

SEPTEMBER 3, 2015
SAN DIEGO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Board Meeting





CONTRACTORS STATE LICENSE BOARD

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September 3, 2015
10:30 a.m.
Embassy Suites Hotel, Monterey Room
601 Pacific Highway, San Diego, CA 92101**

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J. Adjournment

AGENDA ITEM A

Call to Order Establishment of Quorum

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

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

Board Member Roster

Kevin J. Albanese	Robert Lamb
Agustin Beltran	Ed Lang
Linda Clifford	Marlino Richardson
David De La Torre	Frank Schetter
David Dias	Paul Schifino
Susan Granzella	Johnny Simpson
Joan Hancock	Nancy Springer
Pastor Herrera Jr.	



AGENDA ITEM B

Chair's Introductory Remarks

The Board Chair will review the scheduled Board actions and make appropriate announcements.

Board members may not discuss or take action on issues not on the agenda.



AGENDA ITEM C

Public Comment Session

Members of the public may address the Board at this time on matters that are not on the agenda. However, because such matters are not on the agenda, the Board may not take action at this meeting. The Board Chair will allow public comment during other agenda items at his/her discretion.

Board and Committee Meeting Procedures

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

- (1) If, during a Board meeting, a person attempts to provide the Board with substantive information regarding matters that are currently under or subject to investigation or involve a pending administrative or criminal action, the person shall be advised that the Board cannot properly consider or hear such substantive information and the person shall be instructed to refrain from making such comments.
- (2) If, during a Board meeting, a person wishes to address the Board concerning alleged errors of procedure or protocol or staff misconduct involving matters that are currently under or subject to investigation or involve a pending administrative or criminal action, the Board will address the matter as follows:
 - (a) Where the allegation involves errors of procedure or protocol, the Board may designate either its Registrar or a board employee to review whether the proper procedure or protocol was followed and to report back to the Board.
 - (b) Where the allegation involves significant staff misconduct, the Board may designate one of its members to review the allegation and to report back to the Board.
- (3) The Board may deny a person the right to address the Board and have the person removed if such person becomes disruptive at the Board meeting.



AGENDA ITEM D

Executive



AGENDA ITEM D-1

Registrar's Report



AGENDA ITEM D-2

Review and Possible Approval of July 29, 2015 Board Meeting Minutes





CONTRACTORS STATE LICENSE BOARD

BOARD MEETING MINUTES

A. CALL TO ORDER – ESTABLISHMENT OF QUORUM

Board Chair Eddie Lang called the meeting of the Contractors State License Board (CSLB) to order at 1:30 p.m. on Wednesday, July 29, 2015, in the John C. Hall Hearing Room at CSLB Headquarters, 9821 Business Park Drive, Sacramento, CA 95827. A quorum was established. Board Secretary Linda Clifford led the Board in the Pledge of Allegiance.

Board Members Present

Eddie Lang, Chair	Frank Schetter
Augie Beltran, Vice Chair	Joan Hancock
Linda Clifford, Secretary	David Dias
Susan Granzella	

Board Members Present via Teleconference Locations

David De La Torre – San Francisco
Kevin J. Albanese – Santa Clara
Marlo Richardson – Inglewood
Johnny Simpson – San Diego
Bob Lamb – Cypress

Board Members Excused

Paul Schifino	Nancy Springer
Pastor Herrera Jr.	

CSLB Staff Present

Cindi Christenson, Registrar	David Fogt, Chief of Enforcement
Melanie Bedwell, Public Affairs Supervisor	Ashley Caldwell, Information Officer
Karen Robinson, Chief of Licensing	Erin Echard, Executive Assistant
Laura Zuniga, Chief of Legislation	Kurt Heppler, Legal Counsel
Cindy Kanemoto, Chief Deputy Registrar	

Public Visitors

Phil Vermeulen	G.V. Ayers
Frank Nunes	Jamie Khan
Eunie Linden	

B. CHAIR'S INTRODUCTORY REMARKS AND BOARD MEMBER COMMENTS

Board Chair Eddie Lang welcomed the Board and announced the reappointment of Board Member Johnny Simpson.

C. PUBLIC COMMENT SESSION – ITEMS NOT ON THE AGENDA

There was no public comment.

D. REVIEW AND POSSIBLE APPROVAL OF JUNE 18-19, 2015 BOARD MEETING MINUTES

MOTION: Approve June 18-19, 2015 Board Meeting Minutes. Augie Beltran moved; David Dias seconded. The motion carried unanimously, 12–0.

NAME	Aye	Nay	Abstain	Absent	Recusal
Kevin J. Albanese	X				
Agustin Beltran	X				
Linda Clifford	X				
David De La Torre	X				
David Dias	X				
Susan Granzella	X				
Joan Hancock	X				
Pastor Herrera Jr.				X	
Robert Lamb	X				
Eddie Lang	X				
Marlo Richardson	X				
Frank Schetter	X				
Paul Schifino				X	
Johnny Simpson	X				
Nancy Springer				X	

E. LEGISLATION

1. Review, Discussion and Possible Action Regarding SB 465 (Hill)

SB 465, legislation that would have required licensees and insurance companies to report most settlement and arbitration awards to the Board, failed to pass out of committee. Senator Hill and Assembly Member Bonilla have asked the Board to work on this issue, meet with stakeholders, and to try and reach consensus so that it can be reintroduced in the next legislative session.

Board members discussed who would participate in these stakeholder meetings and decided that meetings will take place across the state and that invitees will include those who participated previously in workshops, as well as industry representatives. The meetings will be open to any interested party, small and large contractors, and those in favor and in opposition. No more than two board members will be allowed to attend each meeting.

Public Comment:

Julie D'Angelo Fellmeth, Administrator at the Center for Public Interest Law at the University Of San Diego School of Law, provided background information



regarding SB 465. CSLB hired Ms. Fellmeth 14 years ago as a consultant to the CSLB Enforcement Monitor and to evaluate the Board's discipline system and procedures. The highest priority was reforming the Board's enforcement program and operation, and improving the overall efficiency of the Board's disciplinary system. The evaluators concluded that the flow of information into CSLB about licensee misconduct is generally inadequate and that CSLB lacks mandatory reporting statutes applicable to other agencies. At that time, they recommended that CSLB and the Legislature consider enacting statutes requiring the reporting of contractor criminal arrests and convictions, civil judgments and settlements, bankruptcies, debarments by government entities, and private arbitration awards in order for CSLB to make more informed decisions. Ms. Fellmeth urged the Board to convene stakeholder meetings and to support an enhanced flow of truthful and relevant information to CSLB so that it can better do its job.

MOTION: Authorize CSLB staff to conduct stakeholder meetings about settlement disclosure with interested parties and report back to the Board through the Enforcement Committee. Linda Clifford moved; Joan Hancock seconded. The motion carried unanimously, 12–0.

NAME	Aye	Nay	Abstain	Absent	Recusal
Kevin J. Albanese	X				
Agustin Beltran	X				
Linda Clifford	X				
David De La Torre	X				
David Dias	X				
Susan Granzella	X				
Joan Hancock	X				
Pastor Herrera Jr.				X	
Robert Lamb	X				
Eddie Lang	X				
Marlo Richardson	X				
Frank Schetter	X				
Paul Schifino				X	
Johnny Simpson	X				
Nancy Springer				X	

2. Review, Discussion and Possible Action Regarding SB 467 (Hill)

SB 467 extends the sunset date for CSLB and the authorization for the appointment of a Registrar from January 1, 2016 to January 1, 2020. It will continue CSLB's existing structure and allow the implementation of two of CSLB's suggested statutory changes – eliminating the \$2,500 capital requirement and increasing the required contractor's bond by \$2,500. CSLB does not verify the existing capital requirement, and believes it offers no additional consumer



protection, whereas a corresponding increase in the amount the contractor's bond will provide an enhanced level of consumer protection.

The Board discussed and requested clarification about the inclusion of the Board of Accountancy in the legislation to extend CSLB's sunset date and the minimal risk that could result.

Public Comment:

Mark Mendoza of the Senate Business & Professions Committee reiterated that the goal of SB 467 is to extend CSLB's sunset date.

MOTION: Support CSLB's sunset extension. Kevin J. Albanese moved; David De La Torre seconded. The motion carried unanimously, 12–0.

. NAME	Aye	Nay	Abstain	Absent	Recusal
Kevin J. Albanese	X				
Agustin Beltran	X				
Linda Clifford	X				
David De La Torre	X				
David Dias	X				
Susan Granzella	X				
Joan Hancock	X				
Pastor Herrera Jr.				X	
Robert Lamb	X				
Eddie Lang	X				
Marlo Richardson	X				
Frank Schetter	X				
Paul Schifino				X	
Johnny Simpson	X				
Nancy Springer				X	

3. Review, Discussion and Possible Action Regarding SB 119 (Hill)

SB 199 establishes the California Underground Facilities Safe Excavation Advisory Committee, under the aegis of the Contractors State License Board and composed of excavation industry stakeholders, to coordinate education and outreach efforts, develop standards for best practices, and investigate violations pertaining to the One-Call laws.

The Board previously took a "watch" position on SB 199, as the bill was a work-in-progress. Additional amendments are anticipated but will not significantly change the bill. Board members raised concerns regarding the fiscal impact on CSLB. Chief of Legislation Laura Zuniga explained that a special fund, financed through

finances normally directed toward the general fund, would support the Safe Excavation Advisory Committee.

MOTION: Approve continued “watch” position on SB 119 (Hill). Robert Lamb moved; Augie Beltran seconded. The motion carried unanimously, 12–0.

NAME	Aye	Nay	Abstain	Absent	Recusal
Kevin J. Albanese	X				
Agustin Beltran	X				
Linda Clifford	X				
David De La Torre	X				
David Dias	X				
Susan Granzella	X				
Joan Hancock	X				
Pastor Herrera Jr.				X	
Robert Lamb	X				
Eddie Lang	X				
Marlo Richardson	X				
Frank Schetter	X				
Paul Schifino				X	
Johnny Simpson	X				
Nancy Springer				X	

F. FUTURE AGENDA ITEMS

There were no future agenda items discussed.

G. TENTATIVE 2016-16 BOARD MEETING SCHEDULE

- September 3, 2015 – San Diego

L. ADJOURNMENT

Board Chair Eddie Lang adjourned the Board meeting at 2:22 p.m.

Eddie Lang, Chair

Date

Cindi Christenson, Registrar

Date

AGENDA ITEM D-3

Administration Update Regarding Personnel and Facilities



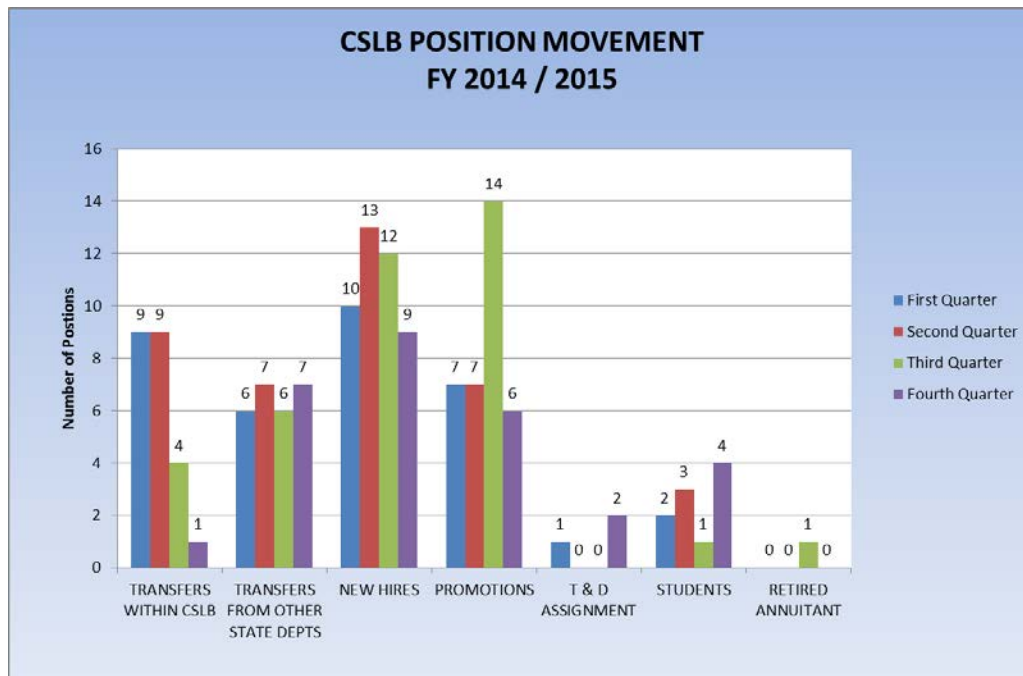


Personnel Update

The Personnel Office completed the first installment of its Personnel Desk Procedures Manual ahead of schedule. The manual details the unit's processes in a clear, step-by-step format and is a valuable resource designed for both new and seasoned analysts. The manual is a living document and will be regularly updated and revised to account for changes to regulations and procedures.

In May 2015, the unit hosted a Career Consultation workshop at Sacramento Headquarters intended to help CSLB employees advance in their careers. Personnel staff prepared and presented a comprehensive PowerPoint, which included information on how to locate exams, find vacant positions, develop resumes and cover letters, and prepare for interviews. The event opened with inspiring words delivered by Chief Deputy Registrar Cindy Kanemoto, and feedback on the event has been very positive. Personnel staff also conducted one-on-one sessions with employees to help them identify skillsets and positions that best match their experience, education and training. Staff members continue to meet with Headquarter employees and are preparing for possible future workshops in field office locations.

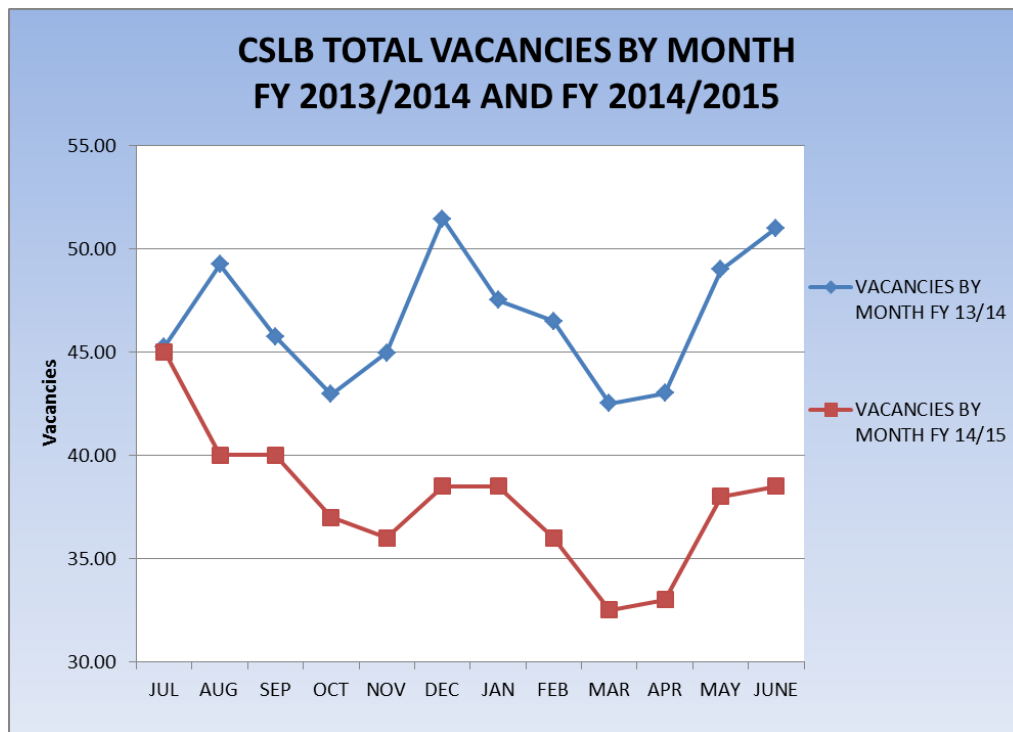
The Personnel Office welcomed a new employee to the unit which now is fully staffed with five analysts. Between April and June 2015, CSLB welcomed seven new employees from other State agencies, nine employees new to State service, and four student assistants. In addition, one employee transferred units, two employees accepted Training and Development (T&D) assignments, and six employees were promoted within CSLB.





In June 2015, Personnel staff attended a Personnel Liaison training presented by the Office of Human Resources at the Department of Consumer Affairs. The training covered the roll-out of new recruitment processes put into effect July 1, 2015. A second training in August will cover other new procedures. Also in June, Personnel staff implemented an electronic version of the New Employee/Transfer Employee Checklist. The new checklist is embedded with links to the most current hiring policies and documents and is easily accessible online for supervisors.

The fourth quarter of fiscal year 2014-15 saw the repeal of Government Code Section 12439, the law that required departments to eliminate positions that went unfilled for six months. CSLB remains diligent in promptly filling vacant positions while retaining the flexibility to recruit for the best candidate. The number of CSLB vacancies throughout the year continued to remain lower than the previous year, as illustrated below.



CSLB completed its official organizational chart in June 2015, which the California Department of Human Resources requires semi-annually. The chart reflects a total of 424.5 authorized positions and continues to remain fully reconciled with the State Controller's Office.

The following schedule lists examinations for positions within CSLB.



DIVISION	EXAM (<i>Administered by</i>)	STATUS
Enforcement	Consumer Services Representative <i>CSLB</i>	Continuous Filing
	Enforcement Representative I <i>CSLB</i>	Continuous Filing Last Exam Administered in June 2015
	Enforcement Representative II <i>CSLB</i>	Last Exam Administered in March 2015 Tentative Exam Date – Fall 2015
	Enforcement Supervisor I/II <i>CSLB</i>	Tentative Exam Date – April 2016
Information Technology	Assistant/Associate/Staff Information Systems Analyst, <i>CalHR</i>	Continuous Filing
	Systems Software Specialist I/II/III <i>CalHR</i>	Continuous Filing
Licensing Division	Supervising Program Technician III <i>CalHR</i>	Continuous Filing
Testing	Personnel Selection Consultant I/II <i>DCA</i>	Last Exam Administered in February 2015 Tentative Exam Date – January 2016
	Test Validation and Development Specialist I/II <i>DCA</i>	Continuous Filing Last Exam Administered in August 2015
All CSLB	Information Officer I (Specialist) <i>CalHR</i>	Continuous Filing
	Management Services Technician <i>DCA</i>	Last Exam Administered in April 2015 Tentative Exam Date–Mid-2017
	Office Services Supervisor <i>CalHR</i>	
	Office Technician/Office Assistant <i>CalHR</i>	Last Exam Administered in May 2015 Next Exam Date–TBD
	Program Technician I/II/III <i>CalHR</i>	Last Exam Administered in April 2015 Next Exam Date–TBD
	Associate Governmental Program Analyst/Staff Services Analyst, <i>CalHR</i>	Continuous Filing
	Staff Services Analyst Transfer Exam <i>DCA</i>	Tentative Exam Date–February, June, September, December 2016
	Staff Services Manager I/II/III <i>CalHR</i>	Continuous Filing



BUSINESS SERVICES

Facilities

San Bernardino – The Department of General Services (DGS) space planner held a pre-construction meeting with the contractor to discuss the office remodel plans. A growth in the CSLB Enforcement Investigation unit requires that the Investigation unit expand into the office that previously housed the CSLB Testing unit. Once the DGS space planner approves the project schedule work on the remodel will begin.

Norwalk – The DGS leasing officer is currently preparing and negotiating the lease renewal agreement. Prior to the renewal, the DGS space planner will review the office space specifications to identify any needed adjustments. Additionally, the lessor is working on the ADA Survey and Seismic Report to ensure compliance with State of California regulations.

San Diego – The DGS space planner held a pre-construction meeting with the contractor to discuss the project schedule for replacing the glass conference room wall and installing five panic buttons. Work will begin once the DGS space planner approves the project schedule.

Testing Field Offices – Bid requests were sent out to contractors for the installation of security cameras in all of the CSLB Testing Centers. The installation of cameras will allow Testing center staff to monitor and record test stations for misconduct. When necessary, these recordings will be used as evidence of misconduct in court proceedings.

Sacramento Headquarters – The DGS leasing officer is currently preparing and negotiating the lease renewal agreement, which will include the following upgrades: a new employee security card reader system, key replacement throughout the entire building, construction of additional office space within the Administration unit, installation of one door and two side windows in the Information Technology (IT) programming office located within the Testing unit, installation of six ceiling projectors, and construction of a media room within the Public Affairs unit. Additionally, CSLB has requested that the DGS space planner incorporate floor plan modifications into the lease renewal agreement in order to better use the first floor office space to accommodate the growing business service needs of the Call Center, Enforcement, and Records Certification units.

**Contracts and Procurement****Contracts in Process:**

- Contract with the California Highway Patrol to provide Officer services for Enforcement staff when needed;
- Meter contract renewal for the main mailing machine located in the CSLB headquarters mailroom;
- Contract to provide Enforcement staff access to the Workers' Compensation Remote Access Rating Bureau Information; and
- Contract with Sentinel Fire Equipment Company to provide fire suppression services within the IT computer server room.

Procurements in Process:

- Computer table for e-payment station at the San Diego Investigation Center;
- Overhead projector for the San Diego Investigation Center;
- Eighteen utility chairs for Sacramento headquarters Testing unit conference room;
- Identification credentials for all non-peace officer Enforcement Representative classifications;
- Ergonomic chairs for headquarters and San Diego field office; and
- Three overhead projectors for employee use at the CSLB headquarters.

Executed Contracts/Procurement:

- Polo shirts for Enforcement Representatives;
- Ergonomic equipment for Enforcement staff;
- Maintenance service contract for two warehouse forklifts at Sacramento headquarters;
- New scanning system for packages/letters received in the Sacramento headquarters mailroom;
- Seven copiers, with maintenance service contracts, for the Sacramento headquarters office and various field offices;
- Confidential shredding services for the Berkeley, San Francisco, and Santa Rosa field offices;
- Contract for Board meeting in San Diego, scheduled for September 3, 2015; and
- Maintenance service contract for inserter machine in mailroom at Sacramento headquarters.

Fleet

CSLB has received approval from the Governor's Office Agency Secretary and DGS to proceed with the Fleet Acquisition Plan to replace seven vehicles statewide: five for the Enforcement division, one for the Administration division, and one for the Testing division. The Administration division has requested an all-electric vehicle to ensure that CSLB meets the Governor's Office requirements that 10 percent of DCA's fleet be zero emission. Vehicles are scheduled to arrive at CSLB by October 2015.

AGENDA ITEM D-4

Information Technology Update





BreEZe:

Release One is in production at the Department of Consumer Affairs (DCA).

Release Two clients are currently working on their development efforts as well as their respective organizational change management activities. The expected implementation of Release Two boards is early 2016.

CSLB staff continue to work with programs to document and map current “as is” business processes, conducting meetings with CSLB end-users to verify mapping and completing gap/fit analysis.

The current design, develop, and implement contract (with Accenture) for BreEZe implementation ends after Release Two. However, the vendor will continue to perform the maintenance and operation (M&O) services for Release One and Two boards/committees under the existing M&O contract.

Following the implementation of Release Two, DCA will perform a formal cost/benefit analysis to look at viable options for Release Three boards/bureaus/committees.

Interactive Voice Response (IVR) System

CSLB’s IVR is an interactive, self-directed telephone system that provides valuable information to consumers, contractors, and others. It allows callers to request forms or pamphlets that are faxed to them immediately. Callers can look up a license, and applicants can check the status of their exam application. The IVR provides consumers with information on how to file complaints, as well as how to become a licensed contractor. In addition, the IVR gives callers an option to speak to call center agents in Sacramento or Norwalk. From May 2015 through July 2015, CSLB’s IVR handled a total of 110,964 calls, which is an average of 36,988 calls a month. The system is available 24 hours a day, seven days a week.

The IVR system offers dozens of possible menu options. Following is a representative sample of the top 20 IVR requests from May 2015 through July 2015.

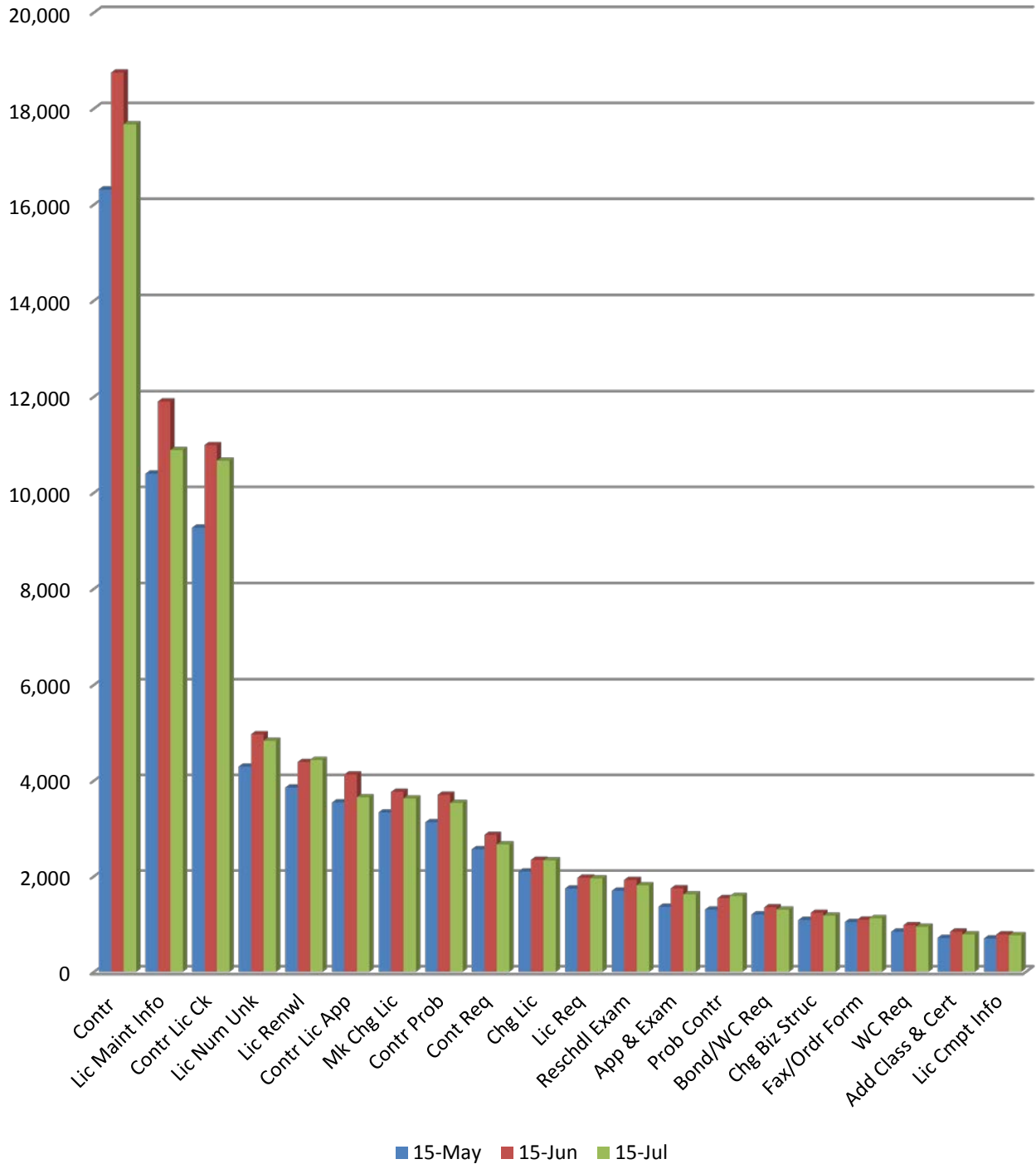


Top 20 IVR Requests - May '15 - July '15

IVR Statistics		<u>May-15</u>	<u>Jun-15</u>	<u>Jul-15</u>	Three Month Totals
IVR Calls Received		34,830	39,068	37,066	110,964
Monthly Average					36,988
Top 20 IVR Requests	Abbreviation	<u>May-15</u>	<u>Jun-15</u>	<u>Jul-15</u>	Three Month Totals
Contractor or Want to Become Contractor	Contr	16,313	18,748	17,671	52,732
Info on Maintaining or Changing License	Lic Maint Info	10,393	11,897	10,885	33,175
Contractor's License Check	Contr Lic Ck	9,269	10,989	10,665	30,923
License Number Not Known	Lic Num Unk	4,292	4,968	4,833	14,093
About License Renewal	Lic Renwl	3,854	4,389	4,434	12,677
Contractor License Application	Contr Lic App	3,539	4,126	3,648	11,313
About Making Changes to License	Mk Chg Lic	3,334	3,761	3,625	10,720
Hire or Problem with Contractor	Contr Prob	3,126	3,702	3,529	10,357
About Continuing Requirements	Cont Req	2,564	2,861	2,661	8,086
For Changes to Existing Licenses	Chg Lic	2,098	2,340	2,332	6,770
License Requirements	Lic Req	1,743	1,969	1,954	5,666
Reschedule Exam Date	Reschdl Exam	1,693	1,923	1,806	5,422
General Application & Examination Info	App & Exam	1,359	1,746	1,616	4,721
Info on Problems with Contractor	Prob Contr	1,302	1,538	1,584	4,424
Info about Bond or Workers' Comp Requirements	Bond/WC Req	1,201	1,347	1,301	3,849
For Changing the Business Structure of an Existing	Chg Biz Struc	1,082	1,234	1,171	3,487
To Fax Forms, or To Order Forms by Mail	Fax/Ordr Form	1,040	1,090	1,123	3,253
Info about Workers' Comp Requirements	WC Req	838	976	942	2,756
For Adding Classifications, Certifications or Change	Add Class & Cert	711	837	780	2,328
License Complaint Information	Lic Cmpt Info	698	781	765	2,244



Top 20 IVR Requests - May'15 - July'15



**Implementation of E-Payment Expansion to Field Sites**

Though contractors throughout the State can pay licensing and application fees by mailing their payments, along with the appropriate documents, to the Sacramento Headquarters office, previously, in-person cash/check/credit card payments could only be made in Sacramento.

The e-Payment expansion covers California's Northern (Sacramento), Central (Fresno), and Southern (Norwalk, San Bernardino, and San Diego) regions.

On March 26, 2015, CSLB successfully launched the first phase of its planned in-person e-Payment expansion in Norwalk. The IT Division expects to launch e-payment in Fresno and San Diego by mid-September. The timeline for San Bernardino depends on the renovation of its office.

Imaging and Workflow Automated System (IWAS) Upgrade

IWAS (Imaging and Workflow Automation System) is a mission-critical application utilized throughout CSLB to manage and monitor work items, to automatically route work to employees, and to electronically archive paper documents. In June 2015, IT staff successfully upgraded the IWAS system to a fully supported IBM IWAS P8 platform. The second phase of the upgrade involves replacing the middleware piece and rewriting all of the codes in JAVA.

Enterprise IT Security – Next Generation Firewall Implementation

CSLB has upgraded its Enterprise IT security by replacing the traditional port-based Firewall with a Next Generation Firewall by Palo Alto Networks.

Palo Alto offers many enhanced security features that will provide CSLB a higher level of protection from the latest cyber threats, malware, spyware, viruses, worms, and more, while safely allowing business-relevant-only applications. Often, cyber-attacks are sophisticated and persistent, and Palo Alto Next Generation Firewall stops their propagation by systematically applying advanced threat detection at every phase of their lifecycle. CSLB IT staff can now gain full visibility and security control into network traffic based on applications, users, and content; control applications by user, application, and time; and apply QoS and detect and block known and unknown threats. IT Security staff also have enabled the web filtering feature on this firewall. This feature provides the same functionality as the Board's older Websense appliance, which has been decommissioned, saving the Board thousands of dollars in licensing and maintenance costs.

AGENDA ITEM D-5

Budget Update





CONTRACTORS STATE LICENSE BOARD

BUDGET UPDATE

❖ Fiscal Year (FY) 2014-15 CSLB Budget and Expenditures

Through the end of fiscal year (FY) 2014-15 (June 30, 2015), CSLB spent or encumbered \$60.2 million, roughly 95 percent of its FY 2014-15 budget. This chart details the final CSLB FY 2014-15 budget, including final expenditures:

EXPENDITURE DESCRIPTION	FY 2014-15 FINAL BUDGET	FY 2014-15 FINAL EXPENSES	BALANCE	% OF BUDGET REMAINING
PERSONNEL SERVICES				
Salary & Wages (Staff)	22,317,572	21,438,694	878,878	3.9%
Board Members	15,900	15,800	100	0.6%
Temp Help	860,000	875,610	-15,610	-1.8%
Exam Proctor	41,168	134,132	-92,964	-225.8%
Overtime	146,000	200,712	-54,712	-37.5%
Staff Benefits	10,477,885	10,318,203	159,682	1.5%
TOTALS, PERSONNEL	33,858,525	32,983,151	875,374	2.6%
OPERATING EXPENSES AND EQUIPMENT (OE&E)				
Operating Expenses	20,281,113	20,322,655	-41,542	-0.2%
Exams	435,882	272,740	163,142	37.4%
Enforcement	8,635,175	7,194,256	1,440,919	16.7%
TOTALS, OE&E	29,352,170	27,789,651	1,562,519	5.3%
TOTALS	63,210,695	60,772,802	2,437,893	3.9%
Scheduled Reimbursements	-353,000	-204,617	-148,383	
Unscheduled Reimbursements		-356,966	356,966	
TOTALS, NET REIMBURSEMENTS	62,857,695	60,211,219	2,646,476	4.2%

❖ Revenue

CSLB received the following revenue amounts for FY 2014-15:

Revenue Category	FY 2014-15 FINAL	Percentage of Revenue	Change from prior year (06/30/2014)*
Duplicate License/Wall Certificate Fees	\$104,640	0.2%	-3.0%
New License and Application Fees	\$10,985,486	19.2%	7.5%
License and Registration Renewal Fees	\$41,170,226	72.1%	-0.3%
Delinquent Renewal Fees	\$2,792,985	4.9%	-10.0%
Interest	\$62,777	0.1%	-1.7%
Penalty Assessments	\$1,861,039	3.3%	24.9%
Misc. Revenue	\$143,157	0.3%	7.1%
Total	\$57,120,310	100.00%	1.2%

* License & Registrations Renewals Fees are based on 2-year cycle (comparative data is from FY 2012-13, a peak renewal year).

**❖ Fiscal Year 2015-16 CSLB Preliminary Budget**

This chart identifies the preliminary FY 2015-16 CSLB budget included in the 2015 Budget Bill (Assembly Bill 93, Chapter 10, Statutes of 2015):

EXPENDITURE DESCRIPTION	FY 2015-16 Approved Preliminary Budget
PERSONNEL SERVICES	
Salary & Wages (Staff)	22,663,274
Board Members	15,900
Temp Help	860,000
Exam Proctor	41,168
Overtime	146,000
Staff Benefits	10,519,121
TOTALS, PERSONNEL	34,245,463
OPERATING EXPENSES AND EQUIPMENT	
Operating Expenses	19,893,124
Exams	435,882
Enforcement	8,546,531
TOTALS, OE&E	28,875,537
TOTALS	63,121,000
Scheduled Reimbursements	-353,000
Unscheduled Reimbursements	
TOTALS, NET REIMBURSEMENTS	62,768,000

❖ **CSLB Fund Condition**

Below is the fund condition for the Contractors' License Fund, which shows the final FY 2014-15 reserve (\$24 million – approximately 4 months' reserve), along with the projected reversion amounts for current year (CY) 2015-16 through budget year (BY) 2017-18:

	Final FY 2014-15	Projected CY 2015-16	Projected BY 2016-17	Projected BY+1 2017-18
Beginning Balance	\$26,387	\$23,530	\$15,658	\$8,712
Prior Year Adjustment	\$0	\$0	\$0	\$0
Adjusted Beginning Balance	\$26,387	\$23,530	\$15,658	\$8,712
Revenues and Transfers				
Revenue	\$57,120	\$55,990	\$57,297	\$56,394
Totals, Resources	\$83,507	\$79,520	\$72,955	\$65,106
Expenditures				
Disbursements:				
Program Expenditures (State Operations)	\$60,211	\$62,768	\$63,396	\$64,030
State Controller (State Operations)	\$0			
Financial Info System Charges	\$50	\$112		
14-15 BreEZe Adjustment	-\$284			
15-16 BreEZe SFL (Assembly) Charges		\$982	\$847	\$847
Total Expenditures	\$59,977	\$63,862	\$64,243	\$64,877
Fund Balance				
Reserve for economic uncertainties	\$23,530	\$15,658	\$8,712	\$ 229
Months in Reserve	4.4	2.9	1.6	0.0

Notes:

- 1) All dollars in thousands.
- 2) Revenue assumes 1% renewal license fee growth, based on prior 2-year cycle.
- 3) Assumes expenditure growth projected at 1% starting in FY 2016-17, and then ongoing.
- 4) Assumes Workload and Revenue Projections are realized for FY 2015-16 and FY 2016-17.

AGENDA ITEM D-6

Strategic Plan 2015-16 Update





CONTRACTORS STATE LICENSE BOARD

STRATEGIC PLAN – 2015-16 OBJECTIVES

(E) “Essential”

(I) “Important”

(B) “Beneficial”

ENFORCEMENT OBJECTIVES	TARGET	DESCRIPTION	STATUS
1. Public Works (I)	August 2015	Review and revise memorandum of understanding with the Labor Commissioner's Office.	A revised MOU has been submitted to the Labor Commissioner for final review. MOU amendments are included in the Enforcement Program Update.
2. Establishment of Government Accounts to Obtain Court Records (I)	October 2015	County criminal records are online, but require establishment of a fee-based account to access them.	In June 2015, DCA approved use of a state credit card to obtain online court records.
3. Refine Proactive Strategies and Objectives (I)	December 2015	Develop a matrix to prioritize proactive response to leads, sweeps, and stings.	A draft matrix is included in the Enforcement Program Update. A focus group meeting to refine the matrix is scheduled for September 2015.
4. Revision of Enforcement Manual (E)	December 2015	Establish task force to update and improve the existing complaint handling manual.	A task Force has been established and is on track to meet the December 2015 goal.
5. Update Regulation for Assessment of Civil Penalties (I)	December 2015	Revisit penalty guidelines to determine if they have kept up with inflation and consumer protection requirements.	A focus group is scheduled for September 2015.
6. Solar Industry Schemes (E)	June 2016	Develop outreach, education, and enforcement strategies to address deceptive solar tactics.	Proposed strategies are included in the Board packet.

LEGISLATIVE OBJECTIVES	TARGET	DESCRIPTION	STATUS
1. Seek Legislation to Authorize Sharing of Licensee Information with the Employment Development Department (E)	July 2015	To address new issue raised by the Department of Consumer Affairs.	Included in SB 560 (Monning).
2. Prepare Legislative Proposal to Eliminate Capital Requirement for Licensure and Increase Contractor's Bond by Corresponding Amount (B)	September 2015	To address new issue raised by the Board in the Sunset Review Report; included in SB 467 (Hill).	Included in SB 467 (Hill).
3. Prepare Draft Proposal to reorganize Contractors State License Law (I)	December 2015	To make the law easier to follow.	Draft in process - first nine articles completed.
4. Prepare Legislative Proposal to Provide for Comprehensive Rewrite of the Home Improvement Contractor Provisions (B)	December 2015	To address new issue raised by the Board in the Sunset Review Report.	Not yet begun; will start in September.

	CSLB	STRATEGIC PLAN – 2015-16 OBJECTIVES
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(E) “Essential”	(I) “Important”	(B) “Beneficial”	
5. Seek Amendments to Arbitration Program Statutory Provisions (I)	December 2015	To address the awarding of attorney’s fees as a result of participation in arbitration program.	Will prepare a 2016 legislative proposal.

LICENSING & TESTING OBJECTIVES	TARGET	DESCRIPTION	STATUS
1. Research Security Devices for Testing Center and Workshop Conference Room Windows (I)	December 2015	Research and evaluate various security devices that could be installed in test centers and conference rooms.	Ongoing.
2. Evaluate Testing Centers for Functionality (I)	December 2015	Determine possible improvements to the layout (floor plan, types of cubicles, etc.) of test centers.	Surveying Test Center staff to gather data.
3. Research National Contractor Examinations (B)	December 2015	Testing division staff will review and evaluate existing examinations for licensure in the construction field.	Ongoing.
4. Install Surveillance Cameras in Testing Centers (I)	December 2015	The Department of General Services is putting this project out to bid. This will enhance the security at all eight test centers.	Bid process underway.
5. Develop and apply consistent application experience evaluation criteria (E)	January 2016	Training of all application staff conducted in May 2014 on existing evaluation criteria; task force to be appointed to develop regulation proposal(s) for evaluation criteria.	Experience verification documentation adopted by board. Training of EVU staff ongoing.
6. Develop online smart application package to reduce application rejection rates (I)	January 2016	Currently tied to DCA BreEZe project. Research other options to move forward.	Ongoing work with IT staff.
7. Fully automate bonds and workers’ compensation insurance submission processes (I)	January 2016	Currently tied to DCA BreEZe project. Research other options to move forward.	Ongoing work with IT staff.
8. Implement online licensure tool for credit card payment (B)	January 2016	Currently tied to DCA BreEZe project. Research other options to move forward.	Ongoing work with IT staff.
9. Review Current Reciprocity Agreements (I)	January 2016	Review current agreements with Arizona, Nevada, and Utah; research licensing criteria for other states to determine if reciprocity should/can be expanded.	Ongoing.
10. Determine Feasibility of Tiered General Building “B” Classification (I)	January 2016	Determine if a secondary “B” classification is needed to address contractors who provide home improvement services that do not include structural changes.	Task force in place.

	CSLB	STRATEGIC PLAN – 2015-16 OBJECTIVES
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(E) “Essential”	(I) “Important”	(B) “Beneficial”
11. Fully Implement SCORE 2.0 (E)	September 2016	<p>The most critical SCORE 2.0 modules will be completed first, with completion date of Fall 2016. SCORE 2.0 will provide enhanced functionality for examination development and administration.</p> <p>Working on the Proctor and Translator modules.</p>

PUBLIC AFFAIRS OBJECTIVES	TARGET	DESCRIPTION	STATUS
1. Complete Flagship Consumer Publication (E)	July 2015	Continued from 2014-15 Strategic Plan.	Awaiting final approvals of copy.
2. Complete Flagship Contractor Publication (E)	September 2015	Continued from 2014-15 Strategic Plan.	Finalizing copy.
3. Develop Realtor Outreach Program (B)	October 2015	Develop program to educate realtors, a prime referral source for new homeowners to locate contractors.	Student Assistant reassigned. Other staff moving ahead with development of project communications plan & outreach to regional Association of Realtors offices.
4. Determine Feasibility of Building a Full-Service Broadcast Studio (I)	December 2015	Assess feasibility/costs of constructing a broadcast studio in space currently occupied by Public Affairs Office staff.	Project will be included in HQ lease renewal. Next Steps: New lease signed & pre-construction meeting.
5. Determine Feasibility of Updating Technology in John C. Hall Hearing Room (B)	January 2016	Assess feasibility/cost of updating hearing room to improve audio/visual services for meeting participants and audience.	In progress.
6. Develop Schedule for Development of an Opt-In, “Find a Contractor” Website Feature (E)	February 2016	Determine schedule to develop website feature that will allow consumers to identify licensed contractors.	Put on agenda for next Public Affairs Committee meeting to seek industry input.
7. Determine Feasibility of Developing a Mobile Web App (I)	March 2016	Research current technology to determine if there’s a need/opportunity to create any mobile app(s).	Feasibility and technology exists. Now compiling ideas for possible apps.
8. Develop Features for Use on Contractors/Industry Members’ Websites (I)	April 2016	Utilize Rich Site Summary (RSS) to create content that can be used on licensee or industry group websites.	Need to develop guide to show users how to access RSS feed materials.
9. Develop CSLB Style Guide and Standards Manual (B)	June 2016	Continued from 2014-15 Strategic Plan.	Compiling sample manuals.

