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**ACCOMPLISHMENTS
& ACTIVITIES**



JOËL BARTON, *Public Member*

RODNEY M. COBOS, *Public Member*

MIGUEL GALARZA, *(B) General Contractor Member*

AMANDA GALLO, *Public Member*

ALAN GUY, *(B) General Contractor Member*

JACOB LOPEZ, *Public Member*

DIANA LOVE, *Public Member, Senior Citizen Organization*

MICHAEL MARK, *Public Member, Labor Organization*

HENRY NUTT III, *(C) Specialty Contractor Member*

STEVEN PANELLI, *Public Member, Building Official*

JOSEF PRECIADO, *Public Member*

JAMES RUANE, *(C) Specialty Contractor Member*

THOMAS J. RUIZ, *Public Member*

MARY TEICHERT, *(A) General Engineering Contractor Member*



GAVIN NEWSOM

Governor

TOMIQUIA MOSS

Secretary

Business, Consumer Services, and Housing Agency

CHRISTINE LALLY

Acting Director

Department of Consumer Affairs

DAVID R. FOGT

Registrar

Contractors State License Board



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2025 CSLB BY THE NUMBERS

52 SENIOR SCAM STOPPERSM
WORKSHOPS FACILITATED

10,430,336
FIND A LICENSED CONTRACTOR
SEARCHES CONDUCTED
ON CSLB WEBSITE



\$30,000,000
RESTITUTION PAID TO CONSUMERS
IN FISCAL YEAR 2024-25
\$83,260,000
CSLB'S 2025-26 FISCAL YEAR **BUDGET**

08
LIVE BOARD & COMMITTEE
MEETING **WEBCASTS**
PRODUCED

24
GET LICENSED TO
BUILD WORKSHOPS
HELD VIRTUALLY
(12 ENGLISH, 12 SPANISH)



99 DAYS DEDICATED
TO **DISASTER RESPONSE**

05 DISASTER RECOVERY **LOCAL ASSISTANCE**
CENTERS STAFFED OR SUPPORTED



447
CASES REFERRED TO
ARBITRATION



477 APPLICATIONS EXPEDITED & LICENSES ISSUED
THROUGH VETERANS APPLICATION ASSISTANCE PROGRAM

26 CSLB EMPLOYEE
PROMOTIONS



7,117
FACEBOOK FOLLOWERS

3,225
LEGAL ACTIONS BROUGHT
AGAINST VIOLATORS FROM
CSLB INVESTIGATIONS

19,761
COMPLAINTS CLOSED BY
ENFORCEMENT STAFF

40
PUBLICATIONS & REPORTS
PUBLISHED

48
LICENSING EXAMS
MAINTAINED

59,027
EXAMINATIONS SCHEDULED



28,884,503
LICENSE CHECKS
CONDUCTED ON
CSLB WEBSITE

4.4 MILLION
CSLB WEBSITE USERS

39,654
CSLB LICENSE
APPLICATIONS RECEIVED

287,015 LICENSED
CONTRACTORS



Mission, Vision and Values



MISSION

CSLB protects consumers by regulating the construction industry through policies that promote the health, safety, and general welfare of the public in matters relating to construction, including home improvement. The Board accomplishes this by:

- Ensuring that construction, including home improvement, is performed in a safe, competent, and professional manner;
- Licensing contractors and enforcing licensing laws;
- Requiring licensure for any person practicing or offering to practice construction contracting;
- Enforcing the laws, regulations, and standards governing construction contracting in a fair and uniform manner;
- Providing resolution to disputes that arise from construction activities; and
- Educating consumers so they can make informed choices.

VISION

CSLB is a model consumer protection agency, integrating regulatory oversight of the construction industry as necessary for the protection of consumers and licensed contractors.

VALUES

CSLB provides the highest quality throughout its programs by:

- Embracing and providing Diversity, Equity, and Inclusion;
- Being responsive and treating all consumers and contractors fairly;
- Focusing on prevention and providing educational information to consumers and contractors;
- Embracing technology and innovative methods to provide services; and
- Supporting a team concept and the professional development of staff.

A Message From the Board Chair



In 2025, the California Contractors State License Board (CSLB) demonstrated its unwavering commitment to protecting consumers, supporting licensees, and ensuring the integrity of California's construction industry.

California began the year with devastating wildfires, the Palisades and Eaton fires in Los Angeles County, which destroyed thousands of homes and businesses. After the fires broke out, CSLB immediately mobilized resources to protect disaster survivors from unlicensed and unscrupulous contractors who often target vulnerable communities during recovery.

CSLB staffed and participated in local assistance centers and FEMA disaster recovery centers in Los Angeles, Pasadena, and Altadena, providing months of in-person support and resources. CSLB's Public Information Center answered hundreds of calls to the Disaster Hotline, assisting survivors and licensees with their questions about debris removal, rebuilding, and more.

CSLB hosted virtual workshops with state lawmakers and local agencies and attended community recovery events. To help licensees affected by the fires, CSLB waived fees for replacing destroyed licenses, postponed renewal payments, and expedited applications for those seeking to work in disaster areas.

After the wildfires, Statewide Investigative Fraud Team (SWIFT) spent 99 days at disaster recovery centers, conducted 52 sweeps in fire-affected areas, and worked with the Los Angeles County District Attorney's Office on operations to fight unlicensed contracting in a disaster zone. SWIFT also posted warning signs and distributed educational materials to deter illegal activity and protect consumers.

In 2025, consumer protection remained CSLB's highest priority throughout the state. CSLB enforcement teams closed 19,761 investigations and recovered \$30.2 million in restitution or corrected work. CSLB issued 1,622 citations totaling more than \$6 million in civil penalties, filed 248 accusations, revoked 215 licenses, and referred 1,053 cases for criminal prosecution. SWIFT conducted 28 sting operations and 396 sweep days. SWIFT investigations resulted in 869 legal actions and 342 criminal referrals. The Arbitration Program resolved 452 disputes, awarding more than \$3 million to consumers.

CSLB partnered with PSI Exams to administer 59,027 exams in 2025, offering candidates flexible scheduling options at 20 test centers across California and one in Oregon. To accommodate out-of-state applicants, CSLB expanded access to the California Law and Business exam at 20 additional PSI centers nationwide, including locations in Texas, New York, and Virginia. This provided greater convenience for those pursuing licensure from outside California.

CSLB introduced a toggle option for Spanish exams in November 2024, allowing candidates to view English and Spanish versions side by side. This resulted in significant improvements in pass rates in 2025. 6,853 candidates took the Spanish Law and Business exam, and hundreds more completed Spanish trade exams, reflecting CSLB's commitment to accessibility and equity.

CSLB expanded its public engagement through news releases, industry bulletins, social media campaigns, and educational events which included 52 Senior Scam Stopper seminars. CSLB strengthened partnerships with building industry and government associations to combat the underground economy and promote compliance with licensure, tax, and wage requirements.

On behalf of the Board, I extend my deepest gratitude to CSLB staff, licensees, and partners for their dedication and hard work throughout 2025. Together, we have upheld our mission to protect consumers and support California's construction industry. We look forward to building on these successes in 2026.



Miguel Galarza
Board Chair

Leadership



CSLB Registrar and Board Members

The CSLB's 15-member Board appoints the executive officer, or Registrar of Contractors, and directs administrative policy for the agency's operations. Per Business & Professions Code § 7002, the Board includes 10 public members (including one labor representative, one local building official, and one representative of a statewide senior citizen organization), and five contractors. Appointments are made by the governor and the state legislature. The board members listed below are as of December 31, 2025.

MIGUEL GALARZA, CHAIR

Governor Appointee "B" Contractor Member



Miguel Galarza, of Millbrae, was appointed by Governor Gavin Newsom in July 2020. Galarza has been founder and president of Yerba

Buena Engineering & Construction Inc. since 2002. He was senior program manager at Mendelian Construction from 1993 to 2002 and project manager estimator at Hopkins Heating and Cooling from 1991 to 1993.

Galarza also has a decade of experience as a union carpenter at Carpenters Local Union No. 22. He holds a Master of Construction Management from LSU and currently is a lecturer at UC Berkeley and a faculty member in the Construction Management program at City College

of San Francisco. He is a member of the Associated General Contractors of America National Diversity & Inclusion Council and district director for the San Francisco Chapter of Associated General Contractors of California. Galarza is a member of the United Contractors, and the Society of American Military Engineers. Galarza joined CSLB as a "B" Contractor Member.

Galarza's term ends June 1, 2027.

ALAN GUY, VICE CHAIR

**Governor Appointee
“B” Contractor Member**



Alan Guy, of Lafayette, was appointed by Governor Gavin Newsom in March 2022. Guy is currently chief executive officer and

president of Anvil Builders Inc, which he co-founded in 2010. Guy was previously a project manager at Webcor Builders Inc.

Guy is a member of the Boy Scouts of America Luncheon Steering Committee, United Contractors, and The Beavers, which is a heavy civil industry association. Guy holds a Bachelor of Science degree in Mechanical Engineering from the University of California, Davis.

Guy’s term continues through June 1, 2029.

RODNEY M. COBOS, SECRETARY

**Assembly Speaker Appointee
Public Member**



Rodney Cobos, of Santa Paula, was appointed by Assembly Speaker Anthony Rendon in September 2020. Cobos is the business manager-

financial secretary treasurer of the Southern California Pipe Trades District Council 16, representing 13 affiliated local unions with over 17,000 members throughout Southern California.

