the board or bureau to impose probation, which is derived from the APA in the Government Code: Chiropractors; Dentists; Dental Hygienists; Physicians; Midwives; Occupational Therapists; Physical Therapists; Vocational Nurses; Accountants; Fiduciaries; Engineers; Barbers and Cosmetologists; Private Investigators; Alarm Companies; Cemetery and Funeral providers; Geologists and Geophysicists; Structural Pest Control Operators; Land Surveyors; Electronic and Appliance Repair Dealers; Automotive Repair Providers.

CSLB seeks to be consistent with other boards and bureaus by specifically including its existing APA authority all in one place, in the CSLL. This proposal does so by making specific reference in the CSLL to authority to order probation, (currently included in the Government Code), order cost recovery (currently included in BPC 125.3), and reimpose revocation for failure to complete probation (currently included in CSLB's Disciplinary Guidelines).

With regard to solution (2): CSLB Disciplinary Guidelines currently authorize the registrar to require the contractor to take trade-specific courses as well as the CSLB law and business examination and/or CSLB trade examination as specific terms of probation. When a contractor fails to take the specified course(s) or fails to pass the examination/s, it is a violation of probation. However, the Disciplinary Guidelines do not provide authority to automatically reimpose revocation for failing to comply with those terms. A result, CSLB must simply reinstate the license at the end of the probationary period or file a separate disciplinary action and request a hearing on the licensee's failure to take the course work or pass the examinations, which is not cost effective. This makes the probationary terms dealing with specified coursework and taking the CSLB law and business examination and/or CSLB trade examination largely ineffective, which is not the intent of the CSLB Disciplinary Guidelines.

Consumer protection would benefit if CSLB had authority to reimpose license revocation when a licensee on disciplinary probation fails to take CSLB law and business examination and/or CSLB trade examination and or trade-specific courses.

FISCAL IMPACT: Pending, and will be announced at the December 8 meeting

PROPOSED LANGUAGE: (Business and Professions Code)

7095.

(a) The decision may:

~~(a)~~(1) Provide for the immediate complete suspension by the licensee of all operations as a contractor during the period fixed by the decision.



~~(b)~~(2) Permit the licensee to complete any or all contracts shown by competent evidence taken at the hearing to be then uncompleted.

~~(c)~~(3) Impose upon the licensee compliance with such specific *terms and* conditions as may be just in connection with his operations as a contractor disclosed at the hearing and may further provide that until such *terms and* conditions are complied with no application for restoration of the suspended or revoked license shall be accepted by the registrar.

(4) Provide for the stay of execution of the decision pending completion of specified terms and conditions of probation, and further provide that (i) failure to complete those terms and conditions may result in automatic termination of the stay of execution without further notice; and (ii) notwithstanding any stay of execution, the decision shall be considered disciplinary action within the meaning of this Chapter.

(b) The specific terms and conditions imposed pursuant to paragraphs (3) or (4) of subdivision (a) may include, but are not limited to, any and all of the following:

(1) Payment of restitution to persons injured as a result of the violation.

(2) Payment of the costs of investigation and enforcement pursuant to Section 125.3.

(3) Enrollment in and completion of specified administrative or trade-specific coursework.

(4) Successful completion of the board's law and business examination or trade examination, as appropriate.

(5) Such further terms and conditions as are set forth for specified violations in the board's disciplinary guidelines in Section 871 of Title 16 of the California Code of Regulations.



Legislative Proposal to Require Applicants and Licensees to Report Current Email Addresses to the Board at the time of Application and Renewal

SUMMARY: Require license and registration holders to provide email addresses, if available, at the time of initial licensure and renewal to the Board.

BACKGROUND: Most people now conduct business by email in addition to U.S. Mail. CSLB is transitioning to providing applicants and licensees the ability to perform transactions online. As a result, CSLB also increasingly provides important updates, notices, and bulletins by listserv email notification. However, a licensee must access the CSLB website and “opt in” to receive CSLB information by email, which only a few thousand have done. The CSLB license population is over 285,000 licensees, and it is cost prohibitive for CSLB to send all important notices by U.S. Mail.

IDENTIFICATION OF PROBLEM: The contact information CSLB is authorized by law to collect from applicants and licensees does not currently include email addresses. Using U.S. Mail to send important information about new legislative bills, industry bulletins, or notices of board meetings would cost more than \$300,000 to send to all CSLB licensees. As a result, information about stakeholder meetings requiring licensee input, legislative bills increasing costs to contracts, restricting various contracting activity, and placing other mandates on licensees only reach those who subscribe to email alerts. This leaves most of the license population unaware of major impacts to their license maintenance requirements or construction business until it is often too late for them to act.

PROPOSED SOLUTION: Requiring applicants and licensees provide an email address if they have one will authorize CSLB to send important notices by email when appropriate. This will greatly expand CSLB’s ability to inform licensees of changes to the law affecting their license business, deadlines, or public meeting notices involving topics they may wish to participate in. Updating allowable communication from CSLB will help staff communicate in a timelier manner, decrease costs, and greatly expand CSLB’s ability to educate and inform its license population. This proposal would include CSLB in the ongoing effort of boards and bureaus within the DCA the last several years that have worked to update outdated communication requirements. The draft language in this proposal is drawn from a similar recent legislative bill supported by the DCA Board for Professional Engineers, Land Surveyors, and Geologists, signed by the Governor September 13, 2022 (Senate Bill 1120 (Jones), Chapter 302).

FISCAL IMPACT: Pending and will be announced at the December 8 meeting.

PROPOSED LANGUAGE: New section.



(Article 6, “Records,” of Chapter 9, Division 3 of the Business and Professions Code)

Proposed New Section 7083.2

(a) Each applicant for licensure or registration who has a valid email address shall report to the board that email address at the time of application.

(b) Each registrant or licensee who has a valid email address shall report that email address to the board at the time of renewal.

(c) To protect the privacy of applicants, registrants and licensees, the email address provided to the board pursuant to this chapter shall not be considered a public record and shall not be disclosed pursuant to Section 27 or pursuant to a request under the California Public Records Act (Division 10 (commencing with Section 7920.000) of Title 1 of the Government Code), unless required by an order by a court of competent jurisdiction.

(e) Information sent from an email account of the board to a valid email address provided by an applicant, registrant, or licensee is presumed to have been delivered to the email address provided.

(f) For the purposes of this section, “valid email address” means an email address at which the applicant, registrant, or licensee is currently receiving email at the time the application, or registration, or license renewal, is submitted to the board.

AGENDA ITEM I

Closed Session

Pursuant to Government Code Section 11126(a)(1) the Board Will Move into Closed Session to Conduct an Evaluation of the Performance of the Registrar



AGENDA ITEM J

Adjournment

