



CONTRACTORS STATE LICENSE BOARD

2019 Accomplishments & Activities Report

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A MESSAGE FROM THE BOARD CHAIR

CSLB in 2019

It is with pleasure that we present the Contractor State License Board's *2019 Accomplishments & Activities Report*.

In 2019, the Legislature (SB 610, Glazer) extended CSLB's sunset date another four years, to January 1, 2024. This bill provides enhanced consumer protection tools and also authorizes CSLB to assess a \$20 fee on license renewals for C-10 electrical contractors to fund the enforcement of electrician certification requirements.

2019 presented CSLB with some financial challenges, though I'm pleased to report that the budget is stabilizing. Unexpected expenses, including those related to disaster response over the past two years, combined with a recent decline in license renewals compelled CSLB to seek emergency regulations to increase renewal fees \$25 per year. The regulations were approved in December 2019. In addition, staff have reviewed all expenditures and implemented process changes that will result in significant cost savings.

CSLB licenses over 285,000 construction entities. The hard work of staff and various process improvements in 2019 led to the continued reduction of application processing times.

Throughout 2019, CSLB strengthened its ongoing partnerships with state, local, and industry allies to ensure greater compliance with contractors' state license law. CSLB maintained its important participation in the Joint Agency Consumer Solar Task Force to address predatory sales tactics in disadvantaged communities throughout California. And, amid an increase in the number of overall complaints received, staff still met board-approved goals to resolve complaints in a timely manner. In fiscal year 2018-19, CSLB helped to recover more than \$49 million in ordered consumer restitution.

CSLB continued its ongoing response to wildfires and other disasters that devastated areas of the state in 2018-19. CSLB held a series of workshops in disaster zones for both survivors and contractors interested in working on rebuilding efforts, conducted undercover stings to catch unlicensed contractors, and performed numerous compliance sweeps of active jobsites in the affected areas. CSLB also received a \$165,000 reimbursement from the state's general fund for costs incurred responding to disasters.

In 2019, CSLB launched a public data portal on its website. This no-cost publicly accessible feature allows users to search and download custom statewide license information for which CSLB previously charged a fee. Other significant online enhancements include meeting the legislative mandate (AB 434, Baker) that the website meet Americans with Disabilities accessibility standards.

CSLB conducted its 800th Senior Scam Stopper in November 2019. These successful outreach programs, which are coordinated with local legislative offices, specifically focus on educating seniors about how to protect themselves against potential scams.

The Department of Consumer Affairs recognized CSLB for its work in exceeding the governor's goal for state purchases from small businesses; CSLB also met the governor's goal of purchases from disabled veteran vendors.

This past year, we said good-bye to two long-serving board members—Linda Clifford and Frank Schetter—who were committed consumer advocates during their tenure. We also had the pleasure of welcoming our newest board members, Diana Love, James Ruane, and Mary Tiechert in fall 2019.

As we move into what will surely be a busy 2020, board members and staff will continue to work diligently to fairly regulate the state's construction industry and protect California consumers.

Thanks to all of those who assisted and supported our efforts in 2019.

Johnny Simpson, Board Chair



2019 CSLB BY THE NUMBERS

24

LICENSING APPLICANT
WORKSHOPS CONDUCTED



809,562

FIND MY LICENSED CONTRACTOR
SEARCHES CONDUCTED
ON CSLB WEBSITE



\$49,000,000

RESTITUTION ORDERED TO
THE PUBLIC IN FISCAL YEAR 2018-19

\$70,000,000+

CSLB'S 2019-20 FISCAL YEAR **BUDGET**



870

CASES REFERRED
TO **ARBITRATION**



07

BOARD AND
COMMITTEE MEETING
WEBCASTS PRODUCED

800th

SENIOR SCAM STOPPERSM HELD
NOVEMBER 21, 2019

353

SWEEP DAYS OF ACTIVE
CONSTRUCTION SITES



46

LICENSING
EXAMS MAINTAINED

75

UNDERCOVER STINGS CONDUCTED



12

NEW LICENSING
EXAMS COMPLETED BY
EXAM DEVELOPMENT UNIT



1,070

APPLICATIONS EXPEDITED & LICENSES ISSUED
THROUGH VETERANS APPLICATION ASSISTANCE PROGRAM

58

CSLB EMPLOYEE

PROMOTIONS



4,850

FACEBOOK FOLLOWERS

30,464

SIGN-UPS FOR CSLB
EMAIL ALERTS



15,074,615

LICENSE CHECKS

CONDUCTED ON
CSLB WEBSITE

2,900,000

CSLB WEBSITE USERS

3,957

LEGAL ACTIONS BROUGHT
AGAINST VIOLATORS FROM
CSLB INVESTIGATIONS

136,776

CALLS ANSWERED BY
LICENSING INFORMATION
CENTER STAFF

31,358

CSLB LICENSE
APPLICATIONS RECEIVED

20,403

COMPLAINTS CLOSED BY
ENFORCEMENT STAFF

51,573

EXAMINATIONS SCHEDULED

285,596

**LICENSED
CONTRACTORS**



LEADERSHIP

CSLB Registrar and Board Members

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. Board officer terms listed below are for the July 1, 2019 through June 30, 2020 fiscal year.

Johnny Simpson **Public Member, Chair**

Johnny Simpson, of Spring Valley, was appointed by the Senate Rules Committee in February 2015 and reappointed in June 2019. Mr. Simpson is the international representative of the International Brotherhood of Electrical Workers (IBEW), 9th District, and formerly was business manager/financial secretary of IBEW Local 569, which represents over 3,100 electrical workers in San Diego and Imperial counties. A third generation IBEW wireman, Mr. Simpson graduated from the IBEW California Apprenticeship Program in 1981. He is committed to community service and has spent over 20 years volunteering alongside IBEW 569 members to fix electrical systems in the homes of San Diego's low-income seniors, disabled veterans, and families. He is also a past trustee and president of the San Diego Electrical Training Center; president of the San Diego County Building and Construction Trades Council; and vice president of the San Diego County Building Trades Family Housing Corporation, which provides affordable housing for low and moderate income working families.

Mr. Simpson's term continues through June 1, 2023.

David De La Torre **Public Member, Vice Chair**

David De La Torre, of San Bruno, was appointed by Assembly Speaker Toni G. Atkins in May 2015 and reappointed by Assembly Speaker Anthony Rendon in September 2016. Mr. De La Torre is secretary-treasurer of Laborers Union Local 261, representing 5,000 members in San Francisco, San Mateo, and Marin counties. Mr. De La Torre is a third-generation laborer who has worked for a variety of local and regional contractors. He was first elected as a union officer in 2005. Mr. De La Torre also serves as board president for the San Francisco chapter of the A. Philip Randolph Institute (APRI). He was appointed as a national board member for that group in 2017, and as its state president in 2018. Mr. De La Torre is also a representative on San Francisco's 100% Renewable Energy Task Force.

Mr. De La Torre's term continues through June 1, 2020.

Susan Granzella
Public Member, Secretary

Susan Granzella, of Sacramento, was first appointed by Governor Edmund G. Brown Jr. in October 2014 and reappointed in June 2016. Ms. Granzella held several positions at Visa Inc., including senior director and vice president for technical documentation, and audit and compliance for global development from 1996 until her retirement in 2014. In her former role, she managed Visa's technical writing and publishing efforts, distributing content internationally to banks and processors, and managed staff and contractors in the United States, Singapore, and India. She also serves on the board of directors for My Sister's House, a safe haven for Asian and Pacific Islander women and children in Sacramento.

Ms. Granzella's term continues through June 1, 2020.

Kevin J. Albanese
General Building, Contractor Member

Kevin J. Albanese, of San Jose, was appointed by Governor Edmund G. Brown Jr. in July 2013 and reappointed in July 2017. Mr. Albanese serves as president and CEO of Joseph J. Albanese, Inc. Previously he served as chief operating officer and in a multitude of other management positions throughout the organization. In addition, Mr. Albanese graduated magna cum laude from the Santa Clara University School of Law and remains an active member of the State Bar. Mr. Albanese is a longtime member and past president of United Contractors and serves as a management trustee for the Operating Engineers Local 3 Trust Funds.

Mr. Albanese's term continues through June 1, 2021.

Frank Altamura, Jr.
Public Member

Frank Altamura, Jr. of Vacaville, was appointed by Governor Edmund G. Brown Jr. in January 2019. Since 2012, Mr. Altamura has served as a product manager for Trane. He earned both a Master of Business Administration degree and a Bachelor of Science degree from Santa Clara University.

Mr. Altamura's term continues through June 1, 2022.

Agustin "Augie" Beltran
Public Member

Agustin "Augie" Beltran, of Oakdale, was appointed by the Senate Rules Committee in January 2014, and reappointed in May 2017. Mr. Beltran currently serves as the president and director of public and governmental relations for the Northern California Carpenters Regional Council. He served in the United States Marine Corps Reserve from 1985-1993. Since beginning his career as a carpenter apprentice in 1989, Mr. Beltran has worked in various facets of the construction industry. Mr. Beltran has served

on several government boards since 1997, including the Lathrop City Council from 2000-2004, and the Delta Protection Commission from 2002-2004.

Mr. Beltran's term continues through June 1, 2021.

David Dias
Labor Member

David Dias, of Pleasanton, was appointed by Governor Edmund G. Brown Jr. in April 2011, and reappointed twice, in June 2012 and June 2016. Mr. Dias has been a business representative for Sheet Metal Workers' Local Union No. 104 since 2005. He previously worked as an apprentice instructor at Foothill Community College from 1998 to 2005, a field supervisor at Therma Inc. from 1997 to 2005, and a sheet metal worker foreman at RH Tinney from 1990 to 1997, after serving as an apprentice from 1986 to 1990. He is a trustee of the Bay Area Industry Training Fund, a member of the U.S. Green Building Council, and a member of the Joint Committee for Energy and Environmental Policy. He also serves on the Proposition 39 Citizens Oversight Committee and the IAPMO UMC Technical Committee, as well as committees for ASHRAE and EECC.

Mr. Dias' term continues through June 1, 2020.

Michael A. Layton
Public Member

Michael A. Layton, of Long Beach, was appointed by Assembly Speaker Anthony Rendon in September 2016. Mr. Layton is the business manager and financial secretary-treasurer for the Southern California Pipe Trades. Prior, he served as executive director of the Apprentice and Journeyman Trust Fund of Southern California.

Mr. Layton's term continues through June 1, 2020.

