



**CONTRACTORS**  
**STATE LICENSE BOARD**

## **Executive, Enforcement, and Legislative Committee Meetings**

Friday, April 11 | 8:30 a.m. to 1:00 p.m.

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*Today's meeting will begin momentarily.*

## **Public Comment**

### Call (415) 655-0001 US Toll

- Meeting Access Code: 2559 134 2631
- Password: 92892722
- Press \*3 to raise/lower hand.

### Join on WebEx using link on CSLB homepage

- [www.cslb.ca.gov](http://www.cslb.ca.gov)
- Event number: 2559 134 2631
- Password: ybVyc7CBS63
- Click the hand icon to raise your hand if you have a question or comment.



**CONTRACTORS  
STATE LICENSE BOARD**

# Executive Committee Meeting

**8:30 A.M. - 9:30 A.M.  
(OR UNTIL ADJOURNMENT)**

**A RECORDED VERSION WILL BE ARCHIVED ON  
CSLB'S YOUTUBE CHANNEL**

# Agenda Item A

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

# Agenda Item B

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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)).*

# Agenda Item C

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*Review and Discussion Regarding Information Technology Two-Year Projects:*

- *SimpliGov – Sole Owner Online Application*
- *Enterprise Document Management System (EDMS)*
- *Enforcement Modernization Plan*

# Agenda Item D

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## *Staff Training Update*

*Staff will show a 10-minute onboarding video and update the Executive Committee on the following implemented and planned training.*

- *CSLB Training Calendar*
- *Enforcement Academy*
- *Department of Consumer Affairs and California Human Resources (CalHR) Training Opportunities*

# Agenda Item E

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*Los Angeles County Wildfire Outreach, Education, and Enforcement Update*

*Staff will update the Executive Committee on:*

- 1. Disaster Recovery Staffing*
- 2. Enforcement Proactive Outreach and Enforcement*
- 3. Webinars Attended and Planned*
- 4. Conferences Attended and Presentations*
- 5. Meetings with LA County Officials*
- 6. Press Releases*
- 7. Rebuilding After a Disaster Video*

# Agenda Item F

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*Adjournment*





**CONTRACTORS  
STATE LICENSE BOARD**

# MEETING ADJOURNED

A RECORDED VERSION WILL BE ARCHIVED  
ON CSLB'S YOUTUBE CHANNEL





**CONTRACTORS  
STATE LICENSE BOARD**

# **Enforcement Committee Meeting**

**9:30 A.M. - 10:30 A.M.  
(OR UNTIL ADJOURNMENT)**

**A RECORDED VERSION WILL BE ARCHIVED ON  
CSLB'S YOUTUBE CHANNEL**

# Agenda Item A

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

# Agenda Item B

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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)).*

# Agenda Item C

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*Review and Discussion of Consumer-Filed  
Complaint Handling Strategies*

# Agenda Item C

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*Consumer Complaints Received FY 2024/25*

## **Intake and Mediation Centers**

- *Total complaints received: 9,317*
- *Total complaints settled: 31%*
- *Restitution paid: \$11,743,932*
- *Currently, only 5 complaints over 60 days old*

# Agenda Item C

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*Consumer Complaints Received FY 2024/25*

## **Investigation Centers**

- *Total complaints assigned: 4,245*
- *Average caseload per Special Investigator: 37*
- *Investigations settled: 10%*
- *Investigations referred to legal action (LOA, Citation, Accusation): 1,493*
- *Investigations referred for criminal prosecution: 398*

# Agenda Item C

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## **Multiple Offender Unit (MOU)**

- *Total Complaints handled: 1,359*
  - *Closed: 722*
  - *Pending: 587*
- *Accusations Filed*
  - *Licensees with accusations filed: 22*
  - *Total complaints involved in accusations: 84*
  - *Average number of complaints included in an accusation: 3.8*



# Agenda Item C

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## Multiple Offender Unit (MOU) (cont.)