	CSLB	STRATEGIC PLAN – 2015-16 OBJECTIVES	
(E) “Essential”		(I) “Important”	(B) “Beneficial”
INFORMATION TECHNOLOGY OBJECTIVES	TARGET	DESCRIPTION	STATUS
1. Implement ePayment Expansion to field sites (I)	Fall 2015 - Spring 2016	Expand ePayment to cover California's Northern (Sacramento), Central (Fresno) and Southern (Norwalk, San Bernardino and San Diego) regions. Will allow contractors to pay 16 payment types by major credit cards.	Training has been completed. Expansion to Fresno and San Diego is anticipated to go-live by mid-September. San Bernardino's timeline is dependent on Office Reconstruction. Sacramento HQ and Norwalk were implemented Spring of 2015.
2. Implement ePayment Online (I)	Winter 2015	Will allow contractors to pay 16 payment types by major credit cards from anywhere (online).	In planning phase, gathering system requirements and assessing business processes.
3. Implement Home Improvement Salesperson (HIS) Online Application (I)	Spring 2016	Enables HIS applicants to submit application online as well as give them the ability to renew registration online.	In planning phase, working with HIS SB 561 taskforce.
4. Increase Network Bandwidth to Field Sites (E)	Spring 2016	Field sites network bandwidth is currently limited and slow. IT staff will upgrade network circuits to increase the available bandwidth to allow the Board to implement Enterprise IT solutions.	Vendor contract to increase network bandwidth/upgrade network circuits has been awarded. Kick-off meeting with vendor completed 2 nd week of August 2015.

AGENDA ITEM D-7

**Tentative 2015-16
Board Meeting Schedule**

December 10-11, 2015	Sacramento
March 14-15, 2016	San Jose
June 23-24, 2016	Southern California



AGENDA ITEM E

Public Affairs



AGENDA ITEM E-1

Public Affairs Program Update





CONTRACTORS STATE LICENSE BOARD

PUBLIC AFFAIRS PROGRAM UPDATE

CSLB's Public Affairs Office (PAO) is responsible for media, industry, licensee, and consumer relations, and outreach. PAO provides a wide range of services, including proactive public relations; response to media inquiries; community outreach, featuring Senior Scam StopperSM and Consumer Scam StopperSM seminars, and speeches to service groups and organizations; publication and newsletter development and distribution; contractor education and outreach; social media outreach to consumers, the construction industry, and other government entities; and website and intranet content.

STAFFING UPDATE

PAO is fully staffed with six full-time positions and one part-time Student Assistant.

ONLINE HIGHLIGHTS

CSLB Website

Website statistics since the June Board meeting, along with other historical data follows:

Website Statistics – May 28, 2015 to August 13, 2015

Latest	For 2015	Title	Description
1,731,885	6,234,570	Number of Sessions	Number of sessions when a user is actively engaged on the CSLB website
571,707	2,626,246	Number of Users	Number of new and returning users to the CSLB website
12,440,732	38,788,865	Number of Page Views	Total number of pages viewed
7.18	6.22	Average Pages per Session	Average number of pages viewed during a session (includes repeated views to same page)
6:03	4.53	Average Session Duration	Average length of a session
19.88%	25.04%	Bounce Rate	Percentage of visits to CSLB website where visitor viewed only one page
22.24%	39.06%	Percentage of New Sessions	Estimate of the percentage of first-time visits

2015 Sessions on CSLB Website



New Visitors vs. Returning Visitors

January 1, 2013 – December 31, 2013

User Type ?	Acquisition			Behavior		
	Sessions ? ↓	% New Sessions ?	New Users ?	Bounce Rate ?	Pages / Session ?	Avg. Session Duration ?
	9,986,247 % of Total: 100.00% (9,986,247)	34.97% Avg for View: 34.94% (0.08%)	3,492,222 % of Total: 100.08% (3,489,417)	29.18% Avg for View: 29.18% (0.00%)	4.77 Avg for View: 4.77 (0.00%)	00:04:48 Avg for View: 00:04:48 (0.00%)
1. Returning Visitor	6,494,025 (65.03%)	0.00%	0 (0.00%)	27.52%	4.93	00:05:27
2. New Visitor	3,492,222 (34.97%)	100.00%	3,492,222(100.00%)	32.26%	4.48	00:03:36

January 1, 2014 – December 31, 2014

User Type ?	Acquisition			Behavior		
	Sessions ? ↓	% New Sessions ?	New Users ?	Bounce Rate ?	Pages / Session ?	Avg. Session Duration ?
	9,518,433 % of Total: 100.00% (9,518,433)	32.87% Avg for View: 32.83% (0.13%)	3,128,616 % of Total: 100.13% (3,124,583)	26.91% Avg for View: 26.91% (0.00%)	5.57 Avg for View: 5.57 (0.00%)	00:05:12 Avg for View: 00:05:12 (0.00%)
1. Returning Visitor	6,389,817 (67.13%)	0.00%	0 (0.00%)	24.81%	5.78	00:05:54
2. New Visitor	3,128,616 (32.87%)	100.00%	3,128,616(100.00%)	31.21%	5.13	00:03:46

January 1, 2015 – December 31, 2015

User Type ?	Acquisition			Behavior		
	Sessions ? ↓	% New Sessions ?	New Users ?	Bounce Rate ?	Pages / Session ?	Avg. Session Duration ?
	6,234,570 % of Total: 100.00% (6,234,570)	39.08% Avg for View: 39.06% (0.05%)	2,436,304 % of Total: 100.05% (2,435,194)	25.04% Avg for View: 25.04% (0.00%)	6.22 Avg for View: 6.22 (0.00%)	00:04:53 Avg for View: 00:04:53 (0.00%)
1. Returning Visitor	3,798,266 (60.92%)	0.00%	0 (0.00%)	18.03%	7.58	00:06:39
2. New Visitor	2,436,304 (39.08%)	100.00%	2,436,304(100.00%)	35.98%	4.11	00:02:08

Countries with Greatest Number of Visitors to Website		
	February 17, 2015 – May 27, 2015	May 28, 2015 – August 13, 2015
1.	United States	United States
2.	China (Dropped to #16)	India
3.	Belarus (Dropped to #125)	Canada
4.	India	Philippines (Rose from #13)
5.	Russia (Dropped to #21)	Mexico
6.	Italy (Dropped to #22)	United Kingdom (Rose from #25)
7.	Bahrain (Dropped to #92)	Israel (Rose from #21)
8.	Canada	Australia (Rose from #80)
9.	Germany	Germany
10.	Mexico	Kenya (Rose from #81)



State % of Sessions			State % of Sessions	
February 17, 2015 – May 27, 2015			May 28, 2015 – August 13, 2015	
1.	California	73.70%	California	86.20%
2.	Colorado	3.64%	Texas	2.10%
3.	Virginia	3.07%	Nevada	1.20%
4.	New York	2.49%	Arizona	0.83%
5.	Illinois	2.43%	New York	0.69%
6.	Arizona	1.65%	Illinois	0.68%
7.	Texas	1.63%	Florida	0.62%
8.	Nevada	1.26%	Oregon	0.53%
9.	Minnesota	0.87%	Colorado	0.52%
10.	Florida	0.73%	Washington	0.48%

Device Type	% of Sessions	% of Sessions	
	Sept 2014 – Feb 2015	Feb 2015 – May 2015	May – Aug 2015
Desktop	82.65%	82.72%	76.59%
Mobile	13.63%	14.09%	19.18%
Tablet	3.72%	3.19%	4.24%

Desktop Browser	% of Sessions	% of Sessions	
	Sept 2014 – Feb 2015	Feb 2015 – May 2015	May – Aug 2015
Internet Explorer	36.15%	30.14%	38.26%
Chrome	35.22%	38.18%	34.02%
Safari	13.27%	12.61%	17.10%
Firefox	13.29%	16.73%	9.19%

Mobile/Tablet Devices	% of Sessions	% of Sessions	% of Sessions
	Sept 2014 –Feb 2015	Feb 2015 – May 2015	May – Aug 2015
Apple iPhone	38.85%	40.60%	42.13%
Apple iPad	17.66%	15.06%	14.73%
Samsung SM-G900V Galaxy S5	2.18%	2.68%	2.36%
Samsung SCH-I545 Galaxy S IV	1.32%	1.07%	-
Samsung SM-G900A Galaxy S5	1.19%	1.59%	1.49%
Samsung SM-G900P Galaxy S5	-	-	1.19%

Historical California Licensed Contractor Newsletters

With assistance from the Information Technology Unit, PAO has completed a project to archive and post online every edition of the *California Licensed Contractor* newsletter. The newsletter provides licensees with information about new laws, the latest news from CSLB, as well as other information and materials to help them have a successful career as a licensed contractor.



The project was completed and posted online on August 19, 2015.

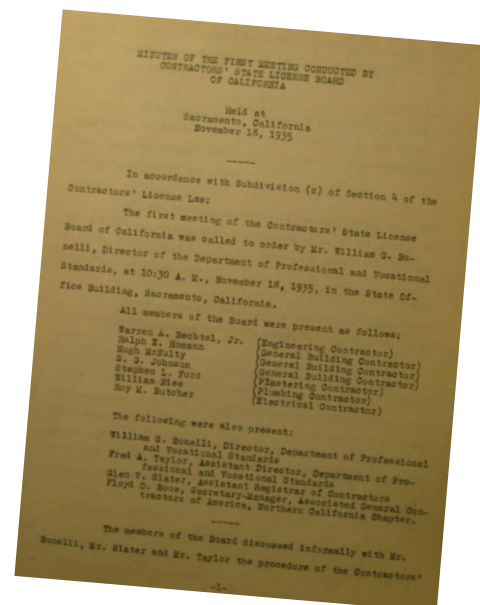


Historical Board Meeting Minutes

As time permits, PAO staff will post historic Board meeting minutes, starting with its first meeting, November 18, 1935.

PAO staff have already photographed Board meeting minutes from 1935-1939.

The original copies are kept at the State Archives.



**VIDEO/DIGITAL SERVICES****Public Meetings**

- *June/July Board Meetings – Webcasts*

On June 18 and June 19, 2015, PAO provided live webcasts of the two-day Board meeting in Fairfield. On July 29, 2015, PAO produced a recording of the Board meeting that took place in Sacramento.



CSLB Board Meeting July 29, 2015

48 views • 1 week ago



CSLB Quarterly Board Meeting June 19, 2015 (Day...

60 views • 3 weeks ago



CSLB Quarterly Board Meeting June 18, 2015 (Day...

149 views • 3 weeks ago

Videos of both meetings are available to view on CSLB's YouTube Channel.

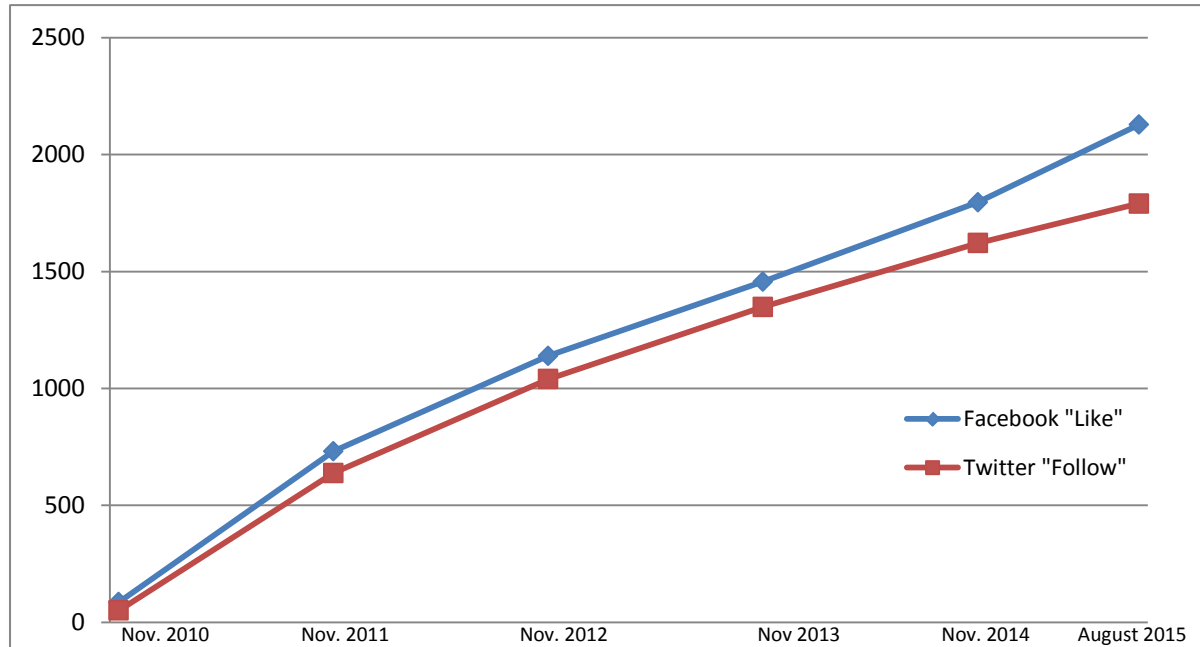
- *District Attorney Training – Live Webcast*

PAO will provide a live webcast of a training session scheduled for October 20, 2015 at the Department of Consumer Affairs (DCA) Headquarters in Sacramento. The training is for district attorney office staff, including investigators and prosecutors.



Social Media

Growth of CSLB's Facebook and Twitter sites since its 2010 launch:



Facebook Growth

As of August 12, 2015, CSLB has 2,128 “likes” on its Facebook page, an increase of 135 since the June 2015 Board meeting.

- 69 percent of those who “like” CSLB on Facebook are male, 30 percent are female.
 - **Unchanged since last report**
- 57 percent of CSLB's Facebook fans are between the ages of 35 and 54.
- On average, photo posts receive 1,964 views per post; links receive 1,337 views per post; and status updates receive 553 views per post.
- Most viewed posts:
 - CSLB Summer Blitz Video- 2,500 reach
 - Ventura County DA's Office Mark Loren Adams News Release- 2,200 reach



The following chart shows the net growth per day since mid-July 2015 for CSLB's Facebook page. The blue line represents individuals who have "liked" CSLB, and the red areas represent individuals who have "liked" CSLB at one point, but subsequently "un-liked" CSLB.



Twitter Growth

Between May 27, 2015 and August 12, 2015, CSLB gained 67 followers on Twitter, growing from 1,724 to 1,791.

- 86 percent of our followers are male, 14 percent are female.
The percentage of male followers has increased by four percent since the last Board meeting.
- Tweets receive an average of 9.2K impressions (views) per month.
- Top tweet:
 - Senior Scam StoppersSM, Hawaiian Garden - 1,385 views



YouTube Growth

CSLB's YouTube Channel welcomed 4,005 visitors between July 14, 2015 and August 10, 2015, an average of 143 visitors per day. Viewers watched a combined total of 18,398 minutes of video.

- 85 percent of CSLB YouTube viewers are male, 15 percent are female.



- 41 percent of viewers find CSLB videos through “suggested videos” on YouTube, 15 percent view from direct links, 11 percent from YouTube search, and 33 percent use other methods.
- The CSLB Experience Verification Seminar currently has the highest audience retention with 8,274 minutes watched.

Flickr Growth

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

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

As of August 12, 2015, CSLB has 118 photos available for download on Flickr.

LinkedIn Growth

PAO is exploring the benefits of utilizing LinkedIn, a business-oriented social networking site primarily used for professional networking. LinkedIn can increase exposure and act as an effective recruiting tool to attract quality employees for CSLB job vacancies.

Email Alert Feature

PAO continues to publicize a website feature launched in May 2010 that allows people to subscribe to their choice of four types of CSLB email alerts:

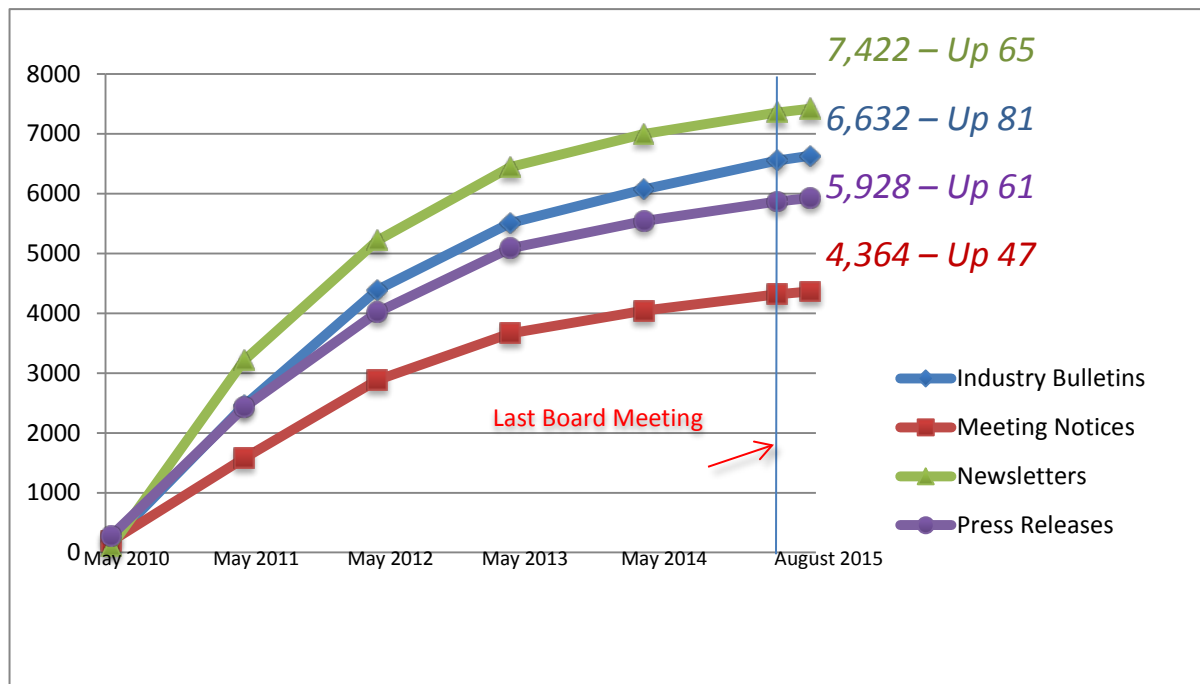
- *California Licensed Contractor* newsletters
- News Releases/Consumer Alerts
- Industry Bulletins
- Public Meeting Notices/Agendas

The subscriber database has a current total of 24,346 subscriptions, which includes 254 new accounts since the June 2015 Board meeting.

PAO also utilizes a database consisting of email addresses voluntarily submitted on license applications and renewal forms. This list currently consists of 78,387 active email addresses, which brings the combined email database to 102,733 addresses.



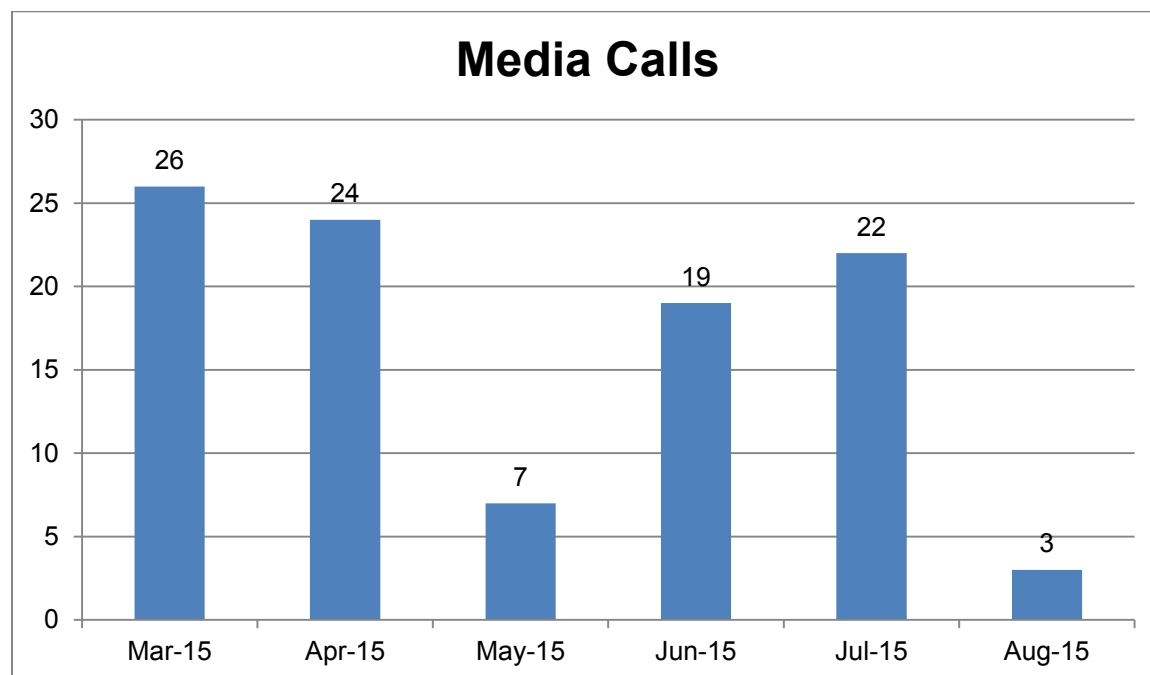
Email Alert Sign-Up Statistics



MEDIA RELATIONS HIGHLIGHTS

Media Calls

Between May 28, 2015 and August 13, 2015, PAO staff responded to 44 media inquiries, and provided interviews to a variety of online, newspaper, radio, magazine, and television outlets. The following chart breaks down the media calls by month:



News Media Events

PAO hosted a media event on July 1, 2015, to announce the results of CSLB's Summer California Blitz sting operation. Held in Lafayette, the event included participation from City of Lafayette Police Chief Eric Christensen, William Murphy from the Contra Costa County District Attorney's Office, and consumer victim Bill McCord. CSLB added suspected unlicensed contractor Adan Rivas to its Most Wanted List at the event.



In addition, on June 5, 2015, PAO Chief Rick Lopes participated in a media event held by Los Angeles City Attorney Mike Feuer, which centered on unlicensed contracting and new educational materials now available from that office.

News Releases

PAO continued its policy of aggressively distributing news releases to the media, especially to publicize enforcement actions and undercover sting operations. Between June 1, 2015 and August 13, 2015, PAO distributed six news releases.

Release Date	Release Title
June 1, 2015	CSLB Sting Shuts Down Illegal Contracting in Bay Point
June 1, 2015	Repeat Offenders during CSLB Fresno Sting Proves Need to "Check The License First"
July 1, 2015	CSLB Catches Felons, Other Known Criminals in Series of Statewide Undercover Sting Operations
July 24, 2015	CSLB Catches Up to Unlicensed Contractors in L.A. County Sting
August 4, 2015	Sixteen Illegal Operators Caught by CSLB, Sanger Investigators
August 11, 2015	Jail Time Added to One of CSLB's Convicted "Most Wanted"

INDUSTRY/LICENSEE OUTREACH HIGHLIGHTS

Industry Bulletins

PAO distributes industry bulletins to alert industry members to important and interesting news. Bulletins are sent via email on an as-needed basis to just over 6,000 individuals and groups, including those who have signed-up to receive the bulletins via CSLB's Email Alert system. Between June 1, 2015 and August 13, 2015, PAO distributed one industry bulletin.

Release Date	Bulletin Title
August 11, 2015	Contractors State License Board Looking for Next Great Leader to Help Run Enforcement Division

California Licensed Contractor Newsletter

CSLB's quarterly newsletter, *California Licensed Contractor* (CLC), remains a valuable way for the board to communicate with licensees and the contracting industry. Articles explore a range of topics relevant and important to licensed contractors, including industry trends, pending legislation, ways to better access CSLB services, news from other regulatory agencies, and a message from the Board's Chair.

CLC is produced as an online-only publication three times a year, with a link emailed to more than 85,000 addresses. Once a year, CLC appears as a print edition that is mass-mailed to all licensees. The newsletter also is posted to CSLB's website, where an archive of past CLCs also is maintained.

PAO is working with IT to make all previously produced CLC newsletters available online.



PUBLICATION/GRAPHIC DESIGN HIGHLIGHTS

CSLB publications update (print and online):

Completed

- What Seniors Should Know brochures (English & Spanish)
- Voluntary & Mandatory Arbitration program guides
- Construction Complaints brochures (English & Spanish)
- Using the Small Claims Court brochure



- What is a Stop Order? brochure
- Spring 2015 *California Licensed Contractor* newsletter

In Production

- New Consumer Guide
- 2015 Building Official Information Guide
- 2015-16 Strategic Plan
- What You Should Know Before Hiring a Contractor brochure
- Don't Get Scammed brochure (Spanish)
- Building Your Career as a Licensed Contractor brochures (English & Spanish)
- A Homeowner's Guide to Preventing Mechanics Liens brochures (English & Spanish)
- What Happens Now brochure (Spanish)
- New Mandatory Settlement Conference Tips card
- Fall 2015 *California Licensed Contractor* newsletter

In Development

- New Contractor Guide
- New 10 Tips for Home Improvement Salesperson (HIS) card
- HIS Guide to Home Improvement Contracts and Sales brochure
- Senior Scam StopperSM redesign of program materials and handouts
- New outreach pull-up banners

COMMUNITY OUTREACH HIGHLIGHTS

Senior Scam StopperSM Seminars

The following seminars were conducted or scheduled from June through September 2015. During the first eight months of the year, 60 seminars were conducted, with an average attendance of 66 people.

Date	Location	Legislative/Community Partner(s)
June 9, 2015	San Jose	Asm. Nora Campos
June 12, 2015	Moreno Valley	Sen. Richard Roth
June 16, 2015	Culver City	Asm. Sebastian Ridley-Thomas
June 19, 2015	Altadena	Asm. Chris Holden
June 25, 2015	Los Angeles	Asm. Roger Hernandez
June 26, 2015	Ventura Co. – TBA	Sen. Hannah-Beth Jackson
July 10, 2015	Norwalk	Asm. Ian Calderon
July 23, 2015	Walnut Creek	Asm. Catharine Baker
July 24, 2015	Cambria	Sen. Bill Monning

July 29, 2015	Los Angeles	Asm. Katch Achadjian
July 30, 2015 (AM)	Los Angeles	Sen. Holly Mitchell
July 30, 2015 (PM)	Los Angeles	Asm. Miguel Santiago
July 31, 2015	Los Angeles	Asm. Miguel Santiago
August 4, 2015	San Mateo	Asm. Roger Hernandez
August 5, 2015	Fontana	Asm. Kevin Mullin
August 6, 2015	Camarillo	Rep. Norma Torres
August 7, 2015	Del Mar	Sen. Hannah-Beth Jackson
August 11, 2015	Hawaiian Gardens	Asm. Toni Atkins
August 12, 2015	Los Angeles	Rep. Linda Sanchez
August 14, 2015	Los Angeles	Asm. Sebastian Ridley-Thomas
August 18, 2015	San Diego	L.A. City Councilmember Paul Koretz
August 21, 2015	Fremont	Asm. Sebastian Ridley-Thomas
September 18, 2015	Hayward	Rep. Scott Peters
September 21, 2015	Cupertino	Asm. Bill Quirk
September 23, 2015	Discovery Bay	Asm. Bill Quirk
September 24, 2015	Lemoore	Asm. Evan Low
September 25, 2015	San Jose	Asm. Jim Frazier
September 28, 2015	Manteca	Asm. Rudy Salas
September 30, 2015	Tracy	Sen. Jim Beall
		No legislator
		Sen. Cathleen Galgiani

EMPLOYEE RELATIONS

Intranet (CSLBin)

CSLBin, the employee-only intranet site launched in November 2013, continues to be a very popular source of news and photos about CSLB and staff, as well as a go-to work resource. PAO has posted hundreds of stories and photos highlighting employee and organizational accomplishments, and maintains an active archive system for easy referrals. In addition to employee news, the site also is kept current with the latest forms, policies, reports and other information used by CSLB staff around the state.

CSLBin recently received a facelift to make news and work-related documents easier to access. PAO and IT staff are continuing to discuss ways to improve *CSLBin*'s appearance and functions.



Staff reaction to the site has been very positive, with many contributing story ideas and other suggestions.

AGENDA ITEM F

Licensing



AGENDA ITEM F-1

Licensing Program Update





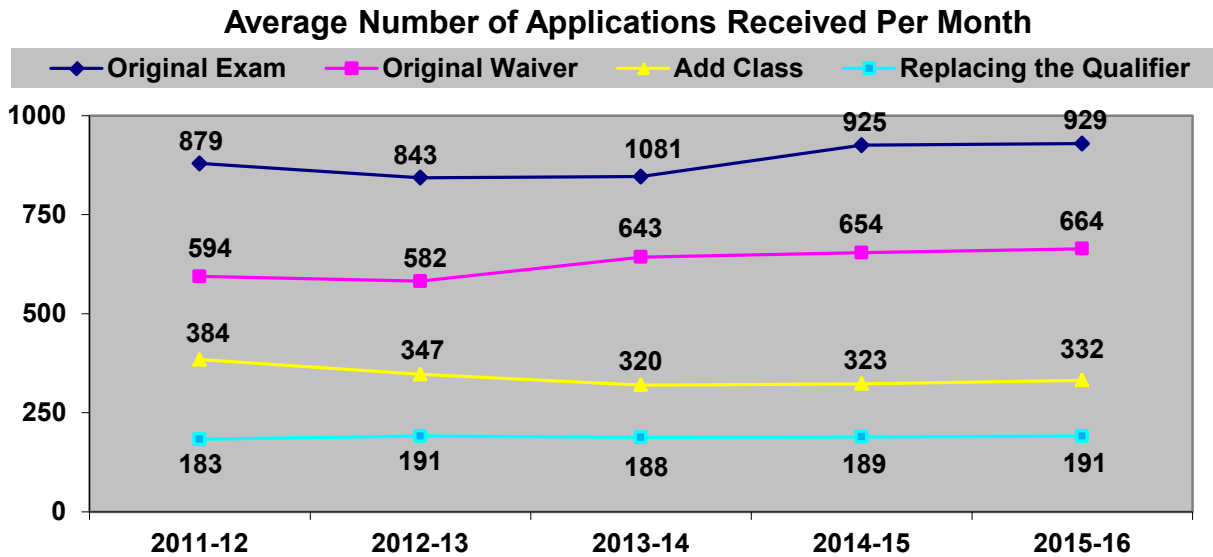
CONTRACTORS STATE LICENSE BOARD

LICENSING PROGRAM UPDATE

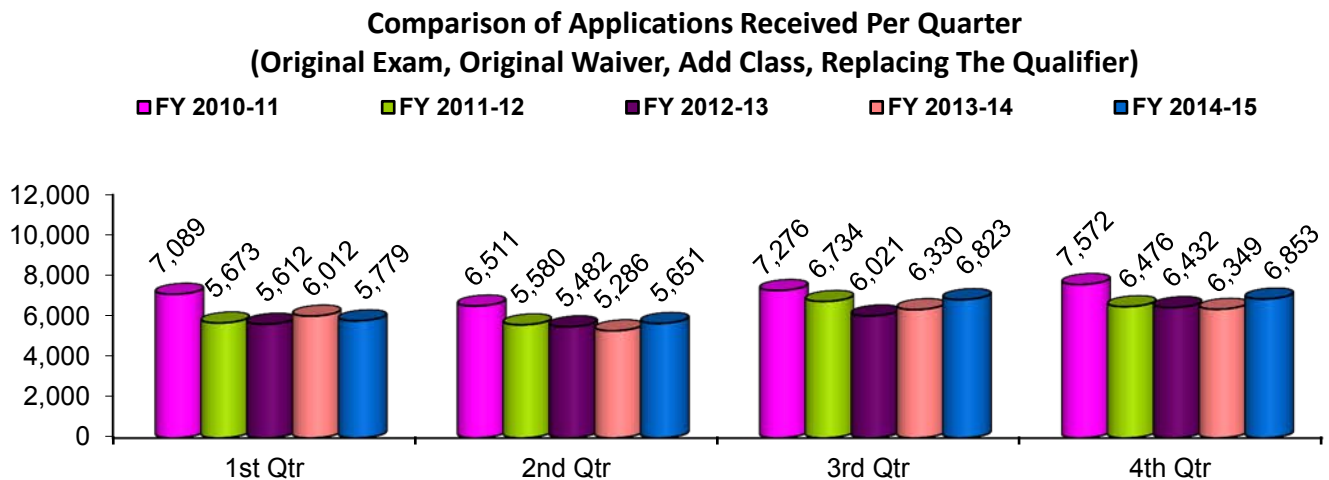
LICENSE APPLICATION WORKLOAD

The number of applications CSLB received in fiscal year (FY) 2013-14 trended upward 2 percent from the previous year, reversing the decline in recent years because of the economic recession and housing downturn.

The following chart provides the average number of applications received per month:



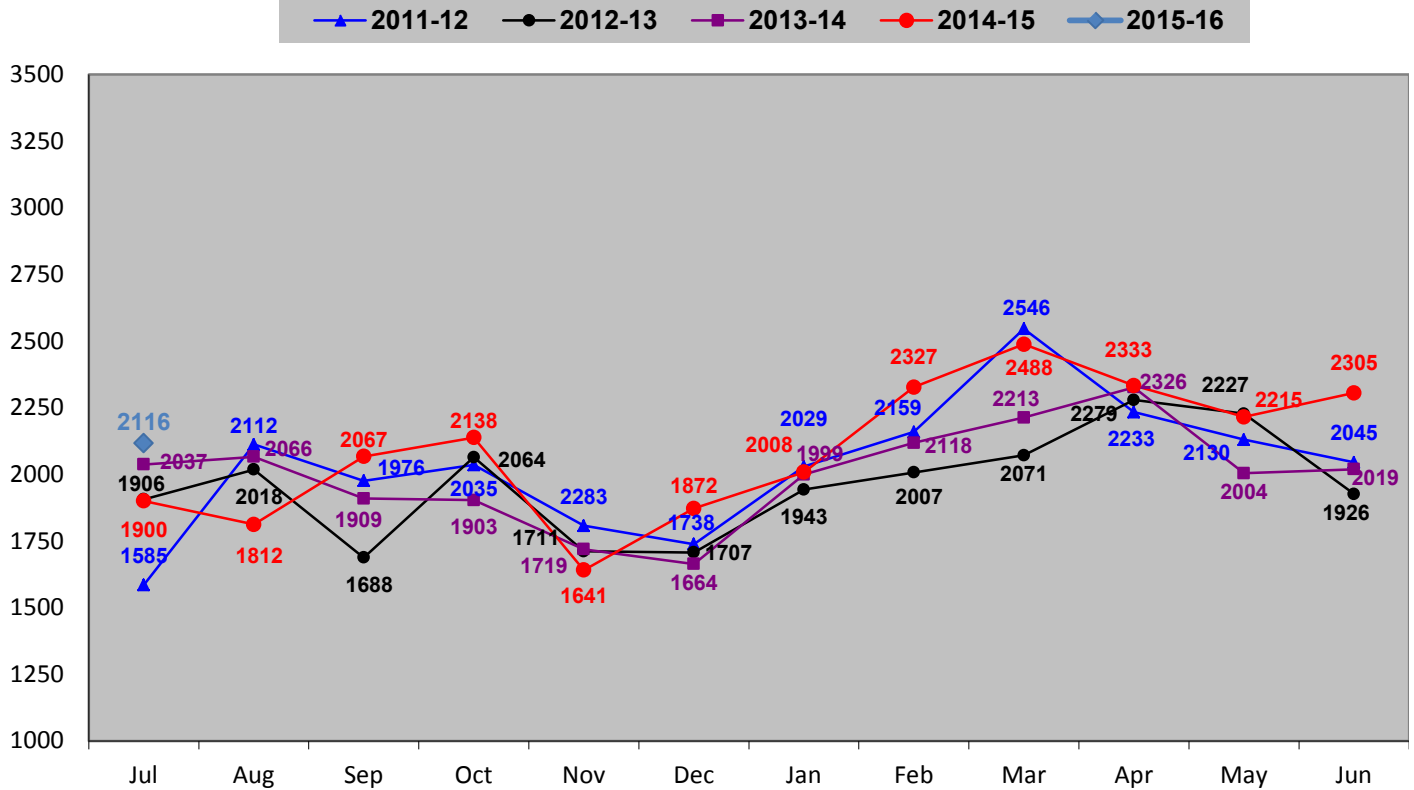
The total number of applications received by fiscal year quarter is shown below:



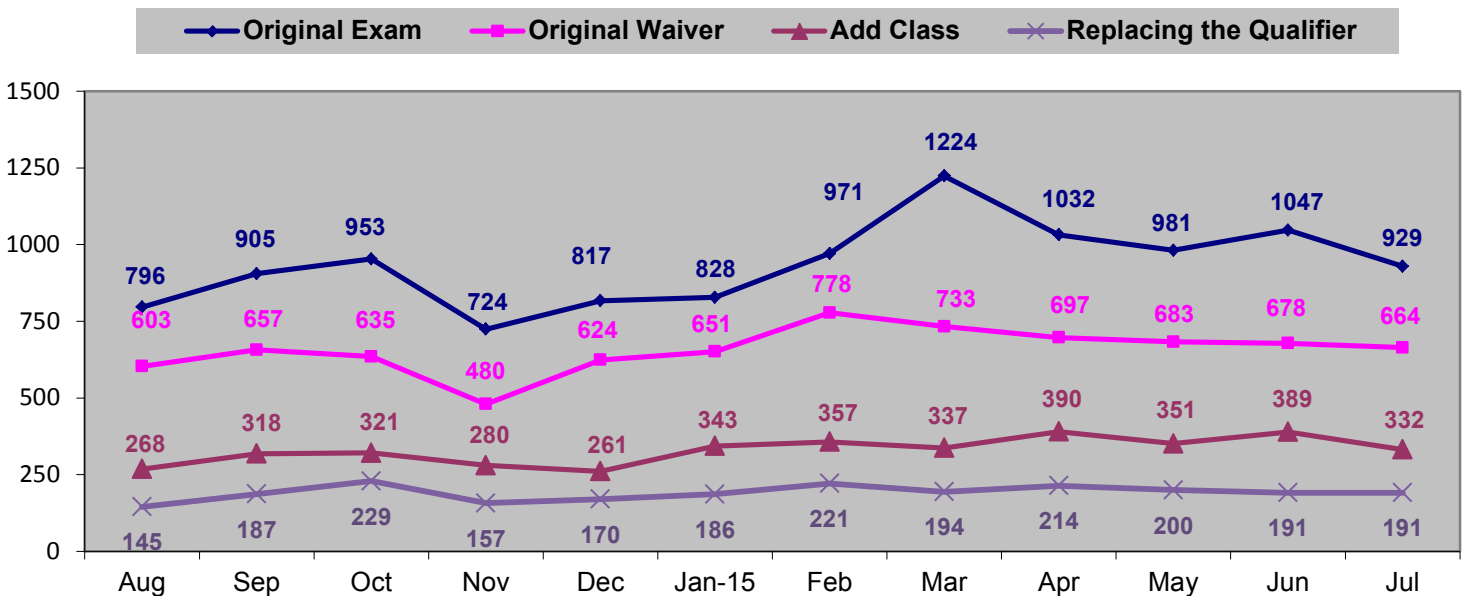
**Increase of 2 percent for total applications received for FY 2014-15
Compared with FY 2013-14**



Total Number of Applications Received Per Month for Fiscal Year
(Original Exam, Original Waiver, Add Class, Replacing the Qualifier)



Number of Applications Received





LIMITED LIABILITY COMPANIES (LLCs)

Effective January 1, 2012, a new law (SB 392) authorized CSLB to issue licenses to LLCs.

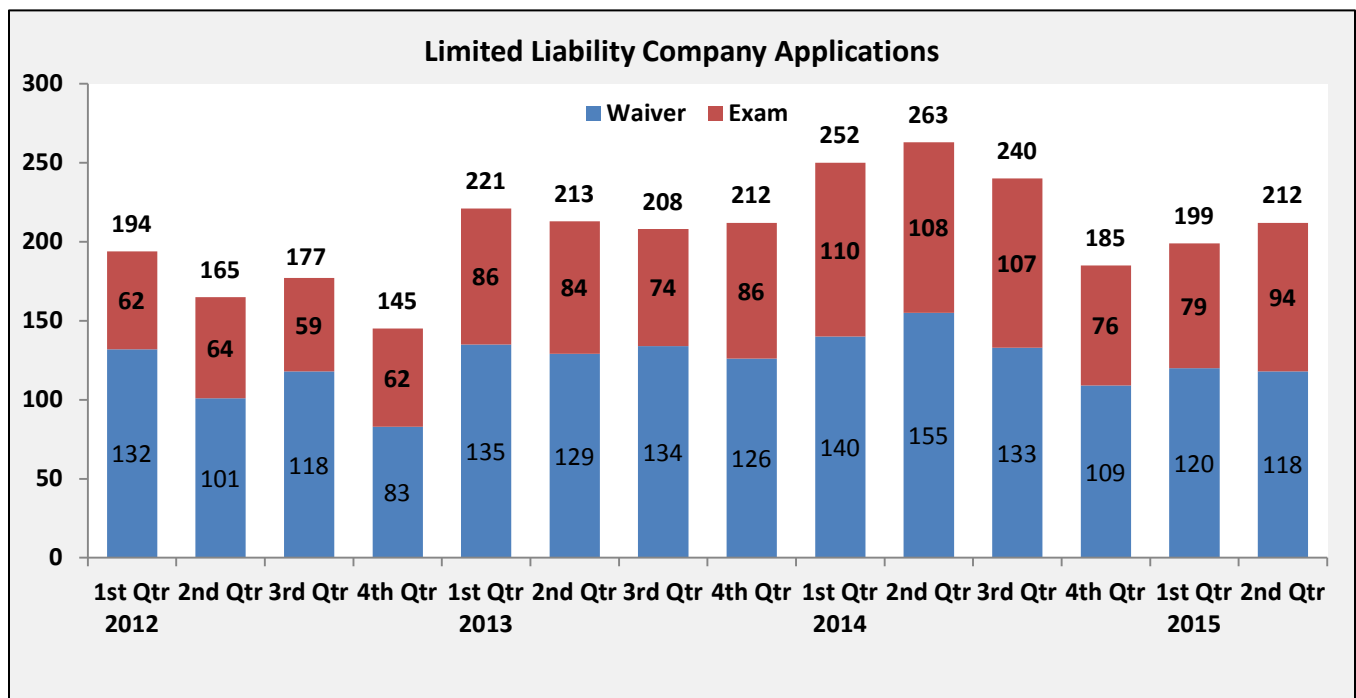
The legislation noted that contractors have been allowed to operate as corporations, and to be designated as “S” or “C” corporations for many years, with well-established case law regarding the ability to “pierce the corporate veil.” With this law, the Legislature intended to also apply this doctrine to LLCs.

Since case law has not yet established this principle in California, applicants must secure an additional \$100,000 bond for the benefit of workers relative to payment of wages and fringe benefits. This ensures that workers are protected despite the absence of case law dealing with LLCs. This bond is in addition to the \$12,500 contractor bond.

LLCs are qualified by responsible managing officers, responsible managing members, responsible managing managers, or responsible managing employees. All officers, members, managers, directors, and qualifiers of LLCs must be listed on the application as personnel of record.

LLCs also are required to have at least \$1 million in liability insurance when five or fewer persons are listed as personnel, with an additional \$100,000 required for each additional personnel member, not required to exceed \$5 million.