Diana Love
Public Member, Senior Citizen Organization

Diana Love, of Palmdale, was appointed by Governor Gavin Newsom in October 2019. Ms. Love is a member and immediate past president of the Los Angeles County Commission for Older Adults, an ambassador for the City of Palmdale, treasurer of the Inland Communities Democratic Headquarters Political Action Committee, as well as a national district liaison for the AARP. She is also a member of the California Senior Legislature, Mental Health of America Advisory Council—Antelope Valley/Lancaster, City of Palmdale Mobile Home Review Board, Friends of the Palmdale City Library, Forget Us Not Community Services, and Service Employees International Union Local 2015. From 2015 to 2017, Ms. Love was a children and youth group facilitator at Parents Anonymous Incorporated, 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.

Ms. Love's term continues through June 1, 2022.

Marlo Richardson
Public Member

Marlo Richardson, of Playa del Rey, was first appointed by Governor Edmund G. Brown Jr. in June 2015 and reappointed in June 2016. Ms. Richardson spent 20 years in law enforcement. She has an extensive background in the entertainment industry, and as a business entrepreneur with experience in the restaurant, real estate, home health care, import/export, and financial services industries. Ms. Richardson is a board member for the YMCA and has chaired the Public Safety Board for Los Angeles County Empowerment Congress and was a member of the Ethics Board for the State Bar of California.

Ms. Richardson's term continues through June 1, 2020.

James Ruane
Specialty Contractor Member

James Ruane, of San Bruno, was appointed by Governor Gavin Newsom in September 2019. Mr. Ruane has been president of Patrick J. Ruane Inc. since 1976. He also is the president of the Wall and Ceiling Alliance and a board member of the Association of the Wall and Ceiling Industry. In addition, Mr. Ruane served as mayor of San Bruno (San Mateo County) from 2009 to 2017, helping lead that city through the aftermath of a deadly gas line explosion in September 2010, that killed eight people and destroyed 38 homes.

Mr. Ruane's term continues through June 1, 2023.

Nancy Springer
Building Official Member

Nancy Springer, of Browns Valley, was appointed by Governor Edmund G. Brown Jr. in September 2013 and reappointed in July 2017. Ms. Springer currently serves as the Chief Building Official for Sacramento County. From 1980 to 1985, she served in the United States Air Force. After her military duty, Ms. Springer entered an Electrical Apprenticeship Program with the National Electrical Contractors Association from 1984 to 1987, studying the National Electric Code. She obtained an Associate of Science degree in Building Inspection Technology from Butte College. Over the past three decades, she's served in the positions of building inspector, plans examiner, assistant building official, and as the chief building official for Butte County, City of Gridley, and City of Biggs. Ms. Springer has served as a past president of the Counties Building Officials Association of California, and maintains membership with the California Building Officials, Sacramento Valley Association of Building Officials, and International Code Council.

Ms. Springer's term continues through June 1, 2021.

Mary Teichert
General Engineering, Contractor Member

Mary Teichert was appointed by Governor Gavin Newsom in September 2019. Ms. Teichert has been the chief operating officer at Teichert Inc. since 2013 where she has held several positions since 2004, including vice president and general manager, estimator, project engineer, and miner. Additionally, Ms. Teichert was the director of product strategy at Apple Computer from 2002 to 2004 and was a consultant at Bain and Company from 1998 to 2001. She is a member of the Associated General Contractors of America, the Beavers, California Transportation Foundation, American Leadership Forum, Capital Region Family Business Center, United Contractors, and California Building Industry Association. Ms. Teichert also holds a Master of Business Administration degree from Harvard Business School.

Ms. Teichert's term continues through June 1, 2022.

David R. Fogt
Registrar of Contractors

David R. Fogt has served as Registrar of Contractors since May 2, 2017. In this position, Mr. Fogt serves as CSLB's executive officer, and oversees a \$70 million budget and more than 400 employees in Sacramento and at other offices throughout California.

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

LICENSING

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

In 2019, CSLB received more than 31,000 applications. This was comparable to the number received in 2018, but greater than the recent historical average of 28,500 applications annually. Licensing division supervisors continually monitor workload to ensure that applications and other materials are processed in a timely manner. The Licensing division has continued to offer expedited processing of applications submitted by military veterans.

Licensing Workshops

CSLB initiated a series of in-person licensing workshops in 2018, that include a review of the benefits of licensure, an overview of the licensing requirements, and the steps involved in getting a license. Questions from participants are also answered.

The workshops, conducted in both English and Spanish, are held monthly in both Sacramento and Norwalk. In 2019, CSLB hosted 24 licensing workshops attended by approximately 1,200 people. In 2020, a second English-language session is expected to be added each month in Norwalk to meet demand.

Processing Improvements

In 2019, the Licensing division updated procedures for both the Exam Application and the Experience Verification units to reduce processing times and updated its correspondence, in coordination with the Public Affairs Office, to ensure that instructions are clear and straightforward for application and existing licensee transactions.

Restitution to Consumers and Government Agencies

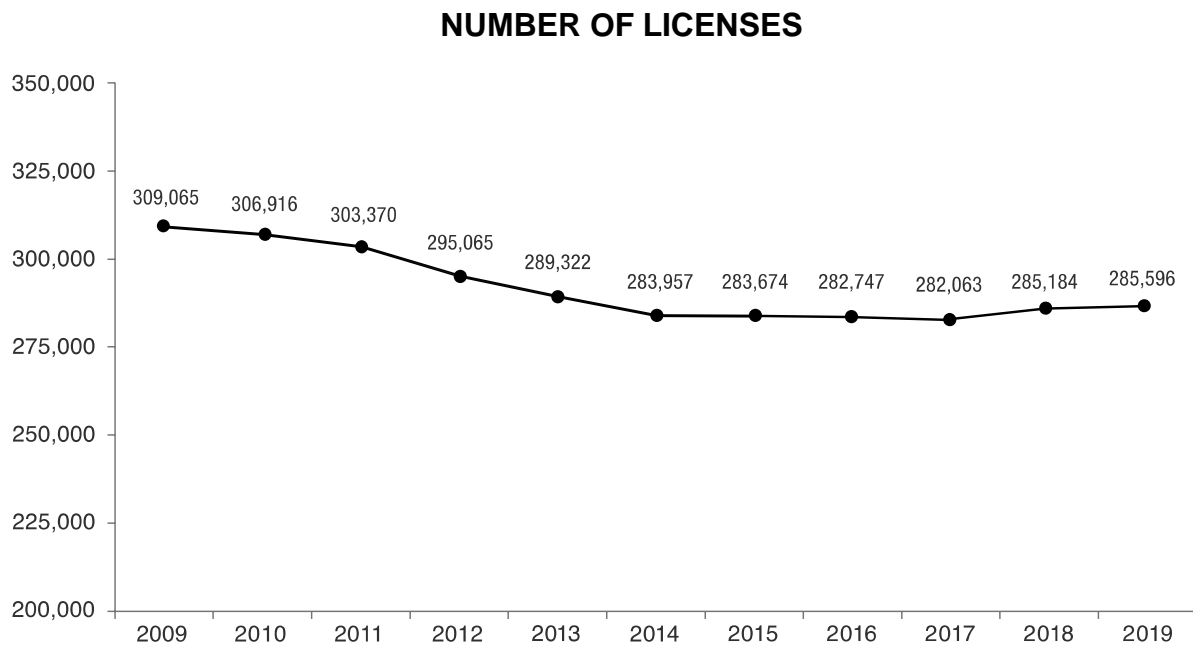
The Licensing division's Judgment unit processes all outstanding liabilities, judgments, and payments of claims reported to CSLB by licensees, consumers, attorneys, credit recovery firms, bonding companies, CSLB's Enforcement division, and other governmental agencies. In 2019, the Judgment unit helped to secure nearly \$53 million in ordered restitution to injured parties.

2019 JUDGMENT UNIT – ORDERED RESTITUTION		
	TOTAL PROCESSED	ORDERED RESTITUTION
Outstanding Liabilities*	2,256	\$26,315,814
Final Judgments	1,504	\$16,514,074
Claims Against Bonds	4,714	\$11,065,862
TOTAL	8,474	\$53,895,750

* Includes Employment Development Department, Division of Occupation Safety and Health; Franchise Tax Board; Board of Equalization; and Department of Industrial Relations' Office of Division of Legal. This information, excluding BOE and ODL, is also reported in the Enforcement section on the Joint Enforcement Strike Force.

Number of Licenses

As of December 2019, there were 285,596 licenses, a slight increase of 412 licenses (0.14%) from 2018. Of these, 231,261 were active licenses; 54,335 were inactive.



2019 TOP TEN LICENSE CATEGORIES		
CLASSIFICATION		TOTAL
"B"	General Building	134,548
C-10	Electrical	32,342
"A"	General Engineering	19,383
C-36	Plumbing	19,162
C-33	Painting and Decorating	18,423
C-20	Warm-Air Heating, Ventilating and Air-Conditioning	14,664
C-27	Landscaping	13,975
C-15	Flooring and Floor Covering	8,333
C-8	Concrete	7,667
C-54	Tile (Ceramic and Mosaic)	7,420

Workload and Processing Timelines

In 2019, CSLB received 31,753 applications, significantly more than the historical average of 28,500 annually. Despite the increased number of applications, the implementation of various process improvements have led to a continued decrease in processing times for most transactions, as shown below.

WEEKS TO PROCESS		
TYPE OF APPLICATION / DOCUMENT	2018 AVERAGE	2019 AVERAGE
Original Exam	3.2	2.8
Original Waiver	2.4	1.4
Add a Class	2.3	1.6
Replace the Qualifier	1.8	1.4
Home Improvement Salesperson Registration	1.6	1.4
Renewal	2.7	2.0
Contractor Bond / Bond of Qualifying Individual	1.0	1.0
Workers' Compensation Certificates and Exemptions	1.5	1.9

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, that help meet the minimum experience requirements for a state contractor 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); and
- Direct telephone and email contact with CSLB staff.

In 2019, CSLB issued 660 expedited licenses through this program, an increase of 115 from 2018.