Prior to becoming a plumbers’ apprentice in 1994, Cobos served as a sergeant in the United States Army from 1989-1993. He was first elected to serve as a union officer in 2002. Cobos has served as president, business representative, and in 2007 elected business manager-financial secretary-treasurer of United Association of Plumbers & Pipefitters Local Union 484, Ventura County. He also has served as president of the Southern California Pipe Trades and the California State Pipe Trades Council. Cobos joined CSLB as a Public Member.

Cobos’ term continues through June 1, 2028.

JOËL BARTON

Senate Appointee Public Member



Joël Barton, of Los Angeles, was appointed by the Senate Rules Committee in June 2023. Mr. Barton retired in December of 2023 as Business

Manager/Financial Secretary of IBEW Local 11, an electrical union representing over 11,000 members.

Mr. Barton started his electrical career in 1976 working for a small electrical contractor. He applied for and was accepted into the IBEW/NECA apprenticeship in 1979, graduating in 1983 at the top of his class. Barton continued working in the electrical field as a journeyman wireman, foreman, general foreman, project manager and as a steward on several large construction sites.

Mr. Barton's union career began in 1997, when he was appointed then elected to the Executive Board, Vice-President, President and in 2018, Business Manager/Financial Secretary of IBEW Local Union 11. He was also elected Secretary/Treasurer to the California State Association of Electrical Workers and appointed to the Executive Board of the California State Building and Construction Trades Council.

Mr. Barton now spends his free time with family, working on classic cars and taking long motorcycle rides.

Barton's term continues through June 1, 2027.

AMANDA GALLO

Governor Appointee Public Member



Amanda Gallo, of Oakland, was appointed by Governor Gavin Newsom in March 2023. Gallo is Assistant to the General Manager at

the East Bay Regional Park District. She previously was a Management Analyst in the Fremont City Manager's Office and a Senior Policy Analyst at the Santa Clara County Housing Authority. Gallo is a member of the Municipal Management Association of Northern California, Emerge California, and the New Leaders Council – Oakland.

Gallo earned a Master of Business Administration degree from Santa Clara University and a Bachelor of Arts degree in Legal Studies from the University of California, Berkeley.

Gallo's term continues through June 1, 2028.

JACOB LOPEZ**Senate Appointee
Public Member**

Jacob Lopez, of Los Angeles, was appointed by the Senate Rules Committee in June 2022. Lopez is the Executive Board Member of the

Southwest Regional Council of Carpenters (SWRCC), representing more than 63,000 members in Southern California, Nevada, Arizona, Utah, New Mexico, Colorado, Eastern Washington, Idaho, Montana, and Wyoming. Lopez is also a member of the SWRCC Negotiating Committee and a Trustee of the Southwest Carpenters Trust.

Lopez has been a union member for over 30 years and was elected twice as a Delegate to the United Brotherhood of Carpenters General Convention. His experience in the industry includes apprentice, journeyman, foreman, training instructor for the Southwest Carpenter's Training Fund, and a union representative. Lopez is currently a regional manager overseeing daily operations in Los Angeles and Orange County and responsible for SoCal Interior Systems.

Lopez's term continues through June 1, 2029.

DIANA LOVE**Governor Appointee
Public Member – Senior Citizen
Organization**

Diana Love, of Palmdale, is the secretary of the California Democratic Party, a member and past president of the Los Angeles

County Commission for Older Adults, an ambassador for the City of Palmdale, as well as a former national district liaison for the AARP. She was appointed as CSLB board member by Governor Gavin Newsom in October 2019.

Love is also a member of the California Senior Legislature, Mental Health America of Los Angeles Advisory Council, City of Palmdale Mobile Home Review Board, Friends of the Palmdale City Library, Public Health COVID-19 Community Ambassador and Forget Us Not Community Services.

From 2015 to 2017, Love was children and youth group facilitator at Parents Anonymous Incorporated. She was a field representative in the Office of Assembly member Steve Fox from 2013 to 2015 and a work and community volunteer for the Los Angeles County Sheriff's Department, Palmdale Station from 2008 to 2013.

Love's term continues through June 1, 2026.

MICHAEL MARK

Governor Appointee
Public Member – Labor Organization



Michael Mark, of Stockton, was appointed by Governor Gavin Newsom in September 2020. Mr. Mark currently serves as the

Planning and Development Director for Sheet Metal Workers Local 104, which covers the 49 northern counties of California. Previously Mark served as a business representative covering the San Joaquin County jurisdiction for Sheet Metal Workers' Local Union No. 104 and was first elected as a union officer in 2012.

Mark started his career as a union sheet metal worker in 2002, beginning with Sheet Metal Workers' Local Union No. 162, which merged into Sheet Metal Workers' Local Union No. 104 in 2012. In 2003, Mark started his apprenticeship at Champion Industrial Contractors and worked for various sheet metal contractors representing multiple facets of the sheet metal industry from 2002 to 2015. He is a member of United Cerebral Palsy of San Joaquin, San Joaquin Central Labor Council, San Joaquin Building Trades, Northern California Valley Sheet Metal Industry Joint Apprenticeship Training Committee, and Leadership Stockton Class of 2014. Mark joined CSLB as a Public Member.

Mark's term continues through June 1, 2028.

HENRY NUTT III

Governor Appointee
"C" Specialty Contractor Member



Henry Nutt III, of American Canyon was appointed by Governor Gavin Newsom in February 2024. Mr. Nutt has served as a Preconstruction

Executive for Southland Industries since 2019 and a Sheet Metal General Superintendent for Southland Industries since 2007.

Mr. Nutt is a Board Member of the Lean Construction Institute, where he leads a task force dedicated to addressing continuous improvement for trade partners and specialty contractors on construction projects. Mr. Nutt's leadership extends to his role on AGC of California's Board of Directors as Vice President of Specialty Contractors.

Mr. Nutt's journey in the construction industry began in 1987 when he started his union sheet metal worker career with Sheet Metal Workers' Local Union No. 104. His extensive experience and insights led him to author the book *Seven Principles: Creating Your Success in the Construction Industry*. Mr. Nutt joined CSLB as a "C" Specialty Contractor Member.

Mr. Nutt's term continues through June 1, 2029.

STEVEN PANELLI

Governor Appointee
Public Member – Building Official



Steven Panelli, of San Mateo, was appointed by Governor Gavin Newsom in September 2021. Panelli has been the Chief Plumbing

Inspector at the San Francisco Department of Building Inspection since 2009. Panelli has been a Plumbing Inspector with the department since 2000.

Panelli is a member of the International Association of Plumbing and Mechanical Officials Board of Directors, and Plumbers and Steamfitters Local 38. Panelli serves as the Building Official on the Board.

Panelli's term continues through June 1, 2029.

JOSEF PRECIADO

Governor Appointee
Public Member



Josef Preciado, of Sacramento, was appointed by Governor Gavin Newsom in November 2024. Mr. Preciado has been an Economic

and Small Business Development Representative for the Sacramento Municipal Utilities District since 2024. He has also been a Higher Education Consultant at Sova Solutions since 2022.

Mr. Preciado was the Director of the California Apprenticeship Initiative at American River College from 2017 to 2024. He was the Associate Director of Admissions and Outreach at California State University, Sacramento from 2015 to 2017 and served as an International Admissions Counselor from 2011 to 2015 and as an Admissions Counselor from 2008 to 2011.

Mr. Preciado earned a Master of Public Policy and Public Administration degree from California State University, Sacramento and a Bachelor of Arts degree in Community Studies and Latin American and Latino Studies from the University of California, Santa Cruz.

Preciado's term continues through June 1, 2028.

JAMES RUANE

**Governor Appointee
“C” Specialty Contractor Member**



James Ruane, of San Bruno, was appointed by Governor Gavin Newsom in September 2019. Ruane has been president of Patrick

J. Ruane Inc. since 1976. He also is a member of the Wall and Ceiling Alliance, The San Bruno Community Foundation and the San Mateo County Historical Association.

In addition, Ruane served as mayor of San Bruno (San Mateo County) from 2009 to 2017, helping lead that city through the aftermath of a deadly PG&E gas line explosion in September 2010 that killed eight people and destroyed 38 homes.

Ruane’s term continues through June 1, 2027.

THOMAS J. RUIZ

**Assembly Appointee
Public Member**



Thomas J. Ruiz, of Riverside, was appointed by Assembly Speaker Robert Rivas in June 2024. Ruiz is Recording Secretary for Laborers Union

Local 783, representing over 2,000 members in San Bernardino, Inyo, and Mono counties.

Ruiz is a long-time labor leader serving the Laborers International Union since 2007. He first started his career as an organizer with the Laborers International Organizing Department. In 2019, Ruiz was appointed as Recording Secretary and Business Agent for Laborers Local 783. In 2021 and 2024, he was duly elected to the same position. In 2024, Ruiz was appointed by the San Bernardino County Board of Supervisors to serve on the county’s Workforce Development Board.

Ruiz’s term continues through June 1, 2028.

MARY TEICHERT**Governor Appointee
“A” General Engineering Contractor**

Mary Teichert is president of Teichert Inc., whose entity Teichert Construction holds State Contractor’s License #8. Teichert was appointed as a

CSLB board member by Governor Gavin Newsom in 2019. She has held several positions at Teichert Inc., including chief operating officer overseeing the company’s aggregate mining and asphalt operations, as well as its heavy civil construction division.

Teichert is president of The Beavers (a heavy civil industry association), a board member of the California Building Industry Association, the Associated General Contractors of America, and HomeAid and is a member of United Contractors and the Capital Region Family Business Center. Teichert holds a Master of Business Administration from Harvard Business School.