Number of LLC applications received quarterly since January 2012:





LLC Application (Waivers and Exams Combined) Quarterly Processing Data

Received	194	165	172	132	663	223	204	208	212	847	250	263	240	185	938	199	212
Returned for Correction	113	99	129	86	427	134	133	134	126	527	156	152	136	119	563	140	141
Issued	5	10	7	5	27	16	8	9	2	35	16	12	13	24	65	4	14
Processed	70	53	33	38	194	72	56	57	79	264	72	91	88	39	290	54	54
Void or Withdrawn	6	3	3	3	15	1	7	8	5	21	6	8	3	3	20	1	3
Not Yet Processed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Year	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Year	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Year	1 st Qtr.	2 nd Qtr.
Year	2012					2013					2014					2015	

Most Common Reasons for Rejection:

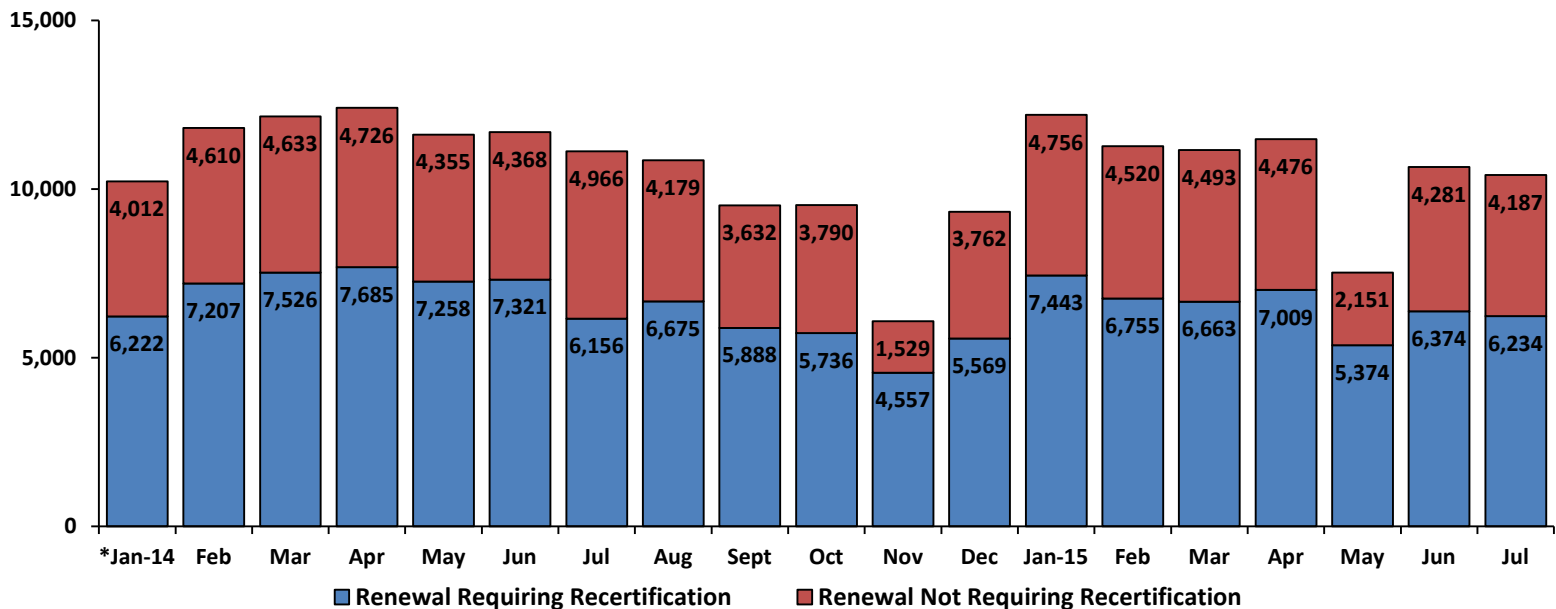
1. Personnel listed on application does not match the personnel listed on SOS records
2. LLC/SOS registration number and/or business name is missing or incorrect
3. Personnel information needs clarification or is missing, i.e., DOB, middle name, title
4. Questions section (page 2 of application, #10-14) is missing or incomplete

Of the 2,724 original LLC applications received through July 1, 2015, CSLB issued 1,054 limited liability company contractor licenses. The most common reason for rejection continues to be staff's inability to match the name(s), title(s), and total count of LLC personnel on the application with the Statement of Information (SOI) provided in the records of the Office of Secretary of State. The SOI information is required to process the LLC application and provides staff with the total number and names of LLC personnel, which is crucial to determine the appropriate liability insurance requirement (between \$1 million and \$5 million) for the LLC.

**WORKERS' COMPENSATION RECERTIFICATION**

Business and Professions Code §7125.5 (Assembly Bill 397) took effect on January 1, 2012. Licensing implemented the requirements of the new law in January 2013, effective for licenses expiring March 31, 2013. This law requires that, at the time of renewal, an active contractor with an exemption for workers' compensation insurance on file with CSLB either recertify the exemption or provide a current and valid Certificate of Workers' Compensation Insurance or Certificate of Self-Insurance. If, at the time of renewal, the licensee fails to recertify his or her exempt status or to provide a workers' compensation policy, the law allows for the retroactive renewal of the license if the licensee submits the required documentation within 30 days after notification by CSLB of the renewal rejection.

The following chart provides a breakdown of the number of renewal applications mailed each month that required recertification of the exemption or a current, valid Certificate of Workers' Compensation Insurance or a Certificate of Self-Insurance to renew the license.

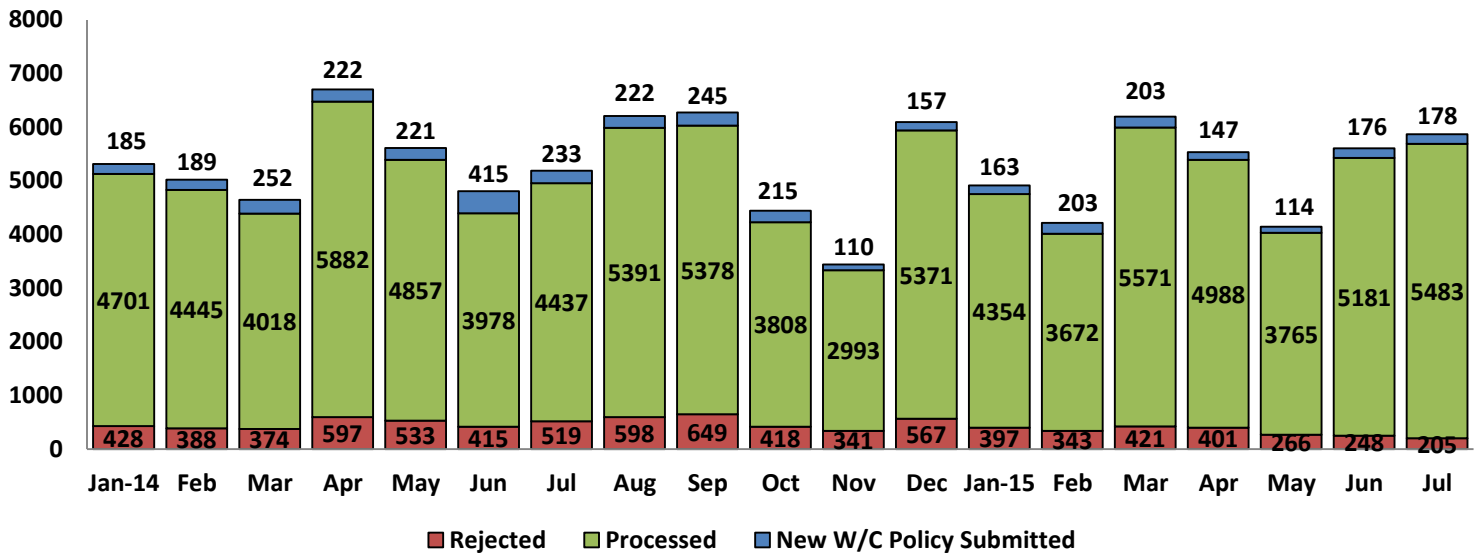
Renewal Applications Mailed Per Month

**Represents month of mailing, not month of license expiration*



The chart below indicates the number of renewal applications processed each month, beginning in January 2014, which required workers' compensation recertification. Included is the number of new workers' compensation policy certificates received and placed on record during renewal recertification.

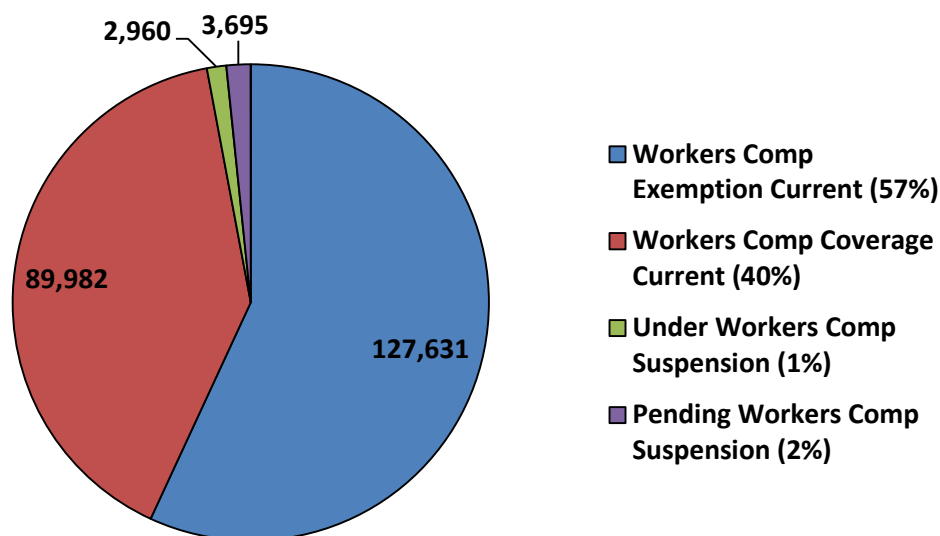
B&P Code section 7125.5 Renewal of License Recertification of Exemption for Workers' Compensation Insurance



Data obtained from L737-Renewal Statistics Report

This chart provides a snapshot of workers' compensation coverage for active licenses:

Workers' Comp Coverage for Active Licenses - May 1, 2015



Total Number of Active Licenses: 224,268

Data obtained from Teale Program ACTLICWC



The chart below provides the number of active licenses by classification with an Exemption from Workers' Compensation form currently on file.

ACTIVE LICENSES WITH WORKERS' COMPENSATION EXEMPTION ON FILE

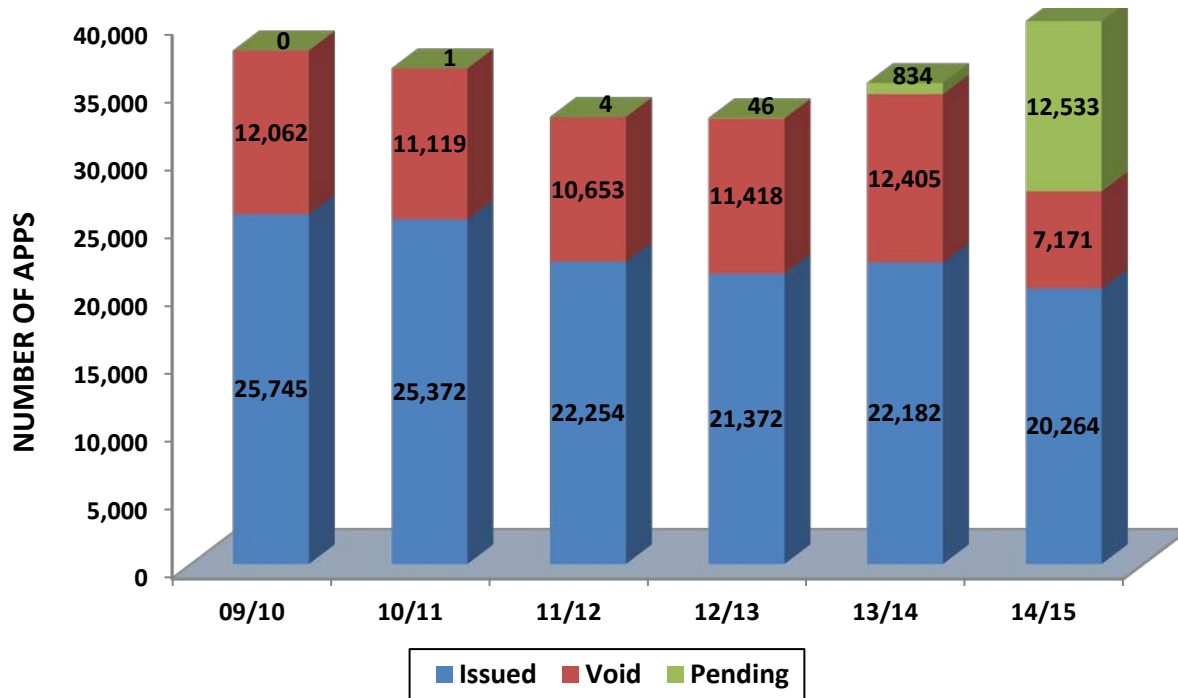
A	GENERAL ENGINEERING	5,776	C31	CONSTRUCTION ZONE TRAFFIC CONTROL	31
B	GENERAL BUILDING	64,455	C32	PARKING AND HIGHWAY IMPROVEMENT	199
C-2	INSULATION AND ACOUSTICAL	299	C33	PAINTING & DECORATING	8,982
C-4	BOILER HOT WATER HEATING & STEAM FITTING	232	C34	PIPELINE	164
C-5	FRAMING & ROUGH CARPENTRY	463	C35	LATHING AND PLASTERING	681
C-6	CABINET MILLWORK FINISH CARPENTRY	2,910	C36	PLUMBING	8,852
C-7	LOW VOLTAGE SYSTEMS	2,188	C38	REFRIGERATION	1,011
C-8	CONCRETE	2,586	C39	ROOFING	0
C-9	DRYWALL	1,317	C42	SANITATION SYSTEM	411
C10	ELECTRICAL	14,085	C43	SHEET METAL	484
C11	ELEVATOR	48	C45	SIGN	392
C12	EARTHWORK AND PAVING	1,037	C46	SOLAR	412
C13	FENCING	674	C47	GENERAL MANUFACTURED HOUSING	236
C15	FLOORING & FLOOR COVERING	3,878	C50	REINFORCING STEEL	68
C16	FIRE PROTECTION	769	C51	STRUCTURAL STEEL	424
C17	GLAZING	1,116	C53	SWIMMING POOL	1,057
C20	HVAC	6,326	C54	CERAMIC & MOSAIC TILE	3,577
C21	BLDG MOVING/DEMOLITION	471	C55	WATER CONDITIONING	125
C22	ASBESTOS ABATEMENT	0	C57	WATER WELL DRILLING	349
C23	ORNAMENTAL METAL	447	C60	WELDING	570
C27	LANDSCAPING	4,817	C61	D** LIMITED SPECIALTY	7,590
C28	LOCK & SECURITY EQUIP	155	ASB	CERTIFICATION	359
C29	MASONRY	1,140	HAZ	CERTIFICATION	613

Data obtained from Teale Program WCEXCLS



Disposition of Applications by Fiscal Year
Teale Report S724: Run Date 08-01-2015

(Includes: Original, Add Class, Replacing the Qualifier, Home Improvement Salesperson, Officer Changes)



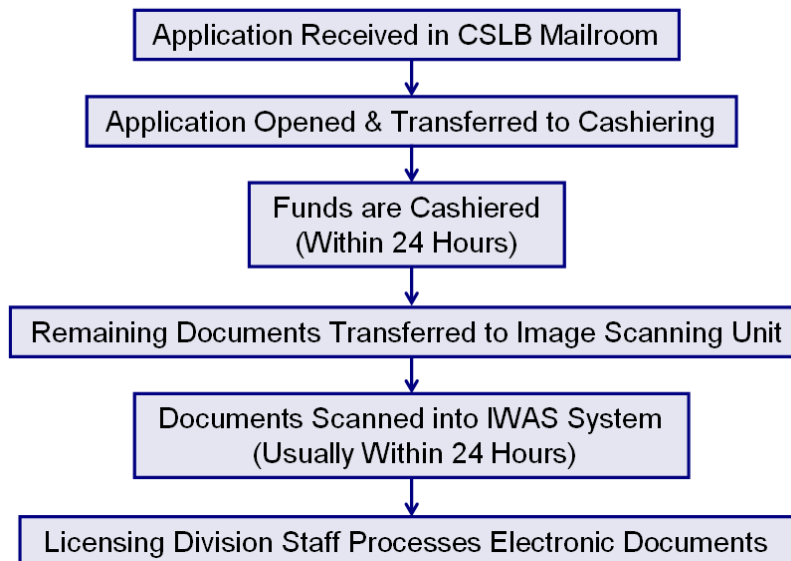
CSLB management continues to monitor processing times for the various licensing units on a weekly and monthly basis. The charts on the last four pages of this report track the “weeks to process” for the application and license maintenance/transaction units.

The charts indicate the average number of weeks to process for that particular month. Processing times, or “weeks to process,” refers to the average number of weeks before an application or document is initially pulled for processing by a technician after it arrives at CSLB.

The time-to-process timelines for applications and renewals include an approximate two-day backlog that accounts for the required cashiering and image-scanning tasks that must be completed before an application or document can be processed.



CSLB Application Processing Route



Since FY 2008-09, Licensing has used a diminished amount of overtime, in contrast to previous years when overtime was a regular occurrence due to furloughs. Throughout schedule and staff level fluctuations, Licensing has maintained acceptable processing times.

FINGERPRINTING/CRIMINAL BACKGROUND UNIT

Since January 2005, all applicants for a CSLB license, and each officer, partner, owner, and responsible managing employee, member and manager as well as all applicants to be home improvement salespersons, must be fingerprinted and undergo a criminal background check conducted by the California Department of Justice (DOJ). Individuals currently licensed by CSLB who do not apply for any changes to their license and applicants for a joint venture license are not required to be fingerprinted.

Criminal Background Unit (CBU) staff begins processing Criminal Offender Record Information (CORI) on the same day it is received by conducting a triage to clear applicants who have minor, clearable convictions, provided that the applicant honestly disclosed that information on the CSLB application. Applicants who do not disclose what would have been considered minor, clearable convictions may be given the opportunity to withdraw the false application and submit a new one that lists their conviction(s), and include appropriate fees. These withdrawal offers also are processed as part of the triage.

Since the fingerprint program began, CSLB has received 331,875 transmittals from DOJ. These include clear codes and conviction information.

Of the applicants fingerprinted during that time, CBU staff received CORI for approximately 58,000 applicants, an indication that DOJ and/or the Federal Bureau of Investigation had a criminal conviction(s) on record for that individual.



As a result of CORI files received through July 31, 2015, CBU denied 1,232 applications and issued 1,463 probationary licenses; 617 applicants appealed their denials.

Below is a breakdown of CBU statistics by fiscal year.

Criminal Background Unit Statistics								
	FY 04-05	FY 10-11	FY 11-12	FY 12-13	FY 13-14	FY 14-15	FY 15-16	TOTALS
DOJ Records Received	216,177	24,730	18,805	18,270	20,395	28,434	2,583	329,394
CORI RAPP Received	35,407	5,201	3,997	3,663	3,768	4,686	585	57,307
Denials	907	108	70	67	37	40	3	1,232
Appeals	435	62	39	36	23	21	1	617
Probationary Licenses Issued	825	243	146	71	76	97	5	1,463

EXPERIENCE VERIFICATION UNIT

CSLB is required by law to investigate a minimum of 3 percent of applications received to review applicants' claims of work experience. Until 2005, application experience investigations were performed by the Licensing division. However, in early 2005, when the fingerprinting requirements were implemented, Licensing requested that the application experience investigation workload be transferred to the Enforcement division. This enabled Licensing staff, who had previously conducted application experience investigations, to review criminal histories. But, as of June 1, 2014, Licensing has reassumed the formal application investigation process. Licensing continues to follow the same procedures as Enforcement.

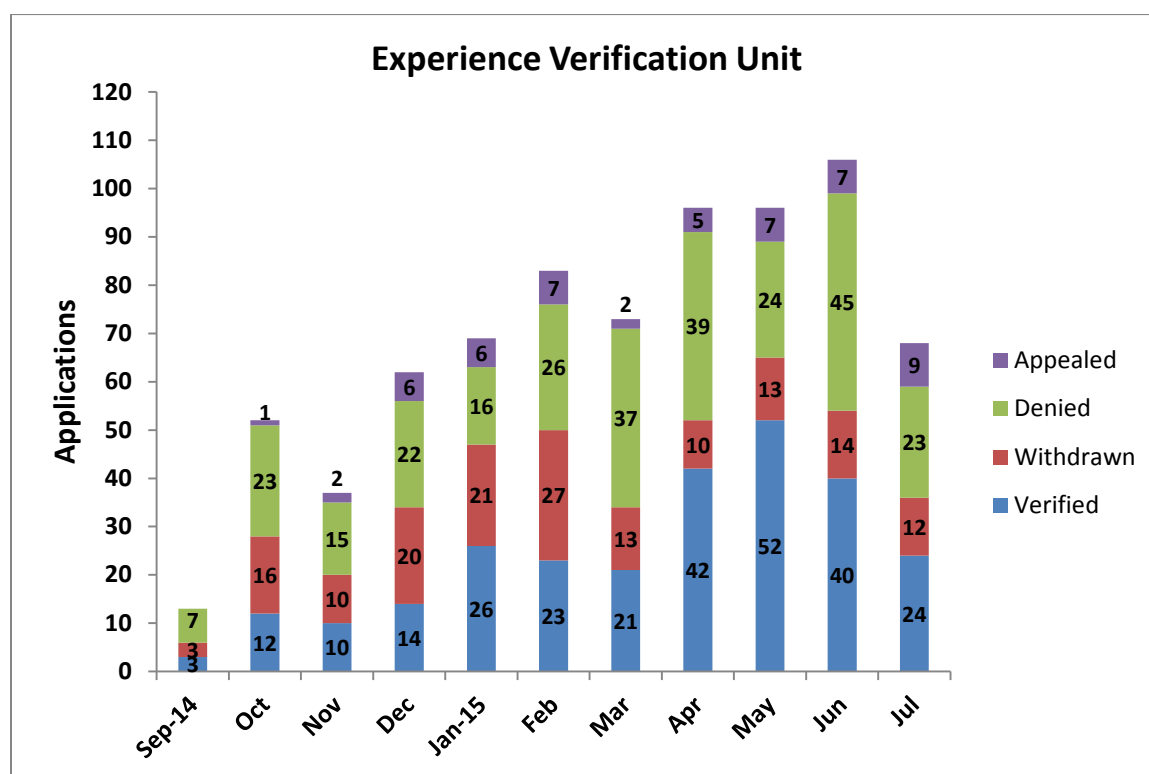
In January 2013, in order to streamline the application process, as well as to reduce the time and expense of formal investigations, Licensing combined the work experience verification process with the standard application review. The goal of the program is to assist qualified applicants in becoming licensed and to ensure that all licensed contractors meet minimum qualifications. While this process is not a formal investigation, it is intended to verify the work experience claimed by the applicant. Applicants are provided with a number of options for verifying their experience. In instances when CSLB is unable to confirm the experience, three options are offered to the applicant:

- Identify a new qualifier who possesses the required experience;
- Withdraw the application and reapply when the necessary experience has been gained; or
- Request a formal experience investigation.



In December 2013, CSLB conducted a seminar for contractor schools to review the experience verification process so they could better help clients provide CSLB the necessary verification information to become licensed. In June 2014, application processing staff underwent training on procedures to verify experience. Following the training, about 40 percent fewer applications were referred for formal investigation compared with the previous quarter. The Experience Verification Unit was transferred to the Licensing division on July 1, 2014, and fully staffed by November 20, 2014. Statistical reporting for the unit was in place September 1, 2014.

The following chart provides a monthly breakdown of the action taken for applications referred to the Experience Verification Unit.



Since implementation, the Experience Verification Unit staff has been assigned a total of 813 applications for experience verification. The number of applications referred to the unit each month meets the 3 percent minimum requirement (Business and Professions Code §7068(g) and California Code of Regulations 824).

The Experience Verification Unit denied 277 applications, 52 have been appealed and 267 verified for continued processing. One hundred fifty nine applications were withdrawn.

Currently, 112 applications are pending further review or awaiting additional supporting experience documentation from the applicant.



The chart below provides the classification breakdown for appeals, denials, withdrawals, and experience verifications from September 1, 2014 through July 31, 2015.

Experience Verification By Classification

Classification	Appealed	Withdrawn	Verified	Denied
A General Engineering	6	18	18	20
B General Building	38	110	131	184
C-2 Insulation/Acoustic			1	
C-4 Boiler Hot Water			1	
C-5 Framing/Rough Carp			1	1
C-6 Cabinet-Millwork			1	
C-7 Low Voltage			2	1
C-8 Concrete			4	4
C-9 Drywall	1			5
C-10 Electrical	1	8	28	9
C-12 Earthwork & Paving		1	2	2
C-13 Fencing				1
C-15 Flooring	1	1	3	4
C-16 Fire Protection			1	
C-17 Glazing		1	2	1
C-20 HVAC	1	3	9	12
C-21 Bldg. Moving Demo				2
C-23 Ornamental Metal			1	
C-27 Landscaping	1	3	8	10
C-29 Masonry		1	1	
C-31 Construction Zone				1
C-32 Parking Highway		1		
C-33 Painting			9	2
C-35 Lath-Plaster	1		1	1
C-36 Plumbing	1	2	22	8
C-39 Roofing		1	1	1
C-42 Sanitation		1		
C-43 Sheet Metal		1		
C-46 Solar	1		3	3
C-51 Structural Steel			1	
C-53 Swimming Pool		1		1
C-54 Tile		1	5	1
C-57 Well Drilling		2	3	1
C-60 Welding		1		
C-61 Limited Specialty		1	8	2
Totals	52	159	267	277

**LICENSING INFORMATION CENTER (LIC)****LIC Workload**

LIC (call center) staff has continued to exceed Board goals. To date, for fiscal year 2015-2016, call center agents answer approximately 14,000 calls per month. Call wait times averaged only 4:13, with 98 percent of all incoming calls answered. The average length of each call was 1:04.

These improved statistics can be attributed to improved staffing levels and training. Employees hired in 2014 continue to benefit from comprehensive training and are becoming more seasoned each day.

Staffing Update

LIC currently has one vacancy, with 14 full-time Program Technician II's and two Retired Annuitants.

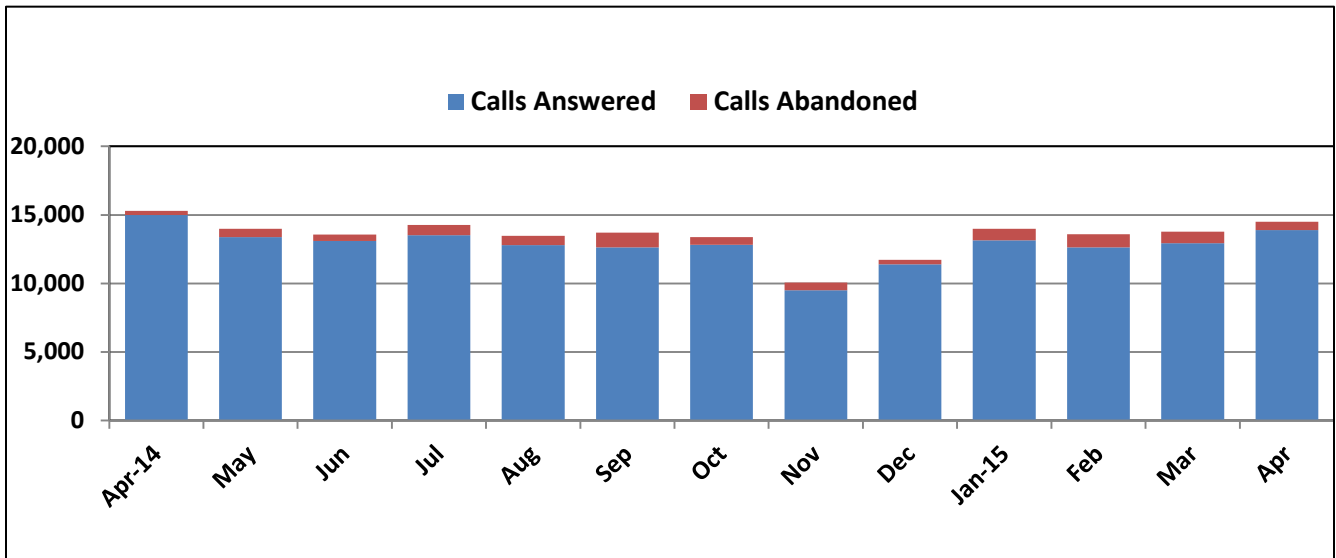
Increased Training

LIC continues to strive to provide timely, efficient, and professional services to its customers. New employees have spent significant time in one-on-one training with seasoned staff and supervisors. LIC meets bi-monthly with the CSLB Classification Deputy for updated classification changes, and keeps in constant contact with all licensing units to ensure that the public receives the most current information. LIC analyst Ellen Maier provided Board orientation for new employees in the Enforcement division August 4-6, 2015, with similar training scheduled for the Licensing division on August 25-27, 2015. The training is webcast via CSLB's intranet for staff in Southern California offices.



LICENSING INFORMATION CENTER CALL DATA

	Apr '14	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Calls Received	15,289	13,997	13,566	14,271	13,467	13,759	13,397	10,090	11,735	13,984	13,595	13,788	14,490	13,514	14,906	14,060
Calls Answered	14,983	13,370	13,100	13,521	12,805	12,637	12,809	9,507	11,405	13,156	12,633	12,927	13,889	13,272	14,755	13,810
Calls Abandoned	305	626	466	747	657	1,067	567	566	327	823	958	854	599	242	151	250
Longest Wait Time	5:48	8:37	5:49	10:50	13:35	10:10	7:52	12:05	5:56	10:32	12:59	12:17	11:06	4:51	2:51	4:01
Shortest Wait Time	0:18	0:27	0:26	0:30	0:39	1:18	0:28	0:19	0:10	0:45	0:44	0:31	0:34	0:22	0:08	0:07
Average Wait Time	1:28	2:53	2:28	4:36	4:35	4:53	4:48	4:43	4:46	4:39	4:30	4:12	4:32	4:27	4:17	4:13





JUDGMENT UNIT

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

Outstanding liabilities are reported to CSLB by:

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

Unsatisfied judgments are reported to CSLB by:

- Contractors
- Consumers
- Attorneys

Payments of claims are reported to CSLB by:

- Bonding companies

When CSLB receives timely notification of an outstanding liability, judgment, or payment of claim, an initial letter is sent to the licensee explaining options and the timeframe to comply, which is 90 days for judgments and payment of claims, and 60 days for outstanding liabilities.

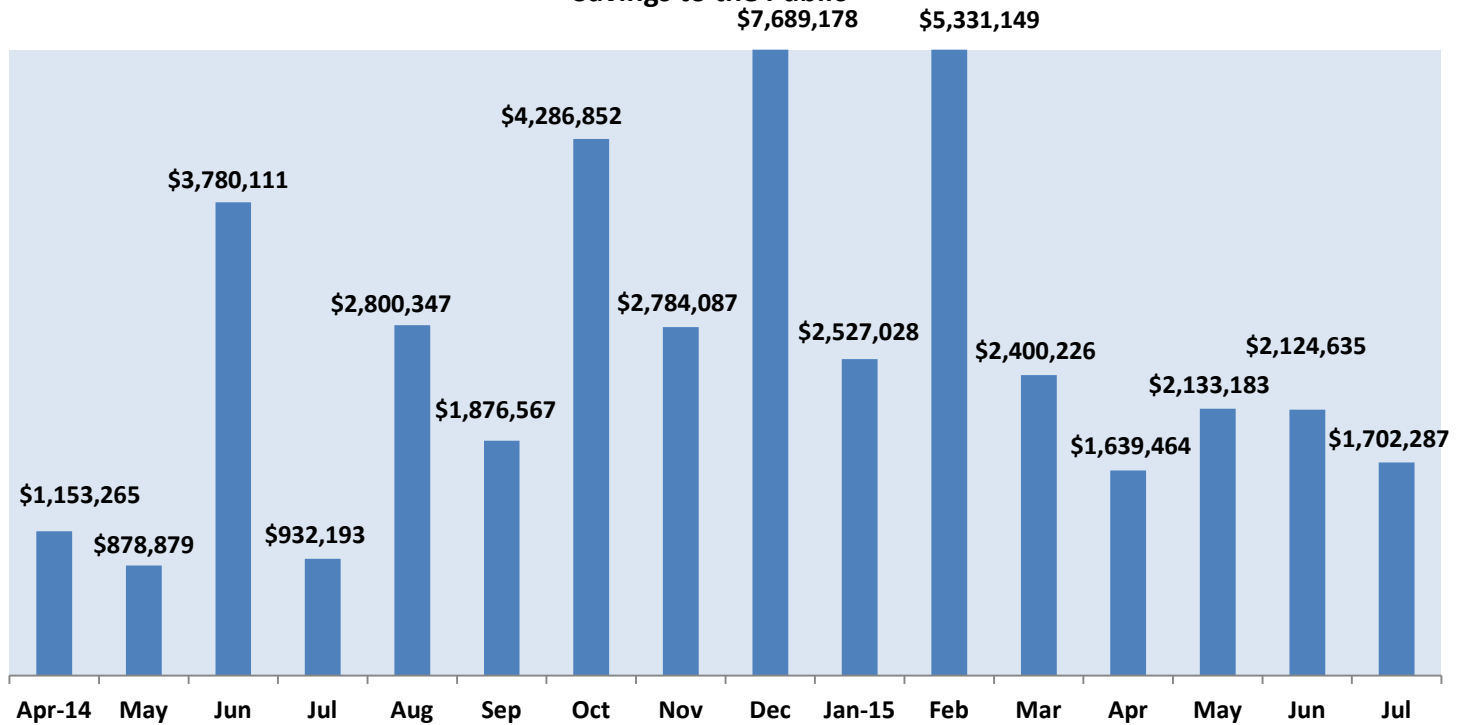
If the licensee fails to comply within the allotted timeframe, the license is suspended and a notice of suspension is sent to the contractor. Upon compliance, a reinstatement letter is sent to the licensee.



Outstanding Liabilities

	Apr 2014	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2015	Feb	Mar	Apr	May	Jun	Jul
Initial	82	54	41	91	24	86	89	48	54	46	46	38	57	89	102	78
Suspend	97	37	66	41	31	72	22	63	88	42	40	42	36	32	51	80
Reinstate	42	33	60	36	31	61	83	63	173	63	100	42	43	25	40	41

Savings to the Public

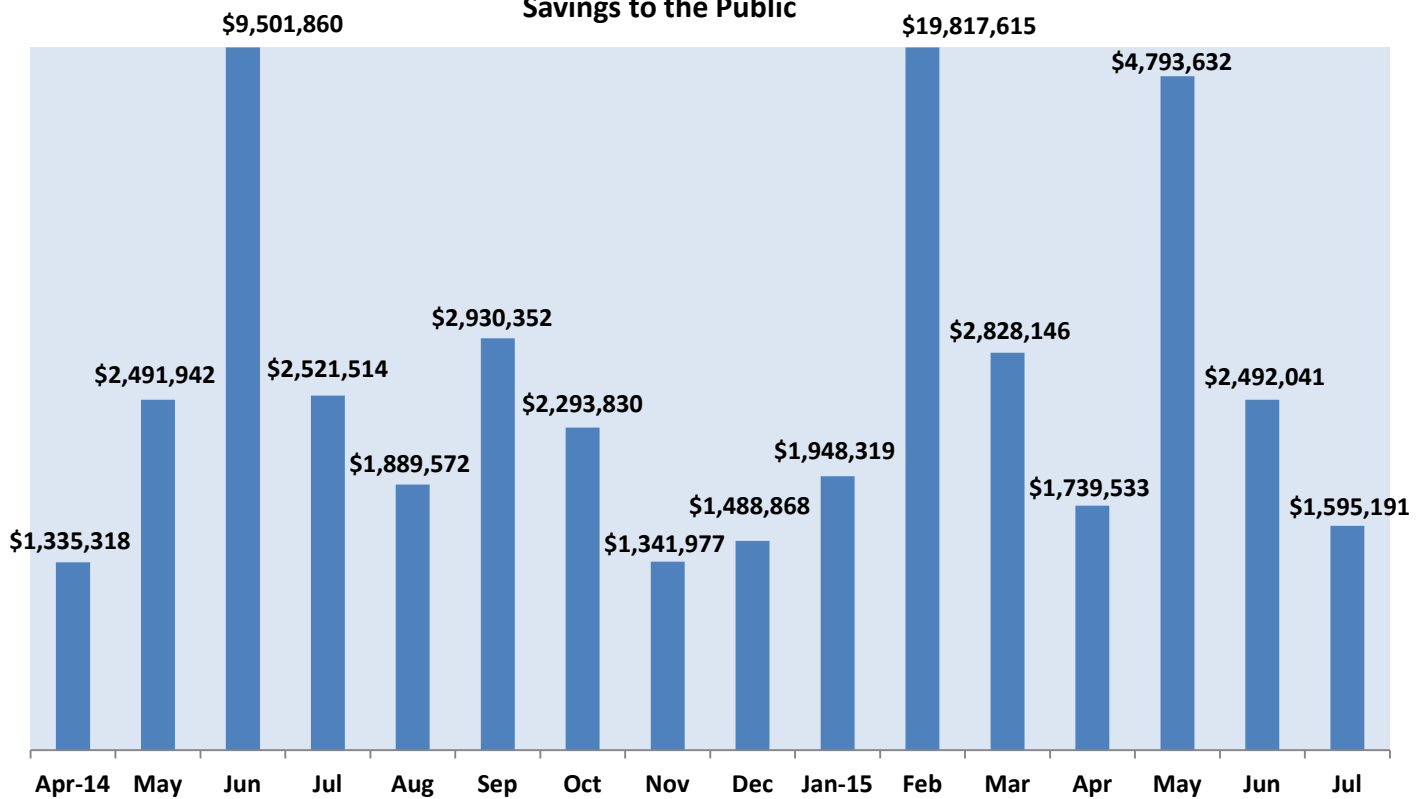




Judgments

	Apr 2014	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2015	Feb	Mar	Apr	May	Jun	Jul
Initial	213	151	220	184	191	183	192	137	145	181	112	185	145	148	142	171
Suspend	54	33	72	86	57	117	95	100	103	96	53	68	54	48	84	81
Reinstate	128	118	118	118	109	123	117	97	116	109	132	134	121	93	117	111

Savings to the Public

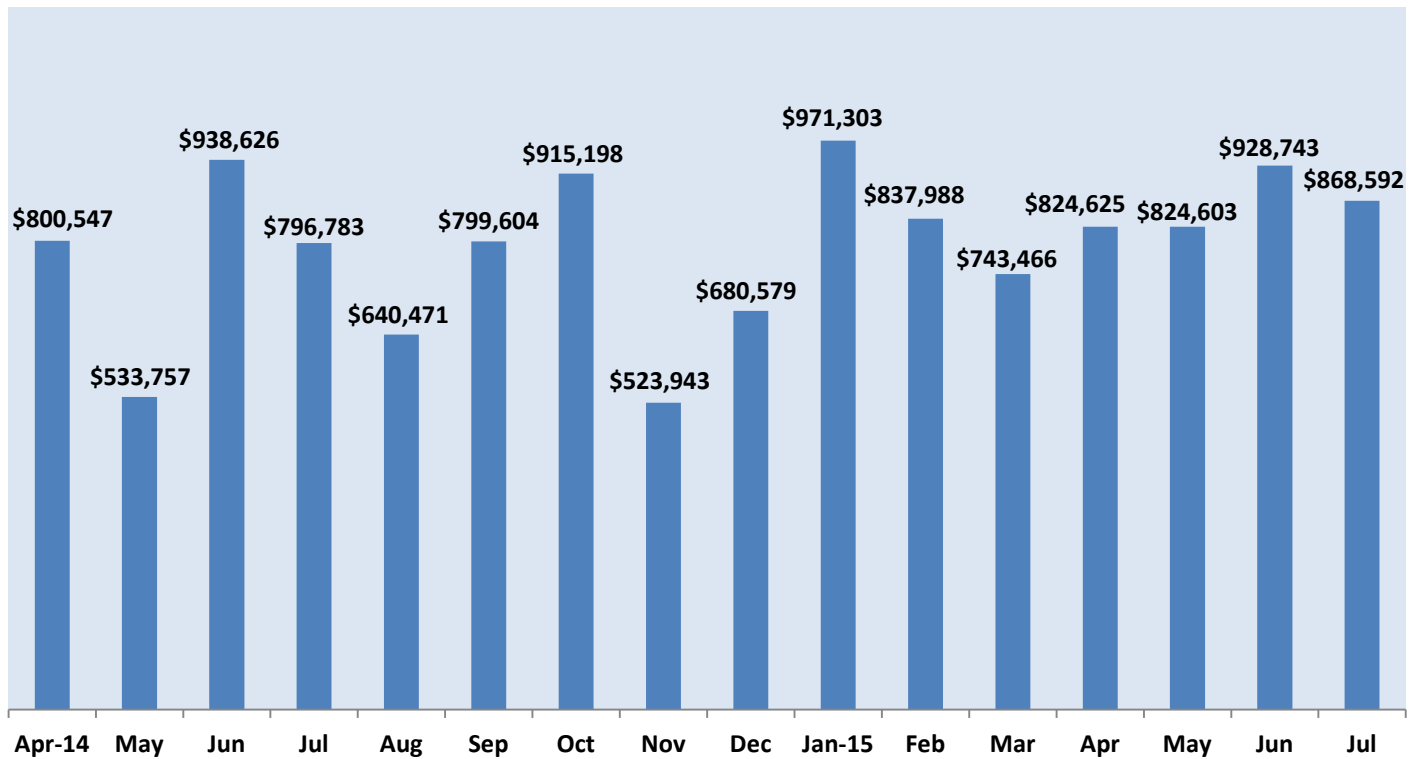




Bond Payment of Claims

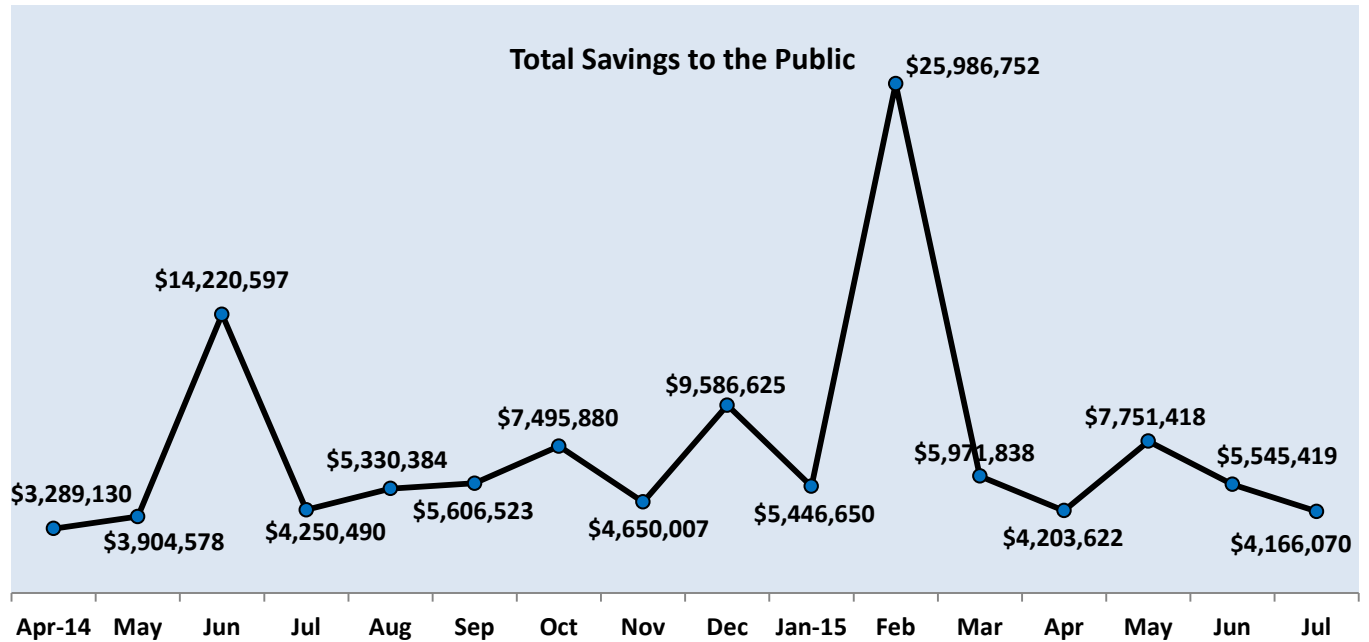
	Apr 2014	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2015	Feb	Mar	Apr	May	Jun	Jul
Initial	150	56	323	183	124	219	271	93	150	253	153	122	207	178	218	166
Suspend	60	62	98	57	8	187	86	41	142	126	39	60	114	77	43	127
Reinstate	133	90	176	147	118	140	155	103	126	159	148	130	140	142	157	152

Savings to the Public





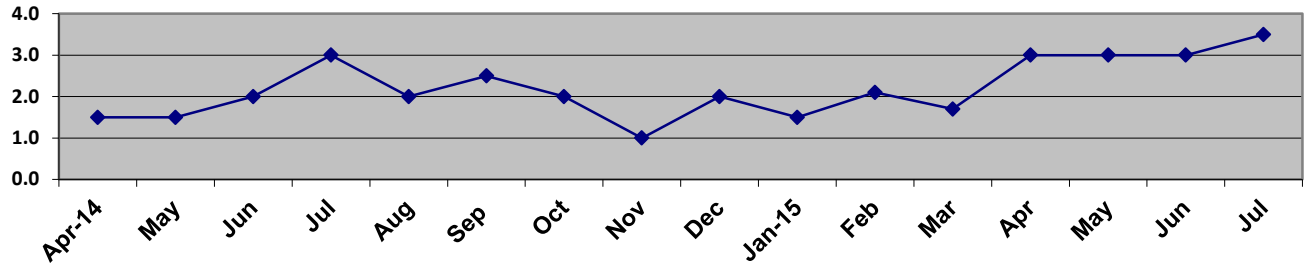
The chart below illustrates the combined total savings to the public by month for outstanding liabilities, judgments and payments of claim.



