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**ACCOMPLISHMENTS  
& ACTIVITIES**



**RODNEY M. COBOS**, *Public Member*

**DAVID DE LA TORRE**, *Public Member*

**MIGUEL GALARZA**, *(B) General Contractor Member*

**SUSAN GRANZELLA**, *Public Member*

**ALAN GUY**, *(B) General Contractor Member*

**JACOB LOPEZ**, *Public Member*

**DIANA LOVE**, *Public Member, Senior Citizen Organization*

**MICHAEL MARK**, *Public Member, Labor Organization*

**STEVEN PANELLI**, *Public Member, Building Official*

**JAMES RUANE**, *(C) Specialty Contractor Member*

**JOHNNY SIMPSON**, *Public Member*

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



**GAVIN NEWSOM**

*Governor*

**LOURDES M. CASTRO RAMÍREZ**

*Secretary*

*Business, Consumer Services, and Housing Agency*

**KIMBERLY KIRCHMEYER**

*Director*

*Department of Consumer Affairs*

**DAVID R. FOGT**

*Registrar*

*Contractors State License Board*



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# 2022 CSLB BY THE NUMBERS

31

SENIOR SCAM STOPPER<sup>SM</sup>  
**WORKSHOPS FACILITATED**



7,226,324  
FIND MY LICENSED CONTRACTOR  
**SEARCHES CONDUCTED**  
ON CSLB WEBSITE



\$31,720,510

**RESTITUTION** ORDERED TO  
THE PUBLIC IN FISCAL YEAR 2021-22

\$80,000,000+  
CSLB'S 2022-23 FISCAL YEAR **BUDGET**



459  
CASES REFERRED  
TO **ARBITRATION**



07 BOARD AND  
COMMITTEE MEETING  
**WEBCASTS PRODUCED**

67,252  
**ONLINE RENEWAL**  
TRANSACTIONS MADE



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

158  
HOURS DEDICATED TO  
**DISASTER RESPONSE**

47  
**LICENSING EXAMS MAINTAINED**



23  
**GET LICENSED TO**  
**BUILD WORKSHOPS**  
HELD VIRTUALLY  
(12 ENGLISH, 11 SPANISH)



530 **APPLICATIONS EXPEDITED & LICENSES ISSUED**  
THROUGH VETERANS APPLICATION ASSISTANCE PROGRAM

31

CSLB EMPLOYEE  
**PROMOTIONS**



6,061  
**FACEBOOK FOLLOWERS**

11,713  
SIGN-UPS FOR CSLB  
**EMAIL ALERTS**



3.5 MILLION  
CSLB **WEBSITE USERS**

3,710  
**LEGAL ACTIONS** BROUGHT  
AGAINST VIOLATORS FROM  
CSLB INVESTIGATIONS

119,704  
**CALLS ANSWERED BY**  
LICENSING INFORMATION  
CENTER STAFF

13,243,192  
**LICENSE CHECKS**  
CONDUCTED ON  
CSLB WEBSITE

30,967  
CSLB LICENSE  
**APPLICATIONS RECEIVED**

20,527  
**COMPLAINTS** CLOSED BY  
ENFORCEMENT STAFF

52,789  
**EXAMINATIONS SCHEDULED**

286,016

**LICENSED CONTRACTORS**



# CSLB's Mission, Vision and Values



## MISSION

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

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

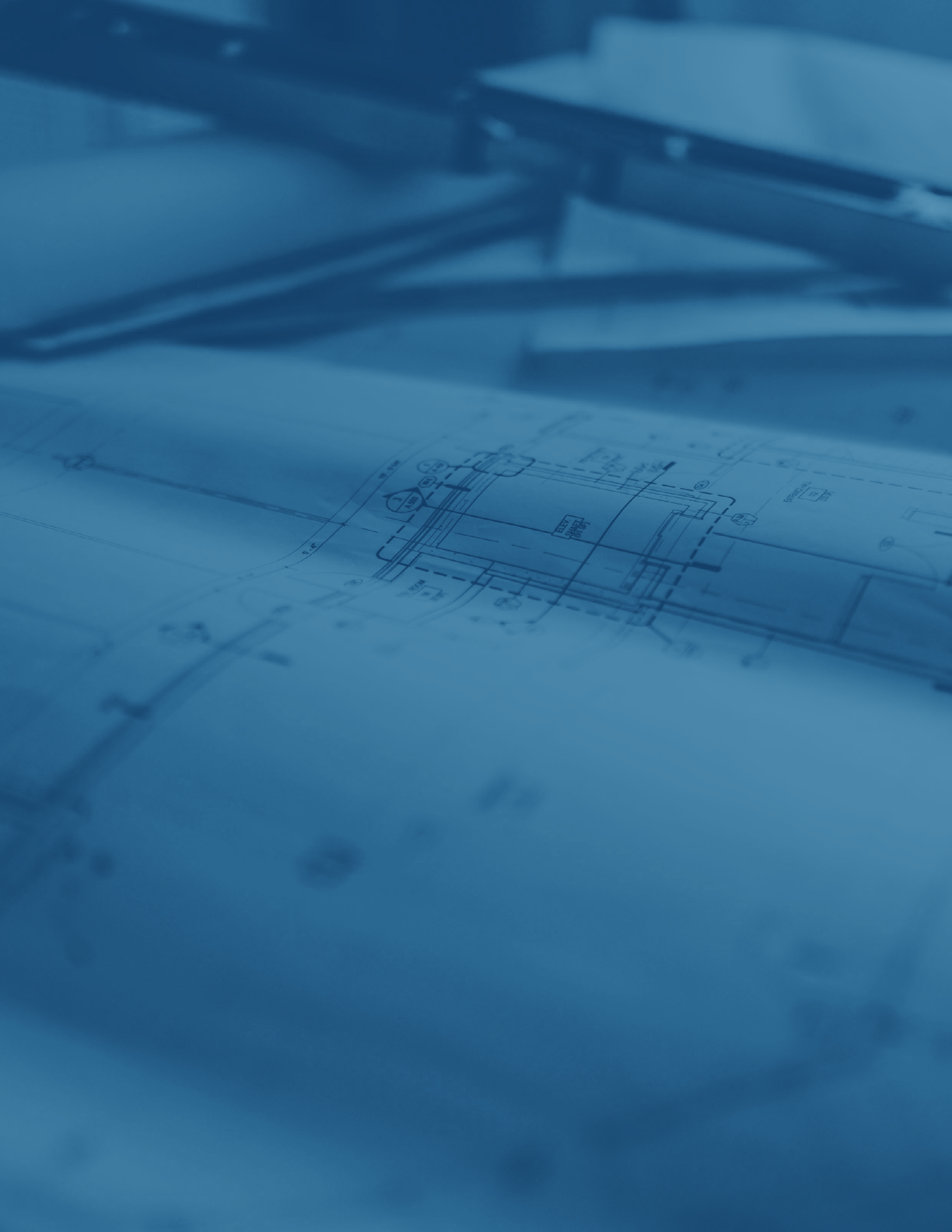
## VISION

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

## VALUES

CSLB provides the highest quality throughout its programs by:

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



# A&A Board Chair Letter



## CSLB IN 2022

This past year, California’s Contractors State License Board (CSLB) staff worked diligently to protect and help consumers, develop programs for those seeking to become licensed, and perform complaint investigations.

In 2022, CSLB welcomed new board member Alan Guy, a “B” contractor member, and Jacob Lopez, a public member.

Alan Guy is currently chief executive officer and president of Anvil Builders, Inc., while Jacob Lopez is the executive board member of the Southwest Regional Council of Carpenters.

CSLB encouraged the upward growth of its employees through its Career Development and Mentoring Program’s live events where different divisions explained the different jobs they perform, the roles and functions of the different units, the types of classifications utilized in the division, potential career paths, and training opportunities.

For CSLB and its staff, consumer protection remained the top priority. CSLB conducted 31 Senior Scam Stopper<sup>SM</sup> seminars—both in-person and virtually—to teach seniors how to protect themselves from scammers when hiring a contractor.

CSLB continued outreach to diverse communities throughout the state. In 2022, CSLB staff held popular monthly online “Licensed to Build” workshops in English and Spanish to explain license application procedures and provide an active Q&A session.

CSLB also provided resources to disaster survivors in 2022, including the Oak, McKinney, Mills, and Mosquito fires, the debris flow in San Bernardino County, and the earthquake in Humboldt County. CSLB staffed disaster recovery and local assistance centers, updated critical content on the Disaster Help Center webpage, maintained the toll-free disaster hotline, and coordinated additional outreach to dozens of congressional and state legislator offices, along with building departments. CSLB Enforcement staff conducted stings and sweeps to further reduce unlicensed activity.

CSLB completed and closed 20,527 complaint investigations. CSLB investigations also led to 3,710 legal actions. Enforcement staff’s efforts resulted in felony charges in numerous cases and a serial unlicensed contractor being sentenced to 22 years in prison.

Many of the complaints CSLB received this year were related to solar. Through CSLB's Solar Energy System Restitution Program, \$2.5 million was distributed to homeowners who were financially harmed by a solar contractor because of poor workmanship, project abandonment, or unlawful business practices.

Every year, CSLB finds ways to make processes easier for licensees and applicants. In October 2022, CSLB moved the Home Improvement Salesperson associations and cessations online. The online submission process assists licensees with a way to submit the notification with no errors.

Employees across divisions worked to ensure the transition of CSLB's examinations to PSI Exams went smoothly. Once the full transition was complete in July 2022, PSI Exams resulted in CSLB candidates being able to select from 20 test centers throughout the state and schedule during the daytime, evenings, or weekends. Candidates can schedule their own examinations once their application has been approved.

Exam development was completed on the new C-49 Tree and Palm exam well ahead of its scheduled release in 2024. This was a result of the Office of Administrative Law approving the regulations CSLB authored that led to the new trade's formation.

We are proud of CSLB's accomplishments this past year and on behalf of the Board, I would like to thank all those who contributed to the successes in 2022.