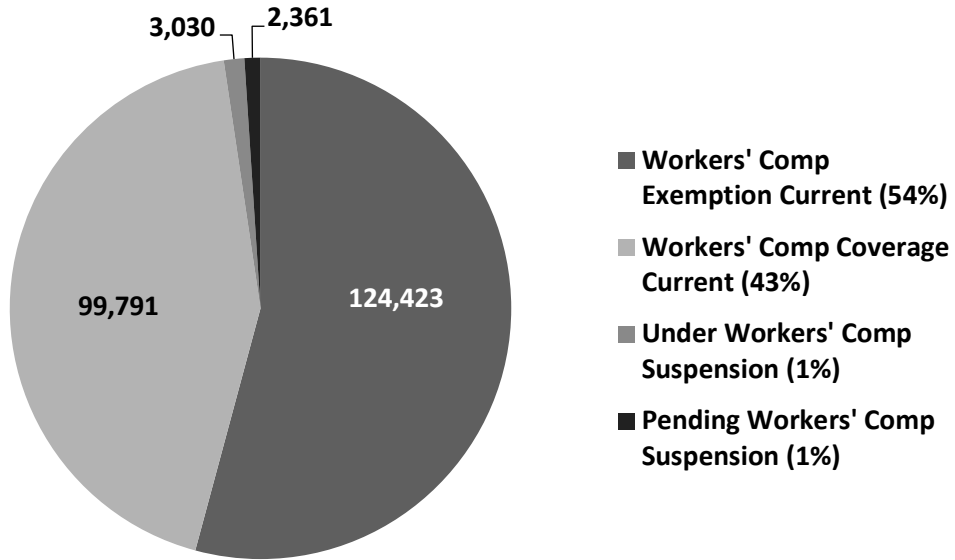
VETERANS APPLICATION ASSISTANCE PROGRAM SUMMARY		
	2018	2019
Application Expedited & Licenses Issued	545	660
Applications Expedited & Voided	126	149
Correspondence Received	210	158
Pending Expedited Applications	256	261

Workers' Compensation Recertification

When a contractor renews an active license, they must either recertify a workers' compensation exemption or provide CSLB with a current and valid Certificate of Workers' Compensation Insurance or Certificate of Self-Insurance. If the licensee fails to do so, California law allows for retroactive renewal if the licensee submits the required documentation within 30 days after notification by CSLB of the problem.

At the end of 2019, 51 percent of licensed contractors had a workers' compensation exemption on-file with CSLB, meaning those licensees declared under penalty of perjury that they have no employees and are, therefore, exempt from workers' compensation insurance requirements.

2019 WORKERS' COMP COVERAGE FOR ACTIVE LICENSES



Total Number of Active Licenses: 231,260

2019 ACTIVE LICENSE CLASSIFICATIONS WORKERS' COMPENSATION					
Classification		Exemptions on File	WC Policies on File	Total Policies & Exemptions	% of Total with Exemptions
A	General Engineering	5,351	9,181	14,532	37%
B	General Building	62,126	40,009	102,135	61%
C-2	Insulation and Acoustical	286	897	1,183	24%
C-4	Boiler Hot Water	208	575	783	27%
C-5	Framing / Rough Carp	477	383	860	55%
C-6	Cabinet-Millwork	2,742	1,933	4,675	59%
C-7	Low Voltage Systems	2,018	2,804	4,822	42%
C-8	Concrete	2,514	3,644	6,158	69%
C-9	Drywall	1211	1742	2953	41%
C10	Electrical	13,830	11,492	25,322	55%
C11	Elevator	38	176	214	18%

2019 ACTIVE LICENSE CLASSIFICATIONS WORKERS' COMPENSATION

Classification		Exemptions on File	WC Policies on File	Total Policies & Exemptions	% of Total with Exemptions
C12	Earthwork & Paving	971	1,398	2,369	41%
C13	Fencing	676	891	1,567	43%
C15	Flooring	3,718	3,404	7,122	52%
C16	Fire Protection	744	1,395	2,139	35%
C17	Glazing	1,075	1,820	2,895	37%
C20	HVAC	6,606	5,460	12,066	55%
C21	Building Moving Demo	504	1,165	1,669	30%
C22	Asbestos Abatement	3	278	281	1%
C23	Ornamental Metal	454	606	1,060	43%
C27	Landscaping	4,755	6,622	11,377	42%
C28	Lock & Security Equipment	157	223	380	41%
C29	Masonry	1,028	1,354	2,382	43%
C31	Construction Zone	40	248	288	14%
C32	Parking Highway	183	305	488	38%
C33	Painting	87,42	6,903	15,645	56%
C34	Pipeline	163	351	514	32%
C35	Lath & Plaster	621	1,165	1,786	35%
C36	Plumbing	8,753	6,844	15,597	56%
C38	Refrigeration	923	955	1,878	49%
C39	Roofing	0	4,428	4,428	0%
C42	Sanitation	381	580	961	40%
C43	Sheet Metal	402	1,030	1,432	28%
C45	Signs	384	495	879	44%
C46	Solar	467	744	1,211	39%
C47	Gen Manufactured House	215	199	414	52%
C50	Reinforcing Steel	56	189	245	23%
C51	Structural Steel	405	1,051	1,456	28%

2019 ACTIVE LICENSE CLASSIFICATIONS WORKERS' COMPENSATION					
Classification		Exemptions on File	WC Policies on File	Total Policies & Exemptions	% of Total with Exemptions
C53	Swimming Pool	1,137	1,359	2,496	46%
C54	Tile	3,625	2,750	6,375	57%
C55	Water Conditioning	124	186	310	40%
C57	Well Drilling	316	494	810	39%
C60	Welding	520	459	979	53%
C61	Limited Specialty	7,828	10,074	17,902	44%
ASB	Asbestos Cert	273	697	970	28%
HAZ	Hazardous Cert	548	1,324	1,872	29%

Fingerprinting

Since January 2005, license applicants are required to submit fingerprints if they are listed as personnel on an original application or are applying to add a classification to an existing license, replace the qualifier, report new officers, or register as a home improvement salesperson. Fingerprints are compared to California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) records to learn if a criminal history exists.

CSLB staff review all criminal convictions to determine if the crime substantially relates to the duties, qualifications, or functions of a contractor, and to evaluate if the applicant has demonstrated sufficient rehabilitation. Throughout 2019, the timeline for pulling conviction records for review averaged 2.3 weeks.

To ensure compliance with AB 2138 (Chiu, Chapter 995, Statutes of 2018), CSLB staff submitted updated proposed regulations to the Department of Consumer Affairs for review and approval. CSLB is also prepared to begin implementation of the provisions of the bill on July 1, 2020.

2019 FINGERPRINT STATISTICS	
40,210	Applicants with fingerprint responses from the DOJ and FBI
6,657	Applicants identified with a criminal history
63	Applicants denied licensure due to criminal convictions
86	Probationary licenses issued

Licensing Information Center

CSLB's Licensing Information Center (LIC), or call center and front counter, serve as primary resources for public information for contractors, applicants, and consumers. In 2019, LIC staff answered 136,776 calls, with an average wait time of less than four minutes.

TESTING

A critical element of CSLB’s licensing process is to test applicants for their knowledge of business law, as well as specific trades. CSLB accomplishes this through two units.

The Examination Development unit develops and maintains 46 different examination programs, releasing new exams as required to reflect changes in the construction industry.

The Examination Administration unit administers all CSLB examinations at eight test centers throughout the state. In 2019, over 51,000 examinations were scheduled.

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 in order to identify current trade practices. These results are then used to update exams.

Licensed contractors serve as subject matter experts (SME) and participate in two- and three-day workshops conducted at CSLB headquarters in Sacramento. Staff also gather information through online surveys. To ensure CSLB reaches a sufficient sample of licensees in the smaller trade classifications, staff reach out to licensees via both email and the U.S. Postal Service.

The unit strives to make sure SMEs represent a diverse cross-section of the construction industry and its trades. As part of this effort, the unit conducts surveys to determine SME trade association and government affiliations/memberships.

During 2019, the Examination Development unit completed seven occupational analyses and released 12 updated examinations.

All 46 CSLB examination programs comply with the 2019 California Building Codes.

2019 Examination Development

2019 EXAMINATION DEVELOPMENT	
Occupational Analyses Completed	New Examinations Completed
A General Engineering	C-5 Framing and Rough Carpentry
B General Building	C-10 Electrical
C-5 Framing and Rough Carpentry	C-13 Fencing
C-23 Ornamental Metal	C-22 Asbestos Abatement

2019 EXAMINATION DEVELOPMENT	
C-28 Lock and Security Equipment	C-34 Pipeline
C-35 Lathing and Plastering	C-35 Lathing and Plastering
C-51 Structural Steel	C-38 Refrigeration
	C-45 Sign
	C-50 Reinforcing Steel
	C-51 Structural Steel
	C-55 Water Conditioning
	C-60 Welding

To address staff recruitment and retention challenges, six positions in Examination Development were reclassified to allow recruitment from a broader pool of applicants.

Examination Administration

CSLB's Examination Administrations unit administers computer-based exams at test centers located in Berkeley, Fresno, Norwalk, Oxnard, Sacramento, San Bernardino, San Diego, and San Jose.

2019 Examination Statistics

2019 EXAMINATION STATISTICS	
Examination Types	TOTAL
Trade	43
Certification	2
Law and Business	1
Number of Examinations Scheduled	51,573
Number of Misconduct Investigations	7
Number of Confirmed Misconduct Incidents	6
Overall Percentage of Examinations Passed	46%

Consumer Satisfaction Survey

The Testing unit conducts an ongoing survey of consumers whose complaint cases have been closed to assess overall satisfaction with the Enforcement division's complaint-handling practices. Consumers who provide CSLB with an email address receive the survey within the first or second month after their complaint has been closed. Captured data is compiled into an annual report that the Enforcement division uses to benchmark performance improvement. In 2019, the reported satisfaction rate was 62 percent, which aligns with results from the past 12 years.

ENFORCEMENT

The Enforcement division enforces California contractors' state license law. While the majority of California's 285,000 licensed contractors and 104,000 registered home improvement salespersons voluntarily comply with the state's licensing requirements and regulations, when that is not the case division staff resolve disputes between licensees and consumers when appropriate and take disciplinary action against licensees and non-licensees when necessary.

In 2019, the division closed over 20,000 complaint investigations, of which approximately 15,000 were filed by consumers.

Division staff first attempt to promptly resolve non-egregious complaints against licensed contractors through mediation. Complaints that cannot be mediated, or that appear to involve significant violations of law, may be referred for formal investigation.

In 2019, CSLB formal investigations resulted in 3,957 legal actions brought against violators. The most egregious contractor misconduct—such as elder abuse, predatory business practices, unsafe working conditions, and/or repeated offenses—may warrant criminal prosecution. In 2019, 1,472 cases were referred for possible criminal prosecution.

Criminal Investigations

Six Years' Prison for Felonious Revokee

William Edward Hail contracted with two elderly homeowners in Petaluma for energy upgrades. He subsequently convinced both to sign contracts for several additional projects and eventually collected over \$325,000 from each victim. A CSLB industry expert determined that the value of the work Hail completed was only \$41,000 at one residence and \$88,000 at the other; he had deposited the collected payments into his personal accounts. CSLB's investigation led to the revocation of Hail's license in April 2017, and he was later convicted of five felony counts, including theft of more than \$100,000 from an elder, two counts of diversion of construction funds, and one count of perjury. In early 2019, Hail was sentenced to six years in state prison.