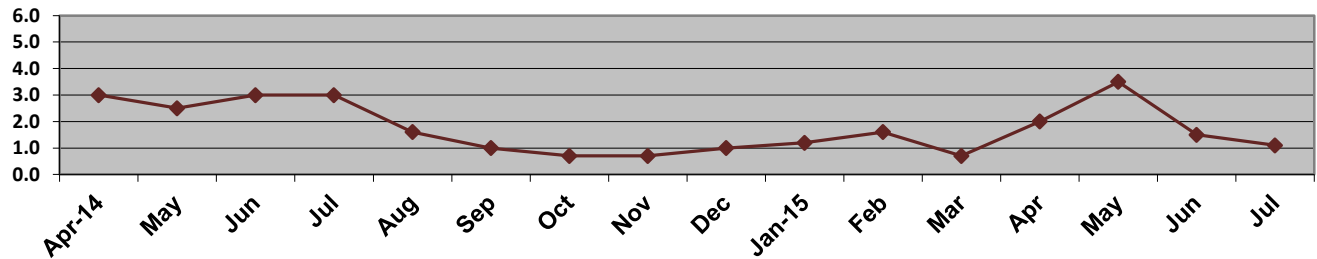


Number of Weeks before Being Pulled for Processing

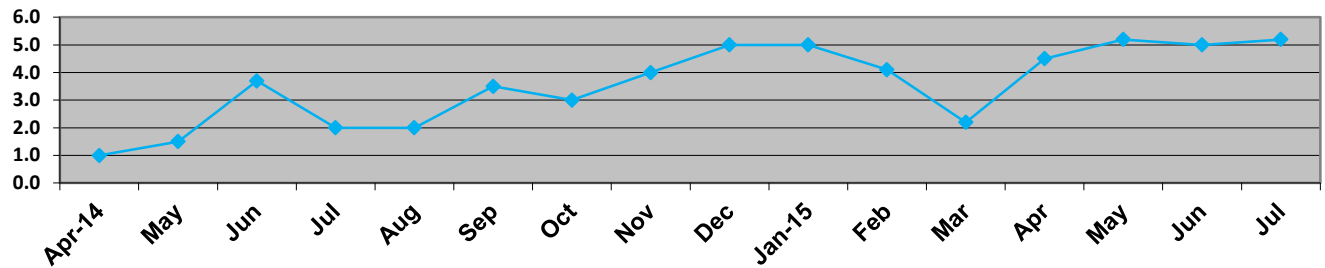
Application for Original License - Exam



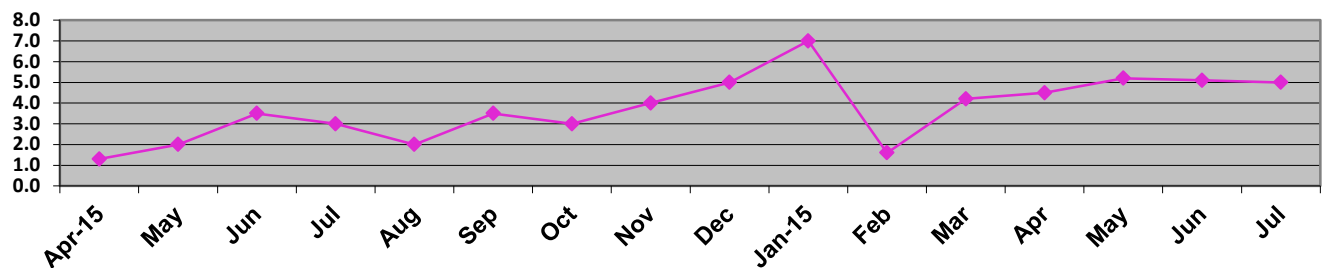
Application for Original License - Waiver



Application for Additional Classification



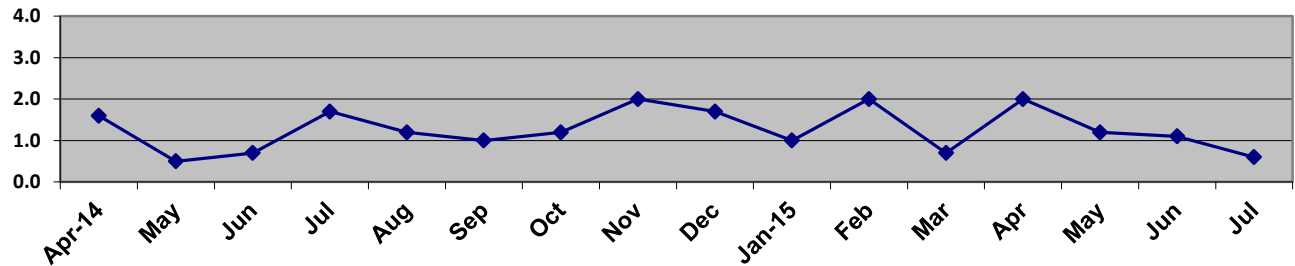
Application to Replace the Qualifier



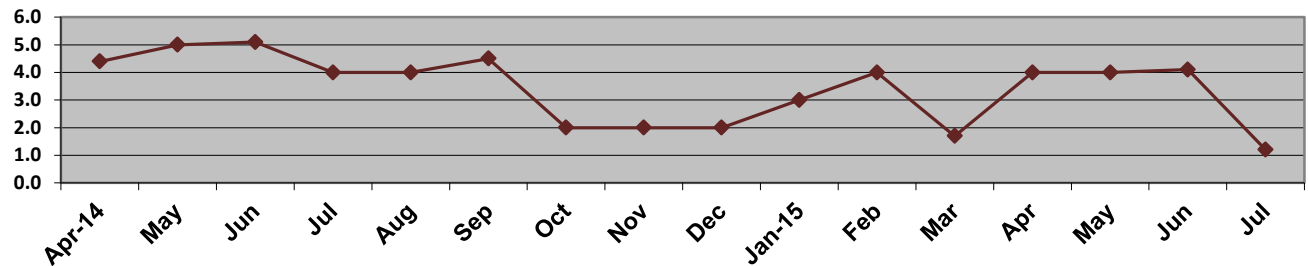


Number of Weeks before Being Pulled for Processing

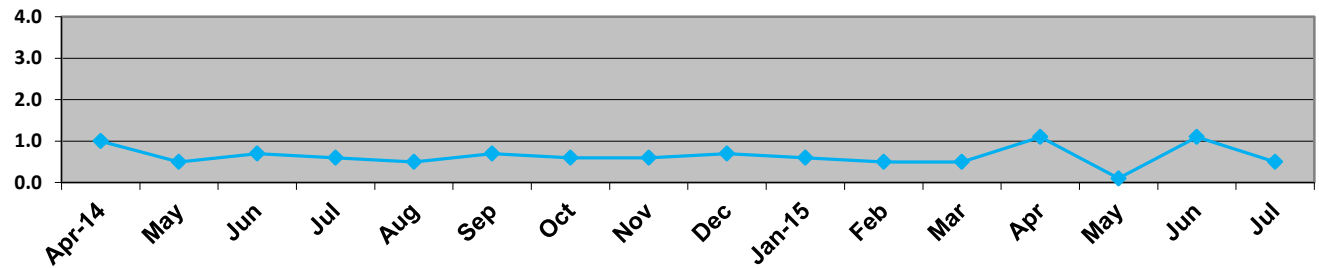
Application for Renewal



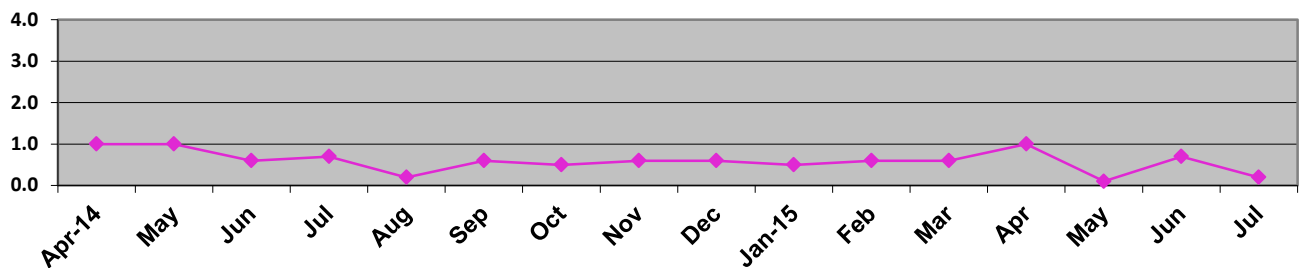
Home Improvement Salesperson (HIS) Application



Application to Add New Officer



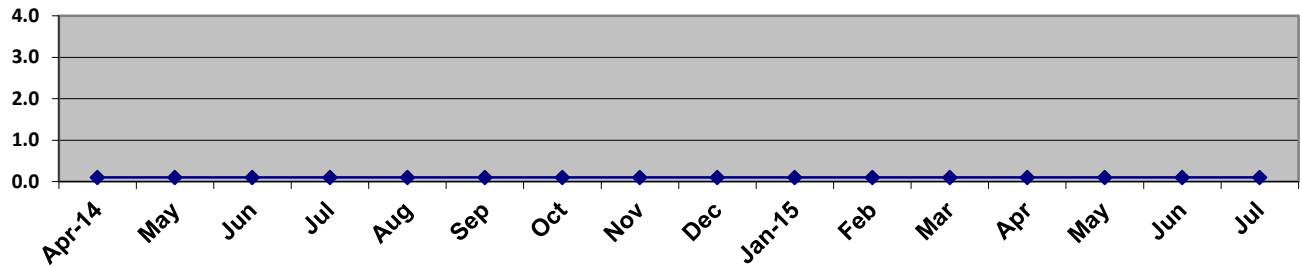
Application to Change Business Name or Address



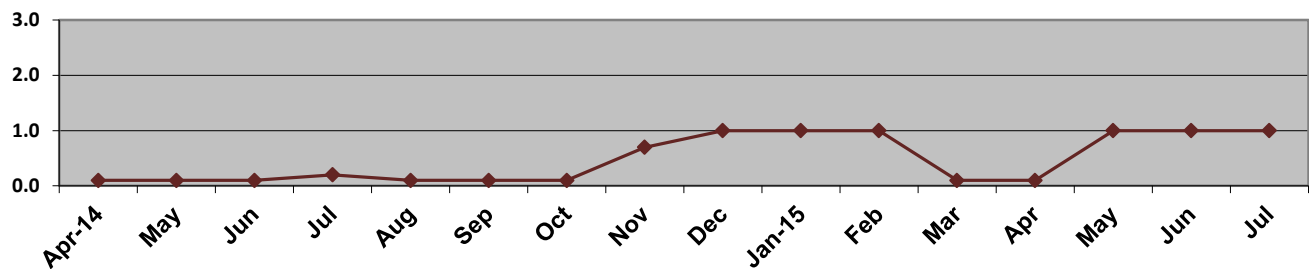


Number of Weeks before Being Pulled for Processing

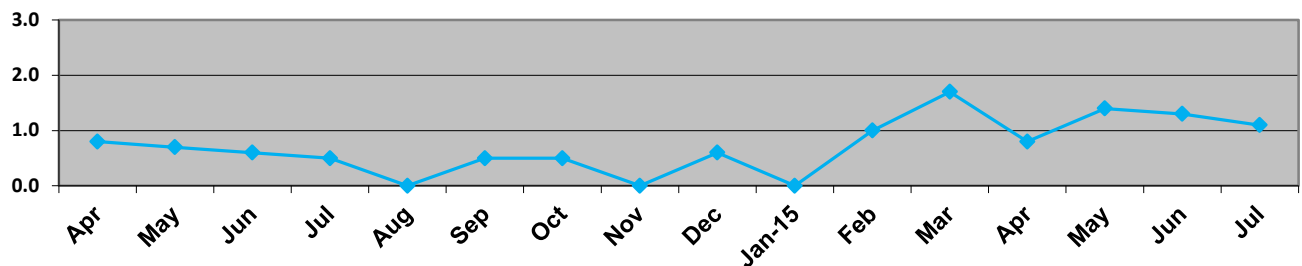
Contractors Bond, Bond of Qualifying Individual, LLC Worker Bond,
Disciplinary Bond and Qualifier Exemptions



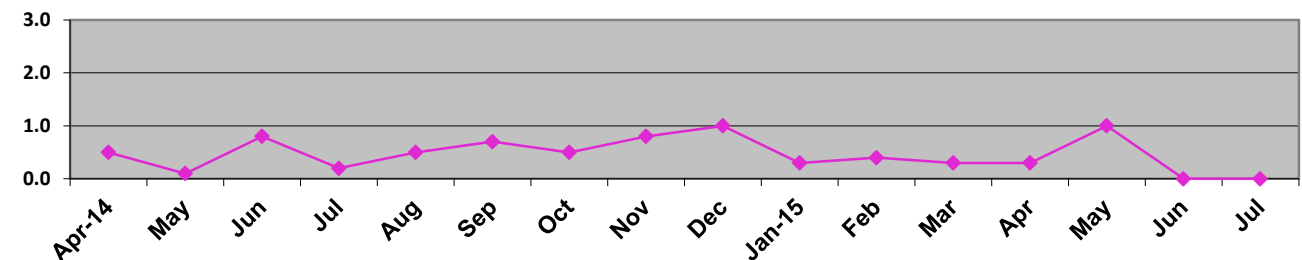
Workers' Compensation Certificates and Exemptions



Certified License History



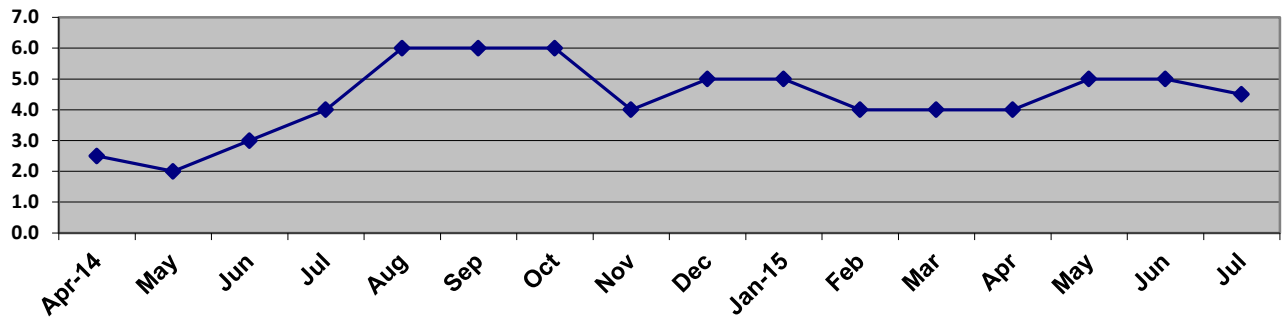
Request for Copies of Documents





Number of Weeks before Being Pulled for Processing

Criminal Background Unit – CORI Review



AGENDA ITEM F-2

Review, Discussion and Possible Action Regarding Acceptable Experience Verification Samples per Title 16 California Code of Regulations Section 824





CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, California 95827
 Mailing Address: P.O. Box 26000, Sacramento, CA 95826
 800-321-CSLB (2752)
www.cslb.ca.gov • CheckTheLicenseFirst.com

STATE OF CALIFORNIA

Governor Edmund G. Brown Jr.

ACCEPTABLE SUPPORTING EXPERIENCE DOCUMENTATION



Applicants for licensure with the Contractors State License Board (CSLB) must have had, within the last 10 years, a minimum of four (4) years of work experience as a journeyman, foreman, supervising employee, or contractor in the classification for which the applicant is applying. All claimed experience must be supportable by documentation satisfactory to CSLB, including as contained in the following list of acceptable experience documentation that may support an applicant's claimed experience, as reported on a Certification of Work Experience.

TABLE OF ACCEPTABLE SUPPORTING EXPERIENCE DOCUMENTATION			
DOCUMENTATION	EMPLOYED BY A CONTRACTOR	NON-LICENSED SELF-EMPLOYMENT	OWNER-BUILDER (B – General Building classification only)
Wage or Tax Documentation and Paycheck Stubs <ul style="list-style-type: none"> Copies of applicant's state or federal income tax forms showing income from construction activities (W-2 from an employer, 1099 from a contractor, Schedule C for self-employment, etc.) End-of-year paycheck stubs showing gross earnings and hourly/salary rates Wage transcripts can be obtained from the Internal Revenue Service at (800) 829-1040 	✓	✓ (tax documents only)	
Employer Contact Information <ul style="list-style-type: none"> To verify employment period and scope of work performed 	✓		
Duty Statement <ul style="list-style-type: none"> If employer had a specific duty statement outlining scope of work performed 	✓		
Out-of-State Proof of Employer's Licensure <ul style="list-style-type: none"> Proof of employer's out-of-state license status, classification, and personnel of record 	✓		

DOCUMENTATION (continued)	EMPLOYED BY A CONTRACTOR	NON- LICENSED SELF- EMPLOYMENT	OWNER- BUILDER (B – General Building classification only)
Notarized Certification of Work Experience <ul style="list-style-type: none"> Notarized Certification of Work Experience written in or translated into English and notarized in the country of origin 	✓		
Permits/Inspections <ul style="list-style-type: none"> Copies of city and/or county building permits, regardless of whether pulled by applicant or homeowner, including permit applications, permits, and final inspection reports Accompanied by statement detailing the work the applicant performed For homeowner permits, include applicant's contract/invoice with a detailed scope of work For B – General Building permits, reflect the square footage of the project and support work in structural framing/rough carpentry and at least two (2) additional unrelated trades – each job must include at least two (2) unrelated trades, other than framing/rough carpentry, but every job does not need to include framing/rough carpentry Copies of permits for plumbing, electrical, roofing, etc. for specific classifications, as applicable 		✓	✓
Contracts <ul style="list-style-type: none"> Copies of complete and signed contracts that have been entered into and performed, including client contact information, description of work performed, and project start and end dates Accompanied by a statement indicating a reasonable estimate of the actual time spent to complete the project 		✓	

DOCUMENTATION (continued)	EMPLOYED BY A CONTRACTOR	NON- LICENSED SELF- EMPLOYMENT	OWNER- BUILDER (B – General Building classification only)
Itemized Bills, Work Orders, and Invoices <ul style="list-style-type: none"> Similar to Contracts above, if documents relate to work performed in the classification for which applicant is applying 		✓	
Canceled Checks <ul style="list-style-type: none"> Copies of both sides of canceled checks from jobs applicant has performed Accompanied by a letter or Certification of Work Experience from person who paid the check describing work performed 		✓	
Copies of Deeds and Proofs of Sale <ul style="list-style-type: none"> For work done on applicant's own properties Accompanied by a statement detailing work done on the properties and dates of projects 			✓
Material Receipts <ul style="list-style-type: none"> To support other documentation (including permits, contracts, invoices, canceled checks, etc.) Accompanied by letters or Certifications of Work Experience from individuals for whom applicant performed the work and applied the materials 		✓	✓
Education <ul style="list-style-type: none"> Sealed official transcripts for evaluation of college degrees/units in related construction trade Transcripts for degree earned outside of the United States must be translated into English and evaluated by an accredited evaluation service that does business within the United States Granted maximum of three (3) years of experience credit 	✓	✓	✓

DOCUMENTATION (continued)	EMPLOYED BY A CONTRACTOR	NON- LICENSED SELF- EMPLOYMENT	OWNER- BUILDER (B – General Building classification only)
Apprenticeship Certificate of Completion <ul style="list-style-type: none"> • Proof of formal apprenticeships in related construction trade, including those administered by unions and vocational or accredited schools • Granted maximum of three (3) years of experience credit 	✓	✓	✓
Union Journeyman Book or Letter From Union Supporting Applicant's Journey-Level Status <ul style="list-style-type: none"> • Copies of hour printouts maintained by unions • To support applicant's claimed experience, as reported on a Certification of Work Experience, and/or journey-level status 	✓	✓	✓
Military Training: <ul style="list-style-type: none"> • Copy of applicant's DD214 or military discharge papers if applicant's military training is related to the classification for which he/she is applying • Military service during a national emergency extends 10-year period in which experience is calculated • To obtain additional information on this and other military benefits for which applicant may qualify, please visit CSLB's website at www.cslb.ca.gov or email VeteransInfo@cslb.ca.gov 	✓	✓	✓
Electrician Certification: <ul style="list-style-type: none"> • Copy of the Department of Industrial Relations Division of Apprenticeship Standards' Certified Electrician card • To support applicant's claimed C-10 journey-level status 	✓ (Employed by C-10 licensee only)		

DOCUMENTATION (continued)	EMPLOYED BY A CONTRACTOR	NON- LICENSED SELF- EMPLOYMENT	OWNER- BUILDER (B – General Building classification only)
Chlorofluorocarbon (CFC) Certification: <ul style="list-style-type: none"> • Copy of either Type II or Universal CFC Certification, pursuant to Section 608 of the Clean Air Act of 1990 and as required by the Environmental Protection Agency (EPA) • To support applicant's claimed C-20 or C-38 journey-level experience, as documented on a Certification of Work Experience 	 (Employed by C-20 or C-38 licensee only)		
Work Experience and Division of Occupational Safety and Health (DOSH) Registration: <ul style="list-style-type: none"> • Specific C-22 experience, exam waiver, and DOSH Registration requirements are contained in California Code of Regulations section 832.22 and 833 • Required to support applicant's claimed C-22 journey-level experience, as documented on a Certification of Work Experience 	 (Employed by C-22 or Asbestos Certification licensee only)		

NOTE: Nothing in this document shall prohibit CSLB from requesting additional supporting experience documentation, as it deems necessary.

W2 Forms

a Employee's social security number	1 Wages, tips, other comp. 77587.59	2 Federal income tax withheld 7799.02
b Employer ID number (EIN)	3 Social security wages 77587.59	4 Social security tax withheld 4810.45
	5 Medicare wages and tips 77587.59	6 Medicare tax withheld 1125.02

c Employer's name, address, and ZIP code

d Control number

e Employee's name, address, and ZIP code

7 Social security tips	8 Allocated tips	9
10 Dependent care benefits	11 Nonqualified plans	12a See instructions for box 12
12b	12c	12d
13 Statutory employee <input type="checkbox"/>	Retirement plan <input checked="" type="checkbox"/>	Third-party sick pay <input type="checkbox"/>
14 Other CA SDI 775.88		
CA		
15 State Employer's state I.D. #	16 State wages, tips, etc.	17 State income tax
18 Local wages, tips, etc.	19 Local income tax	20 Locality name

Copy B To Be Filed With Employee's FEDERAL Tax Return
This information is being furnished to the Internal Revenue Service.
DXA

Dept. of the Treasury - IRS

a Employee's social security number	1 Wages, tips, other comp. 77587.59	2 Federal income tax withheld 7799.02
b Employer ID number (EIN)	3 Social security wages 77587.59	4 Social security tax withheld 4810.45
	5 Medicare wages and tips 77587.59	6 Medicare tax withheld 1125.02

c Employer's name, address, and ZIP code

d Control number

e Employee's name, address, and ZIP code

7 Social security tips	8 Allocated tips	9
10 Dependent care benefits	11 Nonqualified plans	12a See instructions for box 12
12b	12c	12d
13 Statutory employee <input type="checkbox"/>	Retirement plan <input checked="" type="checkbox"/>	Third-party sick pay <input type="checkbox"/>
14 Other CA SDI 775.88		
CA	77587.59	2848.06
15 State Employer's state I.D. #	16 State wages, tips, etc.	17 State income tax
18 Local wages, tips, etc.	19 Local income tax	20 Locality name

Copy 2 To be Filed With Employee's State, City,
or Local Income Tax Return
DXA

Dept. of the Treasury - IRS

This information is being furnished to the IRS. If you are required to file a tax return, a negligence penalty/other sanction may be imposed on you if this income is taxable and you fail to report it.

a Employee's social security number	1 Wages, tips, other comp. 77587.59	2 Federal income tax withheld 7799.02
b Employer ID number (EIN)	3 Social security wages 77587.59	4 Social security tax withheld 4810.45
	5 Medicare wages and tips 77587.59	6 Medicare tax withheld 1125.02

c Employer's name, address, and ZIP code

d Control number

e Employee's name, address, and ZIP code

7 Social security tips	8 Allocated tips	9
10 Dependent care benefits	11 Nonqualified plans	12a See instructions for box 12
12b	12c	12d
13 Statutory employee <input type="checkbox"/>	Retirement plan <input checked="" type="checkbox"/>	Third-party sick pay <input type="checkbox"/>
14 Other CA SDI 775.88		
CA	77587.59	2848.06
15 State Employer's state I.D. #	16 State wages, tips, etc.	17 State income tax
18 Local wages, tips, etc.	19 Local income tax	20 Locality name

Copy C For EMPLOYER'S RECORDS (See Notice on back.)
DXA

Dept. of the Treasury - IRS

a Employee's social security number	1 Wages, tips, other comp. 77587.59	2 Federal income tax withheld 7799.02
b Employer ID number (EIN)	3 Social security wages 77587.59	4 Social security tax withheld 4810.45
	5 Medicare wages and tips 77587.59	6 Medicare tax withheld 1125.02

c Employer's name, address, and ZIP code

d Control number

e Employee's name, address, and ZIP code

7 Social security tips	8 Allocated tips	9
10 Dependent care benefits	11 Nonqualified plans	12a See instructions for box 12
12b	12c	12d
13 Statutory employee <input type="checkbox"/>	Retirement plan <input checked="" type="checkbox"/>	Third-party sick pay <input type="checkbox"/>
14 Other CA SDI 775.88		
CA	77587.59	2848.06
15 State Employer's state I.D. #	16 State wages, tips, etc.	17 State income tax
18 Local wages, tips, etc.	19 Local income tax	20 Locality name

Copy 2 To be Filed With Employee's State, City,
or Local Income Tax Return
DXA

Dept. of the Treasury - IRS

1099 Form

☐ CORRECTED (if checked)

**Miscellaneous
Income**

PAYER'S name, street address, city or town, province or state, country, ZIP or foreign postal code, and telephone no. [REDACTED]		1 Rents \$	OMB No. 1545-0115 2013 Form 1099-MISC		Copy B For Recipient
[REDACTED]		2 Royalties \$	4 Federal income tax withheld \$		
[REDACTED]		3 Other income \$	6 Fishing boat proceeds \$		
PAYER'S federal identification number [REDACTED]	RECIPIENT'S identification number [REDACTED]	7 Nonemployee compensation \$ 44850.63		8 Medical and health care payments \$	This is important tax information and is being furnished to the Internal Revenue Service. If you are required to file a return, a negligence penalty or other sanction may be imposed on you if this income is taxable and the IRS determines that it has not been reported.
RECIPIENT'S name [REDACTED]		8 Substitute payments in lieu of dividends or interest \$		9 Payer made direct sales of \$5,000 or more of consumer products to a buyer (recipient) for resale <input type="checkbox"/>	
Street address (including apt. no.) [REDACTED]		10 Crop insurance proceeds \$		11 Foreign tax paid \$	
City or town, province or state, country, and ZIP or foreign postal code [REDACTED]		12 Foreign country or U.S. possession \$		13 Excess golden parachute payments \$	
Account number (see instructions) [REDACTED]		14 Gross proceeds paid to an attorney \$		15 State tax withheld \$	
15a Section 409A deferrals \$	15b Section 409A income \$	16 State/Payer's state no.		17 State income \$	

Form **1099-MISC**

(keep for your records)

www.irs.gov/form1099misc

Department of the Treasury - Internal Revenue Service

DAA

NTE 04/07 *

W0NEDPFR

RECEIVED CSLB
MAILROOM #4

2014 APR -1 PM 1:20

Paystub

Schedule C Forms

SCHEDULE C
(Form 1040)

Department of the Treasury
Internal Revenue Service (99)

Profit or Loss From Business

(Sole Proprietorship)

► For information on Schedule C and its instructions, go to www.irs.gov/schedulec.
► Attach to Form 1040, 1040NR, or 1041; partnerships generally must file Form 1065.

OMB No. 1545-0074

2012

Attachment
Sequence No. 09

Name of proprietor

Social security number (SSN)

A Principal business or profession, including product or service (see instructions)

ASPHALT PAVING

B Enter code from instructions

C Business name. If no separate business name, leave blank.

D Employer ID number (EIN), (see instr.)

E Business address (including suite or room no.)
City, town or post office, state, and ZIP code

F Accounting method: (1) ☒ Cash (2) ☐ Accrual (3) ☐ Other (specify) ►

G Did you "materially participate" in the operation of this business during 2012? If "No," see instructions for limit on losses

☒ Yes ☐ No

H If you started or acquired this business during 2012, check here

I Did you make any payments in 2012 that would require you to file Form(s) 1099? (see instructions)

☐ Yes ☒ No

J If "Yes," did you or will you file required Forms 1099?

☐ Yes ☐ No

Part I Income

1 Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the "Statutory employee" box on that form was checked

1 342,143

2 Returns and allowances (see instructions)

2

3 Subtract line 2 from line 1

3 342,143

4 Cost of goods sold (from line 42)

4 164,024

5 Gross profit. Subtract line 4 from line 3

5 178,119

6 Other income, including federal and state gasoline or fuel tax credit or refund (see instructions)

6

7 Gross income. Add lines 5 and 6

7 178,119

Part II Expenses

Enter expenses for business use of your home only on line 30.

8 Advertising

8 3,000

9 Car and truck expenses (see instructions)

9 20,836

10 Commissions and fees

10

11 Contract labor (see instructions)

11

12 Depletion

12

13 Depreciation and section 179 expense deduction (not included in Part III) (see instructions)

13 44,000

14 Employee benefit programs (other than on line 19)

14

15 Insurance (other than health)

15 6,880

16 Interest:

a Mortgage (paid to banks, etc.)

16a

b Other

16b

17 Legal and professional services

17

18 Office expense (see instructions)

18

19 Pension and profit-sharing plans

19

20 Rent or lease (see instructions):

20

a Vehicles, machinery, and equipment

20a 7,953

b Other business property

20b

21 Repairs and maintenance

21 3,517

22 Supplies (not included in Part III)

22

23 Taxes and licenses

23

24 Travel, meals, and entertainment:

24

a Travel

24a 6,638

b Deductible meals and entertainment (see instructions)

24b 1,356

25 Utilities

25

26 Wages (less employment credits)

26

27a Other expenses (from line 48)

27a 31,296

b Reserved for future use

27b

28 Total expenses before expenses for business use of home. Add lines 8 through 27a

28 125,476

29 Tentative profit or (loss). Subtract line 28 from line 7

29 52,643

30 Expenses for business use of your home. Attach Form 8829. Do not report such expenses elsewhere

30 7,526

31 Net profit or (loss). Subtract line 30 from line 29.

- If a profit, enter on both Form 1040, line 12 (or Form 1040NR, line 13) and on Schedule SE, line 2.
- (If you checked the box on line 1, see instructions) Estates and trusts, enter on Form 1041, line 3.
- If a loss, you must go to line 32.

31 45,118

32 If you have a loss, check the box that describes your investment in this activity (see instructions).

- If you checked 32a, enter the loss on both Form 1040, line 12, (or Form 1040NR, line 13) and on Schedule SE, line 2. (If you checked the box on line 1, see the line 31 instructions.) Estates and trusts, enter on Form 1041, line 3.

- If you checked 32b, you must attach Form 6196. Your loss may be limited.

32a ☐ All investment is at risk.

32b ☐ Some investment is not at risk.

For Paperwork Reduction Act Notice, see your tax return instructions.
HTA

Schedule C (Form 1040) 2012

Wage Transcript



Internal Revenue Service
United States Department of the Treasury

This Product Contains Sensitive Taxpayer Data

Request Date: 06-17-2015
Response Date: 06-17-2015
Tracking Number: [REDACTED]

Wage and Income Transcript

SSN Provided: [REDACTED]
Tax Period Requested: December, 2007



009024

Form W-2 Wage and Tax Statement

Employer:

Employer Identification Number (EIN) [REDACTED]

Employee:

Employee's Social Security Number: [REDACTED]

Submission Type:.....Original document
Wages, Tips and Other Compensation:.....\$4,394.00
Federal Income Tax Withheld:.....\$119.00
Social Security Wages:.....\$4,394.00
Social Security Tax Withheld:.....\$272.00
Medicare Wages and Tips:.....\$4,394.00
Medicare Tax Withheld:.....\$63.00
Social Security Tips:.....\$0.00
Allocated Tips:.....\$0.00
Advanced EIC Payment:.....\$0.00
Dependent Care Benefits:.....\$0.00
Deferred Compensation:.....\$0.00
Code "Q" Nontaxable Combat Pay:.....\$0.00
Code "W" Employer Contributions to a Health Savings Account:.....\$0.00
Code "Y" Deferrals under a section 409A nonqualified Deferred Compensation plan:.....\$0.00
Code "Z" Income under section 409A on a nonqualified Deferred Compensation plan:.....\$0.00
Code "R" Employer's Contribution to MSA:.....\$0.00
Code "S" Employer's Contribution to Simple Account:.....\$0.00
Code "T" Expenses Incurred for Qualified Adoptions:.....\$0.00
Code "V" Income from exercise of non-statutory stock options:.....\$0.00
Code "AA" Designated Roth Contributions under a Section 401(k) Plan:.....\$0.00
Code "BB" Designated Roth Contributions under a Section 403(b) Plan:.....\$0.00
Third Party Sick Pay Indicator:.....Unanswered
Retirement Plan Indicator:.....Unanswered
Statutory Employee:.....Not Statutory Employee

Form W-2 Wage and Tax Statement

Employer:

Employer Identification Number (EIN) [REDACTED]

Employee:

Employee's Social Security Number: [REDACTED]

Submission Type:.....Original document
Wages, Tips and Other Compensation:.....\$671.00
Federal Income Tax Withheld:.....\$20.00

Duty Statement



Lead Facilities Maintenance Worker

Class Code:
489

Bargaining Unit: AMEA - General

CITY OF ANAHEIM
Established Date: Jan 31, 2011
Revision Date: Apr 5, 2011

SALARY RANGE

\$30.37 - \$35.16 Hourly
\$5,264.13 - \$6,094.40 Monthly
\$63,169.60 - \$73,132.80 Annually

DESCRIPTION:

Under minimal supervision, plans, organizes, reviews, trains, mentors and participates in the work assigned Skilled Crafts Workers involved in the construction, maintenance and repair of City facilities.

ESSENTIAL FUNCTIONS:

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.

Directs and participates in the work of Skilled Crafts Workers.

Plans and assigns work and responds to emergency situations and special requests.

Trains and mentors employees, reviews their work, provides guidelines when needed and prepares performance evaluations.

Prepares time sheets and schedules, cost estimates and other reports, schedules and monitors overtime.

Works in conjunction with Facility Maintenance Manager, Field Operations Supervisor, and Event Coordinators to prepare Event Billing Sheets for services provided to clients.

Reads and reviews plans and blueprints, oversees construction and assures work is completed as required and meets various city, state, national and safety regulations.

Meets with contractors as directed.

Orders equipment and supplies per current policies and procedures.

Performs duties in one or more of the following trades: carpentry, plumbing, construction work, painting, and sign making.

Perform related duties and responsibilities as required.

QUALIFICATIONS:

Experience: Extensive journey level experience in one of the building maintenance crafts.

Knowledge of: Principles of supervision, building trades, building repair and maintenance, and simple report writing.

Ability to: Organize and direct the work of subordinates, follow safety regulations and policies, construct, monitor, maintain, repair and troubleshoot building repairs and maintenance, supervise the work of others, drive City vehicles to visit work areas, stand, walk, climb stairs and ladders, use both hands, legs and arms, stoop, bend, lift up to 100 pounds, and enter confined spaces. Learn all applicable safety requirements. Establish and maintain effective working relationships.

SUPPLEMENTAL INFORMATION:

License/Certification Required: Possession of a valid Class C California Driver's License by date of appointment.

ENVIRONMENT/WORKING CONDITIONS:

Environmental Conditions: Due to the nature of work assignments, incumbents must be able to tolerate unpleasant odors, wet conditions, and uncomfortable climatic conditions. Exposure to smoke, fumes, gas, treated water, high frequency noise, dirt, dust, grease, oil chemicals, solvents and toxic agents.

Physical Conditions: Due to the nature of work assignments, incumbents must have the physical ability to stand and walk for long periods of time, climb stairs, ladders, and scaffolding, working at heights above 10 feet, use both hands and arms to operate a variety of tools and equipment; lift up to 100 pounds; bend and kneel repeatedly; crawl and work in confined spaces; and have corrected vision to ensure depth perception, color vision and near and distance sight.

SUPERVISION RECEIVED AND EXERCISED:

Works under the administrative/technical supervision of the Facility Maintenance Manager and/or Field Operations Supervisor who plans and delegates assignments, and periodically reviews work.

Directs the work of Skilled Crafts Workers and reviews work. Conducts first level of discipline when required. Keeps Facility Maintenance Manager and/or Field Operations Supervisor apprised of section's activities, issues and progress on a daily/weekly basis.

Out of State Proof

State of Rhode Island: Contractors' Registration Board**REGISTRATION STATUS LOOKUP****Status Report Residential/Contractor**
(Pursuant to [REDACTED])**Contractor Information**

Key to Initials

Registration Number: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Registration Type: Residential Contractor

Registration Status

Registration Current?: YES

Registration Issue Date: 4/29/2005

Number of Claims: 0

Registration Surrender Date:

STATUS: VALID

Registration Expiration Date: 5/1/2015

Number of Violations: 0

Company has Employees?: YES

Insurance Coverage

STATE LAW REQUIRES CONTRACTORS WITH ONE OR MORE EMPLOYEES TO HAVE A WORKERS' COMPENSATION INSURANCE POLICY. ADDITIONALLY, ALL REGISTERED CONTRACTORS THROUGHOUT THE PERIOD OF REGISTRATION SHALL HAVE IN EFFECT PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE COVERING THE WORK OF THAT CONTRACTOR NOT LESS THAN FIVE HUNDRED THOUSAND DOLLARS(\$500,000) COMBINED SINGLE LIMIT, BODILY INJURY AND PROPERTY DAMAGE.

Liability Insurance Carrier: ARBELLA INS CO

Expire Date: 1/1/2015

Insurance Agency Name: SURPLUS SERVICES INSURANCE AGENCY

Policy Number: [REDACTED]

Agency Tel.: 617-964-5340

Please contact the insurance agency to verify the status, accuracy, expiration date, and policy coverage.

TO FIND OUT IF A CONTRACTOR HAS WORKERS' COMPENSATION INSURANCE OR IF YOU HAVE QUESTIONS ABOUT WORKERS' COMPENSATION INSURANCE REQUIREMENTS CALL THE RI DEPARTMENT OF LABOR AND TRAINING AT 462-COMP OR EMAIL WCFRAUD@DLT.RI.GOV. YOU CAN ALSO GO TO THE DEPARTMENT'S WEBSITE www.dlt.ri.gov/wc/fraud_coverage_faq.htm FOR INFORMATION ON WORKERS' COMPENSATION INSURANCE REQUIREMENTS.

The Rhode Island Contractors Registration And Licensing Board (hereinafter Content Provider) does not make any warranties concerning the Information content, express implied, or otherwise; All Information content is provided by content provider specifically disclaims the implied warranties of merchantability, fitness for a particular purpose and non-infringement with respect to the information content provided. Any discrepancies or updates to the information provided should be reported to the Content Provider at (401) 222-1268. This data is for informational purposes only and commercial use of this data is prohibited.

Invoices

INVOICE

DATE: 07/09/2013
INVOICE # 852

TO:

SAN DIEGO, CA

JOB DESCRIPTION

- Full interior painting service (excluding ceilings) flat walls and semi-gloss kitchen/bath and trim paint from Frazee paints.
Color name: white shadow (cans left at garage shelf for further touch up, if needed)
- Patio tree and plants trimming, we also cleaned the fence and surrounding areas.
- Fence posts replacement (2) 4" x 4" pressure treated wood.
- Dining room and guest room slider screen doors adjustment. *Kitchen faucet aerator installation.
- Recaulk bath/ kitchen areas (counters and shower/tub)
- Poly touch up Kitchen lower cabinets. *Cable wire excess removal throughout unit.
- V-blind vein installation (1) and trimming of existing ones at living room window.
- Glass panes removal from entryway light fixture.
- Tighten towel bars at bathrooms. *Tighten toilet seat at downstairs bathroom.
- Clear out hall bath sink drain. *Curtain rod installation at hall bath.
- Mini blinds replacement at master bedroom. *Missing battery installation to guest bedroom smoke alarm.

MATERIALS	\$229
TOTAL OF LABOR	\$400
TOTAL	\$629

Thank you for your business!!!

Canceled Checks

[Redacted]

2124

4-26-14 Date

Pay to the
Order of

[Redacted]

Const.

\$ 1,000.

One thousand and no

Dollars



Wells Fargo Bank, N.A.
California
wellsfargo.com

[Redacted]

For

[Redacted]

[Redacted]

02124



◆ 中国书画函授大学肇庆分校建校二十周年纪念册

1. **Introduction**
 2. **Background**
 3. **Methodology**
 4. **Results**
 5. **Conclusion**
 6. **References**

[illegible]

1

507:25

851-247 38 1125 PUT 30489

- Low maintenance
- Low water usage
- Low cost
- Low risk
- Low impact
- Low maintenance
- Low water usage
- Low cost
- Low risk
- Low impact

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2019-12-23

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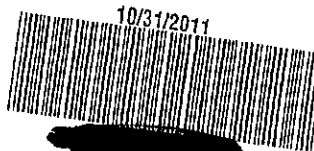
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Copy of Deeds

RECORDING REQUESTED BY:
FIDELITY NATIONAL TITLE COMPANY

AND WHEN RECORDED MAIL TO:



Title Order No.: [REDACTED]

THIS SPACE FOR RECORDER'S USE ONLY:

Escrow No.: [REDACTED]

INTERSPOUSAL TRANSFER GRANT DEED

(Excluded from reappraisal under California Constitution Article 13 A Section 1 et seq.)

