

CONTRACTORS STATE LICENSE BOARD

**SUNSET REVIEW**

NOVEMBER 2014





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*Contractors State License Board*



## CONTRACTORS STATE LICENSE BOARD

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800.321.CSLB (2752) | [www.cslb.ca.gov](http://www.cslb.ca.gov) | [CheckTheLicenseFirst.com](http://CheckTheLicenseFirst.com)

STATE OF CALIFORNIA

Governor Edmund G. Brown Jr.

November 1, 2014

The Honorable Ted Lieu, Chair  
Senate Business, Professions and Economic Development Committee  
State Capitol  
Sacramento, CA 95814

The Honorable Susan Bonilla, Chair  
Assembly Business, Professions and Consumer Protection Committee  
State Capitol  
Sacramento, CA 95814

Dear Senator Lieu and Assembly Member Bonilla:

The Contractors State License Board (CSLB) is pleased to submit its Sunset Review Report to the Legislature. The previous CSLB sunset review was conducted in 2011. SB 543 (Steinberg, Chapter 449, Statutes of 2011) extended CSLB's sunset date from January 1, 2012 to January 1, 2016.

CSLB has continued to maximize resources while providing a high level of consumer protection, as evidenced by the following highlights and accomplishments.

### **Veterans Assistance**

CSLB offers a Veterans Application Assistance Program for troops transitioning from military service to civilian employment. In many cases, veterans possess transferable skills that help meet minimum experience and training requirements for state contractor licensure. This program offers priority services to veteran applicants by evaluating transferable military experience and training, as well as education.

### **Workers' Compensation Recertification**

To prevent under-reporting employees when securing workers' compensation insurance, CSLB implemented legislation requiring that, at the time of renewal (generally every two years), an active licensee with an exemption from workers' compensation insurance either recertify the exemption or provide a current and valid Certificate of Workers' Compensation Insurance or Certificate of Self-Insurance (AB 397, Monning, Chapter 546, Statutes of 2011).

### **Complaint Disclosure of Partnering Government Agencies**

In September 2013, CSLB established a program to disclose on its website any disciplinary action against contractors by partner state agencies. CSLB's website now flags such licensees and includes an advisory statement and an electronic link to the partner agency's website. This disclosure provides an accessible means for awarding authorities and prime contractors to determine if a contractor is a responsible and/or responsive bidder for public works projects.

Staff launched the disclosure project with the Department of Industrial Relations' Division of Labor Standards Enforcement (DLSE) and Caltrans. DLSE issues Civil Wage and Penalty Assessments (CWPA's) for Labor Code violations, and Caltrans issues Stop Notices for violations that include non-payment for labor, services, equipment, or materials used at public work projects.

### **Workers' Compensation Insurance Suspension Program**

In 2011, the CSLB Enforcement division's Intake and Mediation Center (IMC) began to notify Licensing division staff when a complaint was received against a licensee who had an exemption from workers' compensation (WC) insurance on file but acknowledged employing workers.

In such cases, Licensing cancels the contractor's WC exemption and informs him/her that CSLB will suspend the license without further notice if proof of a valid workers' compensation policy is not submitted within 30 days. The contractor may file a second exemption, but is informed that doing so will subject the exemption to verification by CSLB and partnering agencies, such as the Employment Development Department (EDD) and Division of Labor Standards Enforcement (DLSE).

<b>Enforcement Data</b>	<b>FY 2011-12</b>	<b>FY 2012-13</b>	<b>FY 2013-14</b>
WC Exemption Cancellations	371	472	288
New WC Policies Obtained	136	174	123

### **Unsafe Digging Program**

In July 2013, CSLB Enforcement staff met with Pacific Gas & Electric Company representatives to discuss a partnership to prevent contractors from striking gas lines and jeopardizing public safety. Almost all such strikes result from contractor negligence (failing to call in advance to have the gas lines properly marked). The program involves a coordinated outreach effort and a commitment by PG&E to file complaints against contractors that fail to call the 811 Dig Alert service before excavating. In FY 2013-14, 78 complaints were filed, resulting in increased contractor education and compliance. PG&E reported no additional gas line strikes after a complaint was filed against a contractor.

### **Underground Economy Program**

In September 2013, CSLB's IMC implemented a program to take timely disciplinary action against contractors found during the mediation process to be participating in the underground economy. Two Enforcement Representatives (ERs) were hired to issue administrative citations for illegal contracting in the areas of workers' compensation insurance, building permits, unsafe digging, and illegal advertising, demonstrating CSLB's responsiveness to illegal activity trends. In its first year, this program resulted in 30 workers' compensation insurance citations, 27 building permit citations, and 31 citations for illegal advertising.