Teichert’s term ends June 1, 2026.

DAVID R. FOGT**Registrar of Contractors**

David R. Fogt became Registrar of Contractors in 2017. In the position, Fogt serves as CSLB’s executive officer and oversees a \$80 million budget and

more than 400 employees in Sacramento and at other offices around the state.

In addition, Fogt is the Immediate Past President of the National Association of State Contractors Licensing Agencies (NASCLA). NASCLA is comprised of 41 state members and over 150 associate, affiliate, and business members.

Fogt, who earned his painting contractor license in 1986, began his CSLB career in February 1990. Over the next decade he worked in a number of supervisory positions in CSLB’s Enforcement Division and was named Enforcement Chief in October 2001. Fogt served in that position until his appointment to Registrar.



Protecting California's Disaster Survivors



The Contractors State License Board (CSLB) works to protect home and business owners whose property is damaged or destroyed by natural disasters. CSLB's post-disaster mission is to help ensure disaster survivors are not harmed by unlicensed or unscrupulous contractors who may try to take advantage of them during the rebuilding process.

California began the year with the Palisades and Eaton fires destroying thousands of homes in Los Angeles County and prompting CSLB to focus its disaster response on rebuilding and recovery efforts.

CSLB POST-DISASTER EFFORTS

Given the impact of the Los Angeles County wildfires, CSLB dedicated significant resources to its post-disaster response in 2025. This multi-faceted program includes immediate and longer-term outreach, enforcement efforts, and assistance for affected licensees.

ASSISTANCE CENTERS AND DISASTER HOTLINE

In response to the wildfires, CSLB staffed and participated in local assistance centers established by the California Governor's Office of Emergency Services (Cal OES) and disaster recovery centers established by the Federal Emergency Management Agency (FEMA) in three California counties.

These centers were established to provide a single facility where individuals, families, and businesses could access disaster assistance programs and services. Disaster survivors are encouraged to hire licensed contractors for rebuilding work and to be aware that unlicensed or unscrupulous contractors may try to scam them. CSLB provides resources at these centers to help survivors navigate the rebuilding process.

After opening in mid-January, CSLB staffed disaster recovery centers in Los Angeles for the Palisades Fire and Altadena for the Eaton Fire through the end of April, providing months of support and resources for disaster survivors. CSLB also staffed a disaster recovery center in Pasadena that was open in January. CSLB also provided resource materials for two local assistance centers in September and November for fires in Tuolumne and Mono counties.

EVENT	LAC/DRC LOCATION	RESOURCES
1. Palisades Fire	Los Angeles (Los Angeles County)	In-Person Staffing
2. Eaton Fire	Pasadena (Los Angeles County)	In-Person Staffing
3. Eaton Fire	Altadena (Los Angeles County)	In-Person Staffing
4. TCU Complex Fire	Sonora (Tuolumne County)	Materials Only
5. Pack Fire	Crowley Lake (Mono County)	Materials Only

CSLB's Public Information Center answered 812 calls to the Disaster Hotline throughout 2025, assisting licensees, survivors, and others with their questions as they navigated rebuilding and recovery. The top inquiry was reciprocity with other states, but others included how to add the Hazardous Substance Removal certification, how to add the C-12 Earthwork and Paving classification, how to add a C-21 Building Moving Demolition classification, how to add a C-22 Asbestos Abatement classification, questions regarding removing debris, postponement of renewal payments, how to get applications expedited, ordering renewals/reactivations, and replacing pocket cards.

ENFORCEMENT EFFORTS

Members of the Statewide Investigative Fraud Team (SWIFT) connected with 1,479 survivors at the Altadena disaster recovery center and 1,154 survivors at the Los Angeles disaster recovery center, along with hundreds of survivors at the Pasadena disaster recovery center while it was open in January. In total, SWIFT completed 99 days at the centers and provided the survivors of the Palisades and Eaton fires with educational information encouraging them to hire licensed contractors for rebuilding work and to be aware of scams involving unlicensed contractors.

On January 24, SWIFT first began posting signs in the Eaton and Palisades fire areas to warn consumers of potential unlicensed activity. Some signs caution consumers to hire only licensed contractors; while others warn that contracting without a license in a disaster area could lead to felony charges. SWIFT continued to post signs as needed throughout the year and as they conducted sweep operations in the disaster areas.

SWIFT investigators conducted 52 sweeps in the Palisades and Eaton fire areas to deter unlicensed activity and ensure contractors working in the areas were properly licensed, had workers' compensation insurance, and were following local permit requirements. In its efforts to inform the community about their activity, Public Affairs worked with SWIFT to develop flyers that explained the purpose of investigators being

in the areas to protect consumers and contractors from being harmed. The flyers also included the reminder about how reconstruction is considered home improvement and how that limits both down payments and progress payments.

SWIFT partnered with the Los Angeles County District Attorney's Office on an enforcement operation in Altadena that resulted in five people being charged for felony unlicensed contracting in a disaster area. On December 11, the district attorney's office held a press conference to announce the results of the operation. The district attorney also unveiled new signs to further discourage unlicensed contracting, noting that unlicensed contractors will be prosecuted and potential penalties, which SWIFT assisted in posting in the disaster areas.

CSLB WEBSITE – DISASTER HELP CENTER

CSLB continued to update content on the Disaster Help Center page of its website, including resources for disaster survivors, contractors, and the media, such as videos, publications, printable signs about the risks of unlicensed contractors, and press releases. CSLB issued a press release in January reminding survivors to hire licensed contractors when rebuilding and that contracting without a license in a declared disaster area is a felony. To make it easier for survivors to find the Disaster Help Center on the website, a button was added to the main CSLB homepage stating, "Southern California Fire Response: CSLB's Disaster Help Center."

As survivors navigated the debris removal process, CSLB updated the Disaster Help Center to include pertinent information about debris removal in Los Angeles County, noting those who opted out of the federal program would have to hire a contractor with the Hazardous Substance Removal certification and these classifications: A – General Engineering, B – General Building, or C-12 Earthwork and Paving AND C-21 Building Moving/Demolition. In addition to updating the webpage, CSLB updated its "Fast Facts for Debris Removal" publication, including translating it into six languages most commonly used in the disaster areas – Spanish, Armenian, Chinese, Korean, Tagalog, and Vietnamese. CSLB also surveyed contractors with these classifications to determine whether they wanted to be included on a list that survivors could use when researching contractors.

CSLB collaborated with the Department of Industrial Relations to encourage worker safety as contractors begin cleanup and rebuilding in disaster areas. This involved sending listserv emails to licensees, launching a social media campaign, and distributing flyers confirming the equipment that was needed to safely work in the recovery. All contractors were required to have completed employee safety HAZWOPER training.

To assist in providing key details for rebuilding after a disaster, CSLB updated its “Rebuilding after a Disaster” video, which was first published in 2021, to reflect law changes and be more useful for survivors. This was also translated into Spanish.

CSLB significantly revised its related “Fast Facts: Rebuilding After a Disaster” publication to explain to survivors the steps to hire and verify a licensed contractor and avoid being scammed. CSLB emphasized in this publication, among others, that state law notes that all reconstruction in a declared disaster area is considered home improvement. This means contractors cannot request more than \$1,000 for a down payment nor can they request progress payments that exceed the value of the work completed or supplies delivered. This “Fast Facts” publication was also translated into six additional languages to provide more access to survivors.

CSLB regularly promoted its disaster materials and key disaster tips throughout the year on its social media channels, including Facebook, X, and Instagram, and shared posts in English and Spanish. CSLB also shared posts from Cal OES relevant to rebuilding and recovery.

CSLB DISASTER RECOVERY WORKSHOPS, OTHER OUTREACH

In February, CSLB began attending events related to the disaster recovery. CSLB attended events with the First AME Church of Pasadena and a Black history event with the City of Pasadena in its efforts to provide more recovery resources to survivors. In March, CSLB participated in the LA Sentinel Wildfire Recovery and Rebuild Conference as part of a “Hiring a Contractor” panel.

In April, CSLB partnered with Assemblymembers Jacqui Irwin and John Harabedian, who represent the Palisades and Eaton fire areas respectively, to provide virtual workshops on rebuilding. CSLB also collaborated with the Los Angeles County Public Works on debris removal workshops in English and Spanish.

CSLB continued to attend multi-agency task force meetings hosted by Los Angeles County with local, state, and federal government representatives to discuss best strategies in recovery efforts. Through these meetings, CSLB was invited to participate in a virtual Rebuilding Together Workshop in September with Los Angeles County Public Works titled “Rebuilding with Licensed Contractors.”

In October, CSLB provided resources during a disaster case management webinar with Catholic Charities and through its tabling at the Altadena Rebuild Center while in November, CSLB presented at a virtual rebuilding summit for Eaton and Palisades survivors.

ASSISTANCE FOR LICENSEES/APPLICANTS

CSLB continued its practice of waiving fees for licensees to replace their wall certificate and/or plastic pocket license if they were destroyed in a disaster.

The Governor’s Executive Order N-15-25, issued on January 29, authorized CSLB to postpone renewal payments for one year for licensees in designated zip codes in Los Angeles County. CSLB received 89 requests to postpone renewal payments.

CSLB expedited license applications for those planning to work in disaster areas. As a result of the Hazardous Substance Removal certification being required for debris removal, many licensees applied for this certification. Since January 2025, CSLB has certified 88 licensees for Hazardous Substance Removal.

Licensing



The Licensing Division processes all applications for contractor licenses and home improvement salesperson registrations. This process includes criminal background checks and application reviews for contractor licenses and home improvement salesperson (HIS) registrations. Division staff also process license changes, and all documents related to compliance with bonds, insurance, and workers' compensation requirements, as well as biennial license and registration renewals.