**Mary Teichert**  
*Board Chair*



# Leadership



## CSLB Registrar and Board Members

The CSLB’s 15-member Board appoints the executive officer, or Registrar of Contractors, and directs administrative policy for the agency’s operations. Per Business & Professions Code §7002, the Board includes 10 public members (including one labor representative, one local building official, and one representative of a statewide senior citizen organization), and five contractors. Appointments are made by the governor and the state legislature. The board members listed below are as of December 31, 2022.

### MARY TEICHERT, CHAIR

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



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

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

Teichert is president of The Beavers (a heavy civil industry association), a board member of the California Building Industry Association, the Associated General Contractors of America, and HomeAid and is a member of United Contractors and the Capital Region

Family Business Center. Teichert holds a Master of Business Administration from Harvard Business School.

Teichert’s term ends June 1, 2026.

### DIANA LOVE, VICE CHAIR

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



Diana Love, of Palmdale, is a past president of the Los Angeles County Commission for Older Adults, an ambassador for the City of Palmdale, as

well as a former national district liaison for the AARP. She was appointed as CSLB board member by Governor Gavin Newsom in October 2019. Love is the immediate past Secretary of CSLB.

Love is also a member of the California Senior Legislature, Mental Health

America of Los Angeles Advisory Council, City of Palmdale Mobile Home Review Board, Friends of the Palmdale City Library, Public Health COVID-19 Community Ambassador and Forget Us Not Community Services.

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

Love's term continues through June 1, 2026.

### **MICHAEL MARK, SECRETARY**

**Governor Appointee**

**Public Member – Labor Organization**



Michael Mark, of Stockton, was appointed by Governor Gavin Newsom in September 2020.

Mr. Mark has been a business

representative covering the San Joaquin County jurisdiction for Sheet Metal Workers' Local Union No. 104 since 2016 and was first elected as a union officer in 2012.

Mark started his career as a union sheet metal worker in 2002, beginning with Sheet Metal Workers' Local Union No. 162, which merged into Sheet Metal

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

Mark's term continues through June 1, 2024.

### **RODNEY M. COBOS**

**Assembly Speaker Appointee**

**Public Member**



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

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

Prior to becoming a plumbers' apprentice in 1994, Cobos served as a sergeant in the United States Army from 1989-1993. He was first elected to serve as a union

officer in 2002. Cobos has served as president, business representative, and in 2007 elected business manager-financial secretary-treasurer of United Association of Plumbers & Pipefitters Local Union 484, Ventura County. He also has served as president of the Southern California Pipe Trades and the California State Pipe Trades Council. Cobos joined CSLB as a Public Member.

Cobos' term continues through June 1, 2024.

## DAVID DE LA TORRE

**Assembly Appointee  
Public Member**



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.

De La Torre is secretary-treasurer of Laborers Union Local 261, representing 5,000 members in San Francisco, San Mateo, and Marin counties.

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. De La Torre is also a representative on San Francisco's 100% Renewable Energy Task Force.

De La Torre's term continues through June 1, 2024.

## MIGUEL GALARZA

**Governor Appointee  
"B" Contractor Member**



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

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

Galarza also has a decade of experience as a union carpenter at Carpenters Local Union No. 22. He holds a Master of Construction Management from LSU and currently is a lecturer at UC Berkeley and a facility member in the Construction Management program at City College of San Francisco. He is a member of the Associated General Contractors of America National Diversity & Inclusion Council and district director for the San Francisco Chapter of Associated General Contractors of California. Galarza is

a member of the United Contractors, and the Society of American Military Engineers. Galarza joined CSLB as a “B” Contractor Member.

Galarza’s term ends June 1, 2023.

## **SUSAN GRANZELLA**

### **Governor Appointee Public Member**



Susan Granzella was first appointed as a public member of the Board by Governor Edmund G. Brown, Jr. in October 2014 and was reappointed in June 2016. She served as Secretary and Vice Chair in 2019-2021, and Board Chair in 2021-2022.

Before her board appointment, Granzella retired from Visa Inc. in 2014 after holding various positions including vice president and senior director for technical publications and global development audit and compliance management for federal, state and industry regulations. She currently serves on the board of directors for My Sister’s House based in Sacramento.

Granzella’s term continues through June 1, 2024.

## **ALAN GUY**

### **Governor Appointee “B” Contractor Member**



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

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

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

Guy’s term continues through June 2026.

## JACOB LOPEZ

Senate Appointee  
Public Member



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

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

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

Lopez's term continues through June 1, 2025.

## STEVEN PANELLI

Governor Appointee  
Public Member – Building Official



Steven Panelli, of San Mateo, has been the Chief Plumbing Inspector at the San Francisco Department of Building Inspection since 2009. Panelli

has been a Plumbing Inspector with the department since 2000.

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

Panelli's term continues through June 1, 2025.

## JAMES RUANE

Governor Appointee  
"C" Specialty Contractor Member



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

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

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

Ruane's term continues through June 1, 2023.

## JOHNNY SIMPSON

### Senate Appointee Public Member



Johnny Simpson, of Spring Valley, was appointed by the Senate Rules Committee in February 2015. 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, Simpson graduated from the IBEW California Apprenticeship Program in 1981.

Simpson is highly involved in his community 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.

Simpson's term continues through June 1, 2023.

## DAVID R. FOGT

### Registrar of Contractors



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

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

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



# Protecting California's Disaster Survivors



CSLB works to protect home and business owners whose property is damaged or destroyed by natural disasters.

CSLB's post-disaster mission is to help ensure disaster survivors are not harmed by unlicensed or unscrupulous contractors who may try to take advantage of them during the rebuilding process.

In 2022, California faced another damaging round of wildfires. According to CalFire, these fires burned more than 360,000 acres, killed nine people, and destroyed or damaged at least 876 structures.

At the end of the year, California was hit by destructive storms, as well as a 6.4-magnitude earthquake in Humboldt County.

## CSLB POST-DISASTER EFFORTS

As in recent years, CSLB dedicated significant resources to its post-disaster response. This multi-faceted program includes immediate and longer-term outreach, enforcement efforts, participation in multi-agency taskforces, and assistance for affected licensees. CSLB continued to make a top priority its commitment to ensuring that survivors in every affected county received adequate support.

## ASSISTANCE CENTERS AND DISASTER HOTLINE

In response to the 2022 wildfires, as well the Humboldt earthquake and a mudslide in San Bernardino County, CSLB staffed and participated in local assistance centers established by the Governor's Office of Emergency Services or Disaster Relief Centers established by the Federal Emergency Management Agency (FEMA) in five counties throughout California.

These centers provided a single facility at which individuals, families, and businesses can access disaster assistance programs and services. Disaster survivors are encouraged to hire licensed contractors for rebuilding work and to be aware that unlicensed or unscrupulous contractors may try to scam them.

EVENT	LAC/DRC LOCATION	RESOURCES
1. Oak Fire	Mariposa (Mariposa County)	In-Person Staffing
2. McKinney Fire	Yreka (Siskiyou County)	In-Person Staffing
3. Mills Fire	Weed (Siskiyou County)	In-Person Staffing
4. Mosquito Fire	Foresthill (Placer County)	Materials Only
5. Debris Flow	Yucaipa (San Bernardino County)	In-Person Staffing
6. Humboldt Earthquake	Rio Dell (Humboldt County)	In-Person Staffing

### CSLB WEBSITE – DISASTER HELP CENTER

CSLB continued to update the content on the Disaster Help Center page of its website, including resources for disaster survivors, contractors, and the media, such as videos, publications, printable signs about the risks of unlicensed contractors, and press releases.

### ADDITIONAL SHORT AND LONG-TERM OUTREACH

CSLB's Public Affairs Office coordinated additional outreach to dozens of congressional offices and state legislator offices in the affected areas.

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

### ENFORCEMENT EFFORTS

Staff from CSLB's Enforcement Division partnered with the California Department of Insurance and local district attorney's offices to distribute educational materials and place warning signs in both English and Spanish throughout the state. Some signs caution consumers to hire only licensed contractors; while others warn that contracting without a license in a disaster area could lead to felony charges.

Ten days of sweep operations were conducted within Butte, Napa, Plumas, Shasta, and Sonoma counties. Additionally, two sting operations were conducted in Butte County. As a result of the sweep and sting efforts, CSLB referred 10 cases to the local district attorney for criminal prosecution, issued one administrative citation, and wrote 24 Advisory Notices for illegal advertising and other violations.