Three Years Prison and One Year Jail for Serial Sunroom Scammers

Revoked licensees Constance Gabriel and her husband William operated in the San Jose area as Sunrooms America. The two repeatedly signed contracts to build sunrooms for customers, collected illegally-large down payments, and then performed little or no work before abandoning the jobs. A CSLB and Santa Clara District Attorney Office investigation identified 37 victims who had lost a total of \$855,000 in the Gabriels' scams. In August 2018, the Gabriels were found and arrested in Arizona and returned to California where they were charged with 79 criminal counts, including multiple charges of felony grand theft, theft by false pretenses, and financial elder abuse. In January 2019, the Gabriels pled guilty to most of the criminal charges, and on February 22, 2019, were sentenced: William Gabriel to three years in state prison, and Constance

to one year in the Santa Clara County jail. The court also ordered payment of almost \$750,000 in financial restitution.

Carr Fire Sting Suspect Sent to Prison for Two Years and Eight Months

On September 11, 2018, investigators from CSLB's Statewide Investigative Fraud Team and the Shasta County District Attorney's Office conducted an undercover sting targeting unlicensed contractors advertising for work in the Carr Fire disaster area in and around Redding. Revoked licensee Patrick Andrew Tenerelli provided a bid to replace the home's fire-damaged fence. Tenerelli was arrested at the scene by investigators for contracting without a license in a declared disaster area—a felony. The case came to jury trial in September 2019. After a full day of testimony from investigators, the property owner, an eyewitness, and the defendant, the jury found Tenerelli guilty of the felony charge. On December 30, Tenerelli was sentenced to two years and eight months in state prison.

Unlicensed Contractor Guilty of Using Forced Labor

In August 2016, Full Power Construction hired Job Torres Hernandez as a subcontractor to provide masonry work on a 640-unit luxury condominium project in downtown San Jose. Torres Hernandez misrepresented himself as a licensed contractor and used the license number of an acquaintance. To perform the work, Torres Hernandez recruited over 20 undocumented workers from Mexico, housed them in squalid conditions, and refused to pay them the wages they earned. Torres Hernandez threatened the workers and their families with violence and/or deportation if they complained.

The U.S. Department of Homeland Security and the U.S. Department of Labor investigated Torres Hernandez's federal crimes of forced labor and harboring undocumented immigrants. These agencies also alerted CSLB to the possible contracting violations, and CSLB staff conducted an independent, parallel investigation. Following a federal trial, Torres Hernandez was sentenced on June 26, 2019 to 8 ½ years in federal prison and ordered to pay \$919,739 in restitution. CSLB's investigation supported state crimes of grand theft, embezzlement, contracting without a license, and illegal advertising. CSLB also determined that Torres Hernandez's licensed acquaintance was aware of the illegal contracting, so he was also charged with grand theft and contracting violations. The Santa Clara County District Attorney served Torres Hernandez in federal prison with his arrest warrant.

CSLB "Most Wanted" Suspect Arrested in Massachusetts

Unlicensed contractor Matthew Breen was investigated by CSLB for cheating at least three Bay Area residents out of more than \$300,000 by contracting for large residential construction jobs that he never completed, misusing the license numbers of others, and failing to pay suppliers. The San Mateo County District Attorney's Office charged Breen with 13 felonies and four misdemeanors, including grand theft, diversion of funds, elder abuse, identity theft, fraudulent use of a contractor's license, and unlicensed contracting. A \$400,000 arrest warrant was issued, but Breen fled to the East Coast. In August 2019, Salem (Massachusetts) police arrested Breen and he was transported by

law enforcement officers back to San Mateo County. He is scheduled to appear in court in February 2020.

CSLB “Most Wanted” Suspect Arrested in North Carolina

In 2017, unlicensed contractor Peter Koke, operating as Koke Demolition, came to California and began offering debris removal services to fire victims in the Santa Rosa area. Koke signed contracts with several homeowners to remove trees and other wildfire debris. A CSLB investigation identified multiple violations with six separate victims, four of whom had signed contracts with Koke for a total of \$134,700. The Sonoma County District Attorney charged Koke with grand theft, filing false or forged documents, displaying a license not issued to a contractor with intent to defraud, acting in the capacity of a contractor without a valid license, and other charges. However, Koke failed to appear at his preliminary hearing in May 2019. In August 2019, Koke was found in North Carolina, arrested, and extradited to California in September 2019. He is now awaiting trial in Sonoma County Superior Court.

Case Management Unit

CSLB’s Case Management Unit is comprised of three separate sections: Citation Enforcement, Enforcement Services, and Disciplinary Services.

Citation Enforcement Section

When a CSLB complaint investigation establishes that a serious violation has occurred, the registrar may issue an administrative citation against a contractor license. The citation can include an order to make restitution to an injured party, and/or to pay a civil penalty of up to \$5,000 for a violation by a licensee. Unlicensed contractors may be ordered to pay a civil penalty of up to \$15,000.

In 2019, CSLB’s Citation Enforcement Section issued 1,631 citations: 925 to licensees and 706 to non-licensed contractors. As a result, CSLB collected \$2.1 million in civil penalties. The citations also resulted in \$697,000 in restitution paid to injured parties. Citations are disclosed on a contractor’s online license history for five years.

If a citation recipient complies with their citation order, CSLB takes no further action. Those who choose to formally contest their citation may present their case at a formal hearing before an administrative law judge.

If a licensee fails to comply with the final order, whether or not they appealed their citation, CSLB may suspend and then revoke their license. In 2019, CSLB revoked the licenses of 254 citation recipients for non-compliance. Revoked licensees are also referred to the Franchise Tax Board for collection of the unpaid fines. Non-licensees who fail to comply with a final order are referred to a CSLB-approved collection agency.

Informal Citation Conferences

Effective January 1, 2019, section 7099.8 of the Business and Professions Code authorized CSLB to begin offering an “Informal Citation Conference” (ICC) to citation recipients who want to contest their citations. At these ICCs, respondents can discuss the circumstances of their citation and/or their civil penalty assessment with a CSLB conference official. The goal of the ICCs is to reach a mutually-agreeable settlement with the respondents, while letting them avoid the time, inconvenience, and expense of formal administrative hearings. After an ICC is conducted, the CSLB conference official can affirm, modify, or dismiss the original citation. An order of restitution can also be included as part of the ICC resolution.

The ICC process is optional; and respondents who request an ICC do not waive their right to also have a formal administrative hearing regarding their citation, even if their citation is modified as a result of the ICC.

The first year of the ICC program was a great success and a benefit to both respondents and CSLB. In 2019, staff conducted 402 informal citation conferences, and successfully resolved 352—88 percent—of the citations reviewed. Only 50 of the 402 citations reviewed at an ICC were subsequently referred to the Attorney General’s Office for a formal administrative hearing.

Enforcement Services Section

Arbitration Program

The Enforcement Services Section (ESS) oversees CSLB’s two arbitration programs. Disputes between licensed contractors and complainants involving amounts up to \$15,000 are eligible for the Mandatory Arbitration Program, while disputes involving amounts between \$15,000 and \$50,000 can be referred to the Voluntary Arbitration Program.

Arbitration provides a cost-effective, more expeditious alternative to formal administrative hearings. Although ESS manages both programs, CSLB contracts with a private firm, the Arbitration Mediation Conciliation Center (AMCC), to provide the arbitration services.

In 2019, CSLB referred 870 complaints to arbitration, received 694 decisions, and revoked 118 licenses for non-compliance. Over \$4,000,000 in restitution was ordered for consumers through the arbitration program.

Among the advantages of arbitration for both consumers and licensees is the speed of the process; in 2019, the average cycle time from case referral to decision was 49 days.

The Arbitration Mediation Conciliation Center monitors user satisfaction with the arbitration program. Surveys have consistently shown that arbitration participants have been pleased with their experience. During 2019, participants gave AMCC’s arbitration service an average score of 4.75 out of 5 in all rating categories.

Subsequent Arrest and Conviction Unit

As required by statute, the California Department of Justice notifies CSLB whenever those licensed by or registered with CSLB are arrested or convicted of a criminal offense. These cases are forwarded to CSLB’s Subsequent Arrest and Conviction Unit (SACU). SACU staff investigate each reported case to determine if the reported criminal activity is related to the qualifications, duties, and responsibilities of a contractor; and, if so, whether administrative action by CSLB is appropriate. These investigations may result in an advisory notice, a letter of admonishment, a citation, or a request that an accusation be filed with the Attorney General’s Office to suspend or revoke the license.

2019 SACU STATISTICS	
Criminal Convictions Investigated	1,020
Cases Referred for Accusation	101
Cases Referred for Citation	167
Advisory Notices Issued	603

Disciplinary Services Section

For serious violations of law, CSLB can take administrative action by filing an accusation to suspend or revoke the offender’s license. CSLB’s Disciplinary Services Section handles these cases, and their investigations may result in one or more of the following actions:

- Revocation of license
- Probation (stay of suspension or revocation)
- Restitution order for a financially-injured homeowner
- Recovery of investigation and enforcement costs
- Dismissal of case

DSS ADMINISTRATIVE ACTIONS	2017	2018	2019
Accusations Filed	536	371	325
Licenses Revoked via Accusation	312	297	305
Licenses Placed on Probation	99	103	112
Cost Recovery Paid to CSLB	\$403,300	\$521,136	\$493,471
Restitution Paid to Public	\$597,277	\$605,518	\$961,537

Letter of Admonishment

2019 marked the first full year that CSLB Enforcement staff were able to use the letter of admonishment, a new corrective action for substantiated contracting violations, made possible through enactment of Senate Bill 486 (Monning, 2017).

The letter of admonishment is an intermediate form of corrective action, and is the first major addition to CSLB's enforcement options since the licensee citation was authorized in 1979. The letter of admonishment is intended to enhance public protection by promptly addressing single, non-egregious violations by licensed contractors. The letter provides for one year of public disclosure after issuance; offers an option to require corrective action by the contractor; and provides written documentation that can be used to support formal disciplinary action in the future, if warranted.

In 2019, Enforcement staff issued 308 letters of admonishment, with a dramatic increase during the second half of the year.

LETTER OF ADMONISHMENT (LOA) ISSUANCE	
Date	# of LOAs Issued
July 1, 2018 – December 31, 2018	36
January 1, 2019 – June 30, 2019	80
July 1, 2019 – December 31, 2019	228

Contractors can contest a letter of admonishment via an "Office Conference" administered by CSLB. The procedures for these conferences are specified in statute, and allow the conference official to uphold, modify, or withdraw the letter based on their review of the case.

Targeted Enforcement Programs

Solar Industry Enforcement

The California Distributed Generation Statistics reports that approximately 9,700 residential solar panel systems were installed in the state per month in 2019. The vast majority of solar contractors perform good work and most consumers are pleased with their new systems. However, as installations have become more popular over the last few years, CSLB has seen an increase in the number of solar-related consumer complaints, primarily involving predatory sales tactics.