DOCUMENTARY TRANSFER TAX is \$NONE

- [X] computed on full value of property conveyed, or
[] computed on full value less value of liens or encumbrances remaining at time of sale.
[X] is exempt from imposition of the Documentary Transfer Tax pursuant to Revenue and Taxation Code Section 11927(a), on transferring community, quasi-community, or quasi-marital property, assets between spouses pursuant to a judgment, and order, or a written agreement between spouses in contemplation of any such judgment or order.
[X] A creation, transfer, or termination, solely between spouses, of any co-owner's interest.

FOR A VALUABLE CONSIDERATION, receipt of which is hereby acknowledged,
[REDACTED], as married woman

hereby GRANT(s) to:

[REDACTED] A MARRIED MAN AS HIS SOLE AND SEPARATE PROPERTY
the real property in the City of LOS ANGELES, County of Los Angeles, State of California, described as:
The EAST 160.10 Feet of the NORTH one-half of Lot [REDACTED] of Los Terrenitos Tract, Sheet No. [REDACTED] in the City of LOS ANGELES, County of Los Angeles, State of California, as per Map recorded in Book [REDACTED], Page [REDACTED] of Maps, in the Office of the County Recorder of said County.

Also Known as: [REDACTED] TUJUNGA, CA 91042
A.P. # [REDACTED]

"THIS CONVEYANCE ESTABLISHES
SOLE AND SEPARATE PROPERTY
OF A SPOUSE, R & T 11911"

DATED October 6, 2011

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

On OCT. 26, 2011

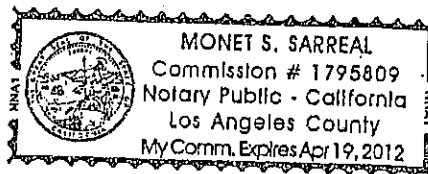
before me,

A Notary Public in and for said State personally appeared

MARIANNA YEGHIAZARYAN

MARIANNA YEGHIAZARYAN

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument. I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct. WITNESS my hand and official seal.



Signature

MAIL TAX STATEMENTS TO PARTY SHOWN BELOW: IF NO PARTY SHOWN, MAIL AS DIRECTED ABOVE:

RECEIVED CSLB
MAILROOM #4

2014 APR -4 AM 8:40

135

Material Receipts

06/10/2013

Merchant ID:

Terminal ID:

345307248889

15:23:37

CREDIT CARD

VISA SALE

XXXXXXXXXX

CARD #

INVOICE

Batch #:

Approval Code:

Entry Method:

Mode:

SALE AMOUNT

CUSTOMER COF

Description

Price

Ext Price

Tax

1499TAT

\$45.00

\$135.00

T

4" LV NEW CONSTRUCTION HOUSING

1499ICAT

\$49.00

\$49.00

T

4" LOW VOLT NEW CONSTRUCT ICAT

18/2 BELLWIRE

\$46.75

\$46.75

T

THERMOSTAT WIRE 18/2

1493W

\$23.98

\$95.92

T

4"LV WHITE BAFFLE TRIM

5 SB-1 INTERNAL STEEL WOOD SCREW

\$2.10

\$8.40

T

1G INSIDE SCREW CUT IN BOX

27 DEFECTIVE ITEM

\$0.00

\$0.00

no power going thru

846 TRVGF15W

\$11.00

\$11.00

T

TR COOPER 15A GFCI WHITE

4846 TRVGF15W

\$11.00

(\$11.00)

T

TR COOPER 15A GFCI WHITE

3308 1G WT EXT BOX 1/2 (4)

\$8.27

(\$8.27)

T

1/2(4) 1G EXT WP BOX

381 1/2 C ALUM W/ CG

\$2.99

(\$2.99)

T

W/COVER & GASKET ASSEMBLY

9207 1/2 T ALUM W/ COVER & GASKET

\$3.99

(\$3.99)

T

W/COVER & GASKET ASSEMBLY

11181 4 OCT BOX 1/2 KO

\$0.92

\$0.92

T

4" OCT BOX 1-1/2"D 1/2 KO

5864 SX18

\$3.28

\$3.28

T

18" HANGER BAR SHORT

Subtotal: \$324.02

Current Sales Tax 8.75 % Tax: + \$28.35

RECEIPT TOTAL: \$352.37

Credit Card: \$352.37 Visa

NO RETURN ON ALL CUT WIRES. All Sales are Final After 30-Days. No Returns WithOut a receipt. Special orders MAY NOT BE RETURNed unless Authorized and are Subject to a FREIGHT CHARGE and a RESTOCKING FEE. Credit Card Returns are Subject to 2% Charge. NOTE: The above merchandise has been delivered/received in perfect condition by signing this receipt. Overdue accounts will be charged a 1.5% per month finance charge. "ALL WIRE QUOTATIONS WILL EXPIRE the SAME DAY." Thanks for shopping with us! Thanks for shopping with us!

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Transcripts

OFFICE OF THE REGISTRAR

5150 N Maple Ave
Fresno, California 93740-8026

STUDENT NAME: [REDACTED]
STUDENT ID NO: [REDACTED]
BIRTH MO/DAY: 10/31

ALTERNATE ID NO: [REDACTED]
DATE ISSUED: 06/15/2012
PAGE NUMBER: 1 OF 2

UNDERGRADUATE RECORD

DEGREE CONFERRED:
BACHELOR OF SCIENCE
MAJOR: BUSINESS ADMINISTRATION - ENTREPRENEURSHIP OPTION
DATE CONFERRED: AUGUST 14, 2009

TRANSFER CREDIT

FRESNO CITY COLLEGE
REEDLEY COLLEGE
JONKOPING INTERNATIONAL BUSINESS SCHOOL

TRANSFER TOTALS	U/ATT	U/ACC	GP	GPA
CREDIT ALLOWED	24.0	26.0	75.0	(3.12)

FALL SEMESTER 1998	UA	UE	GP	GR	REF
ART 24 Printmaking	3.0	3.0	9.0	B	
BA 50 Intro to Csb	0.0	1.0	0.0	CR	
BIOL 10 Life Science	3.0	3.0	9.0	B	
GEOL 3 Geol Field Trip	0.0	1.0	0.0	CR	
HIST 12 Amer Hst Fr 1865	3.0	3.0	3.0	D	
MUSIC 74 Listener's Guide	3.0	3.0	9.0	B	
NSCI 4 Science+Nonsense	3.0	3.0	12.0	A	GRCO
TERM	15.0	17.0	42.0	(2.80)	

SPRING SEMESTER 1999	UA	UE	GP	GR	REF
ECON 40 Prin Microecon	3.0	3.0	3.0	D	RPCR
IS 50 Computer Concep	3.0	3.0	9.0	B	
PLSI 2 Amer Govt Instit	3.0	3.0	6.0	C	
RLS 80 Outdoor Rec	3.0	3.0	12.0	A	
SPCH 7 Persuasion	3.0	3.0	9.0	B	
TERM	15.0	15.0	39.0	(2.60)	

FALL SEMESTER 1999	UA	UE	GP	GR	REF
ACCT 4A Financial Acct	0.0	0.0	0.0	U	GSUB
BA 18 Bus + Legal Envr	0.0	0.0	0.0	U	GSUB
DS 71 Quant Analysis I	0.0	0.0	0.0	U	GSUB
ECON 40 Prin Microecon	0.0	0.0	0.0	U	GSUB
PSYCH 10 Intro to Psych	4.0	0.0	0.0	U	
TERM	4.0	0.0	0.0	(0.00)	

WINTER SESSION 2000	UA	UE	GP	GR	REF
SPAN 2A Span for Commun	3.0	3.0	12.0	A	
TERM	3.0	3.0	12.0	(4.00)	

SPRING SEMESTER 2000	UA	UE	GP	GR	REF
Withdraw: May 9, 2000					
ART 152 Inter Sculpture	0.0	0.0	0.0	W	
ECON 40 Prin Microecon	0.0	0.0	0.0	W	
ENGL 20 Intro to Lit	0.0	0.0	0.0	W	
PHYS 10 Conceptual Phys	0.0	0.0	0.0	W	
TERM	0.0	0.0	0.0	(0.00)	

FALL SEMESTER 2000	UA	UE	GP	GR	REF
ACCT 4A Financial Acct	3.0	3.0	9.0	B	RPCR
BA 18 Bus + Legal Envr	4.0	4.0	4.0	D	RPCR
DS 71 Quant Analysis I	3.0	3.0	9.0	B	RPCR
ECON 40 Prin Microecon	3.0	0.0	6.0	C	ECRP
TERM	13.0	10.0	28.0	(2.15)	

WINTER SESSION 2001	UA	UE	GP	GR	REF
PHIL 120 Cont Conf Morals	3.0	3.0	9.0	B	
TERM	3.0	3.0	9.0	(3.00)	

SPRING SEMESTER 2001	UA	UE	GP	GR	REF
Withdraw: April 25, 2001					
ACCT 4B Managerial Acct	0.0	0.0	0.0	W	
MCJ 163 Radio/Tv Pop Clt	0.0	0.0	0.0	W	
MUSIC 187 Pop Mus Jz Rock	0.0	0.0	0.0	W	
PHYS 10 Conceptual Phys	0.0	0.0	0.0	W	
TERM	0.0	0.0	0.0	(0.00)	

FALL SEMESTER 2001	UA	UE	GP	GR	REF
ACCT 4B Managerial Acct	0.0	0.0	0.0	U	GSUB
BA 18 Bus + Legal Envr	4.0	0.0	0.0	U	
DS 73 Stat Analysis I	3.0	0.0	0.0	U	
MCJ 163 Radio/Tv Pop Clt	3.0	0.0	0.0	U	
MCJ 178 New Info Tech	0.0	0.0	0.0	U	GSUB
TERM	10.0	0.0	0.0	(0.00)	

SPRING SEMESTER 2002	UA	UE	GP	GR	REF
DS 73 Stat Analysis I	3.0	0.0	0.0	F	RPCR
ACCT 4B Managerial Acct	3.0	0.0	0.0	F	
BA 18 Bus + Legal Envr	4.0	0.0	0.0	F	
MCJ 163 Radio/Tv Pop Clt	0.0	0.0	0.0	U	
TERM	10.0	0.0	0.0	(0.00)	

***** CONTINUED ON PAGE 2 *****

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Seal broken by _____

Christina Baddail, Registrar

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OFFICE OF THE REGISTRAR

5150 N Maple Ave
Fresno, California 93740-8026

STUDENT NAME: [REDACTED]

STUDENT ID NO: [REDACTED]

BIRTH MO/DAY: 10/31

ALTERNATE ID NO: [REDACTED]

DATE ISSUED: 06/15/2012

PAGE NUMBER: 2 OF 2

FALL SPECIAL SESSION 2003
ACCT 48 Managerial Acct
DS 73 Stat Analysis I
ENTR 81 Intro to Entre
MCJ 163 Radio/Tv Pop Clt
PHYS 10 Conceptual Phys
TERM

UA	UE	GP	GR	REF
3.0	0.0	9.0	B	BCRP
3.0	0.0	0.0	F	RPCR
3.0	3.0	12.0	A	
3.0	3.0	9.0	B	RPCR
4.0	4.0	26.0	A	
16.0	10.0	46.0	(2.87)	

CUMULATIVE TOTALS

CAMPUS	UA	UE	GP	GPA
CAMPUS	144.0	109.0	333.0	(2.31)
TRANSFER	24.0	26.0	75.0	(3.12)
TOTAL	168.0	135.0	408.0	(2.42)

POSTBACCALAUREATE RECORD

DEGREE CONFERRED:

MASTER OF BUSINESS ADMINISTRATION

MAJOR: MASTER OF BUSINESS ADMINISTRATION

DATE CONFERRED: MAY 21, 2011

SPRING SEMESTER 2004

Withdrew: January 28, 2004

IS 105W Bus Commun
MGT 110 Adm Org Behavior
MKTG 100 Mktg Concepts
TERM

UA	UE	GP	GR	REF
3.0	3.0	9.0	B	GRCO
6.0	6.0	18.0	B	
4.0	4.0	12.0	B	
13.0	13.0	39.0	(3.00)	

SUMMER SESSION 2004

DS 123 Stat Analysis II
MUSIC 187 Pop Mus Jz Rock
IS 130 Mgt Info Systems
MCJ 178 New Info Tech
TERM

UA	UE	GP	GR	REF
3.0	3.0	6.0	C	INMU
3.0	3.0	12.0	A	
3.0	3.0	12.0	A	
12.0	12.0	39.0	(3.25)	

SPRING SEMESTER 2010

MBA 213 Managerial Acctng
MBA 215 Reg/Eth Envir Bus
MBA 214 Sem Mktg Mgt
MBA 212 Financial Mgmt
TERM

UA	UE	GP	GR	REF
3.0	3.0	9.0	B	
3.0	3.0	12.0	A	
3.0	3.0	12.0	A	
3.0	3.0	9.0	B	
12.0	12.0	42.0	(3.50)	

FALL SEMESTER 2004

INTERNATIONAL EXCHANGE PROGRAM

ON LEAVE TO: Jonkoping International Business School
FIN 120 Prin of Finance
TERM

UA	UE	GP	GR	REF
0.0	0.0	0.0	W	
0.0	0.0	0.0	(0.00)	

FALL SEMESTER 2010

MBA 279 Bus Policy+Strat
MBA 272 Sem New Vent Mgt
MBA 289T Business Topics
MBA 290 Independ Study
MBA 211 Mgt Info Sys
MBA 210 Ldrshp&Org Behvr
TERM

UA	UE	GP	GR	REF
3.0	3.0	12.0	A	
3.0	3.0	9.0	B	
3.0	3.0	12.0	A	
3.0	3.0	12.0	A	
3.0	3.0	12.0	A	
3.0	3.0	12.0	A	
18.0	18.0	69.0	(3.83)	

SPRING SEMESTER 2005

ART 107 2-D Computer Art
FIN 120 Prin of Finance
INOV 191T Urban Entrepren
IT 121 Auto Engine Mach
MCJ 113 Video Production
TERM

UA	UE	GP	GR	REF
3.0	3.0	12.0	A	
0.0	0.0	0.0	F	GSUB
3.0	3.0	12.0	A	
3.0	3.0	12.0	A	
3.0	3.0	9.0	B	
12.0	12.0	45.0	(3.75)	

SPRING SEMESTER 2011

MBA 290 Independ Study
MBA 298 Management Proj
TERM

UA	UE	GP	GR	REF
3.0	3.0	12.0	A	
3.0	3.0	12.0	A	
6.0	6.0	24.0	(4.00)	

CUMULATIVE TOTALS

CAMPUS	UA	UE	GP	GPA
CAMPUS	36.0	36.0	135.0	(3.75)
TOTAL	36.0	36.0	135.0	(3.75)

***** END OF ACADEMIC RECORD *****

SUMMER SESSION 2005

MGT 124 Prod Oper Mgt
MGT 187 Sem Strtgo Mgt
MGT 190 Independ Study
FIN 120 Prin of Finance
TERM

UA	UE	GP	GR	REF
4.0	4.0	8.0	C	
3.0	3.0	6.0	C	
3.0	3.0	12.0	A	
4.0	0.0	0.0	WU	
14.0	10.0	26.0	(1.85)	

SUMMER SESSION 2006

FIN 120 Prin of Finance
TERM

UA	UE	GP	GR	REF
4.0	4.0	8.0	C	RPCR
4.0	4.0	8.0	(2.00)	

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Cristina Baddal Registrar

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Out of Country - Notarized Certification of Work Experience



CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, CA 95827

Mailing Address: P.O. Box 26000, Sacramento, CA 95826

800.321.CSLB (2752) | www.cslb.ca.gov | CheckTheLicenseFirst.com

STATE OF CALIFORNIA
Governor Edmund G. Brown Jr.

Certification of Work Experience

Please read the General Information section on the previous page before beginning.

The qualifying individual must complete the information in Part 1; the individual certifying the experience (certifier) must complete Part 2. The experience must be verifiable through payroll records or similar documents. If additional space is needed to list the trade duties, please attach a separate sheet.

Use a separate form for each employer. If you need additional forms, please make a copy of this blank form or visit CSLB's website.

Please type or print neatly and legibly in black or dark blue ink.

FORMS CONTAINING STRIKEOUTS OR MODIFICATIONS MAY NOT BE ACCEPTED.

Corrections on the Certification of Work Experience forms must be initiated by the certifier.

PART 1 - QUALIFYING INDIVIDUAL INFORMATION

The qualifying individual must complete Part 1 in its entirety.

1. QUALIFIER'S FULL LEGAL NAME Last		First	Middle
2. BUSINESS NAME OF EMPLOYER - OR, IF YOU WERE SELF-EMPLOYED, LEAVE THIS SPACE BLANK AND CHECK THIS BOX <input checked="" type="checkbox"/> (If you checked the box, skip line 3 and go to line 4)			LICENSE NUMBER OF EMPLOYER N/A
3. EMPLOYER'S BUSINESS STREET ADDRESS Number/Street Only - NO P.O. Boxes		City	State ZIP Code

4. WAS THE EXPERIENCE OBTAINED WORKING ON YOUR OWN PROPERTY AS AN OWNER-BUILDER (see previous page for definition)? ☒ Yes ☐ No
IF YOU CHECKED "YES" ABOVE, USE THE ENCLOSED CONSTRUCTION PROJECT EXPERIENCE FORM TO PROVIDE A LIST OF COMPLETED PROJECTS.

PART 2 - WORK EXPERIENCE AND CERTIFICATION STATEMENT

The certifier must complete Part 2 in its entirety after the qualifying individual has completed Part 1.

5. APPLICANT'S JOURNEYMAN-LEVEL OR HIGHER TIME-BASE WORKED WAS (check one):	<input checked="" type="checkbox"/> FULL-TIME <input type="checkbox"/> PART-TIME	FROM 12/20/07 TO = 7 YEAR(S) and 3 MONTH(S)	FOR A TOTAL OF
		(LIST ONLY JOURNEYMAN-LEVEL OR HIGHER EXPERIENCE THAT WAS OBTAINED IN THE APPLICABLE CLASSIFICATION)	(Do not claim credit for full-time work if applicant worked only part-time. For example, if applicant worked half-time for six (6) years, write "3 years" in the space above)

6. IN THE SPACE BELOW, LIST ALL SPECIFIC TRADE DUTIES APPLICANT PERFORMED OR SUPERVISED IN THE CLASSIFICATION FOR WHICH HE/SHE IS APPLYING. PLEASE REFER TO THE DESCRIPTION OF CLASSIFICATIONS DOCUMENT FOR ASSISTANCE. (Do not list office work or individual project names)

WAS ACCOUNTABLE FOR THE SUPERVISION OF PROJECTS THAT INVOLVED GYPSUM BOARD, FRAMING, ACUSTIC AND HARD CEILINGS, FLOORING, MAJOR AND MINOR ELECTRICAL INSTALLATIONS, POWER GENERATION, SUBSTATIONS, GROUNDING, LIGHTING, BOILERS, STEAM, COMPRESSED AIR, CHILLERS, COOLING TOWERS, AIR HANDLING UNITS, DUST COLLECTORS, STRUCTURAL WORKS, CONCRETE FORMING AND REINFORCEMENT, CONCRETE POURING, VSP WATER SYSTEMS, PIPING, CLEAN ROOMS CONSTRUCTION, REFRIGERATION, HAZARDOUS WASTE, PROJECT MANAGEMENT, ETC.

My relationship to [redacted] is or was (check all that apply):

☐ Employer ☐ Fellow Employee ☐ Foreman or Supervisor ☐ Journeyman ☒ Business Associate
☐ Union Representative ☐ Contractor (License Number) ☐ Client (if qualifier was self-employed)

CERTIFIER'S STREET ADDRESS Number/Street Only - NO P.O. Boxes City State ZIP Code
[redacted] GUAYAMA PR 00778

PHONE NUMBER FAX NUMBER EMAIL ADDRESS
[redacted] [redacted] henry [redacted]

I certify that I have direct knowledge of the work covering the time period outlined above. I certify under penalty of perjury, under the laws of the State of California, that the information stated above is true and correct. (The definition of "perjury" is telling a lie while under oath.)

7. Date 03/13/15	Signature [redacted]	Printed Name HENRY [redacted]
---------------------	-------------------------	----------------------------------

Note: For information on the collection of personal information, please refer to the General Information section at the beginning of this application package, under the heading "Collection of Personal Information."

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APR - 1 2015

CSLB MAILROOM

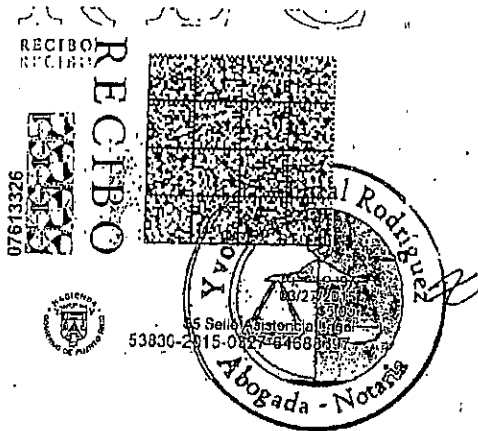


ADDL - CERT.

13A-11 (rev. 06/11)

Affidant: 108

Sworn and subscribed before me by Henry
[REDACTED], married, engineer of professional and resident
of Gurabo, Puerto Rico, whom I personally know, on
his 27th day of March of 2015 in San Juan, Puerto Rico.



Yvonne M. Rodriguez
Notary Public
#18272

Permits/Inspections /Plans



Permit #:
Plan Check #:
Event Code:

12014 - 00159
Printed: 02/28/12 12:51 PM

Bldg-Addition
1 or 2 Family Dwelling
Regular Plan Check
Plan Check

City of Los Angeles - Department of Building and Safety
**APPLICATION FOR BUILDING PERMIT
AND CERTIFICATE OF OCCUPANCY**

Last Status: Ready to Issue

Status Date: 02/28/2012

1. TRACT	BLOCK	LOT(s)	ARR	COUNTY MAP REF	PARCEL ID # (PIN #)	2. ASSESSOR PARCEL #
			2			

3. PARCEL INFORMATION

Area Planning Commission - North Valley	Census Tract	High Wind Area - YES
LADBS Branch Office - VN	District Map -	Lot Cut Date - 12/02/1949
Council District - 2	Environmentally Sensitive Area - YES	Lot Size - IRR
Certified Neighborhood Council - Sunland - Tujunga	Energy Zone - 9	Lot Type - Interior
Community Plan Area - Sunland-E LaTuna Cyn-Lakeview	Hillside Grading Area - YES	Near Source Zone Distance - 0

ZONES(S):

4. DOCUMENTS

Z1 - Z1-2394 Sunland Residential Floor / CPC - CPC-2008-2861-RFA
ORD - ORD-180197 BMO - Yes
MODF - ALLOW RE DRGE ON REAR
CPC - CPC-2004-7771-ICO

5. CHECKLIST ITEMS

Special Inspector - Anchor Bolts	Special Inspector - H/S Bolt	Fabricator Req'd - Glued-Laminated Timber
Special Inspector - Epoxy Bolts	Special Inspector - Structural Observation	Std. Work Descr - Seismic Gas Shut Off Valve
Special Inspector - Field Welding	Special Inspector - Structural Wood (continuous)	Combine Elec - Wrk. per 91.107.2.1.1.1

6. PROPERTY OWNER, TENANT, APPLICANT INFORMATION

Owner(s):
Tenant:
Applicant: (Relationship: Agent for Owner)

LA Department of Building and Safety
1010 G Street, 10th Floor
GLENDALE 91206

7. EXISTING USE (01) Dwelling - Single Family	PROPOSED USE (01) Dwelling - Single Family (07) Garage - Private	8. DESCRIPTION OF WORK REMOVE FRONT PORCH, INT / EXE. WALLS AND REBUILD (55.4% EXTERIOR WALL TO REMAIN). 832 SF IRREG. SHAPE ADJ. TO NEW BEDROOM / KITCHEN / DINING WITH 19'8" X 11'4" ATTACHED GAR. 9'X6' FRONT PORCH AND IRREG. SHAPE 11' X 14' REAR ATTACHED ELEVATED DECK. SEE COMMENT.
---	---	---

2. # Bldgs on Site & Use: (2) SFD, DET GAR

10. APPLICATION PROCESSING INFORMATION

BLDG. PC By: Aldous Chic
OK for Cashier: Aldous Chic
Signature: _____ Date: _____

DAS PC By: _____
Coord. OK: _____

For inspection requests, call toll free (888) LA4BUILD (524-2845).
Outside LA County, call (213) 482-0000 or request inspections via
www.ladbs.org. To speak to a Call Center agent, call 311 or
(866) 4LACITY (452-2489). Outside LA County, call (213) 473-3231.

For Cashier's Use Only: _____ W/O #: _____

11. PROJECT VALUATION & FEE INFORMATION Final Fee Period		
Permit Valuation: \$104,500	PC Valuation:	
FINAL TOTAL Bldg-Addition	6,751.30 Sys. Surcharge	185.94
Permit Fee Subtotal Bldg-Addition	838.75 Planning Surcharge	51.96
Energy Surcharge	Planning Surcharge Misc Fee	10.00
Electrical	218.08 Planning Gen Plan Maint Surcharge	25.98
HVAC	109.04 School District Residential Level 2	3,311.36
Plumbing	218.08 CA Bldg Std Commission Surchar	5.00
Plan Check Subtotal Bldg-Addition	6.93 Permit Issuing Fee	0.00
Off-hour Plan Check	3.47	
Plan Maintenance	16.78	
Fire Hydrant Refuse-To-Pay		
E.Q. Instrumentation	10.45	
Investigation-IB	1,677.50	
O.S. Surcharge	61.98	
Sewer Cap ID:	Total Bond(s) Due:	

12. ATTACHMENTS
Owner-Builder Declaration
Plot Plan

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2014 APR -4 AM 8:41

LEGAL DESCRIPTION		PROJECT DATA		SHEET INDEX	
ZONING: R1-1-RFA ZONING INFORMATION: 20-2000 SQUARE RESIDENTIAL FLOOR AREA (RFA) DISTRICT PIN NUMBER: [REDACTED] ASSessor's # 1: [REDACTED] TRACT: [REDACTED] MAP REFERENCE: [REDACTED] MAP SHEET # 1: [REDACTED] LOT: [REDACTED] JOB # 1: [REDACTED] OWNER: [REDACTED] TYPE CO: [REDACTED] LEGAL DESCRIPTION: [REDACTED] CITY/CLUSTER: 03/03177 TRACT E 360.10 FT OF N 1/2 OF LOT 1 CITY/CLUSTER: 03/03177		LOT AREA: 10,840.3 (SQ FT) (N) HOUSE: 324.0 (SQ FT) (N) ADDITION: 822.0 (SQ FT) TOTAL FLOOR AREA: 1,156.0 (SQ FT) (N) 2 CAR GARAGE: 351.0 (SQ FT) JOB ADDRESS: [REDACTED] SCOPE OF WORK B32 S.F. ADDITION AND REMODELING OF EXISTING 1 STORY S.F.D. GOVERNING CODES 2011 LABC		ARCHITECTURAL A1. SITE SHEET / SHEET INDEX / PROJECT DATE A2. SITE PLAN / EXISTING F.P. PLAN / DEMO PLAN A3. PROPOSED FLOOR PLAN / ROOF PLAN A4. EXISTING PROPOSED ELEVATIONS A5. GROUND WORK NOTES AND DETACHED CEMPT STRUCTURAL S0. GENERAL NOTES S1. FOUNDATION PLAN S2. ROOF FRAMING PLAN S3. DETAILS MECHANICAL (TITLE 26) M1. MECHANICAL M2. MECHANICAL M3. MECHANICAL	
<h1>1 STORY SINGLE FAMILY DWELLING</h1> <h2>[REDACTED] TUJUNGA, CA</h2>					
CONSULTANTS ARCHITECTURAL ENGINEER: [REDACTED] CONTACT ADDRESS: [REDACTED] TEL. NO.: [REDACTED] FAX NO.: [REDACTED] EMAIL: [REDACTED] TITLE: [REDACTED] CONTACT: [REDACTED] ADDRESS: [REDACTED] TEL. NO.: [REDACTED] FAX NO.: [REDACTED] EMAIL: [REDACTED]		DEMOLITION FLOOR PLAN 			
VICINITY MAP 		EXISTING FLOOR PLAN 			
CLOSER MAP 		PROPOSED SITE PLAN 			

LEGAL NOTE: This plan is submitted for review and approval by the City of Alameda. The City of Alameda is not responsible for the accuracy or completeness of the information provided on this plan. The City of Alameda is not responsible for the accuracy or completeness of the information provided on this plan.

DATE: 10/10/11, 11/10/11, 12/10/11

DATE: 10/10/11, 11/10/11, 12/10/11

PROJECT DATA: LOCAL DESCRIPTION
 VESTING: DEMOLITION PLANS
 ROOM # 4

PROJECT: ADDITION AND REMODELING
 OWNER: [REDACTED]
 PROJECT ADDRESS: [REDACTED]

DATE: 10/10/11, 11/10/11, 12/10/11
 SCALE: 1/4" = 1'-0"
 DATE: 10/10/11, 11/10/11, 12/10/11
 SCALE: 1/4" = 1'-0"
 DATE: 10/10/11, 11/10/11, 12/10/11
 SCALE: 1/4" = 1'-0"

A-1

2014 APR -4 AM 8:40

APPROVED PLANS

This certificate of plans is not approved for construction until the permit fees are paid and the plans are issued.
 The permit is valid for two years from the date the permit fees have been paid.
 The applicant must check the status of his bid of plans by contacting the permit number. Status means the permit fees have been paid.
 No inspection can be scheduled until the permit fees are paid.

DATE: 4/16/12
 01658

Gina Nei

part:

APR 21 1964

BY: [REDACTED]
 Permit: [REDACTED]
 Approval: [REDACTED]
 Title: [REDACTED]

The undersigned hereby certifies that the foregoing is a true and correct copy of the original as the same appears in the records of the Department of the Interior.

The undersigned hereby certifies that the above-named person or persons have been duly licensed by the State of California to perform the work specified in the foregoing permit, and that the work specified in the foregoing permit is not a violation of any law or ordinance of the State of California.

BY JOHN J. HARRIS JUDGE OF SUPERIOR COURT FOR THE COUNTY OF SAN FRANCISCO

FIRE, STEAMBOILER, ELECTRIC, ELECTRICAL PLUMBING, REFRIGERATION, MECHANICAL, HEATING, or MECHANICAL work, unless this permit was issued as a replacement permit for a one or two family dwelling pursuant to LMC Section 91.0107, and the work by that license does not require Plan Check.

DATE

4116/12
01658

RECEIVED CSLE
MAILROOM #4

2014 APR -4 AM 8:40

Your feedback is important. Please visit our website to complete a Customer Survey at www.ladbs.org/LADBSWeb/customer-survey.asp. If you would like to provide additional feedback, need clarification, or have any questions regarding plan check or inspection matters, please call our Customer Hotline at (213) 482-0088.

PERMIT#

ADDRESS

DESCRIPTION OF WORK:

Tajunga LA 91042

INSPECTION RECORDS AND PLANS MUST BE AVAILABLE DURING INSPECTION

GRADING INSPECTIONS

TYPE	DATE	INSPECTOR
Initial Grading		
Toe or Bottom		
Soils Report Approved		

DO NOT PLACE FILL UNTIL ABOVE IS SIGNED

Backfill		
Fill		
Excavation		
Drainage Devices		
Rough Grading		
Approved Compaction Report		

FOOTING INSPECTIONS

Footling Excavation		
Forms		
Reinforcing Steel		
OK to Place Concrete		

GROUNDWORK INSPECTIONS

Electrical		
Plumbing		
Plumbing Methane		
Gas Piping		
Heating & Refrigeration		
Fire Sprinklers		
Disabled Access		
Methane		
OK to Place Floor		

DO NOT PLACE FLOOR UNTIL ABOVE IS SIGNED

ROUGH INSPECTIONS

Green Code	7/23/10	M. L. V. J.
Electrical	7-17-12	C. J. S.
Plumbing	7-17-12	C. J. S.
Fire Sprinkler		
Heating & Refrigeration	7-19-12	E. J.
Roof Sheathing	7-19-12	E. J.
Disabled Access		
Framing	8-1-12	C. J. S.
Insulation	8-2-12	E. J.
Suspended Ceiling		
OK to Cover		

DO NOT COVER UNTIL PREVIOUS IS SIGNED

TYPE	DATE	INSPECTOR
Exterior Lathing	8-1-12	C. J. S.
Interior Lathing		
Drywall	8-7-12	E. J.

DO NOT COVER UNTIL ABOVE IS SIGNED

WORK OUTSIDE OF THE BUILDING

Electrical Underground		
Gas		
Heating & Refrigeration		
Sewer	5-2-12	J. C. S.
Disabled Access		

POOL INSPECTIONS

Excavation		
Reinforcing Steel		
Bonding		
Piping		
Pre-Gunite		
Deck		
Enclosure/Fence		
Pool/Spa Cover		

DO NOT FILL POOL UNTIL ABOVE IS SIGNED

FINAL INSPECTIONS

Grading		
Electrical		
Plumbing		
Gas Test		
Gas		
Heating & Refrigeration		
Pressure Vessels		
Elevator		
Fire Sprinkler		
Disabled Access		
Green Building	10/24/12	M. L. V. J.
LAFD (Title 19 only)		
LAFD Fire Life Safety		
Pool Final		
AQMD sign-off provided		
Public Works		
Building		

PROFESSIONAL

Certificate of Occupancy Required

☐ YES ☐ NO

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MAIL ROOM #4

2014 APR 14 AM 8:40

FOR INSPECTION REQUESTS, PLEASE CALL
3-1-1 OR OUTSIDE CITY OF LOS ANGELES
888-LA4-BUILD (888)524-2845 or www.ladbs.org

3/21/12 NEED STREET OR NEED TO HAVE ENG.
 APPROVE DEPTH OF FOOTING. CALL
 STANDARD HAVE ENG NOTE ON
 STREET OR CHANGE FROM S3 TO S4
 & PROVIDE DETAIL FOR STRONG WALL -
 3.22.12 FOOTING OR GAR. ONLY C.M.U. PORTION TOO COME
 OK C.M.U. GAR FOOT READ STREET DESTRU. CALL
 4.4.12 INSTALL VERT STEEL 24" O.C. PER DETAIL
 & MISSING AB'S & HD'S AND RECALL
 VERIFIED SETBACK PER SURVEY
 7.19.12 LAG LEDGER 16" OF 2.35 & DOUBLE FROM AT
 ATTIC ACCESS CALL
 9.19.12 OK TO RELEASE (R)
 10.26.12 ATTIC ACCESS IN GARAGE TO BE SEALED AND CONTINUE
 DRYWALL TO ROOF 3/8 TRIPX - PROVIDE SITE DRAINAGE TO
 STREET OR PROVIDE PLAN FOR RAINALOG AS PROPOSED - PROVIDE
 ACCESS TO ROOF CONDENSOR

IMPORTANT NOTICE

- * Prior to the start of any construction work adjacent to any public way, pedestrian protection shall be provided (Sec. 91.3303 L.A.M.C.).
- * Inspection(s) may be requested anytime via the internet or touch tone phone. To request an inspection via the internet, go to www.ladbs.org and click on "Request an Inspection" under Online Services. To request an inspection via touch tone phone, call toll free (888) LA4BUILD (888-524-2845) and select option 1 for Automated Request System. To request an inspection via the Customer Call Center, call 3-1-1 within the City of Los Angeles or (213) 473-3231 outside the City of Los Angeles between 7:00 a.m. and 10:00 p.m.. When requesting an inspection, the following are required:
 (1) The job address, (2) Type of inspection, (3) Use of building, (4) Permit number, (5) Phone number of a contact person should the department need to reach someone.
- * Inspection requests received before 4:00 p.m. Monday through Friday (excluding holidays) will normally be made the next business day. Requests received after 4:00 p.m. will be made following the next business day. The Automated Inspection Call Back System (AICBS) will attempt to telephone the contact phone number to confirm the inspection.
- * Permit fees provide for a limited number of inspections. A reinspection fee may be assessed when the work for which an inspection was requested is not complete, when the inspection record or plans are not available, or when there is failure to provide site access to department staff.
- * No person shall perform any construction or repair work between the hours of 9:00 p.m. (6:00 p.m. grading) and 7:00 a.m. the following day which results in loud noises to the disturbance of persons occupying sleeping quarters in any dwelling, hotel, motel, apartment, or other place of residence (Sec. 41.40 L.A.M.C.).
- * No person, other than an individual homeowner engaged in the repair or construction of his/her single-family dwelling, shall perform any construction or repair work of any kind upon any building or structure located on land developed with residential buildings or perform work within 500 feet of land so occupied, before 8:00 a.m. or after 6:00 p.m. on any Saturday or at any time on Sunday (Sec. 41.40 L.A.M.C.).
- * Dust control measures to prevent dust from being blown or deposited over or upon any private property in any residential area must be implemented during any excavation or earth-moving phase of construction, sand blasting, or demolition.
- * A separate permit from the State of California Division of Industrial Safety is required prior to starting certain work involving substantial risk to workers such as: construction or demolition exceeding 3 stories or 36 feet in height, or excavations or trenches over 5 feet in depth involving entry by workers.
- * Building permits are valid for two years or expire on the 180th day from the date of issuance if the work permitted has not commenced. The department reserves the right to expire any permit where work has been suspended for a period of 180 days or more.
- * Inspection services will not be provided when there is an unleashed dog on the premises.

BUILDING AND SAFETY PERMIT AND PLAN CHECK OFFICE LOCATIONS

Downtown Los Angeles
 201 N. Figueroa St., 4th Fl.

Van Nuys
 6262 Van Nuys Blvd., 2nd Fl.

West Los Angeles
 1828 Sawtelle Blvd., 2nd Fl.

San Pedro
 638 S. Beacon St., 2nd Fl.

South Los Angeles
 8475 S. Vermont Ave., 2nd Fl.

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 MAILROOM #4

2014 APR -4 PM 2:00

Contracts

Estimate

Estimate No:

38

Date:

Mar 19, 2014

CONSTRUCTION

For:

Description	Amount
PHASE ONE, Back lot is 12,825 sq feet and side lot is 13000 sq feet both area's of lot will be included in phase one. Grind down 2" inches around all concrete walkway and drains. grind down 2" inches on 8,400 sq feet of broken existing asphalt area. remove asphalt grindings and haul off site. patch in 8400 sq feet using hot asphalt and compact to completion using 5 ton roller. clean off both areas for a total of 25,825 sq feet free of dirt and debris. Fill cracks that are 1/4 inch and larger using a hot rubberized crack filler. Use adhesive tac oil on 25,825 sq feet. Install 2" 1/2 inches of hot asphaltic concrete covering a total of 25,825 sq feet of area. compact asphalt to a finished depth of 2" inches using 5 ton roller. Re stripe all parking lines arrows and handi caps. clean all job related debris. PHASE TWO, front half of parking lot total sq feet 23,200 sq feet. Grind down 2" inches around all concrete drains and walkways. grind down 2" inches on 1,791 sq feet of existing broken asphalt area. remove asphalt grinding off site. patch in 1,791 sq feet using hot asphalt and compact to completion using 5 ton roller. clean off 23,200 sq feet of dirt and debris. Fill cracks that are 1/4 inch and larger using a hot rubberized crack filler. Use adhesive tac oil on 23,200 sq feet. Install 2" 1/2 inches of hot asphaltic concrete covering 23,200 sq feet. Compact asphalt to a finished depth of 2" inches using 5 ton roller. restripe all parking lines arrows and handi caps. clean all job related debris. PHASE THREE, front half of parking lot total sq feet 23,200. Grind down 2" inches around all concrete drain and walk ways. remove asphalt grindings and haul off site. clean off 23,200 sq feet free of dirt and debris. Fill cracks that are 1/4 inch and larger using a hot rubberized crack filler. use adhesive tac oil on 23,200 sq feet. Install 2" 1/2 inches of hot asphaltic concrete covering 23,200 sq feet. Compact asphalt to a finished depth of 2" using 5 ton roller. grind out one ada stall 15x19. Install new ada area 15x19. restripe all parking lines arrows and handi caps. clean all job related debris. NOTE...down payment of \$15,000 due on the morning we start, next progress payment of \$40,000 due on day 3, next progress payment of \$40,000 due on day 5, the remaining balance of \$35,000 due on day 8. NOTE...start to completion of project will take 7 to 8 days.	\$161,400.00

Total

\$161,400.00

Apprenticeship Certificate

STATE OF CALIFORNIA
DEPARTMENT OF INDUSTRIAL RELATIONS
CALIFORNIA APPRENTICESHIP COUNCIL

Certificate of Completion of Apprenticeship

Carpenter

Having satisfactorily completed training in accordance with apprenticeship standards is awarded this certificate attesting to the achievement of the skills and knowledge required of a journeyman.

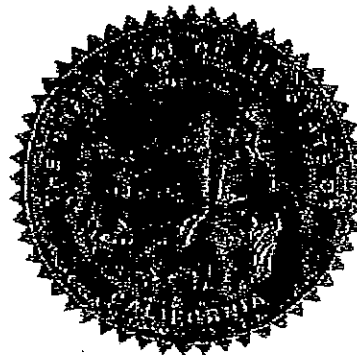
California Apprenticeship Council

June 28, 2001

Apprenticeship Program Sponsor

James L. Williams
Official

[Signature]
School Representative



William T. Callahan, Jr.
Chairman

Henry P. Aaron III
Secretary

Stephen J. Smith
Administrator of Apprenticeship

Journeyman Card

This is your receipt and work card.
Please detach and place in your wallet.