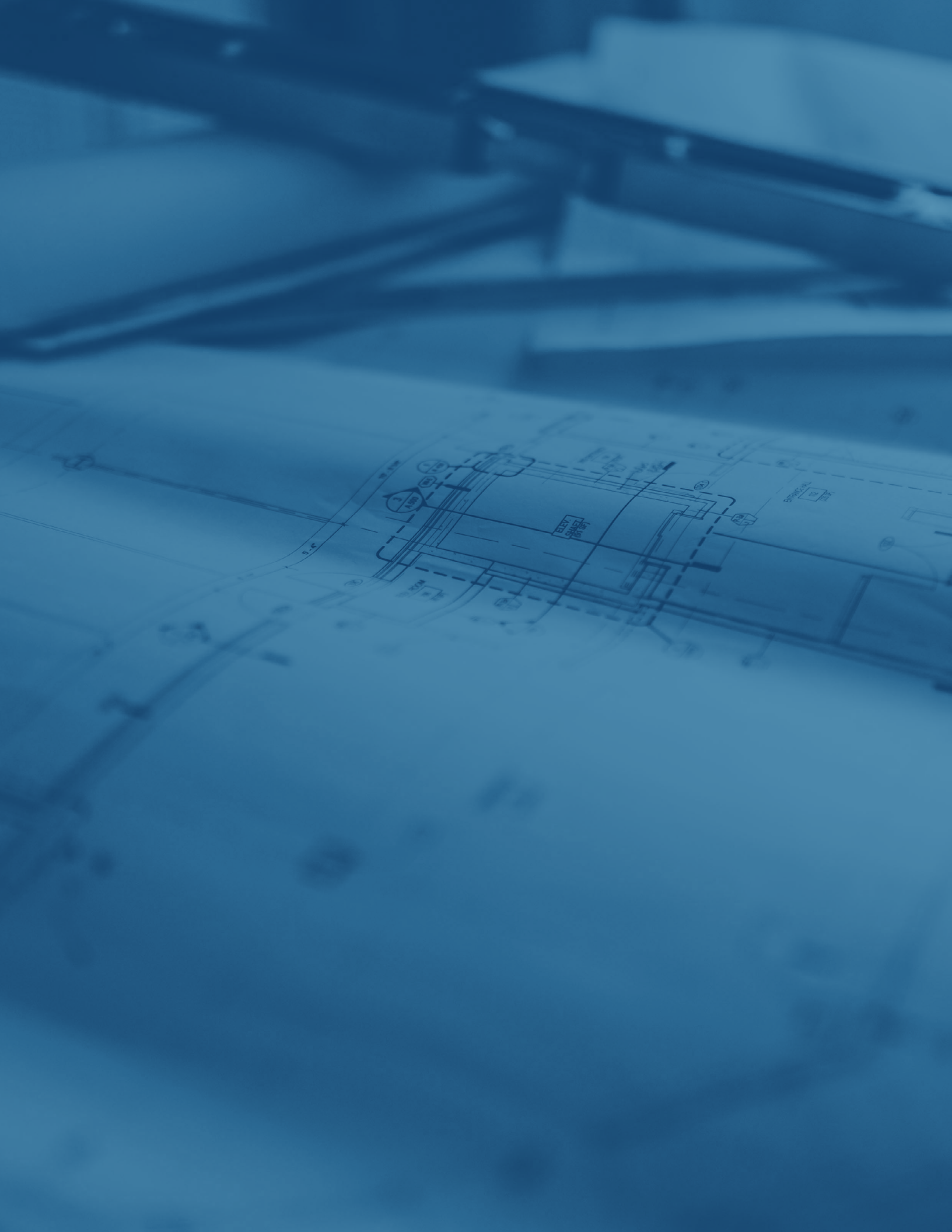


## **TASK FORCE PARTICIPATION**

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

## **ASSISTANCE FOR LICENSEES/APPLICANTS**

CSLB continued its practice of waiving fees for licensees to replace their wall certificate and/or plastic pocket license if it they had been destroyed in a disaster. CSLB waived delinquent fees for failure to renew a license before it expires for survivors. In addition, CSLB worked to expedite license applications for those planning to work in disaster areas.



# Licensing



The Licensing Division processes all applications for contractor's 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 processes license changes, and all documents related to compliance with bond, insurance, and workers' compensation requirements, as well as biennial renewals.

In 2022, CSLB received 30,967 applications, which is 729 applications more than received in 2021. 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

In 2022, CSLB held monthly, interactive virtual Get Licensed to Build workshops, with an average attendance of 72 people per month. The first Spanish workshop was held in December 2021 and CSLB continued to hold monthly workshops in Spanish in 2022.

The workshops are conducted by Licensing and Public Affairs staff and include a review of the benefits of licensure, an overview of the licensing requirements, and the steps involved in getting a license. Questions from participants are also answered.

## HOME IMPROVEMENT SALESPERSON (HIS) APPLICATIONS

In late 2022, management of the Licensing Division redirected the Home Improvement Salesperson Applications from the Supplemental/Issuance Application Unit to the License Modification Unit to reduce backlogs and eliminate overtime. By reassigning the HIS applications to the License Modification Unit, the technicians in the Supplemental/Issuance Application Unit are available to process more involved and time-consuming applications and perform a detailed review for license issuance. The License Modification Unit has been able to absorb the processing of the HIS applications with no issues.

The Licensing Division also moved the Home Improvement Salesperson associations and cessations online. These documents accounted for 60% to 80% of the License Modification Unit workload. The online submission process assists licensees with a way

to submit the notification with no errors in addition to helping reduce the backlog in the License Modification Unit.

## **CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA) ANNUAL BUDGET AUTHORITY**

CSLB works to annually augment the Construction Management Education Account (CMEA) that provides CSLB with the flexibility to increase or decrease the grants awarded from the fund based on the contributions received. CSLB received approval from the Department of Finance to increase our spending authority to \$175,000, up from the \$100,000 appropriated. This annual augmentation allows CSLB to increase the amount of grants awarded to institutions.

## **RESTITUTION TO CONSUMERS AND GOVERNMENT AGENCIES**

The Licensing Division’s Judgment Unit, in cooperation with the Employment Development Department and Department of Industrial Relations, processes outstanding civil liabilities in addition to 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 2022, the Judgment Unit helped to secure over \$50 million in ordered restitution to injured parties.

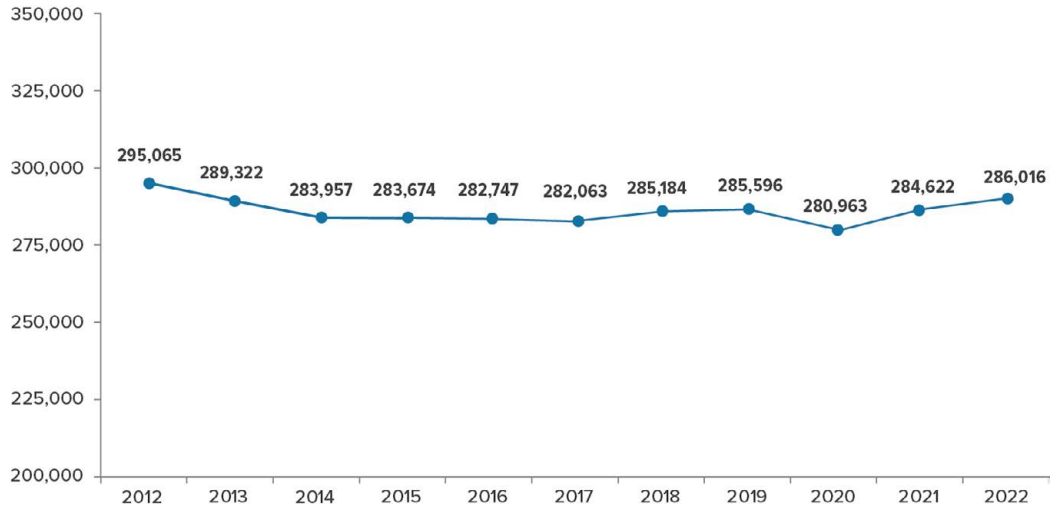
### **2022 JUDGMENT UNIT – ORDERED RESTITUTION**

	<b>TOTAL PROCESSED</b>	<b>ORDERED RESTITUTION</b>
Outstanding Liabilities*	2,170	\$22,921,074
Final Judgments	1,378	\$20,211,482
Claims Against Bonds	2,835	\$7,781,618
<b>TOTAL</b>	<b>6,383</b>	<b>\$50,914,174</b>

*\*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.*

## NUMBER OF LICENSES

As of December 2022, there were 286,016 licenses, which is an increase of 1,394 licenses from 2021. Of these, 236,919 were active licenses, while 49,097 were inactive.



### 2022 TOP TEN LICENSE CATEGORIES

CLASSIFICATION	TOTAL
“B” General Building	132,818
C-10 Electrical	32,992
C-36 Plumbing	19,796
“A” General Engineering	19,098
C-33 Painting and Decorating	18,256
C-20 Warm-Air Heating, Ventilating and Air- Conditioning	15,272
C-27 Landscaping	14,059
C-15 Flooring and Floor Covering	8,220
C-8 Concrete	7,865
C-54 Tile (Ceramic and Mosaic)	7,413

## VETERANS APPLICATION ASSISTANCE PROGRAM

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

CSLB assists veterans by providing:

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

In 2022, CSLB issued 530 expedited licenses through this program.

### VETERANS APPLICATION ASSISTANCE PROGRAM SUMMARY

	2021	2022
Application Expedited & Licenses Issued	520	530
Applications Expedited & Voided	121	91
Correspondence Received	205	220
Pending Expedited Applications	287	322

# Testing



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

The Examination Development Unit develops and maintains 47 different examination programs, releasing new exams as required to reflect changes in the construction industry.

The Examination Administration Unit administered all CSLB exams up to April 1, 2022, at which point test administration moved to a new vendor, PSI Exams. Between April and July, the examination programs were gradually transferred to PSI Exams for them to administer. In 2022, approximately 53,000 examinations were scheduled between CSLB and PSI test centers. The Examination Administration Unit is now responsible for reviewing reasonable accommodation requests as well as screening potential translators for translated examinations to minimize potential exam misconduct. The unit also handles elevated customer correspondence and inquiries from exam candidates.

## OUTSOURCING

The outsourcing of examination administration to PSI Exams resulted in candidates being able to select from 20 test centers throughout the state and schedule during the daytime, evenings, or weekends. Candidates can schedule their own examinations once their application for licensure has been approved by the Licensing Division.

## EXAMINATION ADMINISTRATION

CSLB's Examination Administration Unit utilizes PSI Exams to administer computer-based exams at 20 test centers located throughout California.

The test centers are located in:

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

## 2022 EXAMINATION STATISTICS

EXAMINATION TYPES	TOTAL
Trade	44
Certification	2
Law and Business	1
Number of Examinations Scheduled	52,789
Number of Misconduct Investigations	0
Number of Confirmed Misconduct Incidents	0
Overall Percentage of Examinations Passed	49%

## EXAMINATION DEVELOPMENT

In accordance with legal requirements and professional testing standards, an occupational analysis of each license classification is conducted every five to seven years to collect information from licensed contractors who serve as subject matter experts to identify current trade practices.

The Examination Development Unit moved to virtual workshops for the occupational analysis process during the COVID-19 shutdown and hybrid workshops (half of the



group in Norwalk, half in Sacramento, connected via WebEx) for the examination development workshops. Now that travel restrictions have been lifted, all workshops have moved back to Sacramento.

In 2022, the Examination Development Unit released 12 new examinations and completed five occupational analyses, which are listed in the table below.