- *Disciplinary Outcomes*
  - *Licenses revoked (from accusations): 5*
  - *Represents 23% of licensees with accusations filed (5 out of 22)*
- *Accusations Pending: 17*
- *Criminal Case referrals*
  - *Licensees referred to criminal prosecution:  
2*

# Agenda Item D

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*Review and Discussion Regarding Alternative Dispute Resolution*

*Staff welcomes President of the Arbitration and Mediation Conciliation Center, Karen Smith, to provide a presentation.*

# Agenda Item D

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***Mandatory Arbitration: \$0 to \$25,000.00***

***Voluntary Arbitration: \$25,000 to \$50,000.00***

## ***2024 Stats and Accomplishments:***

*410 Cases*

*\$4,888,271.51 Awarded*

*41 day average turnaround from receipt to Award*

*24th year of service to CSLB*

*4 new Arbitrators*

*4.8 / 5 average evaluation*

*4 hearing options:*

*in person, teleconference, video conference, hybrid*

# Agenda Item D

## Benefits of Arbitration Program

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- *Quick, efficient, binding, private*
- *Professional arbitrators*
- *Long-term experienced staff*
- *Established best practices*
- *Collaborative relationship between agencies*
- *Cost-effective for both CSLB and participants*

# Agenda Item D

## CSLB Arbitration Program Forms

Frequently Asked Questions about the CSLB ARBITRATION PROGRAM		Frequently Asked Questions about the CSLB ARBITRATION PROGRAM AFTER THE AWARD
<p><b>Q. How was my Arbitrator assigned? Is he/she qualified to hear my case?</b>  <b>A.</b> AMCC is proud to offer a panel of highly skilled, experienced and professional CSLB Arbitrators who have extensive experience in their respective industry experts, attorneys and a retired justice. Each Arbitrator is highly sophisticated in arbitration theory and practice.</p> <p><b>Q. I cannot make the date assigned for the hearing. How do I request a continuance?</b>  <b>A.</b> The Arbitration should be treated similar to a court date and scheduled continuances are limited and will only be granted for good cause. If you request a continuance, you must fill out a Request for Continuance. Please submit this form via email, fax, or mail as soon as possible. A Request for Continuance <b>DOES NOT</b> guarantee that a continuance will be granted, both parties will be notified. If a continuance is denied, the hearing will proceed as scheduled.</p> <p><b>Q. Should I send my evidence to the Arbitrator and opposing party?</b>  <b>A.</b> Yes. Prior to the hearing, the parties must exchange their written evidence with each other and the Arbitrator. The parties will have to accompany the Arbitrator to the hearing. The parties will have to accompany the Arbitrator to the hearing.</p> <p><b>Q. How should I fill out my arbitration worksheet? What is this for?</b>  <b>A.</b> Please provide as much information on this form as possible; it will be used to help the Arbitrator understand your case. The worksheet is to be provided to the Arbitrator prior to the hearing.</p> <p><b>Q. If I have an Industry Expert and want him to participate in the hearing?</b>  <b>A.</b> It is your responsibility to arrange for all witnesses to participate in the hearing. Please advise the Arbitrator at the time you are participating via telephone. <b>Note:</b> Continuances are not typical. The parties can utilize the written report submitted by the Industry Expert.</p> <p><b>Q. Do I need an Attorney for the Arbitration hearing?</b>  <b>A.</b> The choice to hire legal representation is at your sole discretion. Hearings either with the individual parties representing themselves or with attorneys, please advise AMCC with a letter of representation. Be advised that Arbitration proceedings are not subject to Award pursuant to Business and Professions Code §7085.5.</p> <p><b>Q. Can I or my attorney subpoena documents and/or witnesses?</b>  <b>A.</b> No. Documents and/or witnesses can be requested directly from the opposing party, as there is no jurisdiction conferred on AMCC to order a subpoena.</p> <p><b>Q. What happens if I choose not to attend the hearing? Will I be penalized?</b>  <b>A.