In 2025, CSLB received 39,654 applications, 1,454 more applications than received in 2024. Licensing Division supervisors continually monitor workload to ensure applications and other materials are processed in a timely manner. The Licensing Division continues to offer expedited processing of applications submitted by military veterans.

LICENSING WORKSHOPS

In 2025, CSLB held 24 monthly, interactive virtual Get Licensed to Build workshops (12 English and 12 Spanish), with an average attendance of 41 people per workshop.

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 answered.

CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA) ANNUAL BUDGET AUTHORITY

CSLB each year works to augment the Construction Management Education Account (CMEA) that provides CSLB with the flexibility to increase or decrease the grants awarded from the fund based on the contributions received. CSLB received approval from the Department of Finance to increase its spending authority to \$225,000, up from the prior \$100,000 appropriation. This annual augmentation allows CSLB to increase the amount of grants awarded to institutions. Five California universities were provided grants for their Construction Management programs in 2025.

RESTITUTION TO CONSUMERS

The Licensing Division's Judgment Unit processes judgments and payments of claims reported to CSLB by licensees, consumers, attorneys, credit recovery firms, and bonding companies. In 2025, the Judgment Unit processed 2,164 judgments and was able to recover \$30,100,808 for consumers. For more details on cooperating with other government agencies, see the Enforcement Section on the Joint Enforcement Strike Force.

LICENSING TRIBAL BUSINESSES

Following the rulemaking in the Sunset Report (SB 1145, Ashby, 2024), CSLB began licensing tribal businesses in 2025. Before this, companies who were recognized as a business under their tribal government would have to register with California's Secretary of State and apply for a corporate or Limited Liability Company (LLC) license to get a contractor license and work off tribal land. The law allows CSLB to recognize a tribal business that is recognized under their tribal government and no longer requires them to register with California's Secretary of State. These companies are instead required to show documentation demonstrating that the business is currently organized under a tribal government and meet other CSLB licensure requirements.

CSLB has licensed two tribal businesses under this new business entity type. In addition, a newsletter article was published in May 2025 about the new license type, and a letter was sent to all 115 federally recognized tribes in California informing them of the opportunity.

RECIPROCITY AGREEMENTS

CSLB has held long-standing agreements with Nevada, Louisiana, and Arizona for trade exam waivers under certain circumstances. Candidates for licensure in California have been able to qualify for reciprocity if they hold a license in good standing in another state in a trade that is similar to one of California's trades. This meant they would be able to waive the trade exam if they came from a state where California has a reciprocity agreement for that trade.

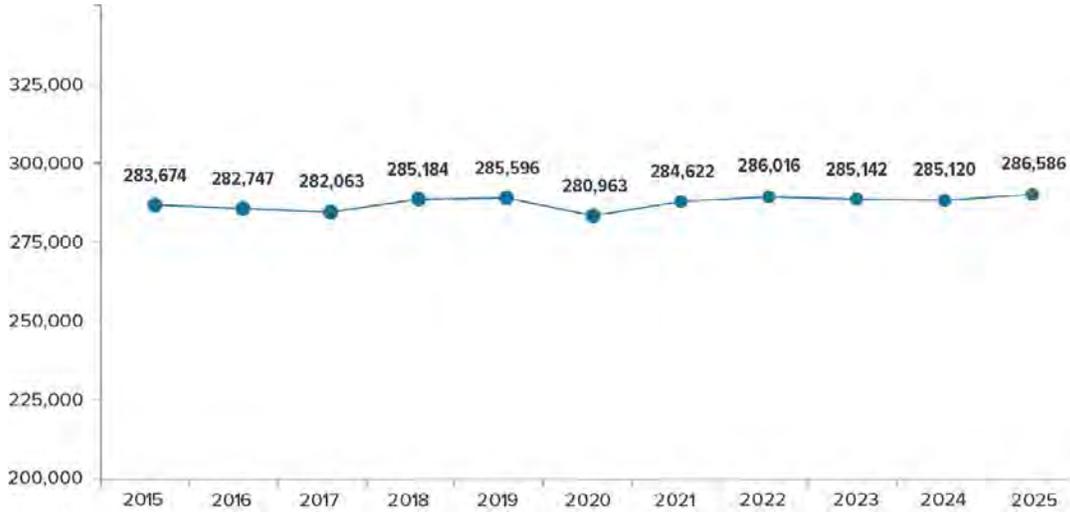
During 2025, CSLB put in place additional reciprocity agreements. Candidates who have held a General Contractor or Residential Contractor license in North Carolina for the past five years can qualify for a trade exam waiver for the B - General Building or B-2 Residential Remodeling trades.

In addition, candidates from any state that issues a general contractor license who have been in good standing in that state for the past five years and have taken and passed the National Association of State Contractor Licensing Agencies (NASCLA) Commercial General Building exam can qualify for a trade exam waiver in California for the B - General Building exam. Candidates applying for a B-2 Residential Remodeling license who hold a residential building or remodeling license in another state, have been in good standing for the past five years, and who had to take an examination to get their license, can apply for a trade exam waiver as well.

In 2025, 45 candidates received a trade exam waiver as part of one of CSLB's reciprocity agreements.

NUMBER OF LICENSES

As of December 2025, there were 286,586 licenses, an increase of 1,466 licenses from 2024. Of these, 243,130 were active licenses, while 43,456 were inactive.



2025 TOP TEN LICENSE CATEGORIES

CLASSIFICATION	TOTAL
“B” General Building	131,137
C-10 Electrical	34,149
C-36 Plumbing	20,593
“A” General Engineering	19,026
C-33 Painting and Decorating	18,014
C-20 Warm-Air Heating, Ventilating and Air- Conditioning	14,948
C-27 Landscaping	14,300
C-15 Flooring and Floor Covering	7,925
C-54 Tile (Ceramic and Mosaic)	7,194
C-8 Concrete	7,089

VETERANS APPLICATION ASSISTANCE PROGRAM

CSLB offers a Veterans Application Assistance Program for those transitioning from military service to civilian employment. This program offers priority services to veteran applicants by evaluating transferable military experience and training, as well as education, to meet the minimum experience requirements for a state contractor's license.

CSLB assists veterans by providing:

- Program technicians specially trained to evaluate transferable military training and experience from all branches of the military that meet minimum licensure requirements.
- Automatic priority application processing
- College transcript evaluation to help verify acceptable educational credit (in addition to military experience and training)
- Direct telephone and email contact with CSLB staff

In 2025, CSLB issued 860 expedited licenses through this program.

VETERANS APPLICATION ASSISTANCE PROGRAM SUMMARY

	2024	2025
Application Expedited & Licenses Issued	665	477
Applications Expedited & Voided	113	83
Correspondence Received	256	362
Pending Expedited Applications	278	300

Testing



Testing applicants for their knowledge of business law and specific trades is a critical element of CSLB's licensing process. The Examination Development Unit and the Examination Administration Unit are responsible for CSLB license applicant testing.

The Examination Development Unit develops and maintains 48 different examination programs and 10 Spanish examination programs, releasing new exams as required to reflect changes in the construction industry. In 2024-2025, Testing kept development cycles of all exams within four to five years, per industry standards.

The exam administration function was outsourced to PSI Exams in 2022, and they administered 59,027 exams for CSLB in 2025. The Examination Administration Unit is responsible for reviewing reasonable accommodation requests as well as screening potential translators for translated examinations to minimize possible exam misconduct. Staff also verify and approve the invoices from PSI Exams and handle elevated customer correspondence and inquiries from exam candidates.

EXPANSION OF SERVICES NATIONWIDE

By leveraging PSI's network, applicants are able to select from 20 test centers throughout California, and one in Wilsonville, Oregon, with flexible scheduling options including daytime, evenings, or weekends. Candidates can schedule their own examinations once their application for licensure has been approved by the Licensing Division. CSLB exam administration expanded to 20 additional test centers exclusively for the California Law and Business exam in Colorado, Connecticut, Georgia, Illinois, Iowa, Kansas, Massachusetts, Michigan, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Tennessee, Texas, and Virginia, making it more convenient for out-of-state candidates to complete this portion of their licensure requirement.

C-49 TREE AND PALM CLASSIFICATION

In April 2018, the CSLB Board adopted a motion to create a C specialty class for tree trimming and safety. The classification was adopted into regulation in 2022, and the C-49 Tree and Palm classification became effective January 1, 2024. The exam was released on January 1, 2024. As of December 2025, there have been 406 licenses issued in this classification.

SPANISH EXAMINATIONS

In 2023, 10 CSLB examinations were translated into Spanish. Candidates who request a translator for Spanish are now able to take their Law and Business exam and nine additional trade exams in Spanish instead of waiting for a translator to be approved. These 10 exams represent those that receive the most requests for a Spanish translator. Candidates will still have the option of utilizing a translator for their trade exam if it is not among those that were translated.

On November 1, 2024, the Examination Development Unit created a toggle option for Spanish exams, allowing candidates to view the original English versions alongside their Spanish translations.

The new toggle option addressed a key pain point for candidates, resulting in a statistically significant improvement in pass rates across all Spanish exams. By March 1, 2025, all ten Spanish exams with toggle option were introduced. All the Spanish exams experienced a significant increase in passing rates. Detailed passing rates for each exam are provided below.