UNITED BROTHERHOOD OF CARPENTERS
AND JOINERS OF AMERICA
LOCAL UNION 0409
533 S. Fremont Ave. Suite 110
Los Angeles, CA 90071
213-385-3510

OFFICIAL RECEIPT AND DUES CARD


Work Card
United Brotherhood of Carpenters and
Joiners of America Local 0409

MbrID: [REDACTED] Local: 0409
Class: MEMBER Code: JC
Rcpt# 01025242 Date: 06/25/2014
Total Paid 65.00
Dues Amount Paid 60.00
Assess/Other Paid 5.00
Unapplied/Overpay 0.00
Dues Paid Through Date: 06/30/2014
Balance Due : \$0.00

Journeyman Book/Hours

Carpenters Training Committee for Northern California

Apprentice History - Basic - 4/23/2015 3:08 PM

		Journey Level Since: 9/21/2000	
Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED]		Craft: Carpenter	
District office: DO3 - Pleasanton Preferred ATC: DO3 - Pleasanton Committee: 3F - San Francisco/San Ma Local: Carpenters Local 22		Indenture date: 1/20/2000 @ Level 6 Reindenture date: --- Employer: Nibbi Bros Associates Inc 3/19/201	
Birth date: 5/5/1966 Gender: Male Ethnicity: Black (not of His) Language: English		Super Info: ---	

Summary:

Completed classes:	17	Class hours:	4.0	Classes behind:	---	Citations:	---
Work hours:	4,813 (as of: 08/2000)			Hours behind:	---	Committee Actions:	---
Next class:	---			Days past:	---	Cancellations:	---
Next class date:	---	Class ID:	---			Books:	---

Curriculum:

Carpenters Apprenticeship						
Course	Grade	Hours	Level	School	Ses	Date
FA/CPR - First Aid/CPR	P	4.0	---	---	---	---
001 - Worker Safety And Tool Skills F	CR	---	---	---	---	---
002 - Apprentice & The Trade	CR	---	---	---	---	---
003 - Construction Math & Working I	CR	---	---	---	---	---
004 - Foundation & Floors	CR	---	---	---	---	---
005 - Blueprint Reading - Residential	CR	---	---	---	---	---
006 - Structural Framing	CR	---	---	---	---	---
007 - Form Detailing, Construction E	CR	---	---	---	---	---
008 - Exterior Finish	CR	---	---	---	---	---
009 - Blueprint Reading - Commercia	CR	---	---	---	---	---
010 - Structural Concrete - Bridge Bu	CR	---	---	---	---	---
011 - Interior Finish	CR	---	---	---	---	---
012 - Layout & Level Instruments, 5th	CR	---	---	---	---	---
013 - Engineered Structural Systems	CR	---	---	---	---	---
014 - Interior Systems	CR	---	---	---	---	---
015 - Stair Building	CR	---	---	---	---	---
016 - Roof Framing	CR	---	---	---	---	---
017 - Introduction To Welding & Cutt	CR	---	---	---	---	---

Work Process Hours:

Last recorded: 08/2000

Work Processes	Hours
A. Concrete Form	1,644
B. Framing	1,510
C. Finish Carpentry	1,040
D. Miscellaneous	619
Total hours:	4,813

Certifications:

Certification Name	Issued	Expiration
Bridge Building	8/30/2010	

Advancement:

Level	Classes	Hours	Projected Date	Advancement Date	Advancement Status
1	0	0	1/20/2000	1/20/2000	OK
2	2	600	1/20/2000	1/20/2000	OK
3	4	1,200	1/20/2000	1/20/2000	OK
4	6	1,800	1/20/2000	1/20/2000	OK
5	8	2,400	1/20/2000	1/20/2000	OK
6	10	3,000	1/20/2000	1/20/2000	OK
7	12	3,600	7/20/1999	1/21/2000	Late 185 days
8	14	4,200	1/20/2000	9/21/2000	Late 245 days
Journey	17	4,800	7/20/2000	9/21/2000	Late 63 days

CARPENTERS TRAINING COMMITTEE
 FOR NORTHERN CALIFORNIA
 2350 SANTA RITA ROAD
 PLEASANTON, CA 94566

Student history for: [REDACTED]

Page 1 of 1 on 4/23/2015 3:08:28 PM

Military Training

Form DD214

CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY

1. NAME [REDACTED]		2. DEPARTMENT, COMPONENT AND BRANCH USMC-11		3. SOCIAL SECURITY NUMBER [REDACTED]	
4a. GRADE, RATE OR RANK SGT	b. PAY GRADE E-5	5. DATE OF BIRTH (YYYYMMDD) [REDACTED]		6. RESERVE OBLIGATION TERMINATION DATE (YYYYMMDD) 20040616	
7a. PLACE OF ENTRY INTO ACTIVE DUTY MEPS LOS ANGELES, CA 90016		b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known) [REDACTED]			
8a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND [REDACTED]			b. STATION WHERE SEPARATED [REDACTED]		
9. COMMAND TO WHICH TRANSFERRED [REDACTED]			10. SGLI COVERAGE AMOUNT: \$ NONE		
11. PRIMARY SPECIALTY (List number, title and years and months in specialty. List additional specialty numbers and titles involving periods of one or more years.) 6531 - AIRCRAFT ORDNANCE TECHNICIAN (3 YEARS, 4 MONTHS)		12. RECORD OF SERVICE			
		a. DATE ENTERED AD THIS PERIOD	1996	12	30
		b. SEPARATION DATE THIS PERIOD	2000	12	29
		c. NET ACTIVE SERVICE THIS PERIOD	04	00	00
		d. TOTAL PRIOR ACTIVE SERVICE	00	00	00
		e. TOTAL PRIOR INACTIVE SERVICE	00	06	13
		f. FOREIGN SERVICE	00	00	00
		g. SEA SERVICE	00	00	00
13. DECORATIONS, MEDALS, BADGES, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED (All periods of service) RIFLE MARKSMANSHIP BADGE, MARINE CORPS GOOD CONDUCT MEDAL, MERITORIOUS MAST (4TH AWD), MERITORIOUS UNIT COMMENDATION, LETTER OF APPRECIATION (2ND AWD), CERTIFICATE OF COMMENDATION, CERTIFICATE OF APPRECIATION		14. MILITARY EDUCATION (Course title, number of weeks, and month and year completed) RECRUIT TRNG, MALE(808)(9703), MARINE COMBAT TRNG (M92)(9704), AVIATION ORDNANCEMAN COMMO (G3U)(1997), AVIATION ORDNANCE AIRWI(G3U)(1997), AV-8B ORDNANCEMAN CLASS (G3Q)(9709), WEAPONS AND TACTICS INSTRU (P2A)(9802)			
15a. MEMBER CONTRIBUTED TO POST-VIETNAM ERA VETERANS' EDUCATIONAL ASSISTANCE PROGRAM				YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
b. HIGH SCHOOL GRADUATE OR EQUIVALENT				YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
16. DAYS ACCRUED LEAVE PAID RLB 57.5		17. MEMBER WAS PROVIDED COMPLETE DENTAL EXAMINATION AND ALL APPROPRIATE DENTAL SERVICES AND TREATMENT WITHIN 90 DAYS PRIOR TO SEPARATION			
18. REMARKS GOOD CONDUCT MEDAL PERIOD COMMENCES: 19991230 SNM CONTRIBUTED \$1,200.00 TO MGIB. THIS IS NOT A FINAL DISCHARGE. SUBJECT TO ACTIVE DUTY RECALL AND/OR ANNUAL SCREENING. "WHILE A MEMBER OF THE MARINE CORPS RESERVE YOU WILL KEEP THE COMMANDING OFFICER, MCRSC (TOLL FREE PHONE 1-800-255-5082) INFORMED OF ANY CHANGES OF ADDRESS, MARITAL STATUS, NUMBER OF DEPENDENTS, CIVILIAN EMPLOYMENT, OR PHYSICAL STANDARDS." SERIAL# 45504-2000-0033					
The information contained herein is subject to computer matching within the Department of Defense or with any other affected Federal or non-Federal agency for verification purposes and to determine eligibility for, and/or continued compliance with, the requirements of a Federal benefit program.					
19a. MAILING ADDRESS AFTER SEPARATION (Include ZIP Code) [REDACTED]			b. NEAREST RELATIVE (Name and address - Include ZIP Code) [REDACTED]		
20. MEMBER REQUESTS COPY 6 BE SENT TO CA		DIRECTOR OF VETERANS AFFAIRS			
21. SIGNATURE OF MEMBER BEING SEPARATED [REDACTED]		22. OFFICIAL AUTHORIZED TO SIGN (Typed name, grade, title and signature) [REDACTED]			

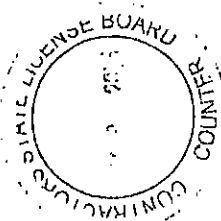
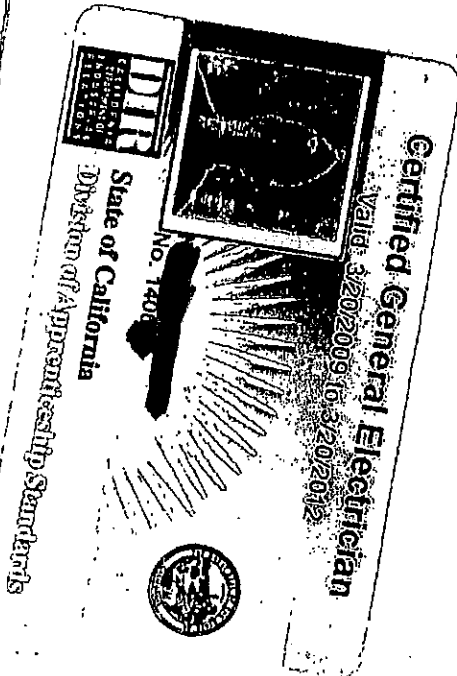
SPECIAL ADDITIONAL INFORMATION (For use by authorized agencies only)		
23. TYPE OF SEPARATION RELEASED FROM ACTIVE DUTY		24. CHARACTER OF SERVICE (Include upgrades) HONORABLE
25. SEPARATION AUTHORITY MARCORSEPMAN PAR 1005		26. SEPARATION CODE MBK1
27. REENTRY CODE RE-1A		28. NARRATIVE REASON FOR SEPARATION COMPLETION OF REQUIRED ACTIVE SERVICE
29. DATES OF TIME LOST DURING THIS PERIOD (YYYYMMDD) NONE		
DD FORM 214, FEB 2000 (PFIIF - WHSICION)		30. MEMBER REQUESTS COPY 4 (Initials)

PREVIOUS EDITION IS OBSOLETE.

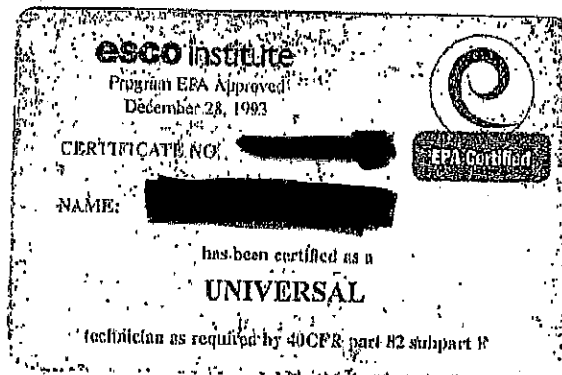
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2014 JAN 15 AM 7:37

MEMBER - 4

Electricians Certification



Chlorofluorocarbon Certification (CFC)



2013 02 07 182



Mainstream Engineering Corporation

By this Certificate Warrants that

[REDACTED]

has shown competency and fitness to practice Refrigerant Recycling, Recovery and Reclamation and has complied with all requirements of the Environmental Protection Agency Clean Air Act; therefore by virtue of the powers vested in Mainstream Engineering Corporation by the U. S. Environmental Protection Agency, Mainstream Engineering Corporation hereby issues this

EPA Section 608 Type I, II Certification

Certification Number:

[REDACTED]

as Required by 40 CFR Part 82, Subpart F subject to the powers of revocation by the EPA.

Print Certificate

RECEIVED CSLB
MAILROOM #3

2014 SEP -9 AM 1:37

9/3/2014

Asbestos Registration

State of California



Department of Industrial Relations

DIVISION OF OCCUPATIONAL SAFETY AND HEALTH

Certificate of Registration for Asbestos-related Work

Certificate No. [REDACTED]

Expiration Date 8/17/2016

[REDACTED]

(Name of Employer)

is duly registered by the Division of Occupational Safety and Health in accordance with the California Administrative Code, Title 8, Article 2.5 for asbestos-related work.

[Signature]
Division of Occupational Safety and Health

Effective Date 8/17/2015

Contractor's License No. [REDACTED]

This registration is valid only when the following requirements and conditions are met:

1. The registered employer shall safely perform asbestos-related work in compliance with relevant occupational safety and health regulations.
2. The registered employer shall notify the Division of changes in work locations or conditions as specified by Section 341.9 of Title 8 of the California Administrative Code.
3. The registered employer shall post a sign readable at 20 feet at the location of any asbestos-related work stating:

Danger - Asbestos
May Cause Cancer - Causes Damage to Lungs
Authorized Personnel Only

4. A copy of the registration shall be posted at the jobsite beside the Cal-OSHA poster.
5. The registered employer shall provide a copy of this registration certificate to the prime contractor and any other employers at the site before the commencement of any asbestos-related work.
6. The registered employer shall conduct a safety conference prior to the commencement of any asbestos-related work as specified by Section 341.11 of Title 8 of the California Administrative Code.
7. The registered employer acknowledges the Division's right to revoke or suspend this registration as provided by Section 341.14 of Title 8 of the California Administrative Code.

DEPARTMENT OF INDUSTRIAL RELATIONS

Division of Occupational Safety and Health
Asbestos Unit Contractors' Registration Unit
2424 Arden Way, Suite 495
Sacramento, CA 95825-2417
(916) 574-2993 Office (916) 483-0572 Fax
<http://www.dir.ca.gov/dosh/asbestos.html>

acru@dir.ca.gov

July 22, 2015

[REDACTED]
San Diego, CA 92128

Subject: Acknowledgement of Receipt of Initial Application for Asbestos Contractors Registration

Dear John:

We received your application for registration to conduct asbestos-related work on July 22, 2015.

We will review your initial application and when complete we will reply to you by correspondence (email or U.S.P.S.) within 15 business days. Please wait until you receive our initial reply to your application before sending any additional information or supporting material.

This letter can be presented to your workers' compensation insurance carrier to prove that you have officially begun your asbestos registration application process.

If you have any questions please submit them in writing to our Asbestos Contractors' Registration Unit mailbox acru@dir.ca.gov, U.S.P.S., or fax.

Regards,

ACRU Staff
State of California
Department of Industrial Relations
Division of Occupational Safety & Health
Asbestos Contractor Registration Unit

RECEIVED
JUL 22 2015
EXAMS

AGENDA ITEM F-3

Testing Program Update





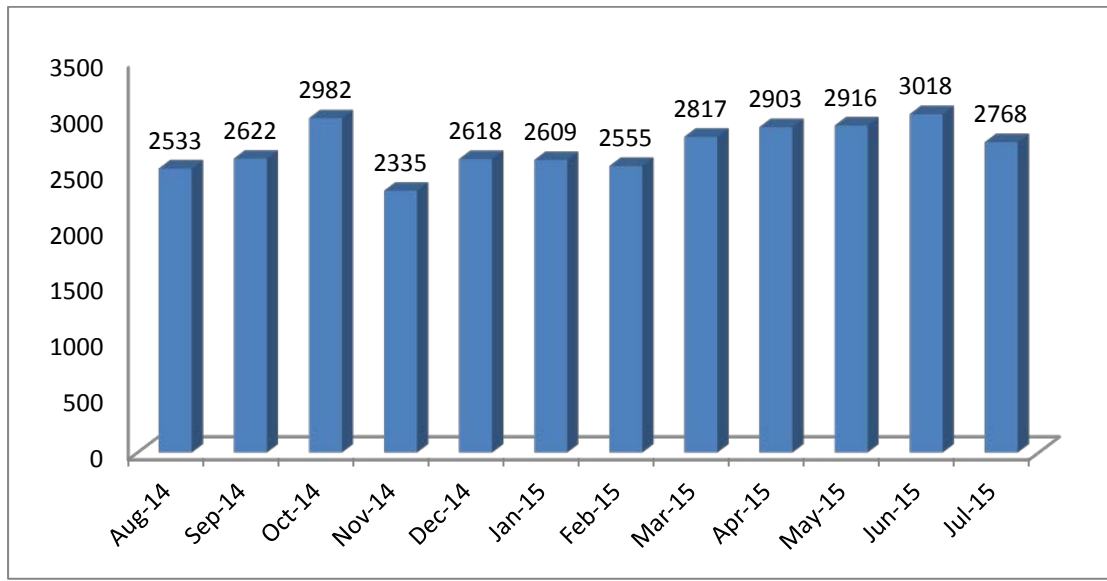
CONTRACTORS STATE LICENSE BOARD

TESTING PROGRAM UPDATE

EXAMINATION ADMINISTRATION UNIT (EAU)

The Testing division's EAU administers CSLB's 46 examinations at eight computer-based test centers. Most test centers are allocated two full-time test monitor positions, with part-time proctors filling in as needed. Test monitors also respond to all interactive voice response (IVR) messages received by CSLB that are related to testing.

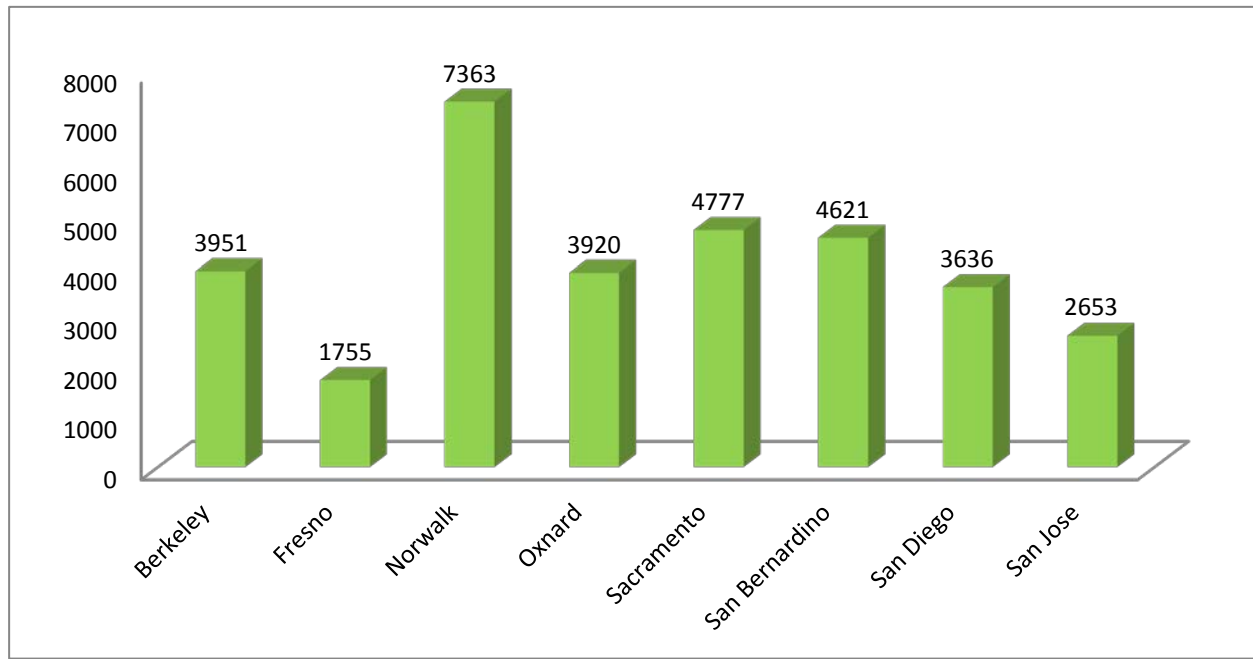
Number of Examinations Scheduled August 2014 – July 2015



Test Center Status

CSLB maintains test centers in the following locations:

- Sacramento
- Berkeley
- San Jose
- Fresno
- Oxnard
- Norwalk
- San Bernardino
- San Diego

**Number of Examinations Scheduled by Test Center August 2014 – July 2015****Examination Administration Staffing**

EAU has two vacant permanent intermittent Office Technician positions in Sacramento and one in Norwalk.

EXAMINATION DEVELOPMENT UNIT (EDU)

The Testing division's EDU ensures that CSLB's 46 examinations are written, maintained, and updated in accordance with testing standards, guidelines, and CSLB regulations.

Occupational Analysis and Examination Development Workload

Valid licensure examinations involve two ongoing phases: occupational analysis and examination development. This cycle must be completed every five to seven years for each of CSLB's examinations.

The occupational analysis phase determines what information is relevant to each contractor classification, and in what proportion it should be tested. The cycle starts with interviews of a sample of active California licensees statewide. EDU staff then conducts two workshops with these Subject Matter Experts, along with online surveys about job tasks and relevant knowledge. The end product is a validation report that includes an

examination outline, and which serves as a blueprint for constructing examination versions/forms.

The examination development phase involves numerous workshops to review and revise existing test questions, write and review new test questions, and determine the passing score for examinations from that point forward.

EDU released two new examinations in June 2015: C-11 Elevator and C-23 Ornamental Metal and two new examinations in August 2015: C-6 Cabinet, Millwork and Finish Carpentry and C-51 Structural Steel.

Occupational Analyses in Progress	New Examinations in Progress
C-8 Concrete	“B” General Building
C-17 Glazing	C-9 Drywall
C-27 Landscaping	C-15 Flooring and Floor Covering
C-31 Construction Zone Traffic Control	C-20 Warm-Air Heating, Ventilating and Air
C-33 Painting and Decorating	C-29 Masonry
Law and Business	C-43 Sheet Metal
	ASB Asbestos Certification

Examination Development Unit Staffing

EDU has one Test Validation and Development II vacancy. Because of staffing issues, EDU will continue to streamline the examination development process for some examination programs, while maintaining examination validity.

Ongoing Consumer Satisfaction Survey

EDU conducts an ongoing survey of consumers whose complaint cases have been closed to assess overall satisfaction with the Enforcement division's handling of complaints related to eight customer service topics. The survey is emailed to all consumers with closed complaints who provide CSLB with their email address during the complaint process. Consumers receive the survey in the first or second month after their complaint is closed. To improve the survey's response rate, Testing incorporated a reminder email into the process so that non-responsive consumers now receive an email reminder one month after the initial request is sent.



TESTING DIVISION

Civil Service Examinations

In addition to licensure examinations, EDU develops, and EAU administers, examinations for civil service classifications that are used by CSLB.

AGENDA ITEM G

Legislation



AGENDA ITEM G-1

Review, Discussion and Possible Action Regarding SB 119 (Hill)



CONTRACTORS STATE LICENSE BOARD LEGISLATIVE ANALYSIS

Bill Number: SB 119 (Hill)
Status/Location: Amended 08/17/15 – Assembly Appropriations Committee
Sponsor: Author
Subject: Protection of Subsurface Installations
Code Section: Government Code Section 4216

Summary:

Existing Law:

1. Requires that every operator of a subsurface installation (except CalTrans) become a member of, participate in, and fund a regional notification center.
2. Requires a person planning any excavation to contact the appropriate notification center before work begins.
3. Provides that a willful or deliberate violation of the regional notification system requirements by a licensee of the Contractors State License Board (CSLB) constitutes a cause for disciplinary action by CSLB.

The July 2, 2015, amendments deleted the section that would have added to Contractors State License Law regarding the enforcement of violations by contractors of the dig alert requirements. CSLB already has disciplinary authority for these violations.

The August 17, 2015, amendments revised several definitions and clarified that the advisory committee staff is CSLB staff. Several outstanding issues remain, according to the author's office, which include the depth required for hand digging, data collection on the agriculture exemption, liability, road grading, and changes to make the law easier for CSLB to implement.

This Bill:

1. Contains several findings and declarations of the Legislature regarding the need for increased communication between subsurface installation operators and excavators; states that exemptions allowing excavation without first calling a regional notification center should be permitted only if procedures exist so that the excavation occurs without compromising safety; and that the existing exemption that permits private property owners to dig on their own property without notification does not have a basis in safety.
2. The findings further state that California should have an advisory committee, composed of excavation stakeholders, to perform the following three major tasks:
 - a) Coordinate the diverse education and outreach efforts undertaken by state and local agencies, operators, and excavators, and issue grants for targeted efforts;

- b) Study excavation questions and develop standards that clarify best practices; and
 - c) Investigate potential violations of the one-call law that inform both the standards it is to develop and potential enforcement actions.
- 3. Makes various revisions to the Regional Notification Center System, including the definitions of relevant terms.
- 4. Provides that an excavator who damages a subsurface installation because of inaccurate marking shall not be liable for damages.
- 5. Limits the existing exemption for property owners to, instead, provide the exemption only when the work does not require a permit, the property has no easement or right of way, and the work involves only non-mechanized hand tools.
- 6. Exempts from the definition of “excavation,” until January 1, 2020, landscape maintenance activity performed with hand tools at a depth of no more than 12 inches, as well as plowing, cultivating, planting, harvesting, or similar operations in connection with agricultural activities, unless the activity disturbs the soil to a depth of 16 inches or more.
- 7. Requires the excavator, for an excavation within the approximate location of a subsurface installation, to determine the exact location of the installations within the tolerance zone using hand tools before using any power-driven excavation or boring equipment within the approximate location of the installations. Further requires the excavator to use reasonable care to prevent damage to subsurface installations.
- 8. Requires the Occupational Safety and Health Standards Board to revise its regulations to clarify best practices by excavators.
- 9. **Creates the California Underground Facilities Safe Excavation Advisory Committee (Committee), under CSLB and assisted by CSLB staff.** The Committee would be tied to CSLB’s sunset date and review process.
- 10. Provides that dig alert requirements can be enforced, following a recommendation by the Committee, as follows:
 - a) CSLB, on contractors.
 - b) The Public Utilities Commission (PUC), on gas and electrical corporations.
 - c) The Office of the State Fire Marshal, on operators of hazardous liquid pipeline facilities.
- 11. Requires the Committee to coordinate education and outreach activities that encourage safe excavation practices.
- 12. Requires the Committee to develop standards relevant to safety practices in excavating around subsurface installations, and procedures and guidance to encourage these practices. Provides that the standards shall address all of the following:
 - (a) Evidence necessary to demonstrate compliance with the law;
 - (b) Guidance for recommended sanctions against excavators and operators for violations. Provides that guidance shall include the circumstances under which an investigation will be transmitted for formal disciplinary action, and may allow for a decision to not send a complaint forward if a complaint triggered the investigation, the parties have settled, and the Committee determines that no

- further action is needed. Further requires recommendations for graduated sanctions;
- (c) What constitutes reasonable care in conducting deep excavations within the tolerance zone; and
- (d) What constitutes reasonable care in grading activities on road shoulders and dirt roads, which may include standards for potholing.
13. Beginning January 1, 2017, requires the Committee to investigate possible violations of the law, including complaints from affected parties and members of the public. Authorizes staff to use compliance audits, including field audits, and investigations of incidents and near-misses.
14. Provides that the Committee shall have nine members, as follows:
- a) Four appointed by the Governor, three of whom shall have knowledge and experience in the operation of subsurface installations (including one with a municipal utility), and one with knowledge and expertise in subsurface installation location and marking;
 - b) Three members (one "A" licensee, one "B" licensee, and one "C" licensee) appointed by CSLB, who shall have knowledge and experience in contract excavation for employers who are not operators of subsurface installations;
 - c) One member appointed by the Assembly Speaker, who has knowledge and expertise in safety matters, to represent the workers employed by contract excavators;
 - d) One member appointed by the Senate Rules Committee, who has knowledge and expertise in managing the underground installations on one's own property, and may be drawn from agricultural, commercial, residential, or other property sectors; and
 - e) Authorizes the Committee to invite one director of operations of a regional notification center to be a nonvoting ex officio member.
15. Provides for two-year terms for Committee members.
16. States that the Committee may obtain funding for its operational expenses from:
- a) The Safe Energy Infrastructure and Excavation Fund;
 - b) A federal or state grant;
 - c) A fee charged to members of the regional notification centers not to exceed the reasonable regulatory cost incident to enforcement of these requirements;
 - d) A filing or administrative fee to hear a complaint; and
 - e) Any other source.
17. Requires the Committee to annually convene a meeting with state and local agencies, California operators, regional notification centers, and trade associations that fund outreach programs to encourage safe excavation practices. Further provides that at that meeting the Committee shall determine areas in which additional education and outreach efforts should be targeted.
18. Upon completion of an investigation, requires the Committee to inform the following parties of the results, including any findings of possible violations:
- (a) The party or parties whose activities were the subject of the investigation;
 - (b) The complainant, if the investigation was initiated as the result of a complaint; and

- (c) Any excavator and operator whose activities or subsurface installations were involved in the incident.
19. Provides that if the Committee finds a probable violation of the article, it shall transmit the investigation results and any recommended penalty to the state or local agency with jurisdiction over the activity or business undertaken in commission of the violation.
 20. For an investigation of a violation regarding the delineating and tolerance zone requirements, prohibits a complainant from seeking action in court for damages until the investigation is complete, or for at least 120 days after the investigation begins, whichever occurs first.
 21. If a complainant files an action or damages based upon these requirements, after the completion of an investigation in which the person was found to have not violated the requirements, the complainant shall also notify the Committee when the action is filed.
 22. Requires the Committee to annually report to the Legislature and Governor.

Comments:

The author has been conducting stakeholder meetings on this topic over the last year. According to the author, nationwide data suggests that excavation in California is more dangerous than in other states, largely because some excavators and owners of underground facilities fail to follow the state's excavation safety laws. Between 2002 and 2011, excavation activities accounted for more than 25 percent of pipeline-related fatalities in the United State.

Fiscal Impact for CSLB:

Breakdown of Advisory Committee Costs for SB 119	Initial Costs	Ongoing Costs
Advisory Committee Enforcement Staff	\$2,175,000	\$1,850,000
Staff to Attend Board Meeting	\$25,000	\$25,000
IT Staff	\$65,000	
Board Member Costs	\$50,000	\$50,000
Industry Experts (IE) Complaint Inspections	\$175,000	\$175,000
Total Costs (Initial)	\$2,490,000	
Total Costs (Ongoing)		\$2,100,000

Breakdown of CSLB Costs for SB 119	Initial Costs	Ongoing Costs
Additional CSLB Staff (initial & ongoing)	\$190,000	\$175,000
Attorney General Costs (initial & ongoing)	\$1,050,000	\$1,050,000
Total Costs (Initial)	\$1,240,000	
Total Costs (Ongoing)		\$1,225,000

Board Position and Comments:

WATCH. The author has worked on this issue for the last few years, and in that time different members of the Legislature have introduced a number of bills. CSLB has an existing program to enforce violations of the dig alert requirements, handled under Business and Professions Code section 7110, which provides that a willful or deliberate violation of the excavation requirements constitutes a cause for disciplinary action.

The author's office has conducted a series of stakeholder meetings on this issue, which continue. CSLB has participated, along with numerous contractor groups, utilities, and other interested parties.

Excavation work is regulated by CSLB's existing C-12 Earthwork and Paving classification, and excavation safety and regional notification requirements are covered on all relevant CSLB licensing examinations (27 of the 45 exams), including the Law and Business examination.

Support & Opposition:

Support (as of 7/1/15):

Associated General Contractors of California

AT&T (support, if amended)

California Legislative Conference of the Plumbing, Heating and Piping Industry

DigAlert (support, if amended)

National Electrical Contractors Association

Sacramento Municipal Utility District (support, if amended)

San Diego Gas & Electric Company (support, if amended)

Southern California Contractors Association

Southern California Gas Company (support, if amended)

United Contractors

Western Line Contractors

Oppose: (as of 6/1/15):

California Association of Winegrape Growers

LA County Board of Supervisors (oppose, unless amended)

Western State Petroleum Association (oppose, unless amended)

Legislative History:

AB 811 (Lowenthal, Chapter 250, Statutes of 2013) required that regional notification centers compile an annual report. When introduced, the bill would have required licensed contractors to pass an additional certification exam in order to legally perform excavations, though these provisions were amended out of the bill.

AB 1514 (Lowenthal, 2012) would have increased the penalties for a violation of the notification requirements.

Date: August 17, 2015

The bill text for SB 119 (Hill) will be provided at the Board meeting, as the bill is expected to be amended after the packet is printed.

To view the bill text, please go to: <http://leginfo.legislature.ca.gov/>

At top right of screen, under “Quick Search,” type SB119 and hit enter, text will then be displayed.

Or, use this link:

http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB119

AGENDA ITEM G-2

Review, Discussion and Possible Action Regarding SB 467 (Hill)



CONTRACTORS STATE LICENSE BOARD LEGISLATIVE ANALYSIS

Bill Number: SB 467 (Hill)
Status/Location: Amended 7/1/15 – Assembly Appropriations Committee
Sponsor: Author
Subject: Sunset Extension
Code Section: Business & Professions §7000.5, 7011, 7071.6 and 7067.5

Summary:

As it pertains to the Contractors State Licensed Board, this bill:

1. Extends the sunset date for the Contractors State License Board (CSLB) and the authorization for the appointment of a Registrar from January 1, 2016 to January 1, 2020.
2. Eliminates the existing requirement that applicants demonstrate evidence of financial solvency by possessing operating capital of \$2,500.
3. Increases the amount of the contractor's bond licensees are required to maintain, from \$12,500 to \$15,000.

This bill also extends the sunset date for the Board of Accountancy and makes related changes, subjects the Department of Consumer Affairs' pro rata funding formula to legislative approval, and requires the Attorney General's Office to submit an annual report to the Legislature with statistical information on enforcement cases referred by the boards and bureaus within the Department of Consumer Affairs.

Comments:

The provisions pertaining to CSLB were previously included in SB 465, which has since been amended to address a different topic.

CSLB is responsible for the implementation and enforcement of the Contractors State License Law -- the laws and regulations related to the licensure, practice, and discipline of the construction industry in California. All businesses and individuals who construct or alter, or offer to construct or alter, any building, highway, road, parking facility, railroad, excavation, or other structure in California must be licensed by CSLB if the total cost (labor and materials) of one or more contracts on the project is \$500 or more.

CSLB licenses approximately 290,000 contractors in 44 license classifications and two certifications. CSLB issues some 17,000 licenses each year, and more than 120,000 licenses are renewed each year. A license may be issued to an individual, partnership, corporation, limited liability company, or joint venture. All licenses must have a qualifying individual (also referred to as "qualifier"), who is the person listed on CSLB records who satisfies the experience and examination requirements for a license. The

Board also registers some 9,800 home improvement salespersons who sell home improvement goods and services.

In its 2014 Sunset Review Report to the Legislature, CSLB identified several new issues for the Legislature's consideration, two of which are now included in this bill -- elimination of the capital requirement and a corresponding increase in the amount of the contractor's bond.

Fiscal Impact for CSLB:

No additional costs, as the bill continues the program as is.

Staff Recommendation and Comments:

SUPPORT. This bill continues CSLB's existing structure and implements two of CSLB's suggested statutory changes. CSLB does not verify the existing capital requirement, and believes it offers no additional consumer protection. The corresponding increase in the amount of the contractor's bond will provide an enhanced level of consumer protection

Date: August 13, 2015

AMENDED IN ASSEMBLY JULY 1, 2015
AMENDED IN ASSEMBLY JUNE 29, 2015
AMENDED IN SENATE APRIL 21, 2015

SENATE BILL

No. 467

Introduced by Senator Hill

February 25, 2015

An act to amend Sections 201, 5000, ~~and 5015.6~~ 5015.6, 7000.5, 7011, and 7071.6 of, ~~and to add Sections 312.2, 328, and 5100.5 to,~~ *and to repeal Section 7067.5 of*, the Business and Professions Code, relating to professions and vocations.

LEGISLATIVE COUNSEL'S DIGEST

SB 467, as amended, Hill. Professions and vocations.

Existing law provides for the licensure and regulation of various professions and vocations by boards, bureaus, commissions, divisions, and other agencies within the Department of Consumer Affairs. Existing law authorizes the department to levy a pro rata share of the department's administrative expenses against any of these constituent agencies at the discretion of the Director of Consumer Affairs and with the approval of the Department of Finance.

This bill would eliminate the requirement that the levy described above be at the discretion of the Director of Consumer Affairs and with the approval of the Department of Finance, and would instead require the levy to be approved by the Legislature.

Existing law requires an agency within the department to investigate a consumer accusation or complaint against a licensee and, where appropriate, the agency is authorized to impose disciplinary action against a licensee. Under existing law, an agency within the department

may refer a complaint to the Attorney General or Office of Administrative Hearings for further action.

This bill would require the Attorney General to submit a report to the department, the Governor, and the appropriate policy committees of the Legislature, on or before January 1, 2018, and on or before January 1 of each subsequent year, that includes specified information regarding the actions taken by the Attorney General pertaining to accusation matters relating to consumer complaints against a person whose profession or vocation is licensed by an agency within the department.

Existing law creates the Division of Investigation within the department and requires investigators who have the authority of peace officers to be in the division to investigate the laws administered by the various boards comprising the department or commencing directly or indirectly any criminal prosecution arising from any investigation conducted under these laws.

This bill would, in order to implement the Consumer Protection Enforcement Initiative of 2010, require the Director of Consumer Affairs, through the Division of Investigation, to implement “Complaint Prioritization Guidelines” for boards to utilize in prioritizing their complaint and investigative workloads and to determine the referral of complaints to the division and those that are retained by the health care boards for investigation.

Under existing law, the California Board of Accountancy within the department is responsible for the licensure and regulation of accountants and is required to designate an executive officer. Existing law repeals these provisions on January 1, 2016.

This bill would extend the repeal date to January 1, 2020.

Existing law authorizes the California Board of Accountancy, after notice and hearing, to revoke, suspend, or refuse to renew any permit or certificate, as specified, or to censure the holder of that permit or certificate for unprofessional conduct.

This bill would additionally authorize the board, after notice and hearing, to permanently restrict or limit the practice of a licensee or impose a probationary term or condition on a licence for unprofessional conduct. This bill would authorize a licensee to petition the board for reduction of penalty or reinstatement of the privilege, as specified, and would provide that failure to comply with any restriction or limitation imposed by the board is grounds for revocation of the license.

Under existing law, the Contractors’ State License Law, the Contractors’ State License Board is responsible for the licensure and

regulation of contractors and is required to appoint a registrar of contractors. Existing law repeals these provisions establishing the board and requiring it to appoint a registrar on January 1, 2016.

This bill would extend these repeal dates to January 1, 2020.

Existing law requires every applicant for an original license, the reactivation of an inactive license, or the reissuance or reinstatement of a revoked license to evidence financial solvency, as specified, and requires the registrar to deny the application of any applicant who fails to comply with that requirement. Existing law, as a condition precedent to the issuance, reinstatement, reactivation, renewal, or continued maintenance of a license, requires the applicant or licensee to file or have on file a contractor's bond in the sum of \$12,500.

This bill would repeal that evidence of financial solvency requirement and would instead require that bond to be in the sum of \$15,000.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 201 of the Business and Professions Code
2 is amended to read:
3 201. (a) (1) A charge for the estimated administrative expenses
4 of the department, not to exceed the available balance in any
5 appropriation for any one fiscal year, may be levied in advance on
6 a pro rata share basis against any of the boards, bureaus,
7 commissions, divisions, and agencies, with the approval of the
8 Legislature.
9 (2) The department shall submit a report of the accounting of
10 the pro rata calculation of administrative expenses to the
11 appropriate policy committees of the Legislature on or before July
12 1, 2015, and on or before July 1 of each subsequent year.
13 (b) The department shall conduct a one-time study of its current
14 system for prorating administrative expenses to determine if that
15 system is the most productive, efficient, and cost-effective manner
16 for the department and the agencies comprising the department.
17 The study shall include consideration of whether some of the
18 administrative services offered by the department should be
19 outsourced or charged on an as-needed basis and whether the
20 agencies should be permitted to elect not to receive and be charged
21 for certain administrative services. The department shall include

the findings in its report pursuant to paragraph (2) of subdivision (a) that it is required to submit on or before July 1, 2015.

SEC. 2. Section 312.2 is added to the Business and Professions Code, to read:

312.2. (a) The Attorney General shall submit a report to the department, the Governor, and the appropriate policy committees of the Legislature on or before January 1, 2018, and on or before January 1 of each subsequent year that includes, at a minimum, all of the following for the previous fiscal year for each constituent entity within the department represented by the Licensing Section and Health Quality Enforcement Section of the Office of the Attorney General:

(1) The number of accusation matters referred to the Attorney General.

(2) The number of accusation matters rejected for filing by the Attorney General.

(3) The number of accusation matters for which further investigation was requested by the Attorney General.

(4) The number of accusation matters for which further investigation was received by the Attorney General.

(5) The number of accusations filed by each constituent entity.

(6) The number of accusations a constituent entity withdraws.

(7) The number of accusation matters adjudicated by the Attorney General.

(b) The Attorney General shall also report all of the following for accusation matters adjudicated within the previous fiscal year for each constituent entity of the department represented by the Licensing Section and Health Quality Enforcement Section:

(1) The average number of days from the Attorney General receiving an accusation referral to when an accusation is filed by the constituent entity.

(2) The average number of days to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received by the Attorney General from a constituent entity or the Division of Investigation.

(3) The average number of days from an agency filing an accusation to the Attorney General transmitting a stipulated settlement to the constituent entity.

(4) The average number of days from an agency filing an accusation to the Attorney General transmitting a default decision to the constituent entity.

(5) The average number of days from an agency filing an accusation to the Attorney General requesting a hearing date from the Office of Administrative Hearings.

(6) The average number of days from the Attorney General's receipt of a hearing date from the Office of Administrative Hearings to the commencement of a hearing.

(c) A report to be submitted pursuant to subdivision (a) shall be submitted in compliance with Section 9795 of the Government Code.

SEC. 3. Section 328 is added to the Business and Professions Code, to read:

328. In order to implement the Consumer Protection Enforcement Initiative of 2010, the director, through the Division of Investigation, shall implement "Complaint Prioritization Guidelines" for boards to utilize in prioritizing their respective complaint and investigative workloads. The guidelines shall be used to determine the referral of complaints to the division and those that are retained by the health care boards for investigation.

SEC. 4. Section 5000 of the Business and Professions Code is amended to read:

5000. (a) There is in the Department of Consumer Affairs the California Board of Accountancy, which consists of 15 members, 7 of whom shall be licensees, and 8 of whom shall be public members who shall not be licentiates of the board or registered by the board. The board has the powers and duties conferred by this chapter.

(b) The Governor shall appoint four of the public members, and the seven licensee members as provided in this section. The Senate Committee on Rules and the Speaker of the Assembly shall each appoint two public members. In appointing the seven licensee members, the Governor shall appoint individuals representing a cross section of the accounting profession.

(c) This section shall remain in effect only until January 1, 2020, and as of that date is repealed, unless a later enacted statute, that is enacted before January 1, 2020, deletes or extends that date.

(d) Notwithstanding any other provision of law, the repeal of this section renders the board subject to review by the appropriate

1 policy committees of the Legislature. However, the review of the
2 board shall be limited to reports or studies specified in this chapter
3 and those issues identified by the appropriate policy committees
4 of the Legislature and the board regarding the implementation of
5 new licensing requirements.

6 SEC. 5. Section 5015.6 of the Business and Professions Code
7 is amended to read:

8 5015.6. The board may appoint a person exempt from civil
9 service who shall be designated as an executive officer and who
10 shall exercise the powers and perform the duties delegated by the
11 board and vested in him or her by this chapter.

12 This section shall remain in effect only until January 1, 2020,
13 and as of that date is repealed, unless a later enacted statute, that
14 is enacted before January 1, 2020, deletes or extends that date.

15 SEC. 6. Section 5100.5 is added to the Business and Professions
16 Code, to read:

17 5100.5. (a) After notice and hearing the board may, for
18 unprofessional conduct, permanently restrict or limit the practice
19 of a licensee or impose a probationary term or condition on a
20 license, which prohibits the licensee from performing or engaging
21 in any of the acts or services described in Section 5051.

22 (b) A licensee may petition the board pursuant to Section 5115
23 for reduction of penalty or reinstatement of the privilege to engage
24 in the service or act restricted or limited by the board.

25 (c) The authority or sanctions provided by this section are in
26 addition to any other civil, criminal, or administrative penalties or
27 sanctions provided by law, and do not supplant, but are cumulative
28 to, other disciplinary authority, penalties, or sanctions.

29 (d) Failure to comply with any restriction or limitation imposed
30 by the board pursuant to this section is grounds for revocation of
31 the license.

32 (e) For purposes of this section, both of the following shall
33 apply:

34 (1) "Unprofessional conduct" includes, but is not limited to,
35 those grounds for discipline or denial listed in Section 5100.

36 (2) "Permanently restrict or limit the practice of" includes, but
37 is not limited to, the prohibition on engaging in or performing any
38 attestation engagement, audits, or compilations.

39 SEC. 7. Section 7000.5 of the Business and Professions Code
40 is amended to read:

7000.5. (a) There is in the Department of Consumer Affairs a Contractors' State License Board, which consists of 15 members.

(b) Notwithstanding any other provision of law, the repeal of this section renders the board subject to review by the appropriate policy committees of the Legislature.

(c) This section shall remain in effect only until January 1, 2016, 2020, and as of that date is repealed, unless a later enacted statute, that is enacted before January 1, 2016, 2020, deletes or extends that date.

SEC. 8. Section 7011 of the Business and Professions Code is amended to read:

7011. (a) The board, by and with the approval of the director, shall appoint a registrar of contractors and fix his or her compensation.

(b) The registrar shall be the executive officer and secretary of the board and shall carry out all of the administrative duties as provided in this chapter and as delegated to him or her by the board.

(c) For the purpose of administration of this chapter, there may be appointed a deputy registrar, a chief reviewing and hearing officer, and, subject to Section 159.5, other assistants and subordinates as may be necessary.

(d) Appointments shall be made in accordance with the provisions of civil service laws.