</b> Failure to attend the scheduled hearing does not automatically result in a default judgment. If both parties fail to participate, the Arbitrator will continue with the hearing. Both parties will receive ample notice of the hearing date and time. The Arbitrator will consider the evidence and documentation submitted by the parties as well as any verbal testimony.</p> <p><b>Q. When will I know what the Arbitrator has decided?</b>  <b>A.</b> Business and Professions Code §7085.5(c) provides for thirty (30) calendar days after the hearing. <b>The Award will be sent via certified mail.</b></p>	<p style="text-align: center;"><b>ATTENTION</b></p> <p><b>PLEASE READ THE ENCLOSED HEARING NOTICE AND THEIR ENTIRETY AS THEY CONTAIN IMPORTANT INFORMATION.</b></p> <p><b>YOU MUST PROVIDE COPIES OF ALL PERTINENT DOCUMENTS TO THE ARBITRATOR AND OPPOSING PARTY, INCLUDING BUT NOT LIMITED TO ANY CONTRACT DOCUMENTS, PHOTOS AND PROOF OF INJURY AND STAMPED MECHANIC'S LIENS, AS WELL AS CORRECTION/COMPLETION ESTIMATES OR OTHER FINDINGS.</b></p> <p><b>AMCC DOES NOT RECEIVE DOCUMENTS FROM THE PARTIES. ONLY THE ORIGINAL DOCUMENTS AS THEY WILL BE PRESENTED AT THE HEARING.</b></p> <p><b>THE ARBITRATION AWARD RENDERED IS FINAL AND THERE IS NO APPEAL PROCESS AND VERY LIMITED GROUNDS FOR CORRECTION TO AN AWARD.</b></p> <p style="text-align: center;"><b>CHECKLIST</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I have thoroughly read both the Hearing Notice and Frequently Asked Questions about the CSLB Arbitration Program.</li> <li><input type="checkbox"/> I have calendared my hearing date and time.</li> <li><input type="checkbox"/> I understand that neither AMCC nor the Arbitrator receive the Completed Arbitration Worksheet, Contract Documents, Photos and Proof of Injury and Stamped Mechanic's Liens, Correction/Completion Estimates or Other Findings, or documents I sent to the CSLB. I must submit these items if I want them considered.</li> <li><input type="checkbox"/> I understand that attorney fees will not be awarded in this forum.</li> <li><input type="checkbox"/> I have contacted the CSLB Industry Expert and any other Expert I will be using at the hearing.</li> <li><input type="checkbox"/> I have submitted my documentary evidence to the opposing party directly by the deadline provided on the Hearing Notice, including:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Contract documents</li> <li><input type="checkbox"/> Correcting estimates</li> <li><input type="checkbox"/> Photographs</li> <li><input type="checkbox"/> Proof of financial injury</li> <li><input type="checkbox"/> Proof of payments made or received</li> <li><input type="checkbox"/> Any relevant information to aid in proving my case, avoiding punitive damages, civil remedies or disciplinary action.</li> </ul> </li> <li><input type="checkbox"/> I have submitted my evidence in a meaningful order that will allow for the efficient presentation of my case; preferably in the order in which claims are submitted on the Submission Form.</li> <li><input type="checkbox"/> If seeking removal, I have a stamped copy of my Mechanic's Lien.</li> <li><input type="checkbox"/> I have proof for each claimed item and itemized my financial damages.</li> <li><input type="checkbox"/> I understand that I must keep originals as they will not be returned to me if submitted.</li> <li><input type="checkbox"/> I understand that the Arbitration Award is final and binding and that there is no appeal process.</li> </ul> <p style="text-align: center;"><b>AMCC</b>  <small>WWW.AMCCCENTER.COM   (800) 645-4874</small></p>	<p style="text-align: center;"><b>THE AWARD MAY BE SENT VIA EMAIL ONLY.</b></p> <p><b>Q. What if I disagree with the Arbitration Award?</b>  <b>A.</b> There is no appeal process for CSLB Arbitration Awards. The parties may request a Correction to an Award under limited grounds within ten (10) calendar days of the date of service of the Award (see statute below, with emphasis added by AMCC). A Request for a Correction form can be found at <a href="http://www.AMCCenter.com">www.AMCCenter.com</a>. Outside of the ten day correction period, neither AMCC nor the Arbitrator have jurisdiction to change/alter/correct the Award. The parties should seek legal advice for any remedy outside the ten day correction period.