### **Mandatory Settlement Conferences**

During 2013, CSLB's Enforcement division significantly lowered the expense of Attorney General representation by utilizing mandatory settlement conferences (MSCs) to resolve appealed administrative citations without incurring the cost of a formal hearing. In 2013, 199 citations were settled through this process. With appeal hearings averaging \$5,000, MSCs saved CSLB \$995,000 in legal expenses.

### **Permit Compliance**

To increase building permit compliance, CSLB developed a complaint form with input from building officials, industry groups, and other partner agencies. Anyone with knowledge of a construction site that lacks a building permit can use the online form to file a complaint with CSLB. The complaint process primarily is intended to be educational, since the complaints require no evidence that the work was completed. In response to a complaint, CSLB informs the

contractor, via letter, about the requirement to obtain a building permit. With sufficient evidence of failure to obtain a permit, CSLB takes appropriate disciplinary action against the license.

### **Elder Abuse**

In August 2011, CSLB placed a “65 and older” voluntary check box on the general complaint form to help protect elderly consumers. When the box is marked, CSLB staff looks for potential elder abuse. Since adding the box, about five percent of complaints received by CSLB (2,333 complaints against licensees and 499 complaints against non-licensees) involved a consumer that volunteered they were aged 65 or older. From August 2011 through January 2014, the complaint information led to 107 licensee and 50 non-licensee criminal prosecution referrals to district attorney offices for violation of California Penal Code section 368(d) (financial elder abuse).

### **Public Works Unit**

CSLB’s Public Works Investigative Unit, established in August 2010, has developed effective partnerships with labor compliance organizations and other state agencies, including DLSE, Caltrans, and EDD. The board has since expanded the Public Works Unit from one full-time investigator to three, and developed innovative protocols, such as public disclosure of Stop Orders issued by Caltrans and final DLSE Civil Wage and Penalty Assessments. CSLB aims to add new resources and expand the program in order to investigate and file formal disciplinary action to revoke the license of contractors who cause significant financial harm to employees.

### **District Attorney Office Partnership for License and WC Violations**

In 2011, CSLB’s Statewide Investigative Fraud Team (SWIFT) began partnering with state and local government agencies in 19 different counties, including the California Department of Insurance, building officials, and district attorney investigators, to enforce workers’ compensation insurance and license requirements during undercover sting operations and sweeps of active construction sites.

### **Application Instruction**

In 2012, CSLB’s Public Affairs and Licensing division staff developed an instructional video about how to properly complete the CSLB license application. The online product is divided into chapters and provides a step-by-step tutorial that explains the required information for each section of the application form. The video is designed to help applicants avoid common mistakes that result in the application being rejected or returned as incomplete.

### **Custom Examination Software Upgraded**

In July 2014, CSLB’s Sacramento Test Center successfully launched SCORE 1.5, an upgrade to its custom test development and administration software, which was created in-house by CSLB’s Information Technology division. (SCORE is the acronym for Statewide Contractors Official Regulatory Examination.) The software upgrade coincides with the implementation of touch-screen computers, a new function that candidates have welcomed. Shorter instructions allow candidates to begin their examinations sooner and the ease of the touchscreens, compared to the mouse, allows them to move through and complete the examinations more quickly. The SCORE upgrade also makes it easier to administer civil service examinations at CSLB test centers, helping to maximize state testing facilities and resources.

### **Consumer Education**

CSLB’s Public Affairs Office continues to expand its Senior Scam Stopper<sup>SM</sup> program seminars, which are conducted in conjunction with legislators and provide information to senior citizens from a variety of state and local government agencies. From January 1 to September 30, 2014, CSLB conducted 69 seminars.

**State Agency Recognition Award**

CSLB's Administrative division received a state award for its emphasis on buying from small businesses and disabled veteran business enterprises (SB/DVBE) in fiscal year 2012-2013. CSLB's Business Services Unit was presented with a bronze State Agency Recognition Award (SARA). The SARA ceremony honors state departments for outstanding achievements in SB/DVBE advocacy and practices.

**New Website Design and Navigation**

CSLB recently launched a new website after in-house re-design and rebuilding of the site's nearly 1,700 pages by the Public Affairs Office and Information Technology division. The new site uses the most current state design template and technology, optimized for computers, tablets, and smart phones. CSLB is among the first state agencies to adopt the new technology and template.

Beyond highlighting select CSLB achievements, I want to note that CSLB anticipates resource challenges related to implementation of the Department of Consumer Affairs' (DCA) new online enterprise licensing system, BreEZe. Specifically, the system's rigorous schedule and associated design, data verification, user acceptance testing, training, and implementation may pose initial bottlenecks in the Licensing and Enforcement divisions. CSLB may experience processing delays until staff is fully acquainted with system functionality; however, CSLB will ensure that staff receives all necessary training. CSLB's Information Technology division currently is working with DCA to prepare for BreEZe's impact, and will create a resource and communication plan to ensure a smooth transition.