OCCUPATIONAL ANALYSES COMPLETED	NEW EXAMINATIONS COMPLETED
C-12 Earthwork and Paving	C-08 Concrete
C-42 Sanitation System	C-11 Elevator
C-46 Solar	C-15 Flooring
C-57 Well Drilling	C-16 Fire Protection
HAZ Hazardous Substance Removal Certification	C-20 Warm-Air Heating, Ventilating, and Air-Conditioning
	C-27 Landscaping
	C-28 Lock and Security
	C-32 Parking and Highway Improvement
	C-33 Painting and Decorating
	C-43 Sheet Metal
	ASB Asbestos Certification

### C-49 TREE AND PALM

In April 2018, the CSLB Board adopted a motion to create a C specialty class for tree trimming and safety. The classification has been adopted into regulation and will become the C-49 Tree and Palm classification starting January 1, 2024. The trade description is below.

#### Section 832.49

##### §832.49. Class C-49 – Tree and Palm Contractor

- (a) A tree and palm contractor plants, maintains, and removes trees and palms. The duties include pruning, stump grinding, and tree, palm, or limb guying.
- (b) Effective January 1, 2024, this regulation shall become operative.

(c) This regulation does not apply to, and a license shall not be required for, incidental pruning of trees or guying of planted trees and their limbs by a nursery person or incidental pruning of trees by a gardener as described in Section 7026.1 of the Code.

*Note: Authority cited: Sections 7008 and 7059, Business and Professions Code.*

*Reference: Sections 7026.1, 7058, and 7059, Business and Professions Code.*

The examination for this new trade has already been developed with the assistance of D-49 Tree Service contractors. Candidates for C-49 will need to take and pass not only the CSLB Law and Business examination but also the new C-49 Tree and Palm trade examination to be licensed. For the current D-49 Tree Service classification, candidates only need to take and pass the Law and Business examination. Also, the new trade specifically includes palms, which research has shown can be especially dangerous for tree trimmers to work on.

## **CONSUMER SATISFACTION SURVEY**

The Examination Development 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 one to two months after their complaint has been closed.

Data is compiled in an annual report that the Enforcement Division uses to benchmark performance improvement. In 2022, the overall reported satisfaction rate was 54%, which is a slight increase from the previous year.

## **APPLICANT SATISFACTION SURVEY**

The Examination Development Unit designed a satisfaction survey for applicants to take via SurveyMonkey upon license issuance and began administering it monthly in February 2020. The results help Licensing determine how successful the current licensure process is and what might be done to improve it in the future. In the 2021/2022 fiscal year, the overall reported satisfaction rate was 86%.

# Enforcement



The Enforcement Division protects California consumers by enforcing the state’s Contractors License Law requirements. The division provides methods for receiving and processing consumer complaints, investigating contractors, and providing avenues for consumers harmed by contractor misconduct to pursue financial redress.

The great majority of California’s approximately 285,000 licensed contractors and more than 26,000 registered home improvement salespersons comply with the state’s contracting requirements. However, not all contractors obey the law and not all consumers are satisfied with their contracting experience. In 2022, CSLB received 20,527 complaints against licensed and unlicensed contractors—a 19 percent increase over the previous year.

Complaints involving non-egregious misconduct by licensed contractors can often be resolved through CSLB staff complaint mediation. Most consumer complaints filed with CSLB allege incomplete or defective work. In these cases, CSLB attempts to resolve the dispute and make the consumer financially whole, when appropriate. In 2022, CSLB helped recover more than \$29.4 million in restitution and corrected work for consumers—a 6 percent increase from the previous year. In 2022, CSLB closed 25,539 complaint investigations.

Investigations that establish unlicensed practice or serious misconduct by a licensee may result in an administrative legal action and/or referral to a prosecutor for criminal prosecution. In 2022, CSLB investigations resulted in 3,710 administrative legal actions brought against violators. The most egregious contractor misconduct—such as elder abuse, predatory business practices, unsafe working conditions, unlicensed practice, or repeated offenses—may warrant criminal prosecution. In 2022, 891 cases were referred to state and local prosecutors for possible criminal charges.

## SIGNIFICANT CRIMINAL INVESTIGATION HIGHLIGHTS

### Serial Offender Convicted of 38 Felonies



Unlicensed contractor Shanadoa Wayne Johnson is no stranger to CSLB nor to other law enforcement agencies. His rap sheet includes eight felony and 10 misdemeanor convictions for construction-related crimes, spanning three states and five California counties. Beginning in March 2020, Johnson became active in Siskiyou County, where he defrauded as many as two dozen victims. Johnson would typically approach his victims, most of whom were elderly, and offer to complete needed roof or driveway repairs. He often falsely claimed to be licensed and would extract large payments from his victims in advance. He would then do little or no work before disappearing.

Special Investigators in CSLB's Statewide Investigative Fraud Team (SWIFT) worked closely with the Siskiyou County District Attorney's Office (DA's Office) to build a solid case against Johnson. Additional help was provided by the Franchise Tax Board, which determined that Johnson had paid no taxes on an income of over \$500,000. Johnson was able to evade prosecution until November 2021 when he was arrested in Butte County and transferred to Siskiyou County. (As further evidence of his habitual criminal behavior, Johnson filed a fraudulent claim for welfare benefits in December 2021—while he was in custody in the Siskiyou County Jail!)

Based on the extensive evidence presented during Johnson's criminal trial, the jury convicted him of an incredible 38 felonies, including first degree burglary, grand theft from an elder, misappropriation of construction funds, extortion, failure to file a tax return, perjury, welfare fraud, conspiracy, failure to appear in court, and using a false contractor's number with intent to defraud. Johnson was also convicted of 16 misdemeanors, including contracting without a license, charging an excessive down payment, misappropriation of funds, providing false information to a peace officer, and driving on a suspended license. The DA's Office stated that the investigation "was able to uncover a breadth of bad behavior by a serial fraudster to a degree that no other jurisdiction has approached." On August 30, 2022, Johnson was sentenced to 22 years and eight months in state prison.

## Santa Rosa Tubbs Fire Contractor Sentenced to State Prison

Chiaramonte Construction & Plumbing, based in Tulare County, came to Santa Rosa after the 2017 Tubbs Fire killed 22 people and destroyed 4,600 homes. The Chiaramontes signed contracts with approximately 40 wildfire survivors, including several who were elderly, who had either lost their homes or suffered severe damage. It was not long before CSLB and the Sonoma County District Attorney's Office (DA's Office) received complaints. Customers complained of paying money for work that was either poorly done or not done at all, despite constant promises from the Chiaramontes. The combined losses of Chiaramonte customers were estimated at \$2 million.

CSLB's investigation of the Chiaramontes was handled by a Peace Officer with the Board's Special Investigations Unit, who worked closely with the DA's Office to assemble the complex case against the Chiaramontes. The hard work of the investigator resulted in the Chiaramontes and their daughter, Amy Diane Perry, each being charged with 59 felony counts in July 2020. The charges included grand theft, diversion of funds, theft by false pretenses, and elder abuse.

On April 22, 2022, all three defendants signed plea agreements. On October 24, 2022, Sonoma County Superior Court Judge Troye Shaffer tossed out the no contest pleas and opened the door for three defendants to stand trial. On February 14, 2023, four months after Judge Shaffer rejected their plea deal, Judge Shaffer convicted and sentenced Salvador Chiaramonte, Pamela Chiaramonte, and Amy Perry after they accepted responsibility for defrauding victims of the 2017 Tubbs Fire. Salvador Chiaramonte received the heftiest sentence after he pleaded guilty to 13 felony counts of diverting construction funds and one felony count of elder abuse. He was placed in handcuffs and was ordered to spend three of the next six years in prison. The rest of his sentence will be served under supervised release.

Perry pleaded guilty to one felony count of diverting funds and was sentenced to 180 days in a work-release program. Her sentence will include three consecutive weekends in custody. Pamela Chiaramonte was sentenced to 60 days of work release after she pleaded guilty to a misdemeanor count of diversion of funds.

The Chiaramontes were also ordered to pay a total of \$1.19 million in restitution to 16 families.

### **Contractor Cheats a Wildfire Victim**

A Santa Rosa homeowner, whose mobile home was damaged in the 2017 Tubbs Fire, hired Green Collar Builders to remodel and relocate his mobile home. The total contract price was \$235,401. Work began in October 2019, but excessive delays and excuses prompted the homeowner to cancel the contract and hire another contractor in May 2020. By that time, the homeowner had paid Green Collar a total of \$85,528, of which \$35,685 was specifically earmarked for relocating the mobile home. Green Collar never moved the mobile home and did not return those funds to the homeowner. The consumer filed a complaint, and CSLB's investigation supported charges of diversion of funds and accepting payment that exceeded the value of work performed. An accusation for revocation was filed in December 2021, and on March 3, 2022, the Registrar adopted a default decision revoking the contractor's license. Green Collar was ordered to pay the homeowner \$35,685 in restitution and \$5,689 to CSLB for investigative costs prior to reissuance of a license. Criminal charges against the contractor are pending.

### **Felony Charges for Camp Fire Contractor**

On September 5, 2022, the Butte County District Attorney's Office charged Jay Soderling, 63, of Aurora Ridge Homes for allegedly defrauding multiple victims trying to rebuild their homes after the deadly 2018 Camp Fire in Paradise. Soderling is a Bay Area contractor with a long record of criminal convictions. According to his victims, Soderling took hundreds of thousands of dollars from consumers to rebuild homes without finishing them. He has been charged with a felony count of contracting without a license in a declared disaster zone and misdemeanor charges of false advertisement and requesting and receiving payments in advance of work performed.

### **Unlicensed Electrician Arrested in Shasta County**

In 2019, CSLB received numerous complaints in Shasta County against unlicensed electrician Samuel Crain. The CSLB investigator based in Redding was able to refer three of her cases to the local district attorney for criminal charges. In one of these cases, Crain installed a Shingletown homeowner's new backup generator and transfer switch where the system did not work correctly, but the homeowner received a bad shock when he tried to energize the generator. Based on CSLB's investigations, the Shasta County District Attorney's Office (DA's Office) charged Crain with two counts of grand theft, and an arrest warrant was issued in May 2021. Crain disappeared for a while, but new complaints against Crain started coming in with five complaints lodged in just two weeks. Coordinating with CSLB, the DA's Office set up an undercover sting

and lured Crain to bid on a potential job. Crain was arrested on February 22, 2022, as soon as he showed up at the sting. He was booked in jail on the outstanding warrant.