EXAM	BEFORE	AFTER
S L/B Spanish Law and Business	26%	28%
S-B01 Spanish General Building	16%	26%
S-08 Spanish Concrete	19%	35%
S-09 Spanish Drywall	14%	35%
S-15 Spanish Flooring & Floor Covering	21%	36%
S-27 Spanish Landscaping	16%	45%
S-33 Spanish Painting and Decorating	32%	61%
S-36 Spanish Plumbing	11%	27%
S-39 Spanish Roofing	10%	28%
S-54 Spanish Ceramic & Mosaic Tile	20%	37%

The table below shows the number of candidates who have taken each Spanish exam in 2025.

EXAM TYPE	EXAM COUNT
Spanish Law	6,853
Spanish B	1,869
Spanish C-8	321
Spanish C-9	223
Spanish C-15	211
Spanish C-27	447
Spanish C-33	556
Spanish C-36	355
Spanish C-39	536
Spanish C-54	200

EXAMINATION DEVELOPMENT

In accordance with legal requirements and professional testing standards, an occupational analysis of each license classification is conducted every five to seven years to collect information from licensed contractors who serve as subject matter experts to identify current trade practices. In 2025, the Examination Development Unit released 13 new examinations and completed 12 occupational analyses, which are listed in the table below.

OCCUPATIONAL ANALYSES COMPLETED	NEW EXAMINATIONS COMPLETED
C-8 Concrete	S-15 Spanish Flooring & Floor Covering
C-43 Sheet Metal	B General Building
C-07 Low Voltage System	C-36 Plumbing
C-08 Concrete	C-51 Structural Steel
C-09 Drywall	A General Engineering
C-15 Flooring & Floor Covering	C-23 Ornamental Metal
C-17 Glazing	S-B1 Spanish General Building
C-27 Landscaping	S-36 Spanish Plumbing
C-29 Masonry	C-5 Framing & Rough Carpentry
C-32 Parking & Highway Improvement	C-35 Lathing & Plastering
C-20 Warm-Air Heating, Ventilating & AC	C-09 Drywall
LAW – Law & Business	S-09 SPANISH DRYWALL
ASB Asbestos Certification	

APPLICANT SATISFACTION SURVEY

The Examination Development Unit designed a satisfaction survey for applicants to take via SurveyMonkey upon license issuance and began administering it monthly in February 2020. The results help Licensing determine how successful the current licensure process is and what might be done to improve it in the future.

In the 2024-2025 fiscal year, a total of 15,342 surveys were emailed, and 1,653 (11 percent) responses were received. The overall reported satisfaction rate was 90 percent.

In May 2024, CSLB created a Spanish version of the applicant survey to send to recent licensees who had taken one or more of the Spanish language exams. The results and satisfaction rates are very similar between the two editions of the survey each month.

In addition, in October 2024, six demographic questions were added to the survey so CSLB could develop an idea of the applicant population over time.

As of January 1, 2025, exam applicants pay PSI directly, providing for a more efficient process when an applicant requests a retest. This has resulted in candidates scheduling retakes of their exams two weeks faster than before.

Reminder Letters to License Applicants/Candidates

In July 2025, Licensing management collaborated with the IT Division to identify the most common reasons an application becomes void due to the applicant failing to provide all necessary information.

As a result, two applicant reminder letters were developed:

- 1. Exam Scheduling Reminder**

This letter reminds the applicant of the need to schedule their exam and provides clear instructions on how to do so.

- 2. License Issuance Checklist**

This letter includes a checklist of remaining items required for license issuance, helping applicants complete the process efficiently.

The preliminary results are promising that CSLB applicant void rates will be significantly reduced when fiscal year statistics are obtained in July 2026.

Enforcement



The Enforcement Division protects California consumers by enforcing Contractors State License Law. The division receives and processes consumer complaints, investigates contractors, and helps consumers harmed by licensed contractors pursue financial redress.

The great majority of California’s approximately 287,000 licensed contractors and more than 28,000 registered home improvement salespersons comply with the state’s contracting requirements. However, not all contractors obey the law, and not all consumers are satisfied with their contracting experience. In 2025, CSLB opened 20,092 complaints against licensed and unlicensed contractors.

Complaints involving non-egregious misconduct by licensed contractors can often be resolved through CSLB staff complaint negotiation/mediation. Most consumer complaints filed with CSLB allege incomplete or defective work. In these cases, CSLB attempts to resolve the dispute and make the consumer financially whole, when appropriate. In 2025, CSLB helped consumers recover more than \$30.2 million in restitution and/or corrected work. In 2025, CSLB closed 19,761 complaint investigations.

Investigations that establish unlicensed practice or serious misconduct by a licensee may result in administrative legal action and/or referral to a prosecutor for criminal prosecution. In 2025, CSLB investigations resulted in 3,225 administrative legal actions against violators. The most egregious contractor misconduct—such as elder abuse, predatory business practices, unsafe working conditions, unlicensed practice, or repeated offenses—may warrant criminal prosecution. In 2025, 1,053 cases were referred to prosecutors for possible criminal charges.

SIGNIFICANT CRIMINAL INVESTIGATION HIGHLIGHTS

Revoked Licensee Convicted of Felonies in Multiple Counties

CSLB has referred 10 investigations against revoked licensee and repeat offender David Forkosh to district attorney offices. In March 2025, Forkosh pleaded guilty in Marin County Superior Court to a felony involving fraudulent use of an incorrect license. Forkosh falsely represented himself as a licensed contractor, using an unauthorized license number to secure a \$220,000 remodeling contract.

In April 2025, Forkosh faced a jury trial in San Mateo County, where several CSLB Special Investigators testified. He was convicted on all counts, including fraudulent use of a license, unlicensed contracting, and accepting payments exceeding the value of work performed or material delivered.

On July 30, 2025, Forkosh was sentenced on one of his cases, and the court ordered two years' incarceration but suspended the sentence. As a term of probation, he will serve one year in jail. Forkosh has been in jail since April and will remain until he completes his sentence. If Forkosh is found to have violated probation at any time in the next two years, the court will automatically impose the two-year sentence term.

While awaiting sentencing for the San Mateo case, Forkosh was investigated further after jail calls revealed another jobsite. The Special Investigator referred this new case to the San Mateo County District Attorney, who filed charges for willful and intentional use of a contractor's license number with intent to defraud and contracting without a license. Forkosh pleaded guilty to the felony charge, agreed to pay \$17,000 in restitution, and served 131 days in jail with credit for time served. He will be on probation until October 20, 2027.

Three Convicted in Loan Fraud Scheme in Los Angeles County

Three individuals — Elaheh Esfahani Salahi, Mahsa (Mia) Karimaghahi, and Pedro De Jesus Diaz — operated unlicensed construction companies, Bright Energy Inc. and P&E Consultants, targeting elderly and non-English-speaking homeowners, primarily Persian speakers. The companies misrepresented themselves as licensed contractors and falsely claimed affiliation with the Los Angeles Department of Water and Power to obtain personal information and financing for solar and energy upgrades.

Despite securing over \$1 million in loans, many projects were incomplete, substandard, or never started. Following an extensive investigation by CSLB, the Los Angeles District Attorney filed 29 felony counts including grand theft, identity theft, false personation, and diversion of construction funds. Arrests followed shortly thereafter.

After filing the criminal case with the Los Angeles DA, CSLB received a tip that Salahi had a new company called Greenpire Inc. CSLB investigated Greenpire Inc and uncovered continued fraudulent activity post-arraignment. Salahi and Karimaghaei misled consumers with deceptive sales tactics, falsely claiming government affiliation and promising utility bill elimination and tax credits. One project revealed \$103,700 collected for work valued at \$48,880, with the consumer obligated to repay \$177,034.68 over 25 years.

On July 14, 2025, all three defendants pleaded no contest to identity theft and white-collar crime enhancement. In addition, Diaz and Salahi pleaded no contest to diversion of construction funds, false personation, and grand theft. Collectively, they deposited \$350,000 into a trust for victim restitution.

It was agreed at sentencing that the defendants will be placed on two years of formal probation, search and seizure conditions, and a prohibition on contracting or door-to-door sales involving financing for energy upgrades. Violations could result in up to eight years in prison for Diaz and Salahi and six years and eight months for Karimaghaei.

CASE MANAGEMENT UNIT

CSLB's Case Management Unit is comprised of two separate sections: Citation Enforcement and Disciplinary Services Section.

Citation Enforcement Section

When a CSLB complaint investigation establishes that a violation has occurred, the Registrar may issue an administrative citation against a contractor's license. The citation may include a civil penalty and an order for a licensee to make restitution to an injured party.

In 2025, CSLB's Citation Enforcement Section issued 1,622 citations: 866 to licensees and 736 to unlicensed contractors. As a result, CSLB collected over \$6,057,853.70 in civil penalties. The citations also resulted in \$921,718 in restitution to financially injured parties.

Last year, CSLB revoked the licenses of 261 contractors for non-compliance. Individuals whose licenses were revoked were also referred to the Franchise Tax Board for collection of unpaid civil penalties. Non-licensees who fail to comply with a final order are referred to a CSLB-approved collection agency.

Since 2019, citation recipients can request an Informal Citation Conference (ICC) to contest their citations. At these conferences, respondents can discuss the circumstances of their citation and/or their civil penalty assessment with a CSLB conference official.

The ICC goal is to reach a mutually agreeable settlement while allowing the contractor to avoid the time and expense of a formal appeal hearing before an administrative law judge. In 2025, 452 citation recipients filed appeals, and 284 of those cases were handled by ICC. The ICCs successfully resolved 154 of those citations without the cost of an administrative hearing.