During 2019, the Enforcement division settled 278 solar-related cases (including some complaints received in prior years), which led to more than \$1.7 million in restitution

awarded to injured consumers. Additionally in 2019, 17 CSLB solar investigations were referred for criminal prosecution.

CSLB's partnership with the California Public Utilities Commission (CPUC) and the Department of Business Oversight (DBO), known as the Joint Agency Solar Task Force, continued to evolve throughout 2019, as each agency strove to address predatory sales tactics used in various disadvantaged communities across California.

A memorandum of understanding (MOU) was initiated that allows CSLB, CPUC, and DBO to leverage their collective resources to provide preventative outreach and assistance to consumers victimized by predatory sales tactics. The MOU enhances efforts to ensure that consumers know their rights and remedies and establishes mechanisms to document, track, and address complaints across agencies.

Following implementation of the MOU, the Joint Agency Solar Task Force met quarterly at CSLB headquarters and subsequently established three working groups with representatives from each agency and the public focused on preventative outreach and education, coordinated enforcement opportunities, and complaint tracking and reporting.

The effective inter-agency collaboration resulted in the following:

- On September 19, 2019, CSLB co-hosted a press conference in Parlier (Fresno County) to warn homeowners about a spike in solar fraud cases. Partner agencies were the California Public Utilities Commission, the Department of Business Oversight, and the Fresno County District Attorney's Office. The press conference coincided with the distribution by CPUC of a jointly developed solar bulletin to all 300,000 households in Fresno County.
- CSLB established a subcommittee of the Solar Taskforce, comprised of four investigators, to focus on cases that involve PACE financing. Staff have identified 239 PACE-related complaints, dating back to January 1, 2018, subject to reassignment and investigation by the subcommittee to address possible fraud and misrepresentation.
- At the request of Joint Agency Solar Task Force members and industry partners, CSLB developed and distributed an industry advisory on lead generation and solar brokers. The advisory aims to ensure that consumers are protected from unscrupulous marketing and sales tactics by unlicensed salespeople and installers in the ever-growing solar energy market.

Proactive Enforcement

Statewide Investigative Fraud Team

CSLB's Statewide Investigative Fraud Team (SWIFT) is its primary tool for proactive enforcement of contractors' state license law. SWIFT investigators—in partnership with the construction industry, law enforcement agencies, and allied state agencies—

target the underground economy through random enforcement “sweeps” in the field and through undercover “sting” operations at staged construction sites. Additionally, SWIFT investigators respond to leads from consumers, licensed contractors, and other agencies. SWIFT investigators also conduct these types of operations in declared disaster areas. In 2019, SWIFT conducted 75 sting operations, participated in 353 sweep days, and responded to 1,098 leads.

In addition to taking administrative action, SWIFT often refers cases to local prosecutors for criminal prosecution. In 2019, SWIFT investigations resulted in 1,200 legal actions, of which 765 were referred to prosecutors.

2019 SWIFT ADMINISTRATIVE LEGAL ACTIONS AND CRIMINAL REFERRALS	
CATEGORY	RESULT
Legal Actions	1,200
Initial Citation Assessment	\$563,950
Stop Orders Issued for Workers’ Compensation Violations	445
Licensee Criminal Referrals	102
Non-Licensee Criminal Referrals	663

Undercover Sting Operations

Undercover stings continue to be an effective method to identify and prosecute persons acting in the capacity of a contractor without a license and those who commit other significant violations of contractors’ state license law. CSLB investigators partner with local law enforcement to pose as property owners seeking bids for home or commercial property improvements. Suspects are issued notices to appear (NTAs) in superior court for alleged violations of sections of the Business and Professions Code (BPC) that include:

- Contracting without a license (BPC section 7028)
- Failure to state not licensed in advertisement (BPC section 7027.1)
- Requiring an excessive down payment (BPC section 7159.5)
- Failure to maintain workers’ compensation insurance (BPC section 7125.4 and Labor Code section 3700.5)

In 2019, SWIFT operations resulted in the issuance of 453 NTAs for misdemeanor violations of the Business and Professions Code.

Nationwide Enforcement Effort

From June 3 to June 21, 2019, SWIFT participated in a nationwide enforcement effort to stop unlicensed contractors. The National Association of State Contractors Licensing Agencies (NASCLA) coordinated this campaign, which was undertaken to heighten consumer awareness about the importance of hiring licensed contractors and the risks of using those who are not.

Over this three-week period, SWIFT conducted six undercover stings and 46 sweeps of active construction sites in 18 counties throughout California. Thirty-seven suspected unlicensed contractors were referred to the local district attorneys for criminal prosecution. The operation also led to the issuance of 80 administrative citations and 63 stop orders for licensed and unlicensed contractors.

Sweeps/Leads

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

2019 SWIFT SWEEP AND LEAD RESULTS	
CATEGORY	RESULT
Compliance Sweep Days	353
Legal Actions Resulting from Sweep Compliance Inspections	445
Leads Received	1,098
Legal Actions Resulting from a Lead	174

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 2019, JESF enforcement activities resulted in the suspension of 288 contractor licenses for outstanding tax and penalty liabilities totaling almost \$38 million. CSLB's license suspension program resulted in the payment of almost \$26 million to allied state agencies.

2019 JESF-RELATED OUTSTANDING LIABILITIES		
AGENCY	LIABILITY SUSPENSION	PENALTY RECOVERED
EDD	\$22,892,416	\$15,091,585
DOSH	\$4,401,201	\$3,270,360
DLSE	\$2,220,509	\$1,423,337
FTB	\$8,786,092	\$6,490,255
TOTAL	\$38,300,218	\$26,275,506

Labor Enforcement Task Force

The Labor Enforcement Task Force (LETF) combats the underground economy in California and strives to create an environment where legitimate businesses can thrive. Partner agencies include CSLB, EDD, DLSE, and DOSH. The task force aims to:

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

LETF members conduct sweeps at active job sites to verify employee wages and compliance with licensing, insurance, tax, and job safety requirements. Inspections conducted by LETF at construction sites in 2019, found 86 percent of contractors out of compliance with one or more contractors' state license law requirements.

2019 LETF JOINT INSPECTIONS	
CATEGORY	RESULT
Number of Contractors Inspected	248
Number of Contractors Out of Compliance	214
Percent of Contractors Out of Compliance	86%
Total Initial Assessments	\$1,149,204
Inspections that Resulted in CSLB Investigations	254

2019 LETF JOINT INSPECTIONS	
CSLB-Issued Stop Orders	42
DLSE – Number of Deduction Statement Violations (Labor Code §226)	17
Number of Businesses Referred to EDD Tax Audit Program	109
Cal/OSHA Serious Violations	148

Enforcement Disaster Response

In 2019, California again experienced a series of disasters, including earthquakes, floods, and another round of extreme wildfires. Governor Gavin Newsom declared states of emergency on seven separate occasions during the year; and two declared disasters from 2018 continued into the early months of 2019.

In all cases where homes and businesses were lost, CSLB stepped forward, along with other government agencies, with a significant effort to help survivors recover from their losses. In November 2019, CSLB was awarded a \$165,000 general fund reimbursement for fiscal year 2018-19 expenditures related to disaster response.

Over a combined 94 days in 2019, CSLB employees devoted 1,197 hours to staffing local assistance centers for disaster survivors. At these operations, staff members provided support, advice, and printed materials to help survivors with their recovery and rebuilding.

In the days following a disaster, staff from CSLB’s Statewide Investigative Fraud Team (SWIFT) post signs, in both English and Spanish, to warn homeowners about the hazards of unlicensed contractors and to warn unlicensed contractors that it is a felony to contract without a valid state license in a declared disaster area. On ten separate occasions in 2019, SWIFT visited the wildfire-damaged neighborhoods of Butte, Los Angeles, Riverside, and Sonoma counties.

Once disaster situations stabilize and survivors begin to clean-up and rebuild, CSLB helps insure that property owners are not further victimized by unscrupulous and unlicensed contractors. In partnership with the Department of Insurance, Employment Development Department, and multiple district attorneys’ offices, SWIFT conducted random sweeps and coordinated sting operations to ensure compliance with contractors’ state license law in declared disaster areas. In 2019, SWIFT conducted 32 days of sweep operations in wildfire burn areas within Butte, Lake, Mendocino, Napa, Shasta, Sonoma, and Ventura counties. Additionally, one sting operation was conducted in the burn area of Sonoma County.

As a result of these efforts, SWIFT investigators issued nine administrative citations, referred 24 cases to the local district attorney for criminal prosecution (including multiple

felony cases), issued nine stop orders, and wrote 94 advisory notices for illegal advertising and minor violations. SWIFT plans to schedule additional enforcement operations in disaster areas as rebuilding efforts expand in these communities.

LEGISLATIVE

CSLB's Legislative division engages in the regulatory and legislative processes to influence rulemaking and legislation relevant to the board. The division also sponsors legislation and screens all bills introduced by the Legislature to determine if they affect the board, consumer protection, or the construction industry.

Sunset Review

Each year, the Assembly Business and Professions Committee and the Senate Business, Professions and Economic Development Committee jointly hold sunset review oversight hearings to review the boards and bureaus under the Department of Consumer Affairs.

As part of the sunset review process, on February 26, 2019, the committees held their review hearing of CSLB, which resulted in the introduction of Senate Bill (SB) 610 (Glazer), extending CSLB's sunset date from January 1, 2020 to January 1, 2024.

A Senate Committee on Business, Profession and Economic Development bill analysis noted, "CSLB's focus is consumer protection [and] has demonstrated its commitment to ensuring a robust contractor marketplace." On September 27, 2019, Governor Gavin Newsom signed SB 610 into law.

CSLB will go through another legislative review prior to the 2024 sunset date.

SB 610 also requires that CSLB webcast all regularly scheduled quarterly board meetings, maintain its existing online contractor license check function and zip code search to facilitate the identification and location of contractors, and study the efficacy of the current \$15,000 contractor license bond and report its findings to the legislature by January 2021.

Additionally, the bill authorizes CSLB to automatically suspend the license of a contractor who is subject to an unsatisfied construction-related civil judgment if that licensee is named in the civil action as either an individual or entity, and to assess a \$20 fee on the license renewals of C-10 electrical contractors to fund enforcement of electrician certification requirements.

Regulations

On September 24, 2019, the board voted unanimously to seek emergency regulations to increase license and home improvement salesperson renewal fees to their statutory maximum to address CSLB's budgetary structural imbalance.

On December 19, 2019, the Office of Administrative Law approved CSLB's emergency regulations to increase license and HIS renewal fees and filed them with the Secretary of State. While this made the fee increase effective immediately, in order to provide

reasonable notice for licensees, CSLB did not begin to collect the increased fees until February 1, 2020.