## Eco Technology

In October 2022, three people were charged in a 159-count complaint with identity theft, grand theft, and residential burglary in a home improvement loan scam that cost lenders \$3.4 million.

A Special Investigation Unit Peace Officer was the lead investigator in this three-year investigation. Numerous search warrants were served, and a multitude of documents had to be sifted through to connect the Eco Technology owners to the fraud. On October 27, 2022, law enforcement personnel and the CSLB investigator served search and arrest warrants on the accused individuals—Norbertas Sinica of Thousand Oaks, Selena Garcia of Riverside and Kelliams S. Chavistad of Long Beach. Among the charges are residential burglary, identity theft, financial elder abuse, and grand theft.

Sinica owned and operated Eco Technology, which advertised tankless water heaters and other energy-efficient products. Garcia and Chavistad were employed by the company to solicit customers. While on in-home sales calls in 2018 and 2019, the company representatives allegedly would tell customers that the energy efficiency upgrades would cost them nothing.

The representatives would allegedly collect personal information from the homeowners and use it to apply for loans through the Property Assessed Clean Energy (PACE) program for Eco Technology's benefit. PACE funding allows property owners to finance energy improvement projects as a tax assessment on their property tax bills. In most instances, the homeowners were not aware that an assessment had been recorded against their property until they received their tax bills, which had increased significantly. PACE funding pays the contractor directly. There are 32 homeowner victims cited in the complaint. Most of the tax levies were later discharged by the lenders, costing PACE \$1.3 million and the energy trading company Energy Efficient Equity, Inc. (E3) \$2.1 million.

## CASE MANAGEMENT UNIT

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

### 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's license. The citation may include a civil penalty and an order for a licensee to make restitution to an injured party.

In 2022, CSLB's Citation Enforcement Section issued 1,571 citations: 799 to licensees and 772 to unlicensed contractors. As a result, CSLB collected over \$2.2 million in civil penalties. The citations also resulted in over \$1 million in restitution to financially injured parties.

Last year, CSLB revoked the licenses of 226 citation recipients for non-compliance. Individuals whose licenses were revoked were also referred to the Franchise Tax Board for collection of the unpaid civil penalties. Non-licensees who fail to comply with a final order are referred to a CSLB-approved collection agency.

Since January 1, 2019, citation recipients can request an Informal Citation Conference (ICC) to contest their citations. At these conferences, respondents can discuss the circumstances of their citation and/or their civil penalty assessment with a CSLB conference official.

The ICC goal is to reach a mutually agreeable settlement while allowing the contractor to avoid the time and expense of a formal appeal hearing before an administrative law judge. In 2022, 582 citation recipients filed appeals, and 418 of those cases (72%) were handled by ICC. The conferences successfully resolved 358 (86%) of those citations. In 2022, ICCs resulted in CSLB collecting \$581,017 in civil penalties.

### Disciplinary Services Section

#### Arbitration Program

CSLB offers two arbitration programs for resolving qualifying, non-egregious consumer complaints. When appropriate, arbitration provides a cost-effective and fast dispute resolution. Disputes between licensed contractors and complainants involving amounts up to \$15,000 are eligible for CSLB's Mandatory Arbitration Program, while disputes involving amounts between \$15,000 and \$50,000 can be referred to the Voluntary



Arbitration Program. CSLB’s Disciplinary Services Section manages both arbitration programs, and CSLB contracts with Arbitration Mediation Conciliation Center (AMCC) to provide arbitration services. Effective January 1, 2023, the limit for Mandatory Arbitration increased to \$25,000.

In 2022, CSLB referred 459 disputes between consumers and contractors to arbitration resulting in over \$3.2 million in restitution awarded to consumers. During 2022, parties experienced an average cycle time from referral to award of less than 41 days.

AMCC sends surveys to arbitration participants to monitor user satisfaction with the CSLB arbitration program. These surveys have consistently shown that arbitration participants have been pleased with their experience. During 2022, participants gave AMCC’s arbitration services an average score of 4.79 out of 5 in all rating categories.

### Accusation Referrals

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

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

Licensees placed on probation provided \$1,225,057 in restitution to consumers and repayment of \$847,353 in investigation and prosecution costs.

DSS ADMINISTRATIVE ACTIONS	2022	2021	2020	2019
Accusations Filed	216	214	241	325
Licenses Revoked via Accusation	226	209	251	305
Licenses Placed on Probation	78	102	105	112

## Letter of Admonishment

The Letter of Admonishment is an intermediate form of corrective action to enhance public protection by promptly addressing non-egregious violations by licensed contractors. The letter provides for up to two years (most disclosures are for one year) of public disclosure after issuance, offers an option for requiring corrective action by the contractor, and provides written documentation that can be used to support formal disciplinary action in the future, if warranted.

In 2022, CSLB issued 306 Letters of Admonishment. The most common violations cited in Letters of Admonishment during the year were conviction of a non-violent misdemeanor criminal offense, violation of a statute or regulation including permit requirements, and failure to meet home improvement contract requirements.

Contractors who receive a Letter of Admonishment are afforded an opportunity to contest its issuance via an Office Conference CSLB administers. The Office Conference procedures allow the presiding official to uphold, modify, or withdraw the Letter of Admonishment based on their review of the case. During 2022, CSLB conducted 17 Office Conferences either by video or teleconference. As a result of those conferences, 16 Letters of Admonishment were upheld as issued and one was withdrawn.

Starting in 2020, contractors who have violated local permit requirements are issued a Letter of Admonishment with a corrective order to complete a video training session on building permits. Violators who do not complete the training are subject to an administrative citation. In 2022, 20 Letters of Admonishment included a requirement to complete the permit training.

## TARGETED ENFORCEMENT PROGRAMS

### Solar Industry Enforcement

In 2022, CSLB accomplishments included continued effective enforcement strategies, the implementation of the Solar Energy System Restitution Fund Program (SESRP), and several notable solar investigations.

### Enforcement Statistics

CSLB acknowledges that most solar contractors perform satisfactory work, and most consumers are pleased with their solar systems. However, CSLB continues to see about 150 solar-related complaints each month, many involving solar companies filing for bankruptcy, which results in the abandonment of residential solar contracts.

In 2022, the Enforcement Division settled 498 solar-related cases (including complaints received in prior years), which led to more than \$6.3 million in restitution to financially injured consumers. Additionally, 110 solar investigations resulted in administrative legal actions and another two were referred for criminal prosecution.

### Solar Energy System Restitution Program

AB 137 was enacted in July 2021 creating the Solar Energy System Restitution Program (SESRP) at CSLB. The program was designed to provide financial restitution for owners of single-family residences who were financially harmed after January 1, 2016, by a solar contractor because of poor workmanship, project abandonment, or unlawful business practices.

AB 137 included a \$5 million appropriation to CSLB from the state’s General Fund. Of those funds, \$4 million is available for restitution and, if needed, up to \$1 million is allocated to pay for CSLB administrative costs.

In 2022, SESRP recorded the following statistics:

CATEGORY	RESULT
Claims Received	464
Claims Approved	181
Closed Claims	152
Open Claim	131
Approved Payout	\$2.5 million
Fund Balance for Restitution	\$1.5 million
Fund Balance for Administration	\$700,000
Number of Businesses Referred to EDD Tax Audit Program	46
Cal/OSHA Serious Violations	15

CPUC Commissioner Martha Guzman-Aceves issued Decision 21-09-024, which ordered that after CSLB paid out 50% of the restitution fund, PG&E would host a workshop to review/access SESRP. CSLB reached that benchmark in November 2022, and the required workshop was held on December 6, 2022. As of December 31, 2022, CSLB stopped accepting new SESRP claims in order to maintain solvency of the program and to ensure the payout of current outstanding claims.

## SOLAR INVESTIGATION HIGHLIGHTS

### Eco Solar

A CSLB Peace Officer received information in late 2018 from the Los Angeles City Attorney's Office regarding possible solar construction fraud. The primary suspect was identified as Jose Nelson Solis (Nelson Solis), owner of Eco Solar Home Improvement (Eco Solar).

The homeowners in the Eco Solar complaints were approached by Eco Solar's unregistered salespeople who solicited for construction business going door-to-door while Eco Solar representatives would also approach homeowners at locations where homeowners could pay utility bills. Eco Solar also advertised as a solar and home improvement contractor in magazines and fliers and on the radio, targeting Spanish speakers. The homeowners entered home improvement contracts with Eco Solar, for garage conversions into accessory dwelling units (ADU), home additions, extensive exterior and interior remodeling, and other home improvements.

A few homeowners did not receive written contracts and entered verbal agreements with Eco Solar. Those who did receive written contracts included the license of a separate contractor—Max Ramos Hernandez, who agreed to enter a partnership with Nelson Solis in exchange for a monthly fee. Nelson Solis used this license to contract for construction work and to obtain building permits and PACE financing.

Eco Solar salespeople processed PACE applications on behalf of the homeowners, with minimal or no explanation of the financing terms, and in some cases without the consent of the homeowners. PACE funds would be disbursed to the contractor performing the work and not to the homeowners liable to repay the loan. Upon submitting the PACE financing application, Eco Solar people would submit a certification of completion, attesting that the work had been completed, without consent from the homeowners. Eco Solar collected at least \$1.5 million from PACE funds and approximately \$207,300 in cash payments from the homeowners. None of the construction projects were finished.

In at least three cases where the homeowners paid for their projects in cash, Nelson Solis unlawfully requested extremely high deposits. In these cases, Nelson Solis performed minimal demolition work only and collected thousands of dollars in cash from the homeowners. The cash payments were done directly to Nelson Solis, Eco Solar Plus (a company owned by Nelson Solis), and Edgemont Construction (a partnership between Nelson Solis and licensed contractor Edgar Israel Montepeque). Montepeque agreed to enter a partnership with Nelson Solis for the use of the license, in exchange for a monthly fee.

The Peace Officer worked with Los Angeles City Attorney's Office to conduct an unfair business practice investigation against Eco Solar. In July 2022, approximately 100 homeowners were awarded \$2.2 million in restitution from a Los Angeles County judge.