(e) This section shall remain in effect only until January 1, 2016, 2020, and as of that date is repealed, unless a later enacted statute, that is enacted before January 1, 2016, 2020, deletes or extends that date.

SEC. 9. Section 7067.5 of the Business and Professions Code is repealed.

~~7067.5. Every applicant for an original license, or for the reactivation of an inactive license, or for the reissuance or reinstatement of a revoked license shall possess and every such applicant, other than one applying under Section 7029 unless required by the registrar, shall evidence financial solvency. The registrar shall deny the application of any applicant who fails to comply with this section. For purposes of this section financial solvency shall mean that the applicant's operating capital shall exceed two thousand five hundred dollars (\$2500).~~

~~The applicant shall provide answers to questions contained in a standard form of questionnaire as required by the registrar relative to his financial ability and condition and signed by the applicant under penalty of perjury.~~

~~In any case in which further financial information would assist the registrar in an investigation, the registrar may obtain such information or may require any licensee or applicant under investigation pursuant to this chapter to provide such additional financial information as the registrar may deem necessary.~~

~~The financial information required by the registrar shall be confidential and not a public record, but, where relevant, shall be admissible as evidence in any administrative hearing or judicial action or proceeding.~~

~~The registrar may destroy any financial information which has been on file for a period of at least three years.~~

SEC. 10. Section 7071.6 of the Business and Professions Code is amended to read:

7071.6. (a) The board shall require as a condition precedent to the issuance, reinstatement, reactivation, renewal, or continued maintenance of a license, that the applicant or licensee file or have on file a contractor's bond in the sum of ~~twelve~~ *fifteen* thousand five hundred dollars ~~(\$12,500): (\$15,000).~~

(b) Excluding the claims brought by the beneficiaries specified in subdivision (a) of Section 7071.5, the aggregate liability of a surety on claims brought against a bond required by this section shall not exceed the sum of seven thousand five hundred dollars (\$7,500). The bond proceeds in excess of seven thousand five hundred dollars (\$7,500) shall be reserved exclusively for the claims of the beneficiaries specified in subdivision (a) of Section 7071.5. However, nothing in this section shall be construed so as to prevent any beneficiary specified in subdivision (a) of Section 7071.5 from claiming or recovering the full measure of the bond required by this section.

(c) No bond shall be required of a holder of a license that has been inactivated on the official records of the board during the period the license is inactive.

(d) Notwithstanding any other ~~provision~~ of law, as a condition precedent to licensure, the board may require an applicant to post a contractor's bond in twice the amount required pursuant to

1 subdivision (a) until the time that the license is renewed, under the
2 following conditions:

3 (1) The applicant has either been convicted of a violation of
4 Section 7028 or has been cited pursuant to Section 7028.7.

5 (2) If the applicant has been cited pursuant to Section 7028.7,
6 the citation has been reduced to a final order of the registrar.

7 (3) The violation of Section 7028, or the basis for the citation
8 issued pursuant to Section 7028.7, constituted a substantial injury
9 to the public.

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AGENDA ITEM G-3

Review, Discussion and Possible Action Regarding SB 560 (Monning)



CONTRACTORS STATE LICENSE BOARD LEGISLATIVE ANALYSIS

Bill Number: SB 560 (Monning)
Status/Location: 08/17/15 - Assembly Appropriations Committee
Sponsor: Contractors State License Board
Subject: Notice to Appear Authority
Code Section: Business & Professions §7011.4

Summary:

This bill:

1. Expands the authority of Contractors State License Board (CSLB) Enforcement Representatives (ERs) to issue to an unlicensed contractor a written notice to appear (NTA) in superior court for failure to secure workers' compensation (WC) insurance.
2. Authorizes boards within the Department of Consumer Affairs to share licensee information, including Social Security numbers, with the Employment Development Department (EDD).

Existing law authorizes ERs to issue a written notice to appear to individuals for contracting without a license.

This bill will allow ERs to also issue an NTA for failure to carry WC insurance.

Comments:

Business & Professions (B&P) Code section 7011.4 establishes a separate enforcement division (Statewide Investigative Fraud Team - SWIFT), which shall rigorously enforce laws prohibiting all forms of unlicensed activity. CSLB ERs assigned to SWIFT investigate active construction sites for license and workers' compensation insurance compliance and conduct undercover sting operations targeting unlicensed and uninsured contractors.

Pursuant to B&P Code section 7028(a) it is a misdemeanor for a person to engage in the business or act in the capacity of a contractor without a license.

Further, Labor Code section 3700.5(a) states that the failure to secure the payment of compensation by one who knew or, because of his or her knowledge or experience, is reasonably expected to have known of the obligation to secure this payment of compensation, is a misdemeanor and punishable by county jail, or a fine, or both.

B&P Code section 7011.4 provides authority for non-sworn ERs to issue an NTA for unlicensed practice, but not for failure to secure workers' compensation insurance. An

NTA is an order by the court mandating an individual's presence at a hearing, on a specified date, to answer to wrongdoings of misdemeanor crimes.

EDD Amendments:

The Department of Consumer Affairs informed CSLB earlier this year that though it has clear statutory authority to share licensee Social Security numbers with the Franchise Tax Board (Business and Professions Code §30 (2)(d)(3)), it does not have authority to share them with EDD. Sharing this information constitutes a critical part of CSLB's enforcement program.

This bill will be amended to address the issue of sharing licensee information with EDD. At its March 2015 meeting the Board approved language to authorize CSLB to share information with EDD. These amendments, instead, authorize all boards within the Department of Consumer Affairs to share information with EDD.

Fiscal Impact for CSLB:

Absorbable.

Board Position and Comments:

SPONSOR/SUPPORT. The Board approved this legislative proposal at the December 2014 meeting. The ability to include the workers' compensation violation on the NTA could streamline the district attorney (DA) referral process. CSLB estimates that 20 percent of the NTAs issued for unlicensed practice will include this violation as well.

Date: August 13, 2015

AMENDED IN ASSEMBLY AUGUST 17, 2015

AMENDED IN ASSEMBLY JULY 9, 2015

AMENDED IN ASSEMBLY JULY 2, 2015

AMENDED IN ASSEMBLY JUNE 29, 2015

AMENDED IN SENATE APRIL 6, 2015

SENATE BILL

No. 560

Introduced by Senator Monning

February 26, 2015

An act to amend Sections 30, 7011.4, and 7125.4 of the Business and Professions Code, relating to professions and vocations.

LEGISLATIVE COUNSEL'S DIGEST

SB 560, as amended, Monning. Licensing boards: unemployment insurance.

(1) Existing law provides for the licensure and regulation of various professions and vocations and creates boards, commissions, and bureaus, among other entities, in the Department of Consumer Affairs to this end. The State Bar Act provides for the licensure and regulation of attorneys by the State Bar of California. Existing law requires a licensing board, as defined, including the State Bar, to provide specified personal information regarding licensees to the Franchise Tax Board in a prescribed form and at a time the Franchise Tax Board may require. Existing law creates within the Labor and Workforce Development Agency the Employment Development Department, which administers the unemployment compensation program.

This bill would additionally require a licensing board to submit personal information regarding licensees, described above, to the Employment Development Department.

(2) The Contractors' State License Law provides for the licensure and regulation of contractors by the Contractors' State License Board within the Department of Consumer Affairs. The act establishes an enforcement division within the board that is required to enforce prohibitions against all forms of unlicensed activity, as specified.

This bill would authorize the enforcement division to additionally enforce the obligation to secure the payment of valid and current workers' compensation insurance, as specified. ~~The bill would also state legislative intent that the board develop information on workers' compensation insurance premium fraud, as specified, and share it with the Employment Development Department and the Department of Insurance.~~

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 30 of the Business and Professions Code
2 is amended to read:

3 30. (a) (1) Notwithstanding any other law, any board, as
4 defined in Section 22, and the State Bar and the Bureau of Real
5 Estate shall, at the time of issuance of the license, require that the
6 applicant provide its federal employer identification number, if
7 the applicant is a partnership, or the applicant's social security
8 number for all other applicants.

9 (2) No later than January 1, 2016, in accordance with Section
10 135.5, a board, as defined in Section 22, and the State Bar and the
11 Bureau of Real Estate shall require either the individual taxpayer
12 identification number or social security number if the applicant is
13 an individual for purposes of this subdivision.

14 (b) A licensee failing to provide the federal employer
15 identification number, or the individual taxpayer identification
16 number or social security number shall be reported by the licensing
17 board to the Franchise Tax Board. If the licensee fails to provide
18 that information after notification pursuant to paragraph (1) of
19 subdivision (b) of Section 19528 of the Revenue and Taxation
20 Code, the licensee shall be subject to the penalty provided in

paragraph (2) of subdivision (b) of Section 19528 of the Revenue and Taxation Code.

(c) In addition to the penalty specified in subdivision (b), a licensing board shall not process an application for an initial license unless the applicant provides its federal employer identification number, or individual taxpayer identification number or social security number where requested on the application.

(d) A licensing board shall, upon request of the Franchise Tax Board or the Employment Development Department, furnish to the board or the department, as applicable, the following information with respect to every licensee:

(1) Name.

(2) Address or addresses of record.

(3) Federal employer identification number if the licensee is a partnership, or the licensee's individual taxpayer identification number or social security number for all other licensees.

(4) Type of license.

(5) Effective date of license or a renewal.

(6) Expiration date of license.

(7) Whether license is active or inactive, if known.

(8) Whether license is new or a renewal.

(e) For the purposes of this section:

(1) "Licensee" means a person or entity, other than a corporation, authorized by a license, certificate, registration, or other means to engage in a business or profession regulated by this code or referred to in Section 1000 or 3600.

(2) "License" includes a certificate, registration, or any other authorization needed to engage in a business or profession regulated by this code or referred to in Section 1000 or 3600.

(3) "Licensing board" means any board, as defined in Section 22, the State Bar, and the Bureau of Real Estate.

(f) The reports required under this section shall be filed on magnetic media or in other machine-readable form, according to standards furnished by the Franchise Tax Board or the Employment Development Department, as applicable.

(g) Licensing boards shall provide to the Franchise Tax Board or the Employment Development Department the information required by this section at a time that the board or the department, as applicable, may require.

(h) Notwithstanding Chapter 3.5 (commencing with Section 6250) of Division 7 of Title 1 of the Government Code, a federal employer identification number, individual taxpayer identification number, or social security number furnished pursuant to this section shall not be deemed to be a public record and shall not be open to the public for inspection.

(i) A deputy, agent, clerk, officer, or employee of a licensing board described in subdivision (a), or any former officer or employee or other individual who, in the course of his or her employment or duty, has or has had access to the information required to be furnished under this section, shall not disclose or make known in any manner that information, except as provided in this section to the Franchise Tax Board or the Employment Development Department or as provided in subdivision (k).

(j) It is the intent of the Legislature in enacting this section to utilize the federal employer identification number, individual taxpayer identification number, or social security number for the purpose of establishing the identification of persons affected by state tax laws and for purposes of compliance with Section 17520 of the Family Code and, to that end, the information furnished pursuant to this section shall be used exclusively for those purposes.

(k) If the board utilizes a national examination to issue a license, and if a reciprocity agreement or comity exists between the State of California and the state requesting release of the individual taxpayer identification number or social security number, any deputy, agent, clerk, officer, or employee of any licensing board described in subdivision (a) may release an individual taxpayer identification number or social security number to an examination or licensing entity, only for the purpose of verification of licensure or examination status.

(l) For the purposes of enforcement of Section 17520 of the Family Code, and notwithstanding any other law, a board, as defined in Section 22, and the State Bar and the Bureau of Real Estate shall at the time of issuance of the license require that each licensee provide the individual taxpayer identification number or social security number of each individual listed on the license and any person who qualifies for the license. For the purposes of this subdivision, "licensee" means an entity that is issued a license by

any board, as defined in Section 22, the State Bar, the Bureau of Real Estate, and the Department of Motor Vehicles.

SEC. 2. Section 7011.4 of the Business and Professions Code is amended to read:

7011.4. (a) Notwithstanding Section 7011, there is in the Contractors' State License Board, a separate enforcement division that shall rigorously enforce this chapter prohibiting all forms of unlicensed activity and shall enforce the obligation to secure the payment of valid and current workers' compensation insurance in accordance with Section 3700.5 of the Labor Code.

(b) Persons employed as enforcement representatives of the Contractors' State License Board and designated by the Director of Consumer Affairs shall have the authority to issue a written notice to appear in court pursuant to Chapter 5C (commencing with Section 853.5) of Title 3 of Part 2 of the Penal Code. An employee so designated is not a peace officer and is not entitled to safety member retirement benefits as a result of that designation. He or she does not have the power of arrest.

(c) When participating in the activities of the Joint Enforcement Strike Force on the Underground Economy pursuant to Section 329 of the Unemployment Insurance Code, the enforcement division shall have free access to all places of labor.

SEC. 3. Section 7125.4 of the Business and Professions Code is amended to read:

7125.4. (a) The filing of the exemption certificate prescribed by this article that is false, or the employment of a person subject to coverage under the workers' compensation laws after the filing of an exemption certificate without first filing a Certificate of Workers' Compensation Insurance or Certification of Self-Insurance in accordance with the provisions of this article, or the employment of a person subject to coverage under the workers' compensation laws without maintaining coverage for that person, constitutes cause for disciplinary action.

(b) Any qualifier for a license who, under Section 7068.1, is responsible for assuring that a licensee complies with the provisions of this chapter is also guilty of a misdemeanor for committing or failing to prevent the commission of any of the acts that are cause for disciplinary action under this section.

~~(c) It is the intent of the Legislature that the board, in exercising its duties pursuant to this chapter and as a participant in the Joint~~

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- 1 ~~Enforcement Strike Force on the Underground Economy, develop~~
- 2 ~~information relating to workers' compensation insurance premium~~
- 3 ~~fraud and share that information with the Employment~~
- 4 ~~Development Department and the Department of Insurance.~~

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AGENDA ITEM G-4

Review, Discussion and Possible Action Regarding SB 561 (Monning)



CONTRACTORS STATE LICENSE BOARD LEGISLATIVE ANALYSIS

Bill Number: SB 561 (Monning)
Status/Location: 06/17/15 – Senate Floor
Subject: Home Improvement Salesperson Registration
Code Section: Business & Professions Code sections 7152, 7153, 7153.2, 7153.3, 7154, 7155.5, and 7156

Summary:

This bill would eliminate the requirement that a Home Improvement Salesperson (HIS) separately register to work for each contractor and, instead, allow a properly registered HIS to utilize his or her individual registration with one or more licensed contractors.

At its March 2015 meeting the Board approved language to allow acceptance of electronic signatures. These amendments are now included in this bill. Additionally, the bill now contains further amendments requested by the California Solar Energy Industries Association that, 1) amend the language to make it clear that a HIS can register prior to affiliating with a contractor, but must be employed by a contractor to actually work as a HIS; and 2) amend the language that requires a contractor to notify CSLB of the pending employment of a HIS to delete the word “pending.” The bill still mandates that the contractor notify CSLB prior to the HIS beginning work for the contractor.

Existing Law:

1. Provides for the registration and regulation of home improvement salespersons by CSLB.
2. Makes it a crime for any person to engage in the occupation of home improvement salesperson for one or more home improvement contractors without a separate registration for each of the home improvement contractors by whom he or she is employed.

This Bill:

1. Allows CSLB to accept electronic signatures for the contractor’s initial and renewal licenses.
2. Makes several changes to the HIS statutory provisions.
3. Requires a HIS to have a current and valid registration prior to entering into a sales transaction.
4. Provides that a HIS registration shall expire two years from the last day of the month in which the registration was issued.
5. Provides that the delinquency fee for renewing an expired registration shall be 50 percent of the renewal fee.

6. Requires a licensed home improvement contractor to notify the registrar about the pending employment of a registered home improvement salesperson in writing and on a form prescribed by the registrar.
7. Provides that a home improvement contractor who fails to report employment of a HIS is subject to disciplinary action.
8. Authorizes the use of an electronic transmission system for HIS applications.

Background:

The California Solar Energy Industries Association sent a letter to Governor Brown last fall (which was forwarded to CSLB for response), regarding the HIS registration program and concerns about the impact on the industry of the four-to-five week processing time for new registrations. In FY 2013-14, CSLB received about 800 HIS applications per month, a 40 percent increase over the prior three years. Since then, the number of applications received each month has continued to grow, though the number of staff for processing has not, leading to increased processing times. At the time staff received the letter, CSLB was already reviewing the HIS program because of its awareness of the longer processing times. Among the Association's recommendations was to allow a registered HIS to work for multiple contractors. After review, CSLB endorsed the idea and proceeded with that proposal.

Fiscal Impact for CSLB:

The Board's Information Technology (IT) division estimates that it will take one Board IT staff person and an IT consultant approximately four-to-six months to make the necessary custom programming changes. IT staff will need approximately 692 to 1,040 hours of custom programming to re-map and change the current IT system to accommodate issuing a single HIS registration and to track the businesses within that registration. They also will need to consolidate and convert the existing HIS registrations with multiple expiration dates to one registration number by connecting existing licenses to a single registration number.

A Senior Program Analyst (Specialist) will perform this work, at an hourly cost of \$43.09, with a total approximate cost of \$42,342-\$63,635 (692 to 1,040 hours x \$43.09/hour x 1.42 benefits rate). A shortage of programming staff means that an IT Consultant will be required to undertake some of the major programming workload, which will take approximately 692 hours, at an hourly cost of \$95.00, for a total cost of \$65,740. The Board's total IT costs for this change in FY 2015-16 would be approximately \$108,082-\$129,375. The workload or costs associated with this bill are expected to be minor and absorbable within the Board's existing resources.

Board Position and Comments:

SPONSOR/SUPPORT. The change proposed by this bill will improve the current registration process and provide increased flexibility for HIS registrants.

Date: August 13, 2015

AMENDED IN ASSEMBLY JUNE 17, 2015

AMENDED IN SENATE MAY 12, 2015

AMENDED IN SENATE APRIL 20, 2015

SENATE BILL

No. 561

Introduced by Senator Monning
(Coauthor: Assembly Member Achadjian)

February 26, 2015

An act to amend Sections 7067.6, 7152, 7153, 7153.2, 7153.3, 7154, 7155.5, and 7156 of, and to add Section 7156.6 to, the Business and Professions Code, relating to professions and vocations.

LEGISLATIVE COUNSEL'S DIGEST

SB 561, as amended, Monning. ~~Home~~—*Contractors: home improvement salespersons.*

Existing law, the Contractors' State License Law, provides for the licensure and regulation of contractors, including home improvement contractors, by the Contractors' State License Board within the Department of Consumer Affairs. Existing law also provides for the registration and regulation of home improvement salespersons by the board. Existing law requires the board to appoint a registrar of contractors who is the executive officer and secretary of the board and is responsible for carrying out specified administrative duties.

Under existing law, a home improvement salesperson is a person employed by a licensed home improvement contractor to solicit, sell, negotiate, or execute contracts for home improvements, for the sale, installation, or furnishing of home improvement goods or services, or of swimming pools, spas, or hot tubs.

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This bill would provide that such a salesperson is a person who is registered and engaged in the business of soliciting, selling, negotiating, or executing contracts for home improvements, for the sale, installation or furnishing of home improvement goods or services, or of swimming pools, spas, or hot tubs *on behalf of a licensed home improvement contractor*. The bill would require a home improvement salesperson to register with the board in order to engage in the business of, or act in the capacity of, a home improvement salesperson.

Existing law makes it a crime for any person to engage in the occupation of home improvement salesperson for one or more home improvement contractors without a registration for each of the home improvement contractors by whom he or she is employed. Existing law makes it a crime for any person to engage in the occupation of salesperson of home improvement goods or services, as defined, without a registration.

This bill would instead make it a crime for any person to engage in the occupation of home improvement salesperson for one or more home improvement contractors without having, at the time of the sales transaction, a current and valid registration. The bill would instead make it a crime for any person to engage in the occupation of salesperson of home improvement goods or services without having, at the time of the sales transaction, a current and valid registration. By changing the definitions of these crimes, the bill would impose a state-mandated local program.

Under existing law, home improvement salesperson registrations expire subject to board determination, as described.

This bill would provide that these registrations expire 2 years from the last day of the month in which the registration was issued or 2 years from the date on which the renewed registration last expired.

Under existing law, a home improvement contractor who employs a person to sell home improvement contracts while that person is not registered by the registrar as a home improvement salesperson is subject to disciplinary action.

This bill would require a home improvement contractor to notify the registrar in writing about the employment of a registered home improvement salesperson. The bill would also require a home improvement contractor to notify the registrar when a registered home improvement salesperson ceases to be employed by the contractor. The bill would make a home improvement contractor who fails to report this information subject to disciplinary action by the registrar.

Existing law authorizes the board to make rules and regulations as are reasonably necessary to carry out the law and requires the rules and regulations to be adopted in accordance with the provisions of the Administrative Procedure Act.

~~The~~

This bill would authorize the board, by regulation, to implement a system to provide for the electronic transmission of contractor applications for licensure, home improvement salesperson applications for registration, and those aforementioned notices required to be made by a home improvement contractor, as specified.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

This bill would provide that no reimbursement is required by this act for a specified reason.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: yes.

The people of the State of California do enact as follows:

1 *SECTION 1. Section 7067.6 of the Business and Professions*
2 *Code is amended to read:*

3 7067.6. (a) Every application form for an original license, for
4 renewal thereof, for reinstatement or for reissuance, including both
5 active and inactive licenses, shall be signed by both the applicant
6 and by the person qualifying on behalf of an individual or firm as
7 referred to in Section 7068.1.

8 (b) (1) *Notwithstanding any other law, the board may implement*
9 *a system that provides for the electronic transmission of an*
10 *application described in subdivision (a) and the acceptance of a*
11 *digital or electronic signature as part of the filing of those*
12 *applications.*

13 (2) *The board by regulation may specify the form and manner*
14 *of these transmissions and acceptances, including, but not limited*
15 *to, the adoption of any protocols necessary to ensure the validity*
16 *and security of any information, signature, data, or document*
17 *transmitted electronically or digitally. Upon the effective date of*
18 *the regulations, the electronic submission of an initial license*
19 *application or a renewal application, including a digital or*
20 *electronic signature, shall satisfy the requirements of this article.*

~~SECTION 1.~~

SEC. 2. Section 7152 of the Business and Professions Code is amended to read:

7152. (a) “Home improvement salesperson” is a person who is registered under this chapter and engaged in the business of soliciting, selling, negotiating, or executing contracts for home improvements, for the sale, installation or furnishing of home improvement goods or services, or of swimming pools, spas, or hot tubs *on behalf of a home improvement contractor licensed under this chapter.*

(b) A home improvement salesperson shall register with the board in order to engage in the business of, or act in the capacity of, a home improvement salesperson.

(c) The following shall not be required to be registered as home improvement salespersons:

(1) An officer of record of a corporation licensed pursuant to this chapter, or a manager, member, or officer of record of a limited liability company licensed pursuant to this chapter.

(2) A general partner listed on the license record of a partnership licensed pursuant to this chapter.

(3) A qualifying person, as defined in Section 7025.

(4) A salesperson whose sales are all made pursuant to negotiations between the parties if the negotiations are initiated by the prospective buyer at or with a general merchandise retail establishment that operates from a fixed location where goods or services are offered for sale.

(5) A person who contacts the prospective buyer for the exclusive purpose of scheduling appointments for a registered home improvement salesperson.

(6) A bona fide service repairperson who is in the employ of a licensed contractor and whose repair or service call is limited to the service, repair, or emergency repair initially requested by the buyer of the service.

(d) The exemption to registration provided under paragraphs (1), (2), and (3) of subdivision (c) shall apply only to those individuals who, at the time of the sales transaction, are listed as personnel of record for the licensee responsible for soliciting, negotiating, or contracting for a service or improvement that is subject to regulation under this article.

~~SEC. 2.~~

SEC. 3. Section 7153 of the Business and Professions Code is amended to read:

7153. (a) It is a misdemeanor for any person to engage in the occupation of salesperson for one or more home improvement contractors within this state without having, at the time of the sales transaction, a current and valid home improvement salesperson registration issued by the registrar. If, upon investigation, the registrar has probable cause to believe that a salesperson is in violation of this section, the registrar may issue a citation pursuant to Section 7028.7.

It is a misdemeanor for any person to engage in the occupation of salesperson of home improvement goods or services within this state without having, at the time of the sales transaction, a current and valid home improvement salesperson registration issued by the registrar.

(b) Any security interest taken by a contractor, to secure any payment for the performance of any act or conduct described in Section 7151 that occurs on or after January 1, 1995, is unenforceable if the person soliciting the act or contract was not a duly registered salesperson or was not exempt from registration pursuant to Section 7152 at the time the homeowner signs the home improvement contract solicited by the salesperson.

~~SEC. 3.~~

SEC. 4. Section 7153.2 of the Business and Professions Code is amended to read:

7153.2. All home improvement salesperson registrations issued under the provisions of this article shall expire two years from the last day of the month in which the registration was issued, or two years from the date on which the renewed registration last expired.

~~SEC. 4.~~

SEC. 5. Section 7153.3 of the Business and Professions Code is amended to read:

7153.3. (a) To renew a home improvement salesperson registration, which has not expired, the registrant shall before the time at which the registration would otherwise expire, apply for renewal on a form prescribed by the registrar and pay a renewal fee prescribed by this chapter. Renewal of an unexpired registration shall continue the registration in effect for the two-year period

following the expiration date of the registration, when it shall expire if it is not again renewed.

(b) An application for renewal of registration is delinquent if the application is not postmarked or received via electronic transmission as authorized by Section 7156.6 by the date on which the registration would otherwise expire. A registration may, however, still be renewed at any time within three years after its expiration upon the filing of an application for renewal on a form prescribed by the registrar and the payment of the renewal fee prescribed by this chapter and a delinquent renewal penalty in the amount of twenty-five dollars (\$25). If a registration is not renewed within three years, the person shall make a new application for registration pursuant to Section 7153.1.

(c) The registrar may refuse to renew a registration for failure by the registrant to complete the application for renewal of registration. If a registrant fails to return the application rejected for insufficiency or incompleteness within 90 days from the original date of rejection, the application and fee shall be deemed abandoned. Any application abandoned may not be reinstated. However, the person may file a new application for registration pursuant to Section 7153.1.

The registrar may review and accept the petition of a person who disputes the abandonment of his or her renewal application upon a showing of good cause. This petition shall be received within 90 days of the date the application for renewal is deemed abandoned.

~~SEC. 5.~~

SEC. 6. Section 7154 of the Business and Professions Code is amended to read:

7154. (a) A home improvement contractor licensed under this chapter shall notify the registrar in writing, on a form prescribed by the registrar, about the employment of a registered home improvement salesperson, pursuant to the terms of this article. This notification requirement shall include, but not be limited to, the name and registration number of the home improvement salesperson who is employed by the contractor. The form shall be submitted prior to the home improvement salesperson beginning work for the contractor.

(b) A home improvement contractor shall notify the registrar in writing, on a form prescribed by the registrar, when a registered home improvement salesperson ceases to be employed by the

contractor. This notification requirement shall include, but not be limited to, the name and registration number of the home improvement salesperson who had been employed by the contractor. The form shall be submitted within 90 days after the home improvement salesperson ceases to be employed by the contractor.

(c) A home improvement contractor who employs a registered home improvement salesperson to sell home improvement contracts, but who fails to report to the registrar pursuant to subdivision (a) or (b), is subject to disciplinary action by the registrar.

(d) A home improvement contractor who employs a person to sell home improvement contracts while that person is not registered by the registrar as a home improvement salesperson as provided in this article, is subject to disciplinary action by the registrar.

~~SEC. 6.~~

SEC. 7. Section 7155.5 of the Business and Professions Code is amended to read:

7155.5. Violations of any provisions of this chapter by a home improvement salesperson likewise constitute cause for disciplinary action against the contractor by whom he or she was employed at the time the violation occurred, whether or not the contractor had knowledge of or participated in the act or omission constituting violations of this chapter.

~~SEC. 7.~~

SEC. 8. Section 7156 of the Business and Professions Code is amended to read:

7156. It shall be a misdemeanor and a cause for disciplinary action to commit any of the following acts:

(a) For any home improvement salesperson to fail to account for or to remit to his or her employing contractor any payment received in connection with any home improvement transaction or any other transaction involving a work of improvement.

(b) For any person to use a contract form in connection with any home improvement transaction or any other transaction involving a work of improvement if the form fails to disclose the name of the contractor principal by whom he or she is employed.

~~SEC. 8.~~

SEC. 9. Section 7156.6 is added to the Business and Professions Code, to read:

1 7156.6. (a) Notwithstanding any other law, the board may
2 implement a system that provides for the electronic transmission
3 of an initial application or renewal application for the registration
4 required by this article and the electronic transmission of the
5 notices required by Section 7154.

6 (b) The board by regulation may specify the form and manner
7 of these transmissions, including the adoption of any protocols
8 necessary to ensure the validity and security of any information,
9 data, or document transmitted electronically. Upon the effective
10 date of the regulations, the electronic submission of an initial
11 registration application, a renewal application, or the electronic
12 transmission of a notice required by Section 7154 shall satisfy the
13 requirements of this article.

14 ~~SEC. 9.~~

15 *SEC. 10.* No reimbursement is required by this act pursuant to
16 Section 6 of Article XIII B of the California Constitution because
17 the only costs that may be incurred by a local agency or school
18 district will be incurred because this act creates a new crime or
19 infraction, eliminates a crime or infraction, or changes the penalty
20 for a crime or infraction, within the meaning of Section 17556 of
21 the Government Code, or changes the definition of a crime within
22 the meaning of Section 6 of Article XIII B of the California
23 Constitution.

AGENDA ITEM G-5

Review and Discussion Regarding Business and Professions Code Section 7031



AGENDA ITEM H

Enforcement



AGENDA ITEM H-1

Enforcement Program Update





INTAKE AND MEDIATION CENTERS (IMCs) UPDATE

License Suspension for Lack of Workers' Compensation Insurance

During fiscal year 2014-15, Enforcement staff in the Intake and Mediation Centers effectively addressed licensees who falsely claimed an exemption from workers' compensation (WC) requirements. CSLB notified uninsured contractors found to have employees that they must submit proof of a valid WC policy within 30 days to avoid license suspension, and that filing a second WC exemption would subject them to investigation by CSLB and partnering state agencies. As a result, in fiscal year 2014-15, contractors obtained 119 new WC insurance policies and CSLB cancelled 300 WC exemptions and mailed "intent to suspend" letters.

Solar Contractor Avoids Police Involvement

A homeowner filed a complaint with the Sacramento IMC and also called the police on the contractor after entering into a \$32,000 residential solar contract. The homeowner complained that the system was so poorly installed he did not feel safe. A Sacramento Consumer Services Representative (CSR) contacted the contractor and negotiated the removal of the system and a full refund for the consumer. However, when the contractor came to remove the system the homeowner became concerned about resulting damage to the roof and called the police. The CSR negotiated a second settlement for an additional \$4,000 to allow the homeowner to hire another contractor to remove the panels, fix the roof, and install the system properly.

Solar Job Turned Into Pseudo Natural Disaster

A homeowner entered into a \$33,000 contract for the installation of a solar system. The contractor hired a subcontractor to perform the work, which turned out to be a big mistake. The subcontractor proceeded to tear up the homeowner's property during the installation, damaging the entertainment system, carpet, patio ceiling, television, and other items. The furious homeowner filed a complaint and a Norwalk CSR contacted the contractor who could not believe the damage caused by his subcontractor. The contractor felt so badly that he immediately wrote the homeowner a \$29,000 check to cover the damage.

Senior Homeowner Gets Relief From Excessive Plan Costs

A homeowner entered into a \$16,000 contract to have plans designed for a remodel of her existing home. After 10 changes to the plans for soil tests, engineering fees, and other associated costs, the total paid to the contractor had ballooned to \$35,000 and the city still refused to approve the plans. The homeowner filed a complaint and a Norwalk CSR contacted the contractor and negotiated a resolution after several back-and-forth exchanges between the parties. Finally, a settlement was reached and the contractor sent the homeowner a \$17,000 check and the homeowner kept the plans.

**“Bruce Springsteen” of Contractors Gets Educated**

An 89-year old homeowner entered into a \$20,000 contract with a residential landscaper. After paying the contractor in full, the homeowner became concerned about poor workmanship and some incomplete items, so she filed a complaint. A Sacramento CSR contacted the contractor to begin negotiating a settlement and to educate the contractor about the lack of a project description or scope of work in his contract. The CSR was shocked to hear the contractor state, “Does she know who I am? I don’t even take jobs under \$40,000 and I never put a scope of work in my contracts. I am the Bruce Springsteen of contractors!” After this initial outburst the contractor, with his attorney present, agreed to refund the consumer her entire \$20,000. In addition, the CSR requested and received a copy of the contractor’s fully revised contract for his next job, which included a clear scope of work.

INVESTIGATIVE CENTER UPDATE**Joint Effort with City to Prevent Contractors Taking Advantage of Drought**

CSLB recently forwarded 35 unlicensed landscaping cases to Los Angeles City Attorney Mike Feuer’s office, resulting in a June 5, 2015, joint press conference with CSLB and the Los Angeles City Attorney’s Office. Mr. Feuer announced that his office has also filed an additional 32 cases alleging fraud by unlicensed contractors, seeking restitution from another 39 contractors. Chief of Enforcement David Fogt, Chief of Public Affairs Office Rick Lopes, and Registrar Cindi Christenson attended the press conference to discuss the CSLB referrals and a particularly egregious case of elder abuse that originated in the West Covina Investigation Center. This case alleged grand theft, contracting without a license, excessive deposit, and money received exceeding the value of the work. The noticeable rise in unlicensed activity in Southern California, particularly among unlicensed landscapers offering drought tolerant landscaping with the promise of water savings is troubling as California battles the worst drought in years. Investigators have determined that the work of these landscapers is often subpar, not the least “drought tolerant,” and that they tend to target senior citizens. The press conference provided effective consumer protection tips.

Criminal Conviction and Jail for Bay Area Unlicensed Contractor

In June of 2012, unlicensed contractor Corey Fong contracted with a San Jose homeowner to perform landscaping work at the homeowner’s residence and received \$6,660 of the \$8,575 contract price before abandoning the project after completing very little work. The complaint was filed with CSLB in October 2012. After an extensive investigation, a CSLB San Francisco Investigation Center Enforcement Representative referred a criminal complaint in Santa Clara County against Corey Fong for contracting without a license, theft by diversion of construction funds, and grand theft. In July 2015, just as Fong’s preliminary hearing was to begin, he pled no contest to contracting without a license and grand theft. While CSLB had no prior complaint history against



Fong, the court found his behavior sufficiently egregious to impose a four month jail sentence and 40 hours of community service. There was no formal court order for disgorgement pursuant to Business & Professions Code §7031; however, as a condition of probation Fong must pay full restitution to the homeowner.

Ending the Unlicensed Activities of a Duplicitous Restaurant Supplier

CSLB's consumer protection mandate is mostly associated with protecting homeowners, but a regular litany of cases reminds business owners to remain on alert. CSLB recently referred two cases for criminal prosecution to the San Bernardino and Riverside District Attorneys' Offices regarding the same individual, Travis Phillips, a Southern California unlicensed contractor and supplier of restaurant equipment active on Craigslist. Phillips is no stranger to CSLB. A 2010 criminal referral landed him 36 months' probation for unlicensed contracting and an order to pay nearly \$7,000 in restitution to the victim. These two new cases arose from 2014 contracts Phillips negotiated with two different restaurant owners in those counties. The scheme involved Phillips' contracting with the restaurant owners to install thousands of dollars of restaurant equipment on site. In addition to accepting much of the contract price and depositing the customer's checks in his girlfriend's bank accounts before abandoning these projects, Phillips claimed that he was working under his father's engineering license, though no such license existed. Charges in these yearlong investigations include unlicensed contracting, criminal grand theft, and commercial burglary. The hope is that these additional cases will result in a state prison sentence, given Phillips' repeated tendency to engage in criminal behavior.

Joint Investigation Lands Licensee in Prison for \$1.3 Million Roof in Elder Abuse

In May 2009, licensed B-General and C-39 Roofing contractor Mark Adams contracted with an elderly homeowner to repair the roof at a Ventura County home in the hills of Ojai. Within three months, the victim paid Adams three quarters of a million dollars for 17 more contracts at the home. Adams had accepted full payment of \$775,000 and had then demanded an additional \$523,000 before the victim's family began to ask questions. Instead of providing an accounting to the family, Adams filed a mechanics lien on the home for additional payment. CSLB learned of this when a complaint was filed in August of 2012, and a Valencia Investigation Center Investigator took up a joint investigation with the Ventura County District Attorney, resulting in a January 2013 criminal filing against Adams. The investigation revealed that Adams had hired mostly unlicensed workers to do the job and did the work without permits. Additionally, according to a CSLB industry expert, the value of the actual work performed was approximately \$393,000. In July 2015, the CSLB Valencia Investigation Center reported that the combined efforts of CSLB and the DA's office led to Adams' seven year sentence in state prison. He pleaded guilty to seven felony counts, including grand theft, diversion of construction funds, and filing a fraudulent instrument (lien), with "white collar" and "elder abuse" enhancements. The Superior Court judge ordered Adams to pay the victim \$1,266,689 in restitution.

**Two CSLB Field Offices Take Down Fraudulent License Applicant**

At least six cases jointly investigated by two San Francisco Investigation Center Enforcement Representatives involve the questionable activity of licensee Amir Nia. Current allegations against Nia involve Business & Professions Code §7068.1 (failure of qualifier to supervise or oversee business operations) and Business & Professions Code §7117(b) (operation of an undisclosed principal). An accusation against Nia's license is pending for falsification of his license application and an allegation of a false claim of work experience. Investigators referred the case to the Orange County District Attorney to prosecute Nia for lying on his application, and to the Santa Clara County District Attorney against Nia's associates (siblings Amir and Goolnaz Moeini) for unlicensed activities and false applications for a contractor's license. At the request of a Santa Clara Deputy DA, the San Francisco IC recently opened a final investigation to determine if the Moeinis' were "undisclosed principals" on Nia's license. If proven, bail will be revoked in the siblings' concurrent criminal cases. These multiple cases and hard work should stop this fraudulent activity

PUBLIC WORKS UPDATE

The CSLB Public Works Unit, which consists of two investigators, continues to work closely with industry partners, labor compliance organizations, and other state agencies to obtain effective referrals that result in legal action against licensed contractors. Open lines of communication with awarding agencies ensure that contractors awarded Public Works contracts are properly licensed.

On June 12, 2015, CSLB partnered with the Monterey District Attorney and the Department of Insurance to host a meeting at the Sheet Metal Training facility in Castroville. The meeting focused primarily on combatting the underground economy, with an emphasis on addressing unlicensed activity. Attendees included representatives from contractor associations, building officials, district attorney investigators, and Monterey-based contractors. Topics included new legislation affecting the Enforcement division, the new C-22 Asbestos Abatement classification, public works, building department partnering with CSLB, and Enforcement division research regarding the proliferation of unlicensed activity in public online forums. Enforcement Representative Rebecca Lyke attended, alongside Chief of Enforcement David Fogt, who presented an informational slide show.

Monthly, Registrar, Cindi Christenson, Chief of Enforcement David Fogt, and Public Works Investigator, Enforcement Representative Rebecca Lyke, represent CSLB at the underground economy meetings sponsored by LIUNA (Laborers' International Union of North America). Other attendees include representatives from the many unions, compliance organizations, and other state agencies committed to working together to battle the multi-billion dollar underground economy in the State of California.



CSLB continues to have great success working with Eric Rood, Assistant Labor Commissioner and the Division of Labor Standards Enforcement (DLSE) to appropriately discipline egregious contractors in the Public Works arena. An updated Memorandum of Understanding (MOU) between CSLB and DLSE would better reflect the ongoing partnership between the two agencies and allow more timely action in response to bad actors.

On April 29, 2015, Enforcement Chief David Fogt and Enforcement Representative Rebecca Lyke met with Assistant Labor Commissioner Eric Rood to discuss updating the current MOU between CSLB and DLSE.

The proposed MOU under final review by DLSE strives to clearly address the following three key objectives:

- Clarify the evidence requirements necessary for CSLB to take administrative disciplinary action against a licensed contractor who has been issued a Civil Wage and Penalty Assessment (CWPA).
- Establish an early warning system when a licensed contractor has been found to have engaged in egregious acts involving wage theft.
- Establish a system by which DLSE will provide CSLB a completed preliminary investigation in instances when the prime contractor on a public works project is held jointly and severally liable for a Civil Wage and Penalty Assessment issued against a subcontractor, and that has subsequently been forced to pay for the acts committed by the subcontractor. This evidence will allow CSLB to take action against the subcontractor under B&P Code §7113 – Failure to Complete Project for the Contract Price.

Many Public Works Entities Do Not Understand License Requirements

A contractor who lost a public works contract bid alerted CSLB to a public contracting concern that further emphasizes the need for industry education in this area. A Bay Area unified school district entered into a contract with an unlicensed company based in Florida (hereafter referred to as the “prime”), to install modular furniture at two elementary schools. A joint investigation, headed by the Enforcement Quality Assurance unit, with essential field facts supplied by Northern SWIFT, confirmed active work at the elementary schools by the prime, who is on record declaring that the project is not subject to prevailing wage or licensure requirements. In July 2015, CSLB advised the awarding authority that a license was required; however, CSLB subsequently determined that the prime remains the contractor of record, and that the contractor has further subcontracted to one or more unlicensed subs. CSLB has issued a \$15,000 citation to the prime, with additional fines to subcontractors and to the public officer who executed the contract.



STATEWIDE INVESTIGATIVE FRAUD TEAM (SWIFT) UPDATE

Yolo County Sting Case Goes to Trial, Suspect Guilty on Both Counts

The Business and Professions Code section that authorizes SWIFT provides that CSLB “shall rigorously enforce” the prohibition of all forms of unlicensed activity. Stings are an essential method of carrying out that mandate. CSLB investigations filed with district attorneys’ offices as a result of a sting usually represent the most reliable, efficient, and straightforward evidence of contractor’s law violations, as the violations occur before the investigator’s eyes, and the entire interaction is audio-recorded. For this reason, sting cases rarely go to trial. However, in June 2015, Northern SWIFT reported the verdict in another trial of a sting suspect, after extensive testimony from the citing SWIFT investigator against a defendant caught in a November 2014 Yolo County sting. The jury found Roberto Meza-Aragon guilty of unlicensed contracting and advertising, and sentenced him to three years’ probation, community service, and \$6,465 in fines. Yolo County may file an additional civil case against the suspect for unfair business practices, an effective tool that removes the financial incentive of unlicensed contracting.

Small County, Big Results: July 5, 2015, Compliance Sweep in Del Norte County

In July 2015, a veteran SWIFT investigator visited the upper western corner of the state, Del Norte County. Upon arrival, the investigator received a credible lead from the Crescent City Building Department, substantiating the immediate issuance of a \$1,250 citation to an unlicensed contractor. The investigator then undertook a compliance sweep of the area, alongside the local building inspector, and located additional unlicensed activity at a home, resulting in another citation, for \$3,750. The next visit to a local factory uncovered more work being performed by unlicensed contractors in the C-4 license classification (boiler, hot water and steam fitting). At a final jobsite stop, the investigator immediately recognized a contractor he had cited in 2014 for contracting without a license, on a site with an employee. After a short reunion, the investigator confirmed two welcome facts: the previous citation compelled the contractor to become licensed and to secure workers’ compensation insurance for the employee.

Enforcement Outreach is Critical in Fire Ravaged and Disaster Areas

In the event of an emergency or disaster, CSLB’s first duty is “boots on the ground,” alongside the California Department of Insurance (CDI), to monitor the damaged area for unlicensed/unscrupulous activity and to staff booths at Local Assistance Centers (LAC) with investigators or Public Affairs staff, and, where no LAC is formed, to walk or drive through the affected areas to distribute information to consumers about how to avoid unscrupulous contractors. Where there is immediate demand for services, there is supply and, invariably, during emergency or disastrous conditions construction services are suddenly in abundance. On August 10, 2015, CSLB’s Enforcement division, alongside CDI, commenced consumer protection by traveling to the “Rocky Fire,” which has destroyed dozens of homes, and which continues to burn in Lake, Yolo, and Colusa counties.