Energy Storage Systems Research and Reporting

In 2019, CSLB continued its work addressing which contractors' license classification(s) is/are appropriate to install battery energy storage systems, which are increasingly available for commercial and residential use. The Legislative division formally studied this issue by reviewing thousands of pages of information and correspondence received on this question.

A report to the board summarized the information, as well as CSLB regulatory history on the question. Also, more than 300 people have testified at a series of CSLB-hosted public meetings.

In December 2019, the board concluded that an outside consultant with both technical and economic expertise would be helpful in reviewing the available information, providing any relevant additional data, evaluating any safety issues, and considering the economic effect of any potential regulatory changes.

This independent analysis will help the board to determine if there is a need to modify its regulations in this area, ensure that its licensing classifications are current, and provide clarity about which contractors are qualified to install battery energy storage systems.

PUBLIC AFFAIRS

CSLB's Public Affairs Office (PAO) manages news media, industry, licensee, consumer, and employee communications. To accomplish this, PAO provides a wide range of services, including proactive public relations; media relations; community outreach, including Senior Scam StopperSM and Consumer Scam StopperSM seminars, special events, and speeches to service groups and organizations; publication and newsletter development and distribution; video services; website support; contractor education and outreach; and support for employee events.

During 2019, CSLB's Public Affairs Office:

- Distributed 57 news releases
- Distributed 11 industry bulletins
- Organized, conducted, and participated in one media event
- Fielded 130 media inquiries and requests for interviews
- Produced seven live board and committee meeting webcasts
- Organized and conducted 148 outreach events, including Senior Scam StopperSM seminars, Consumer Scam StopperSM seminars, speeches, presentations, and disaster workshops
- Produced 23 publications, including meeting packets, reports, and the 2020 *California Contractors License Law & Reference Book*

Publications

During 2019, PAO completed production of almost two dozen publications:

Consumer/Licensee/Applicant/Industry Publications

- Spring 2019 California Licensed Contractor Newsletter (online)
- A Consumer Guide to Filing Construction Complaints (Spanish)
- Terms of Agreement: Consumer's Guide to Home Improvement
- What Seniors Should Know Before Hiring A Contractor
- What You Should Know Before Hiring A Contractor (English & Spanish)
- Senior Scam Stopper Brochure & Flyer (English & Spanish)
- Asbestos: Contractor's Guide & Open Book Exam
- Building Your Career as a Licensed Contractor (English & Spanish)
- Description of Classifications (English & Spanish)
- Mandatory Arbitration Program Guide (English & Spanish)
- Voluntary Arbitration Program Guide (English & Spanish)
- Building a Rewarding Career Protecting California Consumers

- Licensing Workshop Outreach Handouts (English & Spanish)
- Industry Expert Program Guide
- *California Contractors License Law & Reference Book* (2019 Edition)
- 2018 Accomplishments & Activities Report
- 2019-2021 Strategic Plan
- March 21, 2019 Quarterly Board Meeting Packet
- May 13, 2019 Committee Meeting Packet
- June 6-7, 2019 Quarterly Board Meeting Packet
- August 5-6, 2019 Committee Meeting Packet
- September 24, 2019 Quarterly Board Meeting Packet
- November 7, 2019 Committee Meeting Packet
- December 12, 2019 Quarterly Board Meeting Packet

Online / Digital Services

CSLB Live Web Events

During 2019, CSLB produced six live webcasts:

- March 21, 2019 Board meeting in San Diego
- May 13, 2019 Public Affairs, Licensing, Enforcement Legislative Committee meetings in Sacramento
- June 6-7, 2019 Board Meeting in Lake Tahoe
- August 5, 2019 Executive Committee meeting in Sacramento
- September 24, 2019 Board meeting in Chico
- November 7, 2019 Enforcement, Public Affairs, Licensing & Legislative Committee meetings in Sacramento
- December 12, 2019 Board meeting in Sacramento

Social Media

PAO continued to expand its use of social media as an outreach tool during 2019. Utilizing social media channels allows CSLB to better interact with licensees, the news media, and other stakeholders.

CSLB currently utilizes Facebook, Twitter, YouTube, Flickr, LinkedIn, Instagram, and NextDoor. In August, PAO added a second Twitter channel, including only news and other items of interest to the media.

Social Media Highlights

- **Facebook**—4,806 followers; an increase of 1,052 from 2018
- **Twitter**—2,649 followers; an increase of 163 from 2018
- **YouTube**—52 videos produced in 2019; 23,989 video views in 2019 (475,032 total views); 135,114 minutes watched in 2019 (1,593,044 total minutes watched)
- **Flickr**—16 photos posted/shared in 2019 (350 total photos shared)
- **LinkedIn**—299 followers, an increase of 135 from 2018
- **Instagram**—574 followers, an increase of 347 from 2018

CSLB streamed six Facebook Live videos in 2019, which received a combined 3,170 views. All videos posted on CSLB’s Facebook page (including live videos and uploaded videos) received 14,543 views, a 79 percent increase from 2018. Videos are also placed on CSLB’s YouTube Channel.

MOST VIEWED YOUTUBE VIDEOS	
Video Title	Total Views
1. David Horowitz Dies at 81: Advocate Reports on Senior Scams February 20, 2019	663
2. Battery Energy Storage System Industry Expert Meeting (Part 3 of 3) October 7, 2019	499
3. CSLB Committee Meetings November 7, 2019	250
4. CSLB Quarterly Board Meeting September 24, 2019	248
5. Energy Storage System: Electrical #1 March 18, 2019	234
6. Consumer Journalist David Horowitz Dies at Age 81 – CSLB media coverage February 19, 2019	228
7. CSLB Quarterly Board Meeting December 12, 2019	223
8. CSLB Licensing Committee Meeting August 6, 2019	196
9. CSLB Committee Meetings May 13, 2019	176

MOST VIEWED YOUTUBE VIDEOS	
10. CSLB Executive Committee Meeting November 19, 2019	169

Digital Media Center

Construction of a new Digital Media Center (DMC) at CSLB’s Sacramento headquarters was completed in fall 2019. The DMC includes both a dedicated studio and control room and allows CSLB for the first time to efficiently produce a variety of video and audio programs, webinars, and training sessions.

It will also be used to webcast public meetings held in the John C. Hall Hearing Room at Sacramento headquarters, where installation included a new video and audio system.

Email Alerts

In May 2010, CSLB launched a feature allowing members of the public to sign-up to receive email alerts. Currently, users can choose to receive any or all alerts in six different categories.

In 2019, CSLB continued to increase the number of email alert subscribers, reaching 30,482 by the end of the year, an increase of 1,505 since 2018.



2019 EMAIL ALERT SUBSCRIBERS BY CATEGORY	
Category	Subscriptions
<i>California Licensed Contractor Newsletters</i>	8,417
Industry Bulletins	8,132
News Releases / Consumer Alerts	7,144
CSLB Meeting Announcements	4,921
CSLB Surveys	1,063
CSLB Job Openings	805
TOTAL	30,482

PAO also utilizes a database consisting of email addresses voluntarily submitted on license applications and renewal forms. This licensee list currently consists of 146,049 active email addresses, which brings the combined email database to 176,531 addresses.

CSLB-Involved Media Events

- September 19, 2019 – Parlier, Fresno County**
 CSLB, as part of the Joint Agency Consumer Solar Task Force, joined representatives from the California Public Utilities Commission, Department of Business Oversight, the Fresno County District Attorney’s Office, City of Parlier, and the Dolores Huerta Foundation to announce to local media the mailing of 300,000 consumer bulletins about solar installations to all Pacific Gas & Electric Company customers in Fresno County. While most solar installations are done professionally and correctly, there has been an uptick of solar fraud targeting Central Valley homeowners, particularly Spanish-speaking households in smaller communities.

Outreach Events

The Public Affairs Office continued its active outreach programs in 2019. In addition to the specific events described below, CSLB staff participated in 59 other outreach events, including trade shows, home shows, and speaking engagements.

Senior Scam StopperSM Seminars

Launched in 1999, CSLB's Senior Scam StopperSM (SSS) program informs, empowers, and educates senior consumers at the local level about 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 spirited question-and-answer sessions.

In 2019, PAO staff coordinated and facilitated 79 Senior Scam StopperSM seminars. Twenty-one were conducted in both English and Spanish; one in English and Korean; and one in English, Vietnamese, and Spanish. Average attendance was 78; and the 800th SSS presentation was held on November 21, 2019, in Loma Linda with Assemblymember James Ramos.

Fifty seminars were held in southern California; 15 in northern California; and 14 in the central region of the state.

2019 SENIOR SCAM STOPPERSM SEMINARS		
Date	Location	Legislator(s)
January 31, 2019	Pomona	Asm. Freddie Rodriguez
February 13, 2019	North Hollywood	Asm. Adrin Nazarian
February 15, 2019	Palos Verdes Peninsula	Asm. Al Muratsuchi
February 20, 2019	Menifee	Menifee Senior Advisory Committee
March 13, 2019	Claremont	Asm. Chris Holden
March 14, 2019	Glendale	Asm. Laura Friedman
March 15, 2019	Clovis	Asm. Jim Patterson
April 5, 2019	Mission Viejo	Sen. Pates/Asm. William Brough
April 17, 2019	Milpitas	Sen. Bob Wieckowski/Asm. Kansen Chu
April 26, 2019 AM	San Pablo	Asm. Buffy Wicks
April 26, 2019 PM	Davis	Asm. Ceclilia Aguiar-Curry
May 3, 2019	Paradise	Sen. Jim Nielsen Asm. James Gallagher
May 10, 2019	Palo Alto	Asm. Marc Berman
May 15, 2019	Brentwood	Asm. Jim Frazier
May 17, 2019	Mission Hills	Asm. Luz Rivas
May 18, 2019	Huntington Beach	Asm. Tyler Diep