CSLB urges the Legislature and Administration to support efforts to modernize and streamline laws and regulations related to contracting in California to help ease complicated requirements for contractors and confusing language that prevents consumers from making informed choices.

Also, restoration of Enforcement division resources that were reduced during lean budget years is vital for CSLB to continue addressing demands, making progress in the fight against the underground economy, and improving programs and services for contractors and consumers.

The Contractors State License Board looks forward to working with the Legislature, the Administration, and other interested parties as we complete the sunset review process.

Respectfully,



David Dias, Chair  
Contractors State License Board



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# SECTION 1: BACKGROUND AND DESCRIPTION OF THE BOARD AND REGULATED PROFESSION

**Provide a short explanation of the history and function of the board.<sup>1</sup> Describe the occupations/professions that are licensed and/or regulated by the board (Practice Acts vs. Title Acts).**

## DESCRIPTION OF THE BOARD AND PROFESSION

The California Contractors State License Board (CSLB) was first established in 1929 by the Legislature as the Contractors License Bureau, under the Department of Professional and Vocational Standards. It was designed to regulate the state's construction industry and protect the public from irresponsible contractors. In 1935, the agency's mission and duties were placed under the auspices of a seven-member Board.

The legal and regulatory role of CSLB has changed since its inception. Initially, applicants were not issued specific license classifications. Instead, they simply were issued a license that indicated the type of construction work that would be performed, without examination or experience requirements.

In 1938, the Legislature mandated that contractor license applicants be examined for competence in their designated field. By 1947, the Board had been given authority to establish experience standards and to adopt rules and regulations to affect the classification of contractors *"in a manner consistent with established usage and procedure as found in the construction business, and... limit[ing] the field and scope of operations of a licensed contractor to those in which he or she is classified and qualified to engage..."*

Now classified as a board within the California Department of Consumer Affairs (DCA), CSLB operates with a 15-member Board and upholds its mission to protect consumers by regulating the construction industry through licensure, enforcement, and education.

CSLB regulates contractors in 43 license classifications and two certifications under which members of the construction industry practice their trades and crafts. As of July 2014, there were approximately 290,000 licensed contractors (both active and inactive) in California.

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<sup>1</sup> The term "board" in this document refers to a board, bureau, commission, committee, department, division, program, or agency, as applicable. Please change the term "board" throughout this document to appropriately refer to the entity being reviewed.

California's construction industry is unique from other states in terms of its breadth, magnitude, and complexity. California's economy is among the top eight in the world and construction continues to be one of its largest industries. The state's physical size, large and diverse population, varied landscape and climate, frequent seismic activity, distinctive legal framework, and considerable economy create an unusually demanding context for contractor licensing.

CSLB's responsibility to enforce California's Contractors' State License Law includes investigating complaints against licensed and unlicensed contractors; issuing citations and suspending or revoking licenses; seeking administrative, criminal, and civil sanctions against violators; and informing consumers, contractors, and the industry about CSLB actions.

To support its consumer protection and education objectives, CSLB provides 24/7 access to licensee information, construction guides and pamphlets, forms and applications, and a host of pertinent information about contracting and construction-related topics through [www.cslb.ca.gov](http://www.cslb.ca.gov) and 800-321-CLSB (2752).

## **BOARD COMPOSITION**

The Board consists of 15 members: Ten members represent the public (including one labor representative, one local building official, and one statewide senior citizen organization representative); and contractors are represented by:

- One "A" General Engineering;
- Two "B" General Building; and
- Two "C" Specialty contractors.

The Governor appoints 11 Board members that require Senate confirmation. The Assembly Speaker and the Senate Rules Committee each appoint two public members.

**1. Describe the make-up and functions of each of the Board's committees (cf., Section 12, Attachment B).**

CSLB currently has five standing committees that perform various functions.

- **Enforcement Committee** – Helps reduce, eliminate, or prevent unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare
- **Licensing Committee** – Helps ensure that all applicants and licensees are qualified to provide construction services
- **Executive Committee** – Helps enhance organizational effectiveness and improves the quality of service in all programs
- **Legislative Committee** – Helps ensure that statutes, regulations, policies, and procedures strengthen and support CSLB operations
- **Public Affairs Committee** – Educates consumers about making informed choices related to construction services, and provides information to licensed contractors so they can improve their technical, management, and service skills

**CSLB BOARD MEMBERS**

**Table 1a – Attendance**

<b>KEVIN J. ALBANESE</b>		<b>Date Appointed: July 12, 2013</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	9/6/13	Sacramento	Y
Licensing Committee Meeting	10/21/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Board Meeting	4/23-24/14	San Diego	N
Board Meeting	6/6-7/14	Newport Beach	N
Enforcement Committee Meeting	8/18/14	Sacramento	Y
Licensing Committee Meeting	8/18/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	Y