</p> <p><b>Business and Professions Code §7085.5</b></p> <p>(1) The award shall become final 30 calendar days from the date the arbitration award is issued. The arbitrator, upon written application of a party to the arbitration, may correct the award upon the following grounds:</p> <p>(a) There was an evident miscalculation of figures or an evident mistake in the description of any person, things, or property referred to in the award.</p> <p>(2) There is any other clerical error in the award, not affecting the merits of the controversy.</p> <p>An application for correction of the award shall be made within 10 calendar days of the date of service of the award by serving a copy of the application on the arbitrator, and all other parties to the arbitration. Any party to the arbitration may make a written objection to the application for correction by serving a copy of the written objection on the arbitrator, the board, and all other parties to the arbitration, within 10 calendar days of the date of service of the application for correction.</p> <p>The arbitrator shall either deny the application or correct the award within 30 calendar days of the date of service of the original award by mailing a copy of the denial or correction to all parties to the arbitration. Any appeal from the denial or correction shall be filed with a court of competent jurisdiction and a true copy thereof shall be filed with the arbitrator or appointed arbitration association within 30 calendar days of the issuance of the award, before the award becomes final. The award shall be in writing, and shall be signed by the arbitrator or a majority of them. If no appeal is filed within the 30-calendar day period, it shall become a final order of the registrar.</p> <p><b>Please note that this statute requires the Request for a Correction be copied to the opposing party.</b></p> <p><b>Q. What if I didn't appear at the hearing?</b>  <b>A.</b> AMCC provides for proper notice of all hearings per Business and Professions Code §7085.5 (p)(1) &amp; (2). Arbitration hearings proceed in the absence of any party per Business and Professions Code §7085.5(j) and the Award rendered is enforceable as if both parties had attended the hearing.</p> <p><b>Q. I was awarded money, when will I get paid?</b>  <b>A.</b> Compliance of the remedies listed in the Award is required within thirty days of the date of service of the Award. See Business &amp; Professions Code §7085.6, available at <a href="http://www.AMCCenter.com">www.AMCCenter.com</a>. AMCC does not have any jurisdiction to enforce, negotiate or otherwise collect Award amounts, however you may contact the CSLB Arbitration Analyst via email at <a href="mailto:arbitration@cslb.ca.gov">arbitration@cslb.ca.gov</a> for options. The Award may be enforced according to the Code of Civil Procedure §1287.4, available at <a href="http://www.AMCCenter.com">www.AMCCenter.com</a>.</p> <p><b>Q. It has been 30 days and the Contractor has not complied, what should I do?</b>  <b>A.</b> If the Complainant prevails, the CSLB will investigate the noncompliance of the award by the Contractor. Please contact the CSLB Arbitration Analyst via email at <a href="mailto:arbitration@cslb.ca.gov">arbitration@cslb.ca.gov</a>. The failure of a licensee to comply with an arbitration award rendered shall result in the automatic suspension of a license by operation of law. Pursuant to B&amp;P 7085.6 (a)(2), the registrar (CSLB) must notify the licensee by certified mail of the failure to comply with the arbitrator's award, and that the license shall be automatically suspended 30 calendar days from the date of that notice. Please note neither AMCC nor the Arbitrator have jurisdiction over the enforcement of the Arbitration Award against a licensee.</p> <p><b>Q. What happens if parties agree to a verbal or written payment plan?</b>  <b>A.</b> If the parties elect to enter into a payment plan or settlement, the CSLB will accept the agreement and close the matter without further action against the contractor's license. If the payment agreement is not satisfied, no further recourse will be available through the CSLB and the awarded party will be required to pursue any remedies via a civil court action. Please note the CSLB does not recommend payment plans.</p>