2019 SENIOR SCAM STOPPERSM SEMINARS

Date	Location	Legislator(s)
May 29, 2019	Woodlake	Sen. Melissa Hurtado
June 1, 2019	Seal Beach	Asm. Tyler Diep
June 5, 2019	Vallejo	Asm. Tim Grayson
June 7, 2019	Rosemead	Sen. Susan Rubio
June 26, 2019	Avenal	Sen. Melissa Hurtado
June 28, 2019	Lakewood	Asm. Anthony Rendon
July 11, 2019	Pleasanton	Asm. Rebecca Bauer-Kahan
July 12, 2019	Anaheim	Asm. Steven Choi
July 16, 2019	Norwalk	Asm. Ian Calderon
July 17, 2019	Lynwood	Asm. Anthony Rendon
July 18, 2019 AM	Huntington Park	Asm. Miguel Santiago
July 18, 2019 AM2	Los Angeles / Korea Town	Asm. Miguel Santiago
July 18, 2019 PM	Los Angeles	Asm. Miguel Santiago
July 22, 2019	Maywood	Asm. Anthony Rendon
July 23, 2019	Fresno	Asm. Jim Patterson
July 24, 2019	Avenal	Asm. Rudy Salas
July 25, 2019	Hanford	Asm. Rudy Salas
July 26, 2019	Costa Mesa	Asm. Cottie Petrie-Norris
July 31, 2019	Carlsbad	Asm. Tasha Boerner Horvath
August 8, 2019	San Bruno	Asm. Kevin Mullin
August 16, 2019	Huntington Beach	Asm. Cottie Petrie-Norris
August 23, 2019	Seaside	Asm. Mark Stone
August 26, 2019	Riverside	Sen. Richard Roth
August 27, 2019	Barstow	Barstow Senior Center
August 28, 2019	Norco	Sen. Richard Roth
September 4, 2019	Vista	Rep. Mike Levin
September 16, 2019	Saratoga	Rep. Anna Eshoo Asm. Evan Low
September 19, 2019	Laguna Woods	Asm. Cottie Petrie-Norris
September 20, 2019	Irvine	Asm. Steven Choi
September 23, 2019	Selma	Sen. Melissa Hurtado

2019 SENIOR SCAM STOPPERSM SEMINARS

Date	Location	Legislator(s)
September 27, 2019	Buena Park	Asm. Sharon Quirk-Silva
September 30, 2019	McFarland	Sen. Melissa Hurtado
October 1, 2019	San Diego	Asm. Brian Maienschein
October 3, 2019	Beverly Hills	Asm. Richard Bloom
October 11, 2019	Fullerton	Asm. Sharon Quirk-Silva
October 14, 2019	Murrieta	Sen. Jeff Stone
October 15, 2019	Calabasas	Asm. Jesse Gabriel
October 16, 2019	Santa Ana	Sen. Thomas Umberg
October 17, 2019	Cypress	Asm. Sharon Quirk-Silva
October 24, 2019 AM	Irvine	Asm. Cottie Petrie-Norris
October 24, 2019 PM	Fountain Valley	Asm. Tyler Diep
October 28, 2019	Highland	Asm. James Ramos
October 29, 2019	Riverside	Asm. Sabrina Cervantes
October 30, 2019 AM	Jurupa Valley	Asm. Sabrina Cervantes
October 30, 2019 PM	Corona	Asm. Sabrina Cervantes
November 1, 2019	Inglewood	Asm. Autumn Burke
November 4, 2019	Bakersfield	Asm. Rudy Salas
November 5, 2019	Gilroy	Asm. Robert Rivas
November 8, 2019	Laguna Beach	Asm. Cottie Petrie-Norris
November 12, 2019	Pittsburg	Asm. Tim Grayson
November 13, 2019	Clovis	Millennium Housing
November 14, 2019	Vista	Asm. Tasha Boerner Horvath
November 15, 2019	Benicia	Asm. Tim Grayson
November 18, 2019	Wasco	Asm. Rudy Salas
November 19, 2019	Bakersfield	Asm. Rudy Salas
November 20, 2019	Lamont	Asm. Rudy Salas
November 21, 2019 (800 th seminar)	Loma Linda	Asm. James Ramos
November 22, 2019	Orange	Asm. Steven Choi
December 4, 2019	Laguna Hills	Sen. Pat Bates Asm. William Brough

2019 SENIOR SCAM STOPPERSM SEMINARS		
Date	Location	Legislator(s)
December 6, 2019	Napa	City of Napa
December 9, 2019	Los Angeles	Sen. Holly Mitchell
December 10, 2019	Dublin	Rep. Eric Swalwell
December 17, 2019	Moreno Valley	Sen. Richard Roth

Consumer Scam StoppersSM Seminars

The Consumer Scam StoppersSM (CSS) program was launched in September 2012, and targets audiences of all ages. Three CSS seminars were held in 2019.

2019 CONSUMER SCAM STOPPERSM SEMINARS		
Date	Location	Group
January 15, 2019	San Dimas	San Dimas Senior Center
February 7, 2019	Pacifica	Pacifica Senior Center
November 7, 2019	Indio	Women's Club of Indio

Disaster Workshops

In response to the disasters that ravaged the state in 2018 and 2019, CSLB created workshops to help both survivors and contractors with the rebuilding process. Survivor workshops focused on providing information about permits, hiring architects and contractors, and insurance claims. Contractor workshops focused on the process to add classifications to a license, workers' compensation insurance requirements, and specific information regarding rebuilding.

2019 DISASTER WORKSHOPS		
Date	Location	Group
April 13, 2019	Malibu	Rebuild Contractor Workshop (Los Angeles County)
April 13, 2019	Malibu	Rebuild Survivor Workshop (Los Angeles County)
May 2, 2019	Redding	Rebuild Contractor Workshop (Shasta County)
May 2, 2019	Redding	Rebuild Contractor Workshop (Shasta County)

CSLB staff also made presentations at the following disaster-related events:

Date	Sponsor	Event	Location
January 23, 2019	Valley Contractors Exchange	Contractors Workshop Forum	Chico
March 7, 2019	Shasta County Builders Exchange	Contractors Workshop Forum	Redding
October 24, 2019	Porter Ranch Neighborhood Council	Town Hall Meeting	Porter Ranch

ADMINISTRATION

The administration of CSLB encompasses a range of activities integral to the smooth and efficient running of the board. These include personnel, business services, and information technology.

PERSONNEL SERVICES

Personnel Transactions

The Personnel unit processed 177 employee hires and separations in 2019. Of these, 17 were internal transfers, 24 were from other state agencies, 15 were new to state service, 58 were internal promotions, three were training and development assignments, three were student assistants, and 14 were exam proctors. Additionally, 35 employees separated from CSLB in 2019, and eight retired from state service.

2019 PERSONNEL TRANSACTIONS					
	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Total
Transfer within CSLB	5	4	3	5	17
From other State Agencies	5	9	8	2	24
New to State Service	8	1	2	4	15
Promotions	4	8	15	31	58
T&D Assignments	1	1	1	0	3
Students	0	1	2	0	3
Retired Annuitants	0	0	0	0	0
Exam Proctors	1	7	3	3	14
Separations	8	7	11	9	35
Retirements	1	0	5	2	8
Total Transactions	33	39	50	56	177

Recruitment and Staffing

In 2019, the Personnel unit received 212 requests for personnel action, primarily to refill established positions, request new positions, and redirect and/or reallocate positions. The following were among these personnel actions:

- In July 2019, the Personnel unit transitioned 21.5 positions from the temporary help fund to authorized permanent positions. These positions were initially eliminated in fiscal year 2011-12 pursuant to Budget Letter 12-03 but were later re-established as authorized positions. Also in July, CSLB's Enforcement division received two new authorized positions through the budget change proposal process. As a result, in 2019, the number of CSLB authorized positions increased from 407 to 428.
- In August 2019, CSLB executive management and the Personnel unit worked with DCA to provide greater opportunities for CSLB Enforcement Representative I (ER I) staff to advance to the ER II classification. Effective in 2019, ER I's who meet the eligibility requirements of the ER II classification may be promoted-in-place. This change will help address the volume of enforcement work as well as its complexity and assist CSLB in meeting its consumer protection mission.

Thirty-three CSLB staff were promoted to the ER II classification.

The number of monthly vacancies averaged 26 in 2019, as it did the previous year. CSLB management and the Personnel unit continue to work closely with CSLB hiring managers and DCA's Office of Human Resources to minimize delays filling vacant positions.

Personnel staff worked with program managers in 2019 to develop and update "working titles" for each position to aid the recruitment process by broadening the search criteria applicants can use to find openings in their occupational field of interest.

In 2019, the Personnel unit presented another session of its Career Consulting class. Personnel developed the course, which covers how to apply for jobs on the CalHR jobs website, complete an application package, and prepare for an interview, as well as how to maximize one's potential in state service, to assist CSLB staff in their career development. Fifteen staff participated in this year's course.

Ergonomic Trainings and Evaluations

The Personnel unit coordinated 12 ergonomic trainings and evaluations in 2019 for staff in the Sacramento and field offices. The ergonomics program is designed to identify and prevent and/or correct injuries caused by repetitive job activity.

Exams Administered by CalHR / DCA / CSLB

EXAMS ADMINISTERED BY CALHR / DCA / CSLB	
2019 Exams Administered by CalHR	2019 Exams Administered by DCA/CSLB
Associate Governmental Program Analyst	Consumer Services Representative (open exam)
Information Officer (Series)	Enforcement Representative I (open exam)
Information Technology (Series)	Enforcement Representative II (promotional exam)
Management Services Technician	Enforcement Supervisor I and II (promotional exam)
Office Assistant (General & Typing)	Personnel Selection Consultant I & II (open exam)
Office Services Supervisor (Series)	Staff Services Analyst Transfer (promotional exam)
Office Technician (General & Typing)	
Program Technician (Series)	
Staff Services Analyst	
Staff Services Manager (Series)	
Supervising Program Technician (Series)	
Warehouse Worker	

BUSINESS SERVICES OFFICE

Recognition from DCA

In 2019, the Department of Consumer Affairs recognized CSLB's Business Services unit for its excellent record buying goods and services from small businesses. CSLB's small business purchase rate for fiscal year 2018-19 was 53 percent, which exceeded the governor's goal of 25 percent for state agencies. Additionally, CSLB met the governor's goal that 3 percent of purchases be made from disabled veteran business enterprise vendors.

CSLB staff have made purchasing through SB/DVBE vendors a priority. The Business Services unit strives to find these vendors for every purchase, works to educate field office personnel about doing business with SB/DVBE vendors, and attempts to make the procurement process more user-friendly for participating businesses. CSLB also reaches out to vendors for feedback on how to improve the procurement process.

Facilities Projects

In 2019, building modifications to house the Special Investigations unit in Norwalk were completed; the lease in Oxnard was extended through November 30, 2027; and the lease in Sacramento was extended through October 31, 2026.