Disciplinary Services Section

For more egregious violations of law, CSLB can take administrative action by filing an accusation to revoke or place a contractor's license on probation. CSLB's Disciplinary Services Section (DSS) handles these cases, and their investigations may result in one or more of the following actions:

- License revocation
- Probation (with stay of revocation)
- Restitution order for a financially injured consumer
- Recovery of investigation and enforcement costs
- Dismissal of case

Most accusations result in license revocation; however, a licensee can be placed on probation with consumer protection terms that include posting a disciplinary bond and paying restitution. Licensees placed on probation provided \$225,759 in restitution to consumers and repayment of \$394,401 in investigation and prosecution costs.

DSS ADMINISTRATIVE ACTIONS	2025	2024	2023	2022
Accusations Filed	248	236	189	216
Licenses Revoked via Accusation	215	214	174	226
Licenses Placed on Probation	55	54	67	78

Intake and Mediation Center

Consumer complaints often begin in the CSLB complaint intake and mediation center, where analysts work with the contractor to try to resolve the consumer complaint or refer egregious complaints to an investigation center. In 2025, CSLB's Sacramento and Norwalk Intake and Mediation Centers negotiated over \$17 million in savings to consumers, either through direct refunds paid by the contractor or the contractor forgiving a balance or making repairs. Some examples of this work include the following.

A Northern California intake analyst was able to mediate a complaint involving an Oakland consumer who entered a contract to have a solar system installed on her home. During the installation the contractor damaged the roof causing a leak. While attempting to fix the leaky roof, the contractor caused additional damage to the home. The analyst was able to mediate a settlement where the contractor paid \$106,200 in restitution to the homeowner.

A Southern California intake analyst assisted a consumer from Glendora who entered a contract for a kitchen and laundry remodel for \$172,848. The contractor requested final payment, despite having a significant number of incomplete items. The consumer felt obligated to make the payment because the contractor refused to complete the project until he received the money. The analyst was able to mediate a resolution where the contractor agreed to refund \$40,000 to the consumer to complete the project.

ALTERNATE DISPUTE RESOLUTION

Arbitration Program

CSLB contracts with Arbitration Mediation Conciliation Center (AMCC) to provide arbitration services for resolving qualifying, non-disciplinary consumer complaints. When appropriate, arbitration provides a cost-effective and fast resolution to homeowner/contractor and contractor/contractor disputes. Disputes involving amounts up to \$25,000 are eligible for CSLB's Mandatory Arbitration Program, while disputes involving amounts between \$25,000 and \$50,000 can be referred to the Voluntary Arbitration Program.

In 2025, CSLB successfully referred 452 disputes between consumers and contractors to arbitration resulting in over \$3 million (\$3,086,999) in remedies awarded to consumers. During 2025, parties experienced an average cycle time from referral to award of fewer than 41 days.

AMCC sends surveys to arbitration participants to monitor user satisfaction with the CSLB arbitration program. These surveys consistently show arbitration participants

have been pleased with their experience. During 2025, participants gave AMCC's arbitration services an average score of 4.85 out of 5 in all rating categories and an approval rating of 4.93 out of 5 for the AMCC arbitrators.

LETTER OF ADMONISHMENT

The Letter of Admonishment is an intermediate form of corrective action to enhance public protection by promptly addressing less egregious violations by licensed contractors. The letter provides for up to two years of public disclosure after issuance, offers an option for requiring corrective action by the contractor, and provides for a prior violation that can be used to support formal disciplinary action in the future.

In 2025, CSLB issued 347 Letters of Admonishment. The most common violations cited in Letters of Admonishment were conviction of a non-violent misdemeanor criminal offense, violation of a statute or regulation including permit requirements, excessive down payments, and failure to meet home improvement contract requirements.

Contractors who receive a Letter of Admonishment are given an opportunity to contest its issuance via a CSLB Office Conference. The Office Conference allows the presiding official to uphold, modify, or withdraw the Letter of Admonishment based on their review of the case. During 2025, CSLB conducted 27 Office Conferences either by video or teleconference. As a result, 14 Letters of Admonishment were upheld as issued, four were modified, four were withdrawn, and five have decisions pending. Letters of Admonishment are not used when consumer harm has occurred.

Since 2020, contractors who have violated local permit requirements are issued a Letter of Admonishment with a corrective order to complete a video training session on building permits. Violators who do not complete the training are subject to an administrative citation. In 2025, 61 Letters of Admonishment included a requirement to complete the permit training. Of those, 58 successfully completed the training, and three were ultimately referred to a citation.

MULTIPLE OFFENDER UNIT

In late 2023, CSLB created the Multiple Offender Unit (MOU) with the focus of developing an enforcement unit that specialized in handling investigations against contractors who have received multiple consumer complaints, primarily against solar contractors. In 2025, the unit completed 585 investigations against contractors with more than 10 complaints. Of the completed investigations, the unit took disciplinary action against 10 contractors as follows:

1. 31 complaints referred for disciplinary action in the form of an accusation.
2. 125 complaints for criminal prosecution.

CSLB continues to see about 177 solar-related complaints each month, a slight decrease from the 182 per month received in 2024, many involving solar companies abandoning projects after receiving payment for work not performed.

In 2025, the Enforcement Division settled approximately 381 solar-related cases, which led to more than \$3.5 million in restitution to financially injured consumers. Additionally, 131 solar investigations resulted in administrative legal actions, and another 19 cases were referred for criminal prosecution.

PROACTIVE ENFORCEMENT

Statewide Investigative Fraud Team

CSLB's Statewide Investigative Fraud Team (SWIFT) performs proactive enforcement of contractor license law. SWIFT investigators, in partnership with other construction industry stakeholders, law enforcement agencies, and allied state agencies, confirm license, tax, wage, and safety compliance through inspection sweeps at active jobsites and through staged undercover sting operations. Additionally, SWIFT investigators respond to leads from consumers, licensed contractors, and other agencies.

Of the 2,770 cases closed by SWIFT investigators, 869 resulted in administrative or criminal legal actions, 342 of which were referred to prosecutors. Furthermore, SWIFT issued 1,054 Advisory Notices for minor violations and 115 Letters of Admonishment for minor violations.

**2025 SWIFT ADMINISTRATIVE LEGAL ACTIONS AND
CRIMINAL REFERRALS**

CATEGORY	RESULT
Legal Actions	869
Initial Citation Assessment	\$765,050
Stop Orders Issued for Workers' Compensation Violations	286
Licensee Criminal Referrals	63
Non-Licensee Criminal Referrals	279

Stings/Sweeps/Leads

SWIFT regularly receives information about unlicensed or other illegal construction activity reported by licensees, the public, and allied government agencies that can lead to an undercover sting operation or a construction site inspection. Additionally, SWIFT investigators routinely sweep areas for active construction projects and conduct compliance inspections.

In 2025, SWIFT conducted 28 sting operations, participated in 396 sweep days, and responded to 600 leads.

2025 SWIFT SWEEP AND LEAD RESULTS

CATEGORY	RESULT
Compliance Sweep Days	396
Legal Actions Resulting from Sweep Compliance Inspections	543
Leads Received	600
Legal Actions Resulting from a Lead	149

Joint Enforcement Strike Force

The Joint Enforcement Strike Force (JESF) shares information and resources among multiple government agencies to combat the underground economy. Partner agencies include CSLB, Employment Development Department (EDD), Division of Occupational Safety and Health (DOSH), Division of Labor Standards Enforcement (DLSE), and the Franchise Tax Board (FTB). JESF's primary focus is to pursue criminal charges for license, tax withholding, and workers' compensation insurance violations. In 2025, JESF activities resulted in the suspension of 289 licenses for outstanding tax and penalty liabilities totaling over \$22 million. CSLB's license suspension program resulted in payment of over \$39 million to allied state agencies.

2025 JESF-RELATED OUTSTANDING LIABILITIES

AGENCY	LIABILITY SUSPENSION	PENALTY RECOVERED
EDD	\$16,772,369	\$30,836,420
DOSH	\$617,935	\$822,277
DLSE	\$2,280,594	\$3,366,991
FTB	\$2,973,037	\$4,429,434
TOTAL	\$22,643,935	\$39,455,122

Labor Enforcement Task Force

Established in 2012, the Labor Enforcement Task Force (LETF) combats the underground economy in California. Partner agencies include CSLB, EDD, DLSE, and DOSH. The task force goals are:

- Ensure workers receive proper payment of wages and are provided a safe work environment.
- Ensure California receives all employment taxes, fees, and penalties due from employers.
- Eliminate unfair business competition by leveling the playing field.
- Make efficient use of state resources in carrying out LETF's mission.

Task Force Observations

LETf members conduct sweeps at active jobsites to verify employee wages and compliance with licensing, insurance, tax, and job safety requirements. Inspections conducted by LETf at construction sites in 2025 found 84 percent of contractors were out of compliance with one or more licensing, tax, labor and/or safety laws.

2025 LETf JOINT INSPECTIONS

CATEGORY	RESULT
Number of Contractors Inspected	167
Number of Contractors Out of Compliance	141
Percent of Contractors Out of Compliance	84%
Total Initial Assessments	\$899,456
Inspections that Resulted in CSLB Investigations	140
CSLB-Issued Stop Orders	22
Number of Businesses Referred to EDD Tax Audit Program	60
Cal/OSHA Serious Violations	51

Legislative



CSLB's Legislative Division engages in the administrative rulemaking and legislative processes to carry out the Board's regulatory and legislative priorities. The division sponsors legislation with Board approval and reviews all bills introduced by the Legislature for potential impact to the Board, consumer protection, and the construction industry. The division presents relevant bills to the Board at public meetings to facilitate the Board taking a support, oppose, neutral, or watch position and presents the Board's position to the Legislature. The division also prepares and submits reports or studies requested by the Board or required by the Legislature.