# Agenda Item E

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*Review and Discussion Regarding Unlicensed Contracting Enforcement*

# Agenda Item E

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## **Strategic Goal 2.1 – Address False Advertising On-line and on Social Media to Increase Proactive Enforcement and Consumer Awareness.**

- Identify how much illegal advertising is taking place online and in social media
- Requires hiring an independent consultant to conduct a statewide study
- Already in progress in alignment with the next objective, 2.2.
- Data needed: amount of illegal advertising, the methods used, geographical locations where it is most prevalent, enforcement strategies
- Collaborate with Consultant to develop plan with the CSLB Administration Division for additional staff and Public Affairs Office to develop strategies.

# Agenda Item E

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**Strategic Goal 2.2** – *Assess the Needs for Additional Resources to Address Unlicensed Activity and Ensure Sufficient Staffing.*

- *It is anticipated this objective will be addressed by the Interagency Contract with Sacramento State Universities Public Research Center (PRC).*
- *The proposed PRC contract provided for the development of an electronic survey in English and Spanish. Responses from the survey will provide data to support determination of the resources needed to increase information and education provided to the public on the benefits of hiring a licensed contractor.*



# Agenda Item E

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**Strategic Goal 2.2** – *Assess the Needs for Additional Resources to Address Unlicensed Activity and Ensure Sufficient Staffing. (cont.)*

- *PRC will analyze existing data from CSLB internal and external sources to assess the approximate number of unlicensed contractors operating in California. The analysis will include an assessment of unlicensed contracting in declared disaster areas.*
- *PRC will provide a recommendation regarding resources needed for education, outreach, and enforcement.*
- *November 30, 2025, PRC will provide final report.*

# Agenda Item F

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*Adjournment*



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STATE LICENSE BOARD**

# MEETING ADJOURNED

A RECORDED VERSION WILL BE ARCHIVED  
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**CONTRACTORS  
STATE LICENSE BOARD**

# Legislative Committee Meeting

**10:30 A.M. - 1:00 P.M.  
(OR UNTIL ADJOURNMENT)**

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# Agenda Item A

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

# Agenda Item B

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# Agenda Item C

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*Staff will introduce and lead a discussion on the following items involving pending legislation. Detailed analyses can be found [here](#).*

# Agenda Item C

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*AB 485 (Ortega) – Labor  
Commissioner: unsatisfied judgements:  
nonpayment of wages. (Requires CSLB  
to deny an application or renewal to an  
employer with any unsatisfied final  
judgment for nonpayment of wages.)*



# Agenda Item C (cont'd)

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*AB 667 (Solache) – Professions  
and vocations: license  
examinations: interpreters.  
(Requires CSLB to provide  
examination interpreters.)*

## Agenda Item C (cont'd)

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*AB 742 (Elhawary) – Department of Consumer Affairs: licensing: applicants who are descendants of slaves. (Requires prioritization of applications from who are descendants of American slaves.)*

# Agenda Item C (cont'd)

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*AB 1002 (Gabriel) – Contractors:  
failure to pay wages: discipline.  
(Attorney general civil action for  
license suspension, revocation, or  
denial)*

# Agenda Item C (cont'd)

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*AB 1341 (Hoover) – Contractors:  
discipline: unlicensed architecture,  
engineering, or land surveying. (Adds  
prohibitions on unlicensed practice of  
architecture, engineering and land  
surveying to Contractors State License  
Law)*

## Agenda Item C (cont'd)

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*SB 61 (Cortese) – Private works of improvement: retention payments. (Limits the retention payment amount for a private work of improvement from exceeding five percent, subject to certain exceptions.)*

# Agenda Item C (cont'd)

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*SB 342 (Umberg) – Contractors: unlicensed work. (Limits the amount a person is ineligible to recover for unlicensed construction work for public works, commercial projects, and private residential projects exceeding 25 units to the actual damages or \$10,000 per day, whichever is greater.)*

# Agenda Item C (cont'd)

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*SB 456 (Ashby) –  
Contractors: exemptions:  
muralists. (Exempts murals  
from Contractors State  
License Law.)*

# Agenda Item C (cont'd)

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*SB 517 (Niello) – Home improvement contract requirements: subcontractors. (Requires home improvement contracts to contain name and contact information for a subcontractor performing more than 50% of the total estimated project cost.)*



# Agenda Item D

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*Adjournment*



**CONTRACTORS  
STATE LICENSE BOARD**

# MEETING ADJOURNED

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