In addition, tenant improvements were completed in Sacramento in December 2019, which included:

- Installation of additional power distribution units in the computer server room
- Electrical upgrades to obtain Leadership in Energy and Environmental Design (LEED) certification
- New interior paint
- New carpet
- New security kiosk
- Installation of two lights to illuminate flagpole
- Privacy film on all conference room windows
- Construction of Public Affairs studio
- Reconfiguration of shower to ensure ADA compliance
- Upgraded door badge readers

Contracts and Procurements

The following contracts and purchases were negotiated and executed in 2019:

- Contract renewed to provide security services for various meeting and testing offices through the California Highway Patrol
- Contract renewed to provide confidential shredding services for CSLB's Sacramento Headquarters

- Contract executed for confidential shredding for CSLB's Santa Rosa, San Francisco, and Berkeley field offices
- Interagency contract executed with the Employment Development Department (EDD) to facilitate sharing of records and database information maintained by EDD, increasing the efficiency of CSLB enforcement efforts when locating fraudulent employers and to encourage compliance with state laws and regulations

Employee Training

CSLB contracted for a two-day leadership training in January 2019 for managers and supervisors attended by 36 staff and coordinated two CPR training classes in 2019 for 19 employees from the Sacramento and Fresno offices.

INFORMATION TECHNOLOGY

CSLB Public Data Portal

In 2019, CSLB launched a public data portal on its website, a no-cost publicly accessible feature that allows users to search and download custom statewide license information.

Information can be filtered by license classifications and counties. A master license list can also be downloaded that includes public information about licensees, as well as licensee lists that show personnel of record and licensees that carry workers' compensation insurance. Previously, interested parties paid CSLB a fee for this information, which is now publicly available at no charge.

Asbestos Open Book Exam Now Online

In June 2019, the asbestos open book exam, which is required of all new license applicants, went from paper and pencil to electronic. The online process walks applicants through each required field and provides them a way to submit their answer sheets in real time. This information is then directly entered into CSLB's database to satisfy the license issuance requirement.

Americans with Disabilities Act (ADA) Web Accessibility Compliance

Assembly Bill 434 (Baker, Statutes of 2017) required that by July 1, 2019 and biennially thereafter, each agency/state entity post on their website a signed certification that the website follows the bill's specified accessibility standards.

ADA compliance ensures that no barriers prevent interaction with or access to websites by people with disabilities; sites are compliant when they are designed, developed, and edited to ensure that all users have equal access to information and functionality.

CSLB content creators were trained in the creation and maintenance of ADA compliant documents for the website and on June 30, 2019, CSLB's website was certified by the Chief Information Officer of the California Department of Consumer Affairs. Staff continue to ensure that all new content placed on CSLB's website is ADA compliant.

Windows 7 to Windows 10 Enterprise License Update

IT staff created an Enterprise Windows 10 standardized image for all personal computers utilized by CSLB staff that meets state security guidelines. Staff implemented the change at Headquarters and all field offices throughout the state between November and December 2019.

CSLB Website

As part of meeting ADA requirements, CSLB's homepage was redesigned using one of the available state templates, which also improved user navigation.

In 2019, the number of CSLB website visitors remained constant at just about 3 million, producing over 54.2 million pageviews. Below are the 20 most visited website pages, including the homepage.

CSLB WEBSITE 2019	
Page Title	Page Views
Check A License – License Detail	15,047,615
Check A License	10,656,145
Contractor Name Search Result	4,442,940
Contractors State License Board Homepage	3,433,362
Personnel List	3,029,041
Contractor Personnel Search Results	1,558,138
Personnel License List	1,242,939
Find My Licensed Contractor – Zip Code Search	809,562
Check a License – Worker's Comp History	628,006
Check Application Status	574,418
Forms and Applications	566,505
Check A License – Personnel Detail	516,792
Check A License – Multiple Licenses	506,891
Check Application Status (Secured)	430,316
Check Application Status (Detail)	401,562
Contractor's Bond History	316,241
Contractor Home Page	263,525

CSLB WEBSITE 2019	
Page Title	Page Views
Complaint disclosure	262,455
Consumer Home Page	212,873
Licensing Classifications	197,451

IT System Enhancements

The chart below summarizes the system enhancements implemented by the Information Technology division in 2019.

2019 IT SYSTEM ENHANCEMENTS		
Enhancement	Description	Implemented
Permit Complaint form	Created a fill and submit form (automated through internal email) for complaints where a construction permit has not been acquired	January 2019
Complaint Violation	Added a Letter of Admonishment field to the Teale violation screen	January 2019
Complaint Disclosure	Added Letter of Admonishment violations to the complaint disclosure screen	January 2019
Complaint Closure Letters	Updated complaint closure letter with revised language	January 2019
Created New Action Codes	Added new action codes to action code table for more granular tracking and reporting	January 2019
Updated e-Process Forms	In-house automated forms requiring updates to content: Home Improvement Salesperson Return for Correction; EVU Return for Correction; Sole Owner App Return for Correction; Personnel Name RFC; Issuance RFC; Manual Bond and Fee Return for Correction; Renewal Reactivation Return for Correction	January 2019
Updates to Report Data	Updated reports to add new fields or create new reports	January 2019
Updated Governor Name	Updated governor's name on all forms and letters; manual and automated—programming (Teale), Internet (web), Intranet site; and SCORE (testing)	January 2019
Updated "Alternatives In Lieu of Bond" document	Changed document and Internet pages to reflect changes in law related to "alternatives in lieu of bond" requirements	January 2019

2019 IT SYSTEM ENHANCEMENTS

Enhancement	Description	Implemented
Vulnerability Remediation	Remediated four vulnerabilities found on the CSLB website	January 2019
Created/Updated As-Is Business Processes	Created “as-is” business process map, overview and use case (step process) for Experience Verification Unit, Judgments, and Outstanding Liability; and modified process for contractor’s bond to reflect changes	February 2019
Completed State Security Assessment	Successfully completed the state’s information security assessment conducted by the Dept. of the Military	February 2019
Implemented Internal Security Control	Implemented a privileged account management tool that controls and records the use of computer administrator-level accounts to prevent unauthorized use of elevated privileges throughout the CSLB network	March 2019
Updated e-Process Forms	In-house automated forms requiring updates to content: Change of Personnel; New Limited Partner; Change of Title; HIS PDF; and Issuance Return for Correction	March, April & May 2019
Created/Updated As-Is Business Processes	Created “as-is” business process map, overview and use case (step process) for Judgment-Family Support; Judgment-Inquiry Process; Judgment-Payment of Claim; Cashiering-Dishonored Check; Cashiering-RPN; and Add Class Updated “as-is” business process: contractor bonds; application expedite; reactivation; and renewal	March, April & May 2019
UPS Replacement	Replaced aging Liebert UPS in CSLB Data Center	April 2019
Created “How To” Documentation	Created a “how to” document for posting Enforcement classification determinations to the Intranet; and cashiering statistics	March & May 2019
Solar Disclosure	Worked with PAO to add solar disclosure information page to CSLB Website	May 2019
Updated IWAS User Guide	Updated IWAS user guide to meet current user needs	May 2019
Network Core Switch Infrastructure Replacement	Replaced old network core switch with latest model for higher efficiency and network security	May 2019
Upgraded Anti-Malware Tool	Replaced on-premise anti-malware with on-premise solution	May 2019
Implemented Secondary Anti-Malware Tool	Implemented secondary anti-malware tool for extra level of security protection against virus/malware	May 2019
Call Center Software Upgrade	Upgraded call center software to address efficiency and security issues	May – June 2019
Secure Endpoint Imaging	Created new operating system images to meet state security policies and mandates	June 2019

2019 IT SYSTEM ENHANCEMENTS

Enhancement	Description	Implemented
CSLB Internet Website ADA Compliance	ADA compliance of CSLB website	June 2019
Fiscal Year End	Performed fiscal year end updates to the Licensing and Enforcement application (Teale)	July 2019
Training CSLB Business Staff on ADA Compliance Document Creation	Trained CSLB content creators in Microsoft Word and Adobe Acrobat on the creation and maintenance of ADA compliant documents	July 2019
CSLB Public Data Portal Release	Implemented a public data portal on CSLB website for online public access to license information	July 2019
CSLB Website to New State Template	Upgraded CSLB website template to conform to the latest state template	July 2019
New Web Architecture Design	Completed design of new high availability, fault tolerant Web architecture	August 2019
ADA Compliant Board and Committee Meeting Agendas and Packets	Created new ADA compliant board and committee agenda and packet templates	August 2019
ADA Compliant Committee Meeting Webstream	Completed modification of committee meeting webstream for ADA compliance	August 2019
Firewall Upgrades	Implemented major version upgrades to firewalls to modernize security posture by enabling additional security controls and oversight	August 2019
Vulnerability Scanning	Installed new vulnerability scanning solution to address modern security threats and integrate with other DCA tools	August 2019
Created/Updated As-Is Business Processes	Created "as-is" business process map, overview and use case (step process) for Posting List; Criminal Background Unit–Error Report, Probation, Denials/SOI, CORI Review/Subsequent Arrest Processes; Records Certification Unit–Reciprocity Process; Testing Unit–Civil Service Exam Process; and Cashiering–Front Counter Cash and Stats Process Update as-is business process: Cashiering–Return Payment Notice; Licensing Renewal; and e-Payment Intake	June – August 2019
New Online Service	Created online version of asbestos open-book exam	June 2019
Updated e-Process Forms	Updated content of in-house automated forms: Sole Owner Letter; ASB Online; SCORE Bond & Fee Letter; Issuance, Renewal, Reactivation, HIS-Renewal, Bond & Fee, and HIS Employment/Cessation RFC	June – August 2019

2019 IT SYSTEM ENHANCEMENTS

Enhancement	Description	Implemented
Implemented Vulnerability Management Solution	Successfully deployed Rapid 7 vulnerability scanning solution	September 2019
Upgraded Firewalls	Upgraded Enterprise firewalls to latest supported version	September 2019
Upgraded Panoramas	Updated Enterprise panoramas to latest supported version	September 2019
Created Business Processes	Created "as-is" processes: Records Certification Unit (RCU) –Request for Certified and Un-Certified Copies; RCU–Request for Certified License Histories; RCU–Request for Certified HIS History; RCU–Request for General Status Letters; RCU–Response Letters; RCU–Subpoenas for Records; RCU–Summons and Writs; RCU–Certification of Non Licensure and Non Certification	September 2019
Created Business Processes	Created business processes: LIC–Request for Current Bond Information; LIC–Bond Cancelation; LIC–Bond Reinstatement; LIC–Bond Rider	September 2019
Created Business Processes	Created business processes: Testing–Exam Candidate; Testing–Exam Teale Reports; Testing–Exam Translator; Testing–Exam Incident Reports; Testing–Exam SCORE Command Base Reports	October 2019
Created Business Processes	Created business processes: Cash–Fee Transfers; Cash e–Payment Error Report; Cash–FTP Intercepts; Cash–Refunds	October 2019
Request Statistical Report Data	Created new and updated existing statistical reports	October 2019
IWAS Documents	Added barcodes and doc-types to new letters	October 2019
Added Web Services	Created web services for license fee increase	November 2019
Created e-Process Form	Created in-house secretary of state confirmation letter	December 2019