DEVELOPMENT AND COORDINATION OF CSLB-SPONSORED LEGISLATION

CSLB sponsored the following bills that were signed into law (chapters) in 2025 by Governor Gavin Newsom.



Assembly Bill 521 (Carrillo, Chapter 265, Statutes of 2025)

This bill expressly provides that CSLB is not liable for attorney fees in civil claims involving a contractor's cash deposit filed with CSLB in lieu of a license bond.

Senate Bill 291 (Grayson, Chapter 455, Statutes of 2025)

This bill requires CSLB to determine an evidence-based process and procedure to verify eligibility for a workers' compensation (WC) insurance exemption and to report its findings to the Legislature by January 1, 2027. The bill also significantly increases civil penalties for WC violations.

Senate Bill 779 (Archuleta, Chapter 233, Statutes of 2025)

This bill establishes and increases minimum fine amounts included with enforcement citations. This bill requires future minimum enforcement fine amounts to increase based on increases to the Consumer Price Index every five years. SB 779 also increases CSLB's revenue fund cap from six to 12 months.

DEVELOPMENT AND COORDINATION OF CSLB-RELATED LEGISLATION

CSLB also assisted in providing legislative language, as well as technical assistance, for the following bills that were signed into law in 2025.

Assembly Bill 1002 (Gabriel, Chapter 567, Statutes of 2025)

This bill authorizes CSLB to be included as a complainant in a civil action filed by the Attorney General to suspend, revoke, or deny licensure of a contractor for failure to pay workers or failure to comply with a wage judgment or court order.

Senate Bill 517 (Niello, Chapter 585, Statutes of 2025)

This bill requires the disclosure of the use of any subcontractors in a home improvement contract upon request by the consumer and for the subcontractor's name, contact information, license number, and classification to be provided. This bill also specifies that the prime or direct contractor is responsible for the construction project; however, it does not preclude administrative discipline against any subcontractor or home improvement salesperson for violations of Contractors State License Law.

REGULATIONS

Updated References to Gender

Title 16 of the California Code of Regulations (16 CCR), Sections 831 and 883 were amended to reflect current day references to gender.

Removal of Outdated Licensing Processing Times

Title 16 of the California Code of Regulations (16 CCR), Sections 827 and 828 were amended to remove outdated minimum, median, and maximum licensing processing times that are no longer required due to the repeal of Government Code Section 15376 in 2003.

Public Affairs



In 2025, CSLB's Public Affairs Office (PAO) continued to reach the public both virtually and in-person with workshops and meetings, while using social media, the CSLB website, and electronic communications to keep licensees and consumers informed. PAO also helped coordinate CSLB's disaster response and continued its work in all areas of media relations, community outreach, publications development and distribution, video services, website support, and contractor education and outreach.

During 2025, PAO:

- Distributed 5 industry bulletins.
- Circulated 6 news releases.
- Fielded 53 media inquiries and requests for interviews.
- Presented 30 livestreams.
- Increased CSLB's social media presence on all platforms and increased reach to stakeholders through email alerts.
- Organized and conducted 52 Senior Scam StopperSM seminars and coordinated Consumer Scam StopperSM seminars, home shows, and Speakers Bureau requests.
- Developed and disseminated 40 publications, including meeting packets, reports, flyers, and the 2025 *California Contractors License Law & Reference Book*.

INDUSTRY BULLETINS

CSLB released industry bulletins that included information about out-of-state General Building Contractors who pass the NASCLA Commercial General Building Contractor exam being able to apply for a California license, resources for proper treated wood waste disposal, and a new law exempting muralists from contractor license requirements for creating, restoring, or conserving murals.

NEWS RELEASES

CSLB issued 6 news releases detailing stings around the state throughout the year, and information for homeowners rebuilding following wildfires in Southern California.

CSLB LIVESTREAMS

In 2024, CSLB produced livestreams, including the monthly *Get Licensed to Build* and *Obtenga licencia para Construir* workshops.

- In 2025, these virtual workshops with live Q&A averaged 41 attendees per month. Additionally, 49,222 people viewed the workshop videos on the CSLB YouTube channel.

Among the other livestreams were the Board Meetings on March 14, June 13, September 5, and December 11; the Executive, Enforcement, and Legislative Committee Meetings on April 11; Licensing and Public Affairs Committee Meetings on May 15; Executive, Enforcement, and Public Affairs Committee Meetings on November 17; and Licensing and Legislative Committee Meetings on November 18.

SOCIAL MEDIA

PAO continued to use social media as an outreach tool during 2025 to better interact with applicants, licensees, the news media, and other stakeholders. CSLB currently utilizes Facebook, X, YouTube, LinkedIn, and Instagram.



MOST VIEWED YOUTUBE VIDEOS

VIDEO TITLE	2025 VIEWS
CSLB Guide to Renewing Your Active Single Qualifier License	32,231
10 Tips for Hiring a Contractor	4,808
What to Expect on Test Day	3,707
Building Permit Training	2,758
New B-2 Residential Remodeling License	2,327
Participa en nuestro workshop para obtener la licencia para construir	2,124
Get Licensed to Build Workshop Q&A Session 2-7-2025	1,986
Tips for Becoming a Registered Home Improvement Salesperson (HIS)	1,799
Watch CSLB Videos and Subscribe PSA	1,433
Get Licensed to Build Workshop #45 Part 1 of 2	1,220

EMAIL ALERTS

CSLB has six categories where members of the public, media, and industry can sign up to receive email alerts.

2025 EMAIL ALERT SUBSCRIBERS BY CATEGORY

CATEGORY	SUBSCRIBERS
<i>California Licensed Contractor Newsletters</i>	14,954
Industry Bulletins	13,025
News Releases / Consumer Alerts	12,356
CSLB Meeting Announcements	10,736
CSLB Surveys	2,725
CSLB Job Openings	2,826
TOTAL	56,622

SENIOR SCAM STOPPERSM

CONTRACTORS STATE LICENSE BOARD

SENIOR SCAM STOPPERSM SEMINARS

Launched in 1999, CSLB’s Senior Scam StopperSM program informs, empowers, and educates senior consumers at the local level to protect them from unlicensed or unscrupulous contractors.

Seminars are coordinated with legislative offices and feature presentations by a panel of experts from local, state, and federal agencies, and community-based organizations; distribution of consumer publications; and question-and-answer sessions.

In 2025, PAO staff coordinated and facilitated 52 Senior Scam StopperSM seminars. CSLB partnering agencies record presentations for sharing on their websites and for continued senior education.

2025 Senior Scam StopperSM Seminars:

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
January 6, 2025	Vallejo	Florence Douglas Senior Center
January 16, 2025	San Jose	Councilmember Domingo Candelas
January 31, 2025	Montclair	Senator Susan Rubio
February 4, 2025	Laguna Woods	Laguna Woods Village 55+ Community
February 21, 2025	Virtual	Assemblymember Christopher Ward
March 6, 2025	Citrus Heights	Senator Roger Niello
March 7-9, 2025	Fresno	Fresno County Home and Garden Show
March 22-23, 2025	Dixon	Solano County Home and Garden Show
April 10, 2025	Fresno	Assemblymember Dr. Joaquin Arambula
April 23, 2025	San Jose	On Lok PACE Elder Care
April 25, 2025	Stockton	El Concilio California
May 21, 2025	Roseville	Sun City 55+ Community
May 22, 2025	Sacramento	Wright Street Neighborhood Watch
May 30, 2025	Ventura	Assemblymember Steve Bennett

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
June 9, 2025	Vallejo	Florence Douglas Senio Center
June 10, 2025	Virtual	CA Municipal Revenue & Taxation Association
June 12, 2025	Corona	Assemblymember Leticia Castillo
June 13, 2025	San Jose	Councilmember Domingo Candelas
June 25, 2025	San Diego	Senator Brian Jones
June 27, 2025	Goleta	Senator Monique Limon
July 11, 2025	Rancho Palos Verdes	Assemblymember Al Muratsuchi
July 12, 2025	San Diego	Senator Brian Jones
July 19, 2025	San Mateo	Assemblymember Diane Papan
July 25, 2025	La Jolla	Assemblymember Tasha Boerner
July 31, 2025	Lakewood	Senator Lena Gonzalez
July 31, 2025	Perris	Senator Sabrina Cervantes
August 8, 2025	South El Monte	Senator Susan Rubio
August 12, 2025	Corona	Assemblymember Leticia Castillo
August 13, 2025	Palm Desert	Assemblymember Greg Wallis
August 15-17, 2025	Roseville	Tri-County Home and Garden Show
August 20, 2025	Ventura	Ventura Marina Mobile Home Park
August 23, 2025	Union City	Assemblymember Liz Ortega
August 27-28, 2025	Los Angeles	LA Build Expo
September 4, 2025	Irvine	City of Irvine
September 9, 2025	Morgan Hill	SPARC, Inc.
September 10, 2025	Sacramento	Senator Angelique Ashby
September 16, 2025	Lemoore	Senator Melissa Hurtado
September 17, 2025	Lamont	Senator Melissa Hurtado
September 18, 2025	Farmersville	Senator Melissa Hurtado