In November 2022, the CSLB Peace Officer and a CSLB Supervising Peace Officer met with Los Angeles District Attorney's Office (DA's Office) to discuss the Eco Solar case and what additional information would be needed in order for the DA's Office to pursue criminal charges against Nelson Solis. In December 2022, the Peace Officer sent a report to the DA's Office requesting grand theft, diversion of construction funds, and conspiracy charges be filed against suspects Nelson Solis, Ramos Hernandez, Montepeque, Raul Armando Amaya, and Edduy Mercedes Pena. Additional charges against Nelson Solis and Pena were requested, which were fraudulent use of a contractor's license and acting in the capacity of a contractor without a license.

### **Bright Energy Inc.**

Three people were criminally charged in November 2022 in a consumer fraud and identity theft scheme involving Bright Energy Inc. The Los Angeles County District Attorney's Office filed burglary, grand theft, diversion of construction funds and other related charges against Pedro De Jesus Diaz, Mahsa Karaimaghaei and Elaheh Esfahani Salahi.

Diaz used at least two business names: Bright Energy Inc. and P&E Consultants, known collectively as the Diaz Companies. The investigation determined that beginning as early as October 2017, the Diaz Companies presented themselves as a company that was experienced in providing highly efficient products, such as solar panels, roofing and heating or air conditioning units, and obtaining financing for such projects. Diaz Companies targeted the elderly and non-English-speaking communities. However, Diaz, Salahi, Karaimaghaei and Diaz Companies are not licensed contractors in California.

In an effort to appear legitimate and persuade victims to provide their personal information for construction loans, Diaz Companies also made a variety of false claims including that Diaz Companies was working with the Los Angeles Department of Water and Power. The investigation found Diaz Companies falsely claimed an upcoming law mandated that all residences have solar panels.

Diaz Companies was enrolled in the state's PACE loan program. Between 2018 and 2019, the defendants have been accused of making false and misleading statements to nine consumers to do construction on their homes. The defendants allegedly used the homeowners' personal information to apply for loans without permission. Even

though Diaz Companies had obtained these loan funds for construction projects, the construction at the victim’s residences varies in status of completion: completed with problems, partially complete or no construction at all.

The investigation revealed that victims provided Diaz Companies with personal information that enabled Diaz Companies and affiliated entities to obtain payments from lenders of approximately \$843,000.

## PROACTIVE ENFORCEMENT

### Statewide Investigative Fraud Team



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

Of the 3,532 cases closed by SWIFT investigators, 1,065 resulted in administrative or criminal legal actions, 356 of which were referred to prosecutors. Furthermore, SWIFT issued 1,386 Advisory Notices for minor violations.

#### 2022 SWIFT ADMINISTRATIVE LEGAL ACTIONS AND CRIMINAL REFERRALS

CATEGORY	RESULT
Legal Actions	1,065
Initial Citation Assessment	\$669,200
Stop Orders Issued for Workers’ Compensation Violations	334
Licensee Criminal Referrals	68
Non-Licensee Criminal Referrals	288

## Stings/Sweeps/Leads

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

In 2022, SWIFT conducted 20 sting operations, participated in 364 sweep days, and responded to 909 leads. A chart listing sweep and lead results follows:

### 2022 SWIFT SWEEP AND LEAD RESULTS

CATEGORY	RESULT
Compliance Sweep Days	364
Legal Actions Resulting from Sweep Compliance Inspections	640
Leads Received	909
Legal Actions Resulting from a Lead	191

## 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 2022, JESF activities resulted in the suspension of 277 licenses for outstanding tax and penalty liabilities totaling over \$49 million. CSLB's license suspension program resulted in the payment of almost \$23 million to allied state agencies.

### 2022 JESF-RELATED OUTSTANDING LIABILITIES

AGENCY	LIABILITY SUSPENSION	PENALTY RECOVERED
EDD	\$35,703,453	\$13,280,832
DOSH	\$354,874	\$243,066
DLSE	\$3,995,213	\$5,217,626
FTB	\$9,736,698	\$4,024,936
<b>TOTAL</b>	<b>\$49,790,238</b>	<b>\$22,766,460</b>

## Labor Enforcement Task Force

Established in 2012, 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, Employment Development Department, Division of Labor Standards Enforcement, and Division of Occupational Safety and Health. The task force goals are:

- 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.
- Make efficient use of state resources in carrying out LETF's mission.

## Task Force Observations

LETF members conduct sweeps at active jobsites to verify employee wages and compliance with licensing, insurance, tax, and job safety requirements. Inspections conducted by LETF at construction sites in 2022 found 65% of contractors were out of compliance with one or more licensing, tax, labor and/or safety laws.

### 2022 LETF JOINT INSPECTIONS

CATEGORY	RESULT
Number of Contractors Inspected	318
Number of Contractors Out of Compliance	206
Percent of Contractors Out of Compliance	65%
Total Initial Assessments	\$481,615
Inspections that Resulted in CSLB Investigations	200
CSLB-Issued Stop Orders	24
Number of Businesses Referred to EDD Tax Audit Program	69
Cal/OSHA Serious Violations	140
Cal/OSHA Serious Violations	15



# Legislative



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

## DEVELOPMENT AND COORDINATION OF CSLB-SPONSORED OR CSLB-ASSISTED LEGISLATION

CSLB sponsored or assisted in providing legislative language, as well as technical assistance, for the following bills that were signed into law (chaptered) in 2022 by Governor Gavin Newsom.

### Assembly Bill 1747 (Quirk, Chapter 757, Statutes of 2022) (CSLB-sponsored)

This bill extends CSLB's authority to impose a civil penalty of up to \$30,000 for willful disregard of specified California laws, including failure to comply with home solicitation requirements, and violations of health and safety laws, water laws, safe excavation requirements, pest control requirements, illegal dumping, and other state laws related to building and insurance requirements. This bill allows the magnitude of the civil penalty for these violations to correspond to the gravity of the offenses.



### **Senate Bill 216 (Dodd, Chapter 978, Statutes of 2022) (CSLB-sponsored)**

This bill requires C-8 (Concrete), C-20 (Warm-Air Heating, Ventilating and Air-Conditioning), C-22 (Asbestos Abatement), and D-49 (Tree Service) licensees to have a current and valid Certificate of Workers' Compensation or Certification of Self-Insurance on file with the Board at all times as a condition of issuance, reinstatement, reactivation, renewal, or continued maintenance of the license. Effective July 1, 2023, this bill authorizes license suspension for failing to meet workers' compensation filing requirements. Effective January 1, 2026, this bill will require all license classifications to meet the workers' compensation insurance requirement unless part of a joint venture that files an exemption.

### **Assembly Bill 2105 (Smith, Chapter 156, Statutes of 2022)**

This bill reduces the CSLB initial license fee for a veteran of the United States Armed Forces by 50 percent when the applicant demonstrates a qualifying discharge grade by providing a valid California driver's license with the word "veteran" on its face or a copy of the applicant's DD214 long form. The Board supported this bill.

### **Assembly Bill 2916 (McCarty, Chapter 293, Statutes of 2022)**

This bill authorizes CSLB to disclose a letter of admonishment for one or two years based on existing factors, including the gravity of the violation, good faith of the licensee or applicant, and history of previous violations. The Board supported this bill.

### **Senate Bill 1443 (Roth, Chapter 625, Statutes of 2022)**

The Board will undergo sunset review in 2024, a one-year postponement from the original schedule to be reviewed in 2023. This bill extends sections of the Contractors State License Law that would have been repealed on January 1, 2024, by one year to reflect the Board's revised sunset review timeline.

### **Senate Bill 1495 (Committee on Business, Professions and Economic Development, Chapter 511, Statutes of 2022)**

This bill limits CSLB disclosure requirements under the Solar Energy System Restitution Program to contractors whose actions resulted in a restitution award to a consumer and who have had their license revoked or are in the process of having their license revoked.

## REGULATIONS

### Specialty Contractors Classified and Class C-49 – Tree and Palm Contractor

CSLB established a “C” specialty contractor classification for tree work to replace the existing “D” limited specialty contractor classification, which is not required to sit for a trade examination. Consistent with CSLB’s public protection goals, the proposed changes will benefit the welfare of California residents who hire contractors for tree work by helping ensure that individuals who are issued a C-49 – Tree and Palm license have the necessary knowledge, skills, and abilities to perform tree work in a safe, responsible, and effective manner. Like all “C” specialty licenses, the Tree and Palm Contractor will be required to sit for a trade examination, which the Board recently developed to implement this specialty license. The Office of Administrative Law approved the regulations on March 30, 2022, which will become effective on January 1, 2024.