**Table 1a – Attendance**

<b>AGUSTIN "AUGIE" BELTRAN</b>		<b>Date Appointed: January 8, 2014</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	2/19/14	Burlingame	Y
Legislative Committee Meeting	4/16/14	Sacramento	Y
Board Meeting	4/23-24/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	Y
Executive Committee Meeting	7/30/14	Fairfield	Y
Legislative Committee Meeting	9/11/14	Sacramento	N
Board Meeting	9/23/14	Monterey	Y

**Table 1a – Attendance**

<b>LINDA CLIFFORD</b>		<b>Date Appointed: July 12, 2013; Reappointed June 5, 2014</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	9/6/13	Sacramento	Y
Enforcement Committee Meeting	10/21/13	Sacramento	Y
Legislative Committee Meeting	11/18/13	Sacramento	N
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Enforcement Committee Meeting	4/1/14	Sacramento	N
Legislative Committee Meeting	4/16/14	Sacramento	Y
Board Meeting	4/23-24/14	San Diego	N
Board Meeting	6/6-7/14	Newport Beach	Y
Licensing Committee Meeting	8/18/14	Sacramento	Y
Legislative Committee Meeting	9/11/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	Y

## CSLB BOARD MEMBERS (CONTINUED)

**Table 1a – Attendance**

<b>DAVID DIAS</b>		<b>Date Appointed: March 1, 2011; Reappointed June 7, 2012</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	4/13-14/11	Monterey	Y
Board Meeting	6/7/11	Newport Beach	Y
Licensing Committee Meeting	8/23/11	Sacramento	Y
Board Meeting	9/16/11	Norwalk	Y
Board Meeting	12/6/11	Sacramento	Y
Licensing Committee Meeting	1/18/12	Sacramento	Y
Board Meeting	2/7/12	San Jose	Y
Board Meeting	4/17-18/12	Monterey	Y
Board Meeting	6/5/12	Newport Beach	Y
Board Meeting	7/25/12	Sacramento	Y
Licensing Committee Meeting	8/28/12	Sacramento	Y
Board Meeting	9/11/12	Sacramento	Y
Enforcement Committee Meeting	10/24/12	Sacramento	Y
Board Meeting	12/11/12	Norwalk	Y
Board Meeting	2/26/13	Sacramento	Y
Enforcement Committee Meeting	3/26/13	Sacramento	Y
Board Meeting	4/23-24/13	San Diego	Y
Board Meeting	6/11/13	Irvine	Y
Board Meeting	9/6/13	Sacramento	Y
Executive Committee Meeting	11/18/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Board Meeting	4/23-24/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	Y
Executive Committee Meeting	7/30/14	Fairfield	Y
Board Meeting	9/23/14	Monterey	Y

**Table 1a – Attendance**

<b>SUSAN GRANZELLA</b>		<b>Date Appointed: October 13, 2014</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	N/A	N/A	N/A

**CSLB BOARD MEMBERS (CONTINUED)****Table 1a – Attendance**

<b>JOAN HANCOCK</b>		<b>Date Appointed: November 14, 2007; Reappointed July 29, 2011</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	8/26/10	Sacramento	Y
Legislative Committee Meeting	10/20/10	Sacramento	Y
Board Meeting	11/9/10	Riverside	Y
Licensing Committee Meeting	1/20/11	Sacramento	Y
Board Meeting	2/1/11	San Francisco	Y
Board Meeting	4/13-14/11	Monterey	Y
Board Meeting	6/7/11	Newport Beach	Y
Public Affairs Committee Meeting	8/23/11	Sacramento	Y
Board Meeting	9/16/11	Norwalk	Y
Executive Committee Meeting	11/3/11	Sacramento	Y
Board Meeting	12/6/11	Sacramento	Y
Board Meeting	2/7/12	San Jose	Y
Public Affairs Committee Meeting	3/28/12	Sacramento	Y
Board Meeting	4/17-18/12	Monterey	Y
Board Meeting	6/5/12	Newport Beach	Y
Board Meeting	7/25/12	Sacramento	Y
Board Meeting	9/11/12	Sacramento	Y
Public Affairs Committee Meeting	10/24/12	Sacramento	Y
Board Meeting	12/11/12	Norwalk	Y
Board Meeting	2/26/13	Sacramento	Y
Board Meeting	4/23-24/13	San Diego	Y
Board Meeting	6/11/13	Irvine	Y
Board Meeting	9/6/13	Sacramento	Y
Executive Committee Meeting	11/18/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Board Meeting	4/23-24/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	Y
Executive Committee Meeting	7/30/14	Fairfield	Y
Public Affairs Committee Meeting	8/18/14	Sacramento	Y
Legislative Committee