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
September 20-21, 2025	Dixon	Solano County Home and Garden Show
September 25, 2025	San Diego	Assemblymember Dr. Darshana Patel
October 1, 2025	Oceanside	Senator Catherine Blakespear
October 2, 2025	Laguna Hills	Senator Catherine Blakespear
October 3, 2025	Costa Mesa	Assemblymember Cottie Petrie-Norris
October 8, 2025	Irvine	Assemblymember Cottie Petrie-Norris
October 9, 2025	Tustin	Assemblymember Cottie Petrie-Norris
October 15, 2025	Yucca Valley	Assemblymember Greg Wallis
October 18, 2025	Fremont	Assemblymember Alex Lee
October 22, 2025	Arroyo Grande	Assemblymember Dawn Addis
October 23, 2025	Pinole	City of Pinole
October 28, 2025	Virtual	Assemblymember Marc Berman
October 29, 2025	Newark	Senator Dr. Aisha Wahab
October 30, 2025	San Francisco	Assemblymember Catherine Stefani
November 5, 2025	Colma	Assemblymember Catherine Stefani
November 7, 2025	Garden Grove	Assemblymember Tri Ta
November 14, 2025	Pacoima	Assemblymember Celeste Rodriguez
November 18, 2025	Irvine	City of Irvine
November 19, 2025	Irvine	Assemblymember Cottie Petrie-Norris
December 4, 2025	Pasadena	Pasadena Senior Center

GRAPHIC DESIGN SERVICES

Consumer/Licensee/Applicant/Industry Publications

During 2025, PAO developed and disseminated 40 publications:

- Steps to Becoming a Licensed Contractor *(English)*
Pasos para convertirse en un contratista con licencia *(Spanish)*
- Rebuilding After a Disaster *(English)*
Reconstrucción después de un desastre *(Spanish)*
- 10 Tips: Make Sure Your Contractor Measures Up *(English)*
10 Consejos: Para Asegurar Que Su Contratista Sea Una Persona Calificada *(Spanish)*
- A Consumer Guide to Filing Construction Complaints *(English)*
Guía para el consumidor para presentar quejas sobre construcción *(Spanish)*
- What You Should Know Before Hiring a Contractor *(English)*
Antes de contratar a un contratista *(Spanish)*
- What Seniors Should Know Before Hiring a Contractor *(English)*
Antes de contratar a un contratista *(Spanish)*
- Get Licensed to Build Guide *(English)*
Obtenga una licencia para construir *(Spanish)*
- Description of Classifications *(English)*
Descripción de Clasificaciones *(Spanish)*
- Caught for Illegal Contracting — What Happens Now *(English)*
Atrapado por contratación ilegal: ¿Qué pasa ahora? *(Spanish)*
- Owner-Builder Beware! — Know Your Responsibilities as an Owner-Builder *(English)*
Propietarios-constructores tengan cuidado! — Conozca sus responsabilidades como propietario-constructor *(Spanish)*
- What is a Stop Order? — A Guide for Consumers and Contractors *(English)*
¿Qué es una orden a de alto? — Una guía para consumidores y contratistas *(Spanish)*
- Terms of Agreement — A Consumer Guide to Home Improvement Contracts *(English)*
Términos del acuerdo — Guía del consumidor sobre contratos de mejoras del hogar *(Spanish)*

- It Pays to Get Licensed *(English)*
Vale la pena obtener una licencia *(Spanish)*
- How CSLB Protects the Public in Disaster Areas *(English)*
Cómo CSLB Protege al Público en Zonas de Desastre *(Spanish)*

Reports/Law Book/Meeting Packets

- *California Contractors License Law & Reference Book* (2025 Edition)
- California Licensed Contractor Newsletter (Fall 2025)
- California Licensed Contractor Newsletter (Summer 2025)
- California Licensed Contractor Newsletter (Spring 2025)
- California Licensed Contractor Newsletter (Winter 2025)
- 2024 Accomplishments & Activities Report
- March 14, 2025, Quarterly Board Meeting Packet
- April 11, 2025, Executive, Enforcement, and Legislative Committee Meeting Packet
- May 15, 2025, Licensing and Public Affairs Committee Meeting Packet
- June 13, 2025, Quarterly Board Meeting Packet
- September 5, 2025, Quarterly Board Meeting Packet and CSLB/NSCB Joint Board Meeting Packet
- November 17-18, 2025, Executive, Enforcement, and Public Affairs Committee Meeting Packet
- December 11, 2025, Quarterly Board Meeting Packet

PUBLIC INFORMATION CENTER

The Public Information Center's Call Center average wait time in 2025 continued to meet the Board goal of six minutes or less in 2025. The wait time in January 2025 temporarily increased because of the large number of calls received following devastating wildfires in Southern California. Public Information Center staff, which also includes the Public Counter, are regularly given talking points for hot topics to help them provide the best and most up-to-date service to the public.

The Licensing Division's low application processing times continue to assist with the decrease in wait times, as many inquiries the Call Center receives are related to application status.

Administration



CAREER DEVELOPMENT AND MENTORING PROGRAM STEERING COMMITTEE

The Career Development and Mentoring Program Steering Committee was reinstated and new committee members from each division gathered to discuss and adopt the new CSLB Onboarding Schedule for new CSLB employees, as well as identified training needs for each division.

PERSONNEL TRAINING

The Personnel Unit developed and presented the “Best Hiring Practices” for CSLB managers and supervisors. Personnel also developed and presented “Performance Management” training for CSLB managers and supervisors.

RECRUITMENT

The Personnel Unit worked diligently and processed 80 personnel transactions, out of which 26 were internal promotions, and maintained a vacancy rate of approximately 7 percent, ensuring operational stability, efficiency, and compliance with DCA guidelines.

OPERATIONAL EFFICIENCIES

The Business Services Unit tracked and provided monthly reports for each unit to identify areas where processes can improve and to implement a cost reduction plan.

Business Services staff assigned to scan Licensing documents successfully transitioned from the Imaging Workflow Automation System to the Enterprise Document Management System, resulting in increased efficiency and consistency.

VEHICLE PURCHASE

In 2025, two new Ford Mach-E sport utility vehicles were purchased. These vehicles will be used by Enforcement staff for investigations, site visits, and field work.

Information Technology



SIGNIFICANT PROJECTS FOR 2025

CSLB Successfully Implemented Enterprise Document Management System

In May 2025, CSLB successfully launched its new Enterprise Document Management System (EDMS) as part of its broader Electronic Content Management (ECM) initiative, utilizing the Box platform.

The new EDMS is a cloud-based, enterprise-grade content management system that enables CSLB to:

- Securely store, manage, and share digital content.
- Automate workflows and streamline document handling.
- Collaborate more effectively across teams and departments.

Built on Box's secure infrastructure and implemented in partnership with Information Intelligent Group (IIG), EDMS replaced the legacy Imaging Workflow Automation System (IWAS). Below are some statistics from the new EDMS system:

- Total documents processed into EDMS: **1,317,135**
- Average documents loaded per month: **110,000**
- Total active documents processed through EDMS workflow: **243,729**
- Total archive documents migrated from Teale into EDMS: **1,073,406**
- Total issued licenses: **26,129**

This successful implementation marked a major milestone in CSLB's digital transformation efforts and laid the foundation for more efficient, secure, and scalable document management.

CSLB Successfully Completed Migration to Windows 11

As part of CSLB's strategic IT modernization efforts, the migration from Windows 10 Enterprise to Windows 11 Enterprise was successfully completed across all CSLB devices. Microsoft stopped providing technical support for Windows 10, which ended on October

14, 2025. That meant that no further security or feature updates were being provided, and devices running Windows 10 would be at increased risk for cybersecurity threats.

Project Highlights

- Full compatibility testing of Windows 11 was conducted by IT.
- Deployment completed ahead of schedule across Headquarters and all field offices.
- All CSLB systems are fully compliant, secure, and running on a fully supported platform.

Department of Military Cybersecurity Assessment Completion

CSLB successfully completed the Department of Military Cybersecurity Assessment in 2025. The assessment confirmed CSLB current cybersecurity measures are strong and provided valuable insights for further enhancement. Overall, the feedback was highly positive, reinforcing that CSLB's established processes and controls are effectively protecting systems and data.

Following the assessment, CSLB is now developing a comprehensive Plan of Action and Milestones. This document will outline the specific steps needed to address any opportunities for improvement identified during the assessment. By systematically tracking and implementing these action items, CSLB will ensure it continues to strengthen its cybersecurity posture, minimize risks, and maintain the trust of all stakeholders.

These updates demonstrate CSLB's proactive approach to security, ensuring compliance with state and federal policies while safeguarding sensitive information and resources.

CSLB Website

For 2025, below are the top 20 most-visited CSLB website pages.

CSLB WEBSITE 2025

PAGE TITLE	PAGE VIEWS
Check A License – License Detail	28,884,503
Check A License	26,794,704
Find A Licensed Contractor – Zip Code Search	10,430,336
Online Payments – All Types	6,486,306
CSLB Home Page	3,875,042
Check a Home Improvement Salesperson License	2,888,594
Check Application Status	2,491,081
Check Application Status (Secured)	2,376,524
Check Applicant Detail	2,158,784
Lookup Licensing Classification Detail	2,054,307
Lookup License Workers Compensation History	1,779,894
Forms and Applications – CSLB	1,769,713
Contractor’s License Personnel Detail – CSLB	1,631,938
Contractor Name Search Result	993,542
Contractor’s Bond History	927,525
Filing a Construction Complaint	805,130
Contractor Sole Owner Renewal	769,317
Check a License Insurance	692,178
Consumer Waiver Release Form	648,317
Licensing Classifications	561,416



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CONTRACTORS STATE LICENSE BOARD

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800-321-CSLB (2752)

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