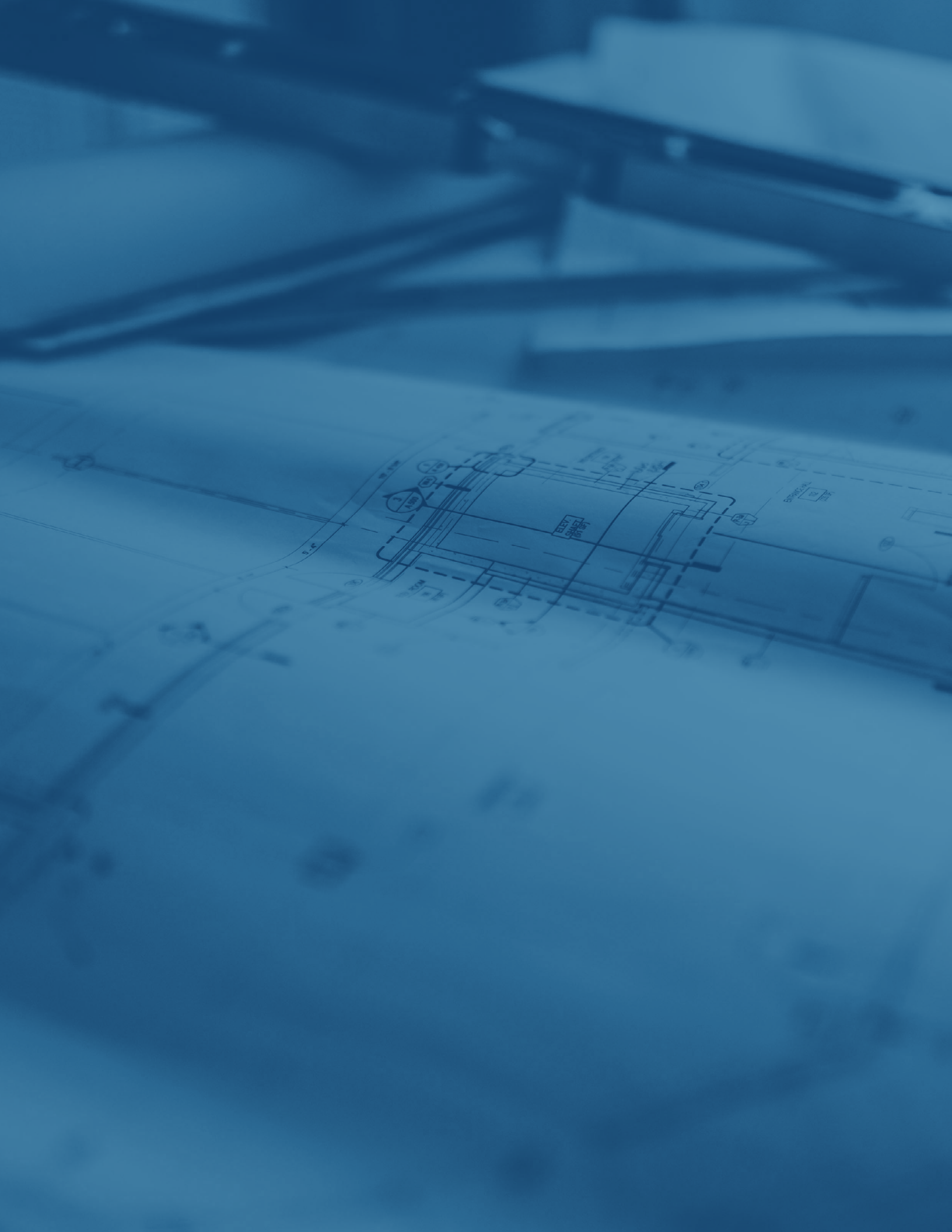
## REPORTS AND STUDIES

### Battery Energy Storage Systems (BESS) – CSLB Staff Report in Consultation with Expert Consultants

At its June 2022 meeting, the Board reviewed a report that discussed CSLB staff findings when reviewing the extent to which C-46 solar contractors should be permitted to install BESS. The study was conducted in response to the need to clarify existing regulations due to recent technological developments and the increase of BESS installations alongside photovoltaic solar energy system installations.

To conduct the study, staff reviewed safety concerns associated with installing electrical components by a contractor who does not hold a C-10 license certification; whether installing a BESS is incidental and supplemental to a solar energy system installation; whether, if authorized to install BESS, there is a kilowatt-hour (kWh) maximum that is considered safe within the knowledge and experience required to obtain a C-46 license classification; and existing codes that could limit BESS installation by C-46 solar contractors.

The report concluded that BESS installation is safe and appropriate for the C-46 solar contractor to perform when the BESS capacity is no more than 80 kWh. The report is being used to support a pending rulemaking proposal to authorize contractors to install BESS up to 80 kWh under their C-46 solar contractors license classification.



# Public Affairs



In 2022, CSLB's Public Affairs Office (PAO) continued to reach the public both virtually and in-person with workshops and meetings, while using social media, the CSLB website, and electronic communications to keep licensees and consumers informed. PAO also helped coordinate CSLB's disaster response and continued its work in all areas of media relations, community outreach, publications development and distribution, video services, website support, and contractor education and outreach.

During 2022, PAO:

- Distributed 17 industry bulletins.
- Circulated 14 news releases.
- Fielded 22 media inquiries and requests for interviews.
- Increased its social media presence on all its platforms and increased its reach to stakeholders through its email alerts.
- Presented 31 livestreams.
- Organized and conducted 31 public outreach events, including Senior Scam Stopper<sup>SM</sup> seminars.
- Published 12 publications, including meeting packets, reports, fliers, and the *2022 California Contractors License Law & Reference Book*.

## INDUSTRY BULLETINS

CSLB released industry bulletins that included information about new workers' compensation insurance requirements, the bond increase to \$25,000, progress payment restrictions, new online processes to assist applicants and licensees, exam administration's transition to PSI, and trade-specific guidelines and recommendations.

## NEWS RELEASES

CSLB issued news releases that included details about stings around the state throughout the year, hiring licensed contractors after natural disasters, Construction Inclusion Week in October, the Solar Energy System Restitution Program, and arrests in PACE-related fraud.

## CSLB LIVESTREAMS

In 2022, CSLB produced livestreams, including the monthly *Get Licensed to Build* and *Obtenga licencia para Construir* workshops.

- *Get Licensed to Build Workshop*: In 2022, these virtual workshops with live Q&A averaged 72 attendees per month. Additionally, 11,136 people viewed the completed workshop videos on the CSLB YouTube channel, and 2,179 viewed the videos on Facebook.
- *Obtenga licencia para Construir Workshop* (Spanish version): CSLB continued to conduct its monthly virtual Spanish licensing workshop, which was developed in fall 2021.

Among the other livestreams were Committee Meetings on January 21 and August 3 and Board Meetings on February 23, March 30, June 16, August 30 and 31, and December 8.

## SOCIAL MEDIA

PAO continued to use social media as an outreach tool during 2022 to better interact with applicants, licensees, the news media, and other stakeholders. CSLB currently utilizes Facebook, Twitter, YouTube, LinkedIn, and Instagram.

### Social Media Highlights

- **Facebook:** 6,061 followers, a 5% increase over 2021
- **Twitter:** 2,954 followers, a 4% increase over 2021
- **YouTube:** 38 videos produced in 2022, a 12% increase over 2021; 78,335 video views, a 17% increase over 2021; 462,000 minutes watched, a 20% increase over 2021.
- **LinkedIn:** 782 followers, a 31% increase since 2021
- **Instagram:** 1,308 followers, a 28% increase since 2021

CSLB streamed 19 Facebook Live videos in 2022, which received a combined 2,570 views. All videos posted on CSLB's Facebook page (including live videos and uploaded videos) in 2022 received 8,305 views, an increase of 80% over 2021. Videos are also placed on CSLB's YouTube channel.

### MOST VIEWED YOUTUBE VIDEOS

VIDEO TITLE	2022 VIEWS
What to Expect on Test Day	7,876
Building Permit Training	7,703
10 Tips for Hiring a Contractor	5,471
Get Licensed to Build Workshop	3,702
New B-2 Residential Remodeling License	3,664
Paradise Sting 1-24-2020	2,664
Tips of Becoming a Registered Home Improvement Salesperson (HIS)	2,347
CSLB Undercover Sting, San Rafael, California	2,051
CSLB Guide to Renewing Your Active Single Qualifier License	1,778
CSLB Undercover Sting, Truckee, California	1,617

### EMAIL ALERTS

CSLB has six categories where members of the public, media, and industry can sign up to receive email alerts. In 2022, CSLB continued to increase the number of email alert subscribers, reaching 48,577—an increase of almost 12,000 since 2021.

### 2022 EMAIL ALERT SUBSCRIBERS BY CATEGORY

CATEGORY	SUBSCRIBERS (% INCREASE)
California Licensed Contractor Newsletters	12,797 (27%)
Industry Bulletins	11,407 (29%)
News Releases / Consumer Alerts	11,073 (29%)
CSLB Meeting Announcements	9,340 (52%)
CSLB Surveys	2,029 (21%)
CSLB Job Openings	1,931 (27%)
<b>TOTAL</b>	<b>48,577 (32%)</b>

## SENIOR SCAM STOPPER<sup>SM</sup> SEMINARS

Launched in 1999, CSLB's Senior Scam Stopper<sup>SM</sup> 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 question-and-answer sessions.

In 2022, PAO staff coordinated and facilitated 31 Senior Scam Stopper<sup>SM</sup> seminars. CSLB partners record the presentations for sharing on their websites and for continued senior education.

The virtual option for Senior Scam Stoppers<sup>SM</sup> has become popular during the past two years. This allows for higher attendance and seniors can tune in from their comfort of their own home. In 2022, we reached 1,760 seniors; 1,100 of those were virtual attendees.

### 2022 Senior Scam Stopper<sup>SM</sup> Seminars:

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
February 9, 2022	Virtual	Senator Ben Allen
February 16, 2022	Virtual	Santa Clara Senior Center
March 3, 2022	Virtual	Disaster Outreach with Catholic Charities
March 24, 2022	Virtual	Senator Melissa Hurtado
March 25, 2022	Virtual	Assemblymember Steven Choi
April 11, 2022	Hybrid / Fremont	Assemblymember Alex Lee
April 14, 2022	Virtual	Assemblymember Bill Quirk
April 22, 2022	Virtual	Assemblymember Steve Bennett
April 26, 2022	Virtual	Assemblymember Chris Holden
May 3, 2022	Paradise	Community Outreach Meeting in Paradise
June 10, 2022	Virtual	Senator Dave Min
June 10, 2022	Lakewood	Assemblymember Rendon
July 26, 2022	Virtual	Assemblymember Chris Ward



DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
July 27, 2022	Virtual	Assemblymember Sharon Quirk-Silva
August 12, 2022	Torrance	Assemblymember Al Muratsuchi
August 17, 2022	Carmichael	DFPI Scam Event
August 17, 2022	Virtual	American Association of Retired Persons (AARP) Virtual Outreach with DFPI
September 8, 2022	Irvine	Assemblymember Cottie Petrie Norris
September 8, 2022	Concord	Assemblymember Timothy Grayson
September 13, 2022	Virtual	PACE Community Awareness with Senator Wilk
September 14, 2022	Virtual	Senator Ben Allen
September 21, 2022	Bakersfield	Assemblymember Rudy Salas
September 28, 2022	San Diego	Assemblymember Brian Maienschein
September 28, 2022	Lamont	Assemblymember Rudy Salas
October 4, 2022	Barstow	Barstow Senior Center
November 3, 2022	Reseda	Assemblymember Jesse Gabriel
November 3, 2022	Virtual	Ventura County Community Development Corporation
November 9, 2022	Clovis	Assemblymember Jim Patterson
November 15, 2022	Virtual	Senator Scott Wilk
November 18, 2022	Virtual	California Alliance for Retired Americans (CARA)
November 21, 2022	Escondido	Senior Scam Stopper with Sen. Brian Jones