**Frequent Violator will not Offend Again for Some Time**

Rafael Tinoco is no stranger to unlicensed activity and the Central Statewide Investigative Fraud Team (SWIFT). He recently had four cases in the Central SWIFT office, and was cited administratively as far back as 1999 for unlicensed contracting. Last year, SWIFT referred two Tinoco cases to the Santa Barbara District Attorney's Office for unlicensed contracting. On April 14, 2015, those cases led to Tinoco's 180 day jail sentence on four counts of unlicensed contracting and failure to provide workers' compensation. Probation terms require that Tinoco obey all laws, maintain workers' compensation insurance, report his activities, stay away from the addresses of previous activity, pay thousands of dollars in fines and full restitution to victims, pay workers lost wages, register as an employer with the Employment Development Department, report back taxes, and put disclaimers on all advertising. With these cases pending, on April 7, 2015, Central SWIFT responded to a confidential lead alleging that Tinoco was contracting illegally in Santa Barbara. The investigator learned that Tinoco had approached an elderly homeowner as she walked her dog and offered to paint her house. On two subsequent visits to her home, Tinoco also suggested he fix her fence, repair stucco, install a garage door, and concrete the driveway, providing an oral bid of \$7,200, with additional charges to be assessed later. On April 29, 2015, the investigator referred this new case to the Santa Barbara DA's office, which reported at the end of May 2015 that they will charge Tinoco for unlicensed contracting, with a "subsequent conviction" enhancement, and for violating probation. Jail time is almost certain and will, hopefully, stop future illegal activity.

Nearly 40 Contractors' Law Violations at Three Stings Held Across the State

Though not an official "blitz" week, each of CSLB's three Statewide Investigative Fraud Teams (SWIFT) conducted stings on May 27 and 28, 2015; a two-day operation in Contra Costa County and single day operations in Fresno and Los Angeles counties. The operations netted 31 Notices to Appear for criminal violations of contracting without a license, plus an additional six administrative violations either issued or, pending follow-up, to be issued. Six suspects were repeat offenders either caught at earlier stings or disciplined in previous cases. An additional two suspects arrived with existing unresolved legal issues, resulting in the impounding of one suspect's vehicle and another suspect, with a suspended driver's license, having to call for a ride. Partnering agencies included local district attorney's offices, California Highway Patrol, and the Department of Consumer Affairs Division of Investigation.

Repeat Offender Sentenced After Being Followed to Home Depot

Thanks to the unrelenting and diligent efforts of a veteran Norwalk Investigation Center Enforcement Representative (ER), the activities of long-time unlicensed contractor Jose Carlos Leon finally ended in July 2015. In September 2013, a SWIFT ER issued Leon a Notice to Appear for contracting without a license. Leon pled guilty and, as part of his sentence, received one year of probation and was ordered to cease all illegal



contracting activities. The court agreed, if Leon behaved while on probation, to later drop the charges. However, consumer complaints continued to roll-in against Mr. Leon and in March 2015, investigators at the Norwalk IC invited Leon to the spring blitz in Gardena in quite a unique fashion. Justifiably concerned that the slippery operator would not show for a conventional sting appointment, an investigator tracked Leon from his residence to a Home Depot, posing as a home owner, where Leon agreed to provide an estimate for a room addition. Leon appeared at the sting and was arrested for having three outstanding CSLB warrants and for a probable violation of probation. On July 14, 2015, Leon appeared at his probation hearing, where the investigator testified about the Gardena sting. To avoid jail time, Leon agreed to 45 days of Cal-Trans labor, 15 days of community service, and \$2,000 in restitution to CSLB, as well as several hundred dollars for court costs. He also received an additional three years' probation, during which time he must remain out of the construction trade unless he is legitimately employed by a licensed contractor.

Partnering Sweep a Success in Stanislaus County

Advanced research performed with the Employment Development Department (EDD) on Joint Enforcement Strike Force (JESF) sweeps is often successful, as was the case in late July 2015 in Stanislaus County. The SWIFT team reported 13 violations of labor and construction laws from the 27 entities checked in the single-day operation. CSLB issued seven workers' compensation violations, seven stop orders, and four citations for unlicensed contracting. EDD reports that as a result of this sweep it will audit three construction employers. The success of these multi-agency sweeps goes a long way to ensure CSLB fulfills its mission to protect consumers.

National Association of State Contractors Licensing Agencies (NASCLA) "Blitz"

Between June 23 and June 26, 2015, SWIFT conducted 13 stings. The five two-day and three single-day operations took place in Contra Costa, Santa Clara, Sutter, Tulare, San Luis Obispo, and San Bernardino counties. Partnering offices at each sting included public information departments, media, investigation, law enforcement, and district attorneys' offices. CSLB investigators issued 112 legal actions over the four days – 98 Notices to Appear and 14 administrative citations. The "blitz" was part of a larger national operation that week among California, Arizona, Florida, Nevada, Rhode Island, South Carolina, Texas, Utah, and Washington, organized by the National Association of State Contractors Licensing Agencies (NASCLA), of which CSLB is a member. The last operation of this nature occurred in 2012 on a much smaller scale, involving only seven states over fewer days. In light of the success of June's blitz, less time will likely elapse before the next national sting.



SPECIAL INVESTIGATIONS UNIT UPDATE

Established in December 2014 under the authority of Business and Professions Code §7011.5, CSLB's Special Investigation Unit (SIU) is composed entirely of peace officer investigators and designed to facilitate and streamline referrals for criminal prosecution of the most egregious violators of contractors' law. Beyond misdemeanor contracting without a license, SIU confronts criminal misappropriation, grant theft or diversion of construction funds, and fraud and misrepresentation in a contract. Novel criminal issues in the industry come and go, but SIU always focuses intensely on referrals for criminal prosecution emanating from investigations that reveal elder abuse.

Special Investigations Unit Criminally Refers another Elder Abuse Case

On July 27, 2015, the San Joaquin County Superior Court sentenced unlicensed handyman Alberto Yanez. An SIU peace officer referred the case earlier in the year after determining that Yanez took advantage of an elderly consumer when undertaking basic repairs at her home. When the victim was admitted to a rehabilitation clinic, Yanez increased his work at the home and accepted additional payments for "caregiving" services from the consumer. He eventually accepted over \$30,000 from the elderly victim, depleting her savings account. Yanez pleaded guilty to unlicensed contracting charges, with criminal elder abuse "enhancements" and was sentenced to a year in county jail, five years formal probation, and ordered to make full restitution of \$40,000 to the homeowner.

UPDATE: Yanez faced arraignment on August 20, 2015, for a further series of contracting violations against yet another San Joaquin County consumer. The charges include criminal profiteering, financial elder abuse, theft by false pretenses, grand theft, and excessive down payment, in addition to unlicensed contracting.

Unlicensed Fire Inspection Contractor Caught

The CSLB Fire Protection Task Force, an SIU partnership, has become increasingly active of late in the face of California's rampant drought and conflagrations throughout the state. In January of last year, following an inspection of one of their local fire suppression systems, the Kern County Fire Department (KCFD) informed a CSLB peace officer in the SIU about the activities of an unlicensed fire protection contractor. A C-16 "Fire Suppression" licensee is required to lay-out, fabricate, and install any type of fire suppression system, including its associated electronics and alarms.

CSLB worked with KCFD and determined that the unlicensed operator had been working for some time, fraudulently using the license number of a valid C-16 contractor. The joint investigation led KCFD to issue a series of citations to the suspect for invalid inspection tags, while CSLB referred a litany of contractors' law violations against the suspect to the Kern County District Attorney. In March 2015, the Kern County DA issued

an arrest warrant for the suspect who was found in San Diego County. He is currently booked there (August 2015), and awaiting his Kern County arraignment date.

Landscape Maintenance Company Advertising as a Landscaper

A confidential lead regarding an unlicensed landscaper using another person's license was referred to the Special Investigations Unit for investigation. A CSLB peace officer (PO) with SIU called the landscaper to a sting with negative results, and decided to conduct surveillance at the contractor's residence. The PO followed the suspect to a storage facility where he stores the landscape vehicle, then followed two employees to a carwash in Roseville and observed them engaged in landscape maintenance work. The PO then contacted the contractor and issued a Notice to Appear for illegal advertisement for using the name style of "Main Landscape". The PO completed an investigation alleging illegal advertisement and failure to obtain workers' compensation for criminal prosecution with the Placer County District Attorney's Office.

GENERAL COMPLAINT-HANDLING STATISTICS (CY 2015)

It has been determined that a manageable level of pending complaints for all current CSLB Enforcement staff is 3,065. As of July 2015, the pending case load was 3,520.

To ensure timely mediation and screening of complaints, the optimal case load for Consumer Services Representatives (CSR) is 1,350. As of July 2015, 1,647 complaints were assigned to CSRs. These high CSR caseloads are attributed to high a number of CSR vacancies in the Intake Mediation Centers.

To ensure timely handling of complaints that warrant formal investigation, the optimal working case load for Enforcement Representatives (ER) assigned to the Board's eight investigative centers (Fresno IC ERs now report to the Sac IC) is 35 cases per ER. CSLB has 49 IC ERs; therefore, the eight ICs have an optimal capacity for 1,715 open complaints; as of July 2015, 1,873 were assigned to ERs.

The following chart outlines how CSLB determines manageable caseloads:

Job Classification	Current Number of Staff	Closure Goal per Month	Preferred Cycle Time (months)	Maximum Case load per ER/CSR	Maximum Number of Cases per Classification
ERs	49	10	4	35	1,715
CSRs	27	20	2	50	1,350
TOTAL					3,065



Recognizing that a licensed contractor may have made a mistake or that a good faith dispute exists regarding the contracting activity, the Board provides training to CSRs and ERs to assist them in resolving construction-related disputes. For the first seven months of calendar year 2015 (January through July 2015), Enforcement staff's settlement efforts have resulted in more than \$9 million in restitution to financially

Injured parties as depicted in the following charts:

ICs	
Financial Settlement Amount	
(CY 2015)	• \$ 2,107,028.41

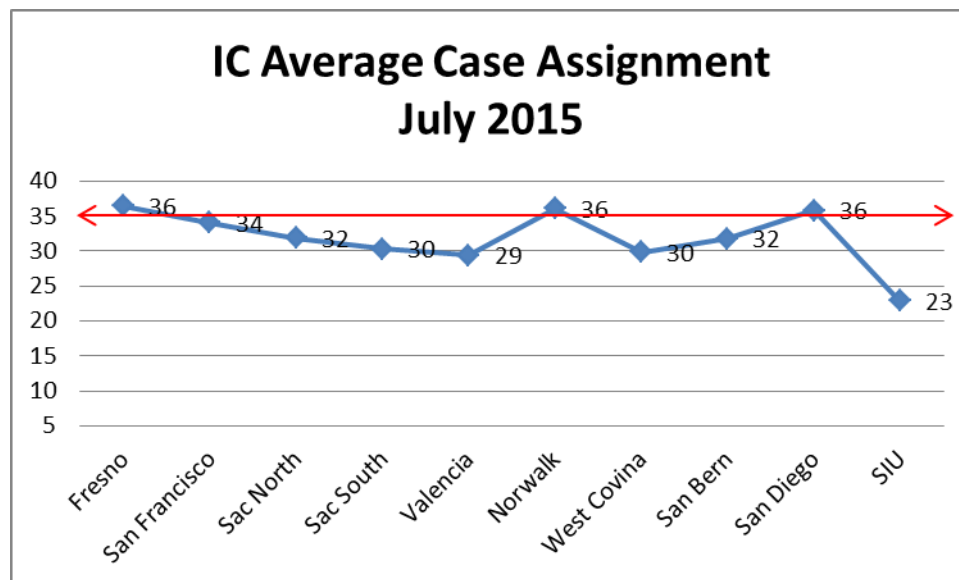
IMCs	
Financial Settlement Amount	
(CY 2015)	• \$ 7,767,358.40



Investigation of Consumer Complaints

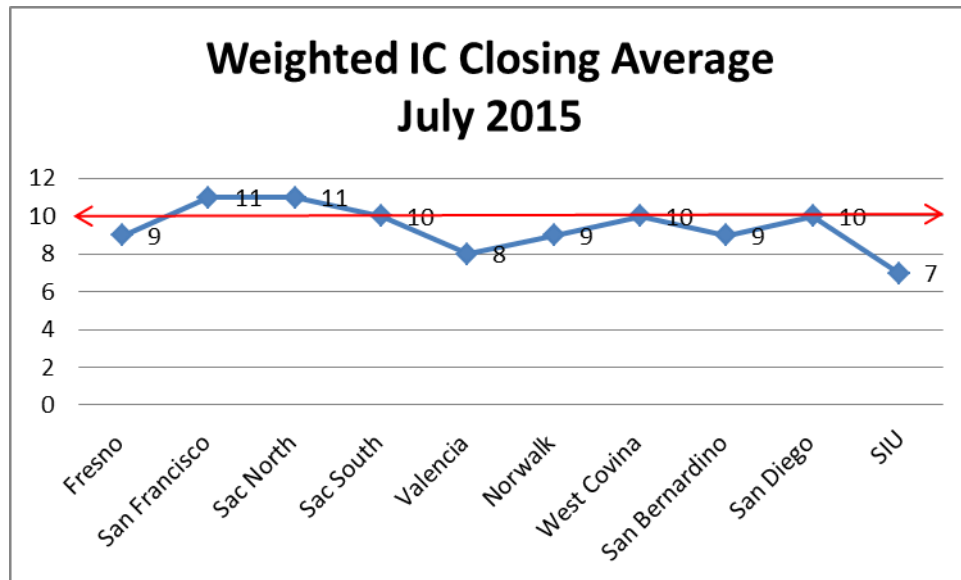
To ensure effective investigation of consumer complaints, the Enforcement division monitors Enforcement Representative (ER) production, pending case loads, and investigation-closing disposition. To date, for calendar year 2015 (January through July), Investigative Center (IC) ERs have consistently achieved the Board's goal of 10 complaint closures per month, and effective case distribution among the eight investigative centers has resulted in a manageable, ongoing case load of approximately 30 cases per ER. Of the 1,159 legal actions during this time, 29 percent were referred to local prosecutors.

The following chart tracks open IC investigations. The goal is for each IC ER to carry between 30 and 40 pending cases. At the end of July 2015, the statewide average was 33 cases.

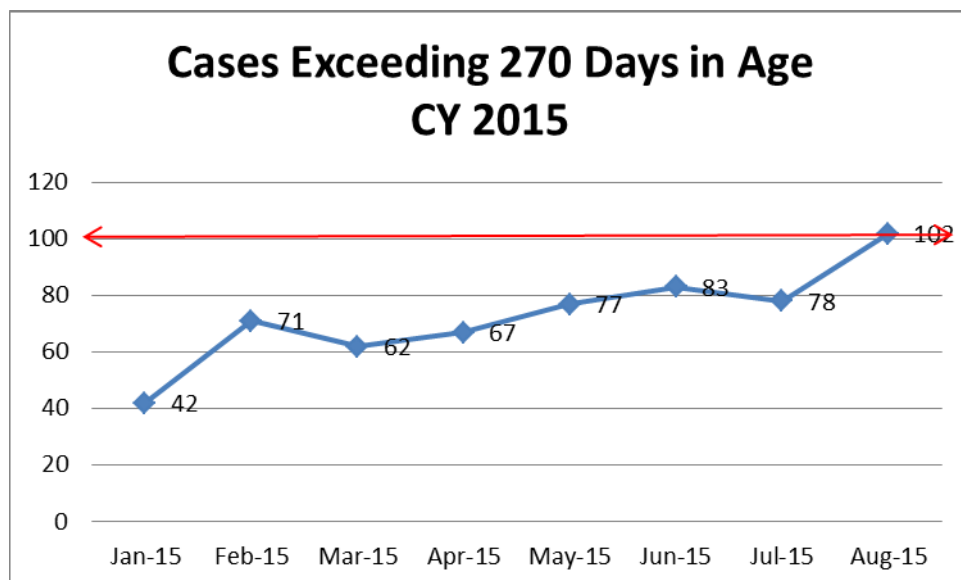




The following chart tracks the Board's target of each IC ER maintaining a weighted monthly closing average of 10.

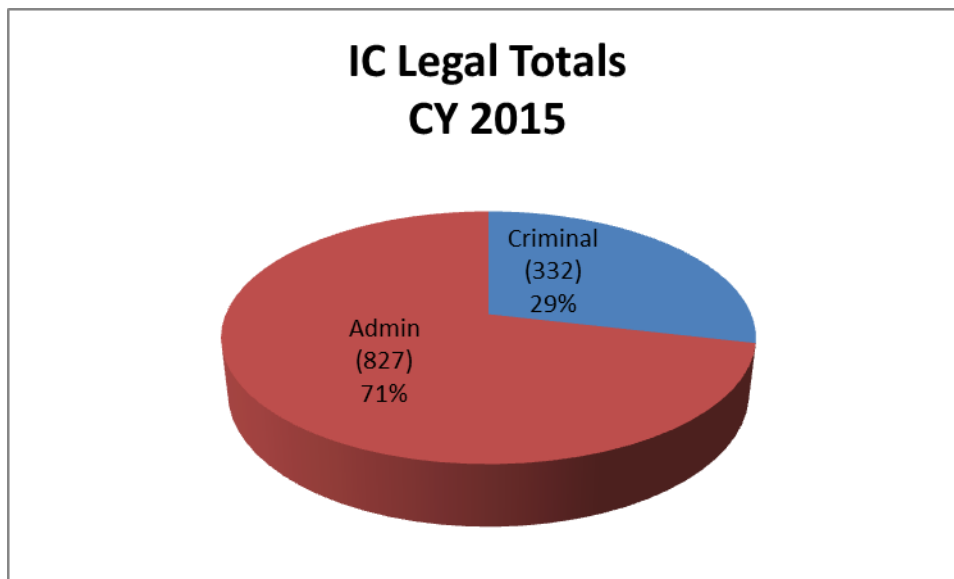


Historically, Enforcement has more than 3,000 consumer complaints under investigation at any given time. The Board's goal is to appropriately disposition all but 100 within 270 days of receipt. Staff's effective management of pending complaints has resulted in consistently meeting this goal. At the beginning of August 2015, there were 102 cases exceeding 270 days in age.



The following chart depicts the number of completed investigations that resulted in an administrative or criminal legal action.

For the calendar year 2015, Enforcement has referred an impressive **29 percent**, or 332 investigations, to District Attorneys for criminal prosecution.



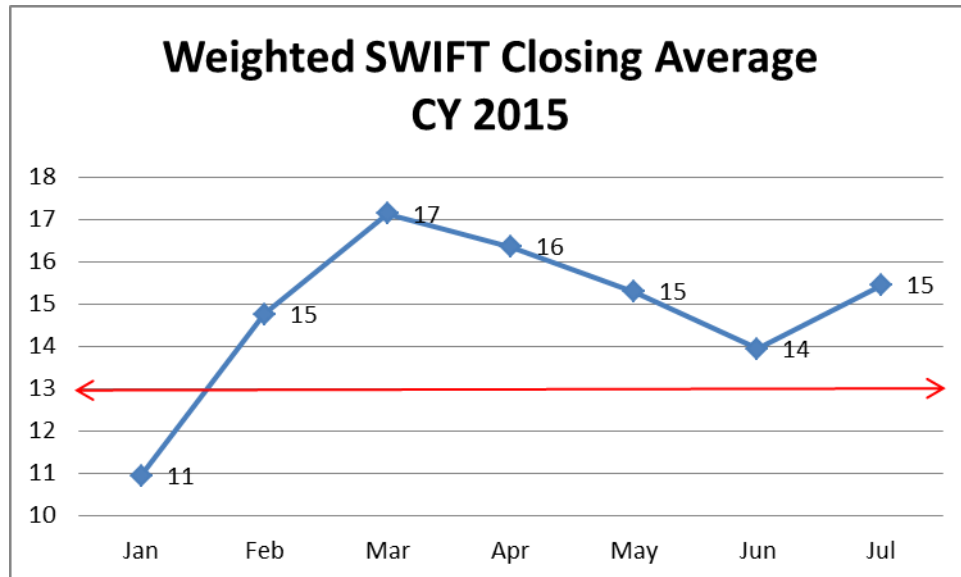
Proactive Enforcement at Active Construction Sites

CSLB has established a Statewide Investigative Fraud Team (SWIFT) comprised of approximately 30 non-sworn Enforcement Representatives (ERs). SWIFT primarily enforces license and workers' compensation insurance requirements at active job sites and performs undercover sting operations, targeting unlicensed persons who have active warrants or who solicit construction contracts.

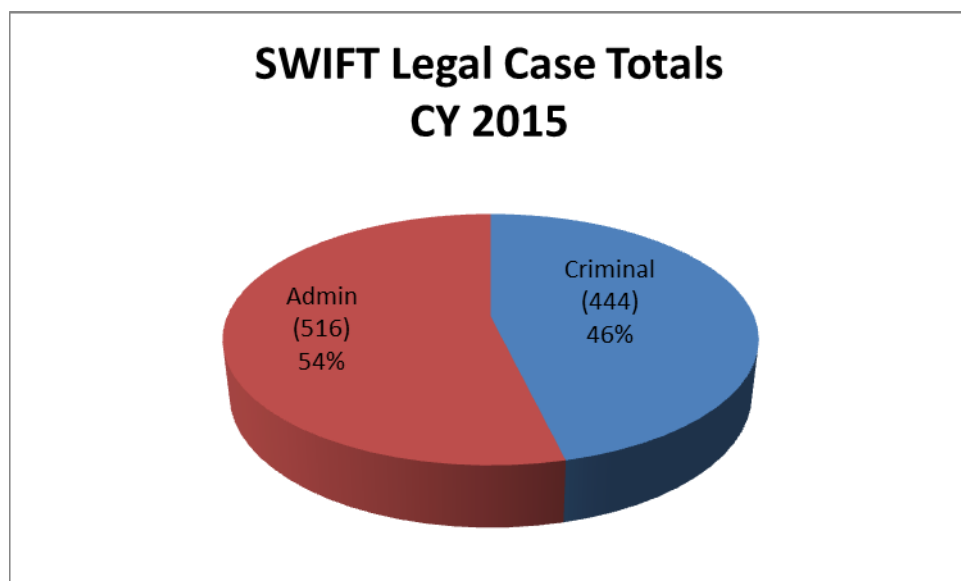
To date, for calendar year 2015 (January through July), SWIFT ERs have consistently exceeded the Board's goal of performing more than 13 proactive investigations per month, with 46 percent of these investigations resulting in a legal action. Of the 960 legal actions during this time, 444 were referred to local prosecutors.



The following chart depicts the weighted monthly SWIFT closing average:



The following chart depicts the number of proactive SWIFT investigations that resulted in an administrative or criminal legal action. For the calendar year 2015 (January-July), SWIFT has referred an impressive 46 percent, or 444 investigations, to District Attorneys for criminal prosecution:



**CASE MANAGEMENT CY 2015 (Jan – July)**

CITATIONS ISSUED		
	Licensee	Non-Licensee
Citations Issued	1,001	501
Citations Appealed	393	213
Citation Compliance	626	239
MANDATORY SETTLEMENT CONFERENCES		
Scheduled	201	
Settled	112	
Civil Penalties Collected	\$923,787	
Legal Fee Savings	\$658,765	

ARBITRATION	
Arbitration Cases Initiated	238
Arbitration Decisions Received	186
Licenses Revoked for Non-Compliance	27
Arbitration Savings to the Public – Restitution	\$832,840
ACCUSATIONS/STATEMENT OF ISSUES	
Revocations by Accusation (Applicants Revoked)	218
Accusation Restitution Paid to Injured Persons	\$134,673
Statement of Issues (Applicants Denied)	34
Cost Recovery Received	\$196,135
Number of Cases Opened	213
Number of Accusations/Statement of Issues Filed	159
Number of Proposed Decisions Received	41
Number of Stipulations Received	54
Number of Defaults Received	71
Number of Decisions Mailed	213

**PROACTIVE COMPLAINT MATRIX**

CSLB's Statewide Investigative Fraud Team (SWIFT) proactively combats illegal contractors that operate in the underground economy. SWIFT routinely partners with other state and local regulatory and law enforcement agencies to conduct undercover sting and sweep operations, targeting egregious offenders who pose a threat to consumers, employees, businesses, and legitimate licensed contractors.

Staff has developed the following proposed program matrix to prioritize enforcement resources. The Enforcement Committee will refine the matrix as necessary.

	<i>Disaster Response</i>	<i>Unlicensed</i>	<i>No Workers Compensation</i>	<i>Suspended/Expired</i>	<i>Out of Class</i>	<i>No Permit</i>	<i>Unlicensed Advertising</i>	<i>Outreach</i>
Elected Officials								
District Attorneys								
Board Members								
Consumers		High Priority						
Compliance Organizations								
Contractors								
Building Officials								
Industry Associations								
Media Referrals				Low Priority				
Anonymous Tips								



2015 TRAINING ACCOMPLISHMENTS

In response to identified needs and staff requests, the Enforcement division continues to expand the offerings in its highly successful training program. The Enforcement division's training coordinator has partnered with subject matter experts from within and outside CSLB to offer courses that have received uniformly positive reviews from attending staff. Between June and August 2015, two new classes were offered to Enforcement division staff:

- **Module 6 – Service & Repair, Negotiations, and Case Management**

This new class was provided to Norwalk Intake-Mediation staff in July 2015. The training focused on the identification of service and repair contracts and how best to investigate complaints related to these unique contracts. The curriculum also included instruction on effective negotiation and mediation techniques, and useful case management tools. Chief of Enforcement introduced the training and guest instructors included Deputy Attorney General Mike Franklin and an HVAC Industry Expert. The training received excellent reviews from students and it will be offered to Sacramento Intake-Mediation staff in September 2015.

- **Peace Officer Update Training**

All of CSLB's peace officers gathered in Sacramento for this two-day class. After a welcome from Chief Fogt, CSLB's peace officers received updates on current laws regarding arrest, detention, and search and seizure. The course also included specialized training on identifying and investigating the diversion of funds. A guest instructor from the El Dorado County District Attorney's office provided additional instruction on identifying and investigating elder abuse.

In addition to these new classes, in June 2015, the training coordinator presented another session of CSLB's Laws of Arrest, Search, and Seizure course in Norwalk. This class covered the legal subjects named in the course title, and also provided training in such varied subjects as professionalism, leadership, community relations, expectations of privacy, presentation of evidence, and cultural diversity. Staff must complete this class for inclusion on the Department of Consumer Affairs delegation list to issue Notices to Appear.

In late August 2015, CSLB will offer another session of its highly-acclaimed Enforcement Academy for Enforcement division staff who have not yet attended. Intended primarily for new CSLB investigators, this intensive five-day class will cover all of the basics for completion of a thorough, legally-sound, and well documented complaint investigation.

AGENDA ITEM H-2

Review, Discussion and Possible Action Regarding a Pilot Program to Encourage Licensure by Reducing Outstanding Unlicensed Activity Civil Penalties





CONTRACTORS STATE LICENSE BOARD

CIVIL PENALTY REDUCTION PILOT PROGRAM

The Enforcement division became aware in 2014 that the Attorney General's Office was experiencing difficulty securing Building Department staff to testify at Administrative hearings in support of building code violations. The Board reviewed and discussed the possibility of CSLB establishing operational agreements with building departments at its March 16, 2015 meeting and unanimously approved this concept. We now ask the Board to conduct a final review of our presentation packet before we address city councils and boards of supervisors, and to approve the civil penalty reduction/elimination pilot program described in the material that follows.

In 2014, more than 400 administrative citations were taken against contractors for building permit violations, approximately 200 of which resulted from standalone complaints filed using the CSLB "Building Permit Complaint" form.

On March 4, 2015, Board Member Nancy Springer and Chief of Enforcement David Fogt attended the California Building Officials' annual meeting to request support for CSLB's efforts to enter into operational agreements with local building departments. The building officials unanimously felt that an effective program depends on the adoption of any agreements by resolution at public meetings by local elected officials.

In reaching out to building officials regarding the establishment of operational agreements, it became apparent that unlicensed contractors continue to pose a serious public health and safety risk. As such, Enforcement staff developed a plan to make public presentations at these council and supervisor meetings, along with a plan to further expand what CSLB can accomplish at the local level by reaching out to community groups and to those who have received an administrative citation to assist them in building a law-abiding business.

The following provides an overview of the strategy developed by the Enforcement staff. The Board is being asked to consider a limited program whereby CSLB can reach out to those who were recently cited and encourage them to attend a workshop to learn about the licensing process and other relevant laws and requirements related to running a legitimate construction business in California. If an individual completes the licensure process and attends Employment Development Department (EDD) and Division of Occupational Safety and Health (DOSH) workshops, we would consider vacating the civil penalty. In those instances where an individual is not qualified for a license but participates in the workshops, we would supply information about what steps to take to become qualified and consider a reduction in the civil penalty.

Staff Recommendation

Staff recommends that the Board approve the Civil Penalty Reduction Pilot Program as outlined in the following pages to support CSLB's efforts to address the underground economy in construction.

Following are:

- Licensing Outreach Program Description
- Program Summary for Local Partners
- Proposed Speaking Points
- Draft Resolution

Licensing Outreach Program Description

The Little Hoover Commission's 2015 report, "Level the Playing Field: Put California's Underground Economy out of Business," states that education, outreach, and simply making it easier for businesses to comply should be among the top priorities of state government in its efforts to combat the underground economy. The Contractors State License Board's (CSLB) Licensing Outreach Program is intended to meet these goals for unlicensed contractors and help provide individuals an opportunity to leave the shadows of the underground economy.

Enforcement Representatives issuing administrative citations or a Notice to Appear to unlicensed contractors find they are often confused about the necessary experience documentation to qualify for licensure. This program is intended to address that gap in knowledge and will be supported by a volunteer team comprised of current CSLB staff from both the Licensing and Enforcement divisions. Workshops will be sponsored by, and planned in conjunction with, local jurisdictions and community organizations.

The program will also provide an opportunity for CSLB to collect licensing fees in lieu of unpaid civil penalties by increasing the number of licensed contractors in the State of California. In addition, it will increase the protection of consumers and workers by educating participants about the compliance requirements of CSLB, as well as other agencies such as the Employment Development Division (EDD), the Department of Industrial Relations (DIR), and the Division of Occupational Safety and Health (DOSH). Further, it will promote fair competition among those in the construction industry.

Target Population

The first element of the program is to reach unlicensed contractors with unpaid civil penalties for contracting without a license. Program participants, CSLB, consumers, and construction workers will all benefit when contractors successfully complete the program. Those who do not yet qualify for a license will learn what they need to do to become qualified and become more conversant with business and labor law requirements, while a newly licensed contractor will be able to bid for public works jobs, bid more competitive jobs, and work without the fear of being cited or charged with a misdemeanor for contracting without a license. CSLB will enjoy increased revenue from licensing fees and renewals, and be better positioned to identify a contractor if any complaints arise. In addition, greater consumer protection is afforded when hiring a licensed contractor.



The second element of the program is to reach unlicensed contractors through coordinated outreach efforts with various governmental, community, and non-profit organizations.

Method

CSLB will send invitations to unlicensed individuals who are currently in collections or where collection efforts have been halted. Team members comprised of CSLB Enforcement and Licensing staff will conduct an initial screening to evaluate whether or not an individual may meet licensing requirements (i.e., does not have a consumer complaint history or criminal convictions). If the participant does not qualify for a license, he/she will learn what steps to take to become qualified and will be considered for a reduction in the amount of the civil penalty. If it appears that the participant can qualify for a license, and he/she obtains a license within 12 months and completes the required workshops, CSLB will consider vacating the civil penalty.

In addition, CSLB will engage in coordinated outreach efforts with local governmental, community, and non-profit organizations to identify other possible program participants.

All participants will attend a series of education modules, including: explanation of licensing requirements, workers' compensation requirements, EDD requirements, DOSH requirements, and DLSE requirements (electrical certification, public works registration, etc.).

This group of participants also can provide CSLB the opportunity to conduct a longitudinal study of the effects of participation in this program using data by each of these agencies and CSLB. It is expected that participants will have a decreased number of citations, EDD audits, and DIR penalties compared to non-participants.

Little Hoover Commission Recommendation

The Little Hoover Commission recommends that government entities provide incentive-based opportunities for businesses to become compliant. The Licensing Outreach Program can lead the way for a segment of contractors working in the shadows of the underground economy to surface as legitimate participants in California's economy.

Factors to Consider

Why should we forgive civil penalties for someone breaking the law?

- State estimates suggest annual losses of \$8.5 billion or more in uncollected tax revenue because of underground economic activity (Little Hoover Commission, 2015).



- The revenue lost from not collecting civil penalties is minimal compared to the amount of revenue generated by licensing fees, business permit fees, workers' compensation insurance policies, and income taxes collected.
- The Administrative Procedures Act provides for settlement conferences to reduce civil penalties. CSLB currently performs mandatory settlement conferences to reduce unpaid civil penalties before citations become a final order.

How did you select the area/s where you will pilot this program?

Santa Ana was selected after researching statistics in construction trends. The UCI Community and Labor Project and the UCLA Labor Center reported in "Orange County on the Cusp of Change" an expected 9 percent increase in employment in construction between 2010 and 2020. This number represents only the number of jobs as reported to EDD and would certainly increase if more contractors became part of California's legitimate economy. In addition, Santa Ana has a diverse group of non-profits and governmental agencies trusted in the community with which CSLB can partner to implement this program.

Such programs may not be successful; why should we spend resources on this program?

Many governmental agencies have implemented similar programs, including:

Federal IRS - In 2011, the IRS launched the "Fresh Start" initiative to give taxpayers and businesses a fresh start. The program, designed to increase tax compliance and reduce burdens for employers, allowed eligible employers to obtain substantial relief from federal payroll taxes they may have otherwise owed if they prospectively treated as employees those workers they had previously and erroneously classified as non-employees or independent contractors.

City of San Jose - Forgave past-due penalties and interest for business taxes for a delinquency period of January 2009 to December 31, 2012. The program's success led to its extension for an additional year-and-a-half. The program was expected to generate revenue in excess of its total cost.

Evaluation Criteria

After establishing baseline statistics for each jurisdiction in which the program is piloted, evaluation of the program will focus on progress toward the goal of increasing by 20 percent the number of licensed contractors, the number of employees registered with EDD, and the number of permits issued in that jurisdiction, along with a reduction in illegal print ads.

If approved by the Board, CSLB's Licensing Outreach Program will commence on October 1, 2015. The Enforcement division will update the Board on the progress of the program at future meetings.



Proactive Partners in Construction—Program Summary for Local Partners

- The Contractors State License Board (CSLB) is the state agency responsible for protecting consumers by licensing and regulating contractors and the construction industry.
- CSLB has established a new program, “Proactive Partners in Construction,” that seeks to minimize underground construction activities. Specifically, in partnership with local governments, the Proactive Partners in Construction program aims to protect consumers and promote public safety by ensuring that construction is performed to life-safety standards, and to do that, we want to make sure that contractors have a business license and obtain a building permit.
- CSLB will match CSLB license records with business license records to determine if those licensees are complying with building officials’ requirements, and establish baseline statistics for the business licenses issued to contractors in your city/county to determine: How many have a state contractor’s license; how many employees are reported to the Employment Development Department; and if structures in your city/county are being built to life safety standards. In addition, CSLB will dedicate one member of our staff to work with your city/county.
- CSLB is asking cities/counties to provide minimal assistance by sharing information regarding unpermitted construction projects and to help CSLB identify businesses that are operating illegally. For example, having building officials notify CSLB if: 1) they encounter a fraudulent application for an owner-builder permit; 2) have identified a job site where contractors are unlicensed, where workers are not covered by workers’ compensation, or where there are unsafe practices. CSLB will investigate unpermitted construction projects. This will ensure that construction activity meets life safety standards and protect consumers and workers.
- CSLB also is willing to assist with and participate in a workshop sponsored by the city/county to reach those in the community currently operating underground in the construction field but who desire to comply with local and state business requirements and learn how to build a legitimate business. Proposed partners in this program include representatives from other government agencies, such as EDD and DLSE.
- CSLB endeavors to assist local government in achieving compliance with parties obtaining city business licenses, state contractors’ licenses, and building permits by 20 percent over a 12-month period. Additionally, CSLB would like to see a 20 percent increase in the number of employees registered with the Employment Development Department and will develop a wage claim reporting matrix in conjunction with the Division of Labor Employment Standards.

- Proactive Partners in Construction also counts among its partners representatives from the state building trades, including the California Landscape Contractors Association and the Plumbing Heating and Cooling Contractors Association, and other state agencies.
- CSLB would like to solidify this partnership in the form a city/county resolution promoting compliance with laws regarding business and occupational licenses, permit requirements, workers' compensation, and the local prosecution of those who fail to comply with these laws.

**Proposed Speaking Points**

Good morning/afternoon. My name is _____. I am _____ with the Contractors State License Board. Our Board protects California consumers by licensing and regulating the state's construction industry.

Thank you for permitting us to address you today. We have a unique opportunity to work together to protect the public by ensuring that contractors are licensed, construction practices comply with code requirements, and workers are afforded labor law protections. This is about both public protection and protection of the businesses that are operating lawfully within your jurisdiction.

We are going to establish baseline statistics for building permits and business licenses issued to contractors with a business address in your jurisdiction: We're going to determine how many of the workers have a state contractor's license; how many employees are being reported to the Employment Development Department; and perhaps most important, will be the information we gather about permit activity – are permits being obtained so you can confirm that structures are being built to life-safety standards?

We will establish these statistics, and dedicate one member of our staff to work with your city, and all we will need is minimal assistance by way of sharing the data that you have, and helping us to identify businesses that are operating illegally. We would like building officials to let us know when they have a fraudulent application for an owner-builder permit, or when they have identified a job site with workers who are unlicensed, who are working without workers' compensation insurance, or who are engaged in unsafe practices. We will go to these sites and inspect them.

We also want to reach out to the members of your community that are in the underground economy and help them to comply with business requirements. We hope to work with your city in conducting one or two workshops. We will reach out to community groups; perhaps some of you would like to be part of this. We intend to help these workers – to protect their rights when they are working for someone; to encourage unlicensed workers to obtain a license, if possible; and to provide prescreening information. If they are qualified, we will help them with the application process.

We are asking you to support the public protection efforts of your building department, support the sharing of information within city government, and support your local law enforcement officials who are prosecuting those predatory contractors who continue to violate the law.

This is a win-win for all parties, and something we encourage you to become part of. I'm here today to ask for your support of our resolution. As you can see, the law-abiding

businesses in this community support this effort, as evidenced by the (#) of them that are in this chamber today.

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**Draft Resolution**

- The city of _____ hereby declares that contractors operating within this jurisdiction should have the required business license, have a state contractor's license, obtain building permits to comply with health and safety code requirements, and protect their employees by having workers' compensation insurance.
- The _____ City Council hereby encourages its Building Official to cooperate with the Contractors State License Board to ensure that permits are obtained appropriately, and to support its District Attorney in prosecuting violators.

AGENDA ITEM H-3

Review and Discussion Regarding Strategies to Address Deceptive Solar Practices





THE GROWING SOLAR INDUSTRY

The solar energy industry has seen explosive growth in recent years. Last year, U.S. solar power capacity grew by 6.2 gigawatts, a 30 percent increase from 2013; and the country now has a total capacity of 20 gigawatts. California leads the nation in solar production: 5 percent of our in-state electricity now comes from large-scale solar, and our output exceeds by more than three times that of the next highest state. Growth in solar energy is expected to continue, especially as California law requires utilities to obtain 33 percent of electricity from renewable sources by 2020. Small-scale solar installations comprise a significant part of this solar energy development. The costs of solar panels continue to decrease and government programs continue to offer financial incentives for solar installation.

Problems and Concerns

As the solar energy market has expanded, so too has the number of contractors that offer solar energy services. Unfortunately, this market growth – and the potential for profit – has attracted some unscrupulous operators trying to cash-in on the solar energy boom. The Contractors State License Board (CSLB) has experienced a surge in complaints involving solar energy installations: From 2010 to 2014, the number of solar energy-related complaints increased by a whopping 227 percent. And by the end of July 2015, the board had already received over 60 percent the number of solar complaints than in all of 2014. Almost all of the complaints CSLB receives fall into four categories:

- (1) Unregistered and improperly licensed, or unlicensed contractors and salespersons;**
- (2) Predatory sales pitches;**
- (3) Long term, ambiguous contracts with lending options at high rates of interest; and**
- (4) Less-than-promised (or no) savings in energy costs.**

CSLB's Special Investigation Unit (SIU) in the Enforcement division recently investigated a case of apparent elder abuse involving a solar energy provider. A Riverside County energy company sold a solar system to a 90-year-old homeowner, although the company was not licensed to perform solar installations and had no registered salespersons. The complex contract locked the consumer into a 20-year agreement to purchase all of the energy the system produced, whether or not it was used, and contained a built-in annual price escalation. Despite the promises, the homeowner has not seen any savings.

CSLB is also closely watching Dion Perdikoyiannis, a newly licensed solar contractor operating as Unleash Renewable Electric. Mr. Perdikoyiannis formerly operated the

similarly named Unleash Solar in Australia, once one of the industry's highest profile entities. In Australia, Perdikoyiannis lived an extravagant lifestyle and drove Ferraris. Australian authorities allege that Perdikoyiannis' entire scheme revolved around "insolvent trading," and when it recently collapsed, it left over 100 subcontractors and businesses with unresolved claims of \$5.7 million against the company. While CSLB understands that Perdikoyiannis has recently relocated out-of-state, the Enforcement division is determined that he not repeat his business model in California.

Solutions and Approaches

CSLB is addressing the issue of solar industry complaints by focusing on educating consumers and contractors, collaborating with industry and government partners, and enforcing existing contracting laws.

A tentative meeting has been scheduled with the California Energy Commission (CEC) in September 2015, to further CSLB's partnership with the commission. The board is also reaching out to the Solar Energy Industries Association (SEIA) to conduct workshops intended to educate contractors about California contract requirements; salespersons about how to conduct themselves when in someone's home; and consumers about what they can expect in regard to energy savings and how to make an informed decision before entering into a contract for a solar system.

CSLB will further leverage outreach efforts by directing parties to CEC's website (www.gosolarcalifornia.ca.gov), where, among other valuable information, they can find:

- Links to nine different solar energy savings calculators to assist in determining the value of different solar systems and potential energy savings;
- Training and class schedules of different companies offering instruction on varied aspects of solar equipment, sales, and installation; and
- A database of solar retailers, installers, and contractors. (CSLB will request that CEC to verify license status before publishing company names on the site.)

In addition, SEIA produced a recent publication, "Residential Consumer Guide to Solar Power," that serves as a comprehensive resource to assist homeowners in understanding how solar power works and how to purchase it wisely.

CSLB also will be working with the California Energy Commission and industry partners to develop an outline for the specific contents of a solar energy contract. In particular, consumers should be made aware that contracts must specify the exact manufacturer and model of the solar panels that will be installed and that permit requirements must be specifically addressed in the contract. Also, the contract should detail the payment option used by the consumer and the particular costs involved.

Enforcement will confirm that solar contractors comply with home improvement contract requirements and that they include a detailed description of the work in their contracts. This will offer consumers a better understanding of the likely energy savings once a system is installed. CSLB will continue to pursue administrative actions against errant contractors when appropriate, and will work with local prosecutors to pursue criminal prosecution when necessary.

Through education, outreach, and enforcement, CSLB is committed to fulfilling its mandate to protect consumers by keeping up with the quickly evolving solar industry.

AGENDA ITEM I

Future Agenda Items



AGENDA ITEM J

Adjournment