## GRAPHIC DESIGN SERVICES

### Consumer/Licensee/Applicant/Industry Publications

During 2022, PAO completed production of 12 publications:

- *California Contractors License Law & Reference Book* (2022 Edition)
- 2022-24 CSLB Strategic Plan
- 2021 Accomplishments & Activities Report
- 2022 Board Member Administrative Procedures Manual
- Get Licensed to Build: A Guide to Becoming a California Licensed Contractor
- What You Should Know Before Hiring a Contractor brochure
- January 26, 2022, Enforcement, Public Affairs, Executive, Licensing and Legislative Committee Meeting Packet (Teleconference)
- March 30, 2022, Quarterly Board Meeting Packet (Teleconference)
- June 16, 2022, Quarterly Board Meeting Packet
- August 3, 2022, Enforcement Committee Meeting Packet (Teleconference)
- August 30-31, 2022, Quarterly Board Meeting Packet
- December 8, 2022, Quarterly Board Meeting Packet

# Administration



## CAREER DEVELOPMENT AND MENTORING PROGRAM

CSLB created a Career Development and Mentoring Program directed by a steering committee of CSLB employees. This career development program helps retain and promote CSLB’s talented and motivated employees. This program also assists employees in enhancing their skills in current roles, navigating organizational ladders, gaining personal insights into their strengths and development needs, and sharpening their ability for career advancement when the opportunities arise.

The CSLB Career Development and Mentoring Program Steering Committee hosted two online events titled “Career Development... Live!” held in April and July 2022. A panel of staff representing different CSLB divisions spoke to an audience of fellow employees about the different jobs they perform, the roles and functions of the different units, the types of classifications utilized in the division, potential career paths, and training opportunities. The steering committee also created a dedicated intranet page focusing on career development topics with online tools and resources for staff.

## CSLB TEST CENTER CLOSURES

As of July 1, 2022, PSI Exams now administers all CSLB examinations, which allowed CSLB to close the test centers located in Norwalk, San Jose, San Bernardino, and San Diego. Staff began the process to end these leases and remove all computers, equipment, and furnishings. The closure of these test centers will result in an approximate annual savings of \$455,000 in lease expenses.

## TRAINING AND DEVELOPMENT

In September and November 2022, CSLB sent 27 Special Investigators to attend specialized National Certified Investigator Training (NCIT) conducted by the Council on Licensure, Enforcement, and Regulations (CLEAR).

CSLB also sent 15 Special Investigators to a three-day Investigator Training course presented by the National Association of State Contractors Licensing Agencies (NASCLA) at their annual conference August 30 through September 1, 2022.

## DIVERSITY, EQUITY, AND INCLUSION TRAINING

CSLB is committed to fostering an inclusive workplace culture that embraces and supports our diverse workforce, contractors, and the consumers of California that we serve.

CSLB recruited, trained, engaged, and strived to retain a diverse pool of talent that will contribute to CSLB's mission and vision, recognizing that diversity and inclusion enhances the morale and productivity of employees and boosts innovation, performance, and overall effectiveness of the organization.

In 2022, CSLB encouraged staff to complete a one-hour training titled "Understanding Individuals' EEO Rights to Work in an Inclusive, Welcoming Environment."

In addition, CSLB encouraged staff to attend Diversity, Equity, and Inclusion (DE&I) training through CalLearns. Through these DE&I classes, staff learned the importance of diversity and inclusion, and how their own values, culture and experiences affect interactions with colleagues, attitudes about work, and understanding of workplace values.

## RECRUITMENT

In partnership with the Employment Development Department (EDD), CSLB participated in a job fair provided for California's veterans on November 8, 2022, at the B.T. Collins U.S. Army Reserve Center in Sacramento. This event was a great opportunity to introduce veterans to job openings at CSLB. Job fairs serve as valuable opportunities for those seeking employment or career changes to ask questions about how to apply and obtain a state job and to get information on different job opportunities with CSLB.

In addition, CSLB continued to advertise and recruit bilingual candidates. CSLB's job advertisements include language that encourages bilingual candidates apply for job openings.

CSLB also continued to partner with the Department of Consumer Affairs, the California Department of Human Resources and other organizations to recruit underrepresented communities.

# Information Technology



## SIGNIFICANT PROJECTS FOR 2022

### Implementation of Assembly Bill 2105 – Military Veteran Fee Reduction

Assembly Bill 2105 required CSLB by January 2023 to grant a 50% fee reduction for veterans. This applies to initial license fee for contractors and registration fees for home improve salespersons. The Information Technology Division implemented new cashiering codes into Teale—CSLB’s internal database—for both contractors and home improvement salespersons.

### Implementation of Senate Bill 216 – Workers’ Compensation Requirements

Senate Bill 216 requires workers’ compensation insurance effective January 2023 for the following license classifications: C-8 (Concrete); C-20 (Warm-Air Heating, Ventilating and Air-Conditioning); C-22 (Asbestos Abatement); and D-49 (Tree Service). The IT Division completed the work to prevent these licensees from renewing their license using CSLB’s online services if they still reported an exemption from workers’ compensation insurance. Effective July 2023, if the licensee does not have workers’ compensation insurance, the IT Division will suspend or remove the classification from the license.

### Implementation of Senate Bill 607 – Contractor’s Bond Fee Increase

Effective January 2023, the contractor’s bond amount increased to \$25,000 as a result of Senate Bill 607. The increase applies to the contractor license bond (from \$15,000 to \$25,000), the bond of qualifying individual (from \$12,500 to \$25,000), and the starting baseline for a disciplinary bond (from \$15,000 to \$25,000). This required the IT Division to implement new changes to the Teale system in December 2022 to meet the requirements by January 1, 2023.

### Home Improvement Salesperson (HIS) Employment Management

IT Division partnered with the Licensing Division to automate Home Improvement Salesperson associations and cessations to an online service. This new online license service processed more than 3,600 transactions.

## Exam Administration Transition

The IT Division partnered with Licensing and Testing to migrate CSLB exam administration to a third-party vendor PSI Exams. CSLB completed this six-month effort successfully in July 2022.

## ONGOING PROJECTS

### Implementation of Software-Defined Wide Area Network (SD-WAN)

The IT Division deployed CSLB's first Software-Defined Wide Area Network (SD-WAN) to the Norwalk office. SD-WAN enables CSLB to securely support application growth, network agility and simplify branch office implementations. CSLB partnered with the California Department of Technology with its first successful deployment for CSLB. CSLB will continue deployments to headquarters and the remaining CSLB sites.

### Online Renewal for Single Qualifiers

In October 2021, CSLB enhanced the Online Renewal Program to include all single qualifier licensees to renew their license online. This allows corporations, partnerships, and limited liability companies to immediately process their renewal application through the CSLB website. The paid renewal is then processed and updated in real time and licensees can update their address of record and contact information during this process. The feature allows for 95% of all licensed contractors to process their renewal in real time. In May 2022, the IT Division completed the decommission of the eKiosk application and moved all payment services to a real-time online service.

**ONLINE RENEWAL TRANSACTIONS  
(JANUARY – DECEMBER 2022)**

	<b>SINGLE QUALIFIER</b>	<b>eKIOSK</b>	<b>HIS</b>
January	5,121	3	302
February	4,453	3	330
March	5,508	4	391
April	5,076	2	350
May	5,521	4	364
June	5,574	0	367
July	5,442	0	401
August	5,769	0	469
September	5,329	0	461
October	5,181	0	473
November	4,896	0	390
December	4,700	0	368
<b>TOTALS</b>	<b>62,570</b>	<b>16</b>	<b>4,666</b>

## ONLINE CITATION PENALTY

In January 2021, the IT Division developed an online process that enables licensees and non-licensees to pay penalty assessments through the CSLB homepage. All payments are processed in real time and the CSLB database is updated immediately with the new payment information.

### ONLINE CITATION TRANSACTIONS (JANUARY – DECEMBER 2022)

	ONLINE PAYMENTS	TOTAL PAYMENTS	% OF ONLINE PAYMENTS
January	\$80,850	\$156,435	51.7%
February	\$98,879	\$174,889	56.5%
March	\$118,782	\$226,423	52.5%
April	\$98,563	\$172,887	57.0%
May	\$83,594	\$189,964	44.0%
June	\$74,631	\$149,005	50.0%
July	\$111,560	\$172,787	64.6%
August	\$93,821	\$202,166	46.4%
September	\$115,704	\$195,683	59.1%
October	\$117,350	\$208,276	56.3%
November	\$139,222	\$198,780	70.0%
December	\$109,683	\$182,468	60.1%
<b>TOTALS</b>	<b>\$1,242,639</b>	<b>\$2,229,763</b>	<b>55.7%</b>



## CSLB WEBSITE

In 2022, the number of CSLB website visitors remained constant at about 3.5 million, resulting in more than 58.2 million page views. Below are the 20 most-visited CSLB website pages.

**CSLB WEBSITE 2022**

PAGE TITLE	PAGE VIEWS
Check A License – License Detail	13,243,192
Check A License	11,592,592
Contractor Name Search Result	4,006,872
Contractors State License Board Homepage	3,304,010
Personnel List	3,000,478
Contractor Personnel Search Results	1,315,059
Check Application Status (Secured)	1,267,533
Personnel License List	1,001,829
Find My Licensed Contractor – Zip Code Search	871,026
Contractor Homepage	750,943
Application Request	746,584
Forms and Applications	670,574
Consumer Homepage	656,120
Check Application Status (Detail)	634,866
Check A License – Workers' Comp History	547,914
Check A License – Personnel Detail	535,367
Check A License – Multiple Licenses	408,726
Applicants Homepage	394,396
Contractor's Bond History	282,424
Complaint Disclosure	219,733





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## CONTRACTORS STATE LICENSE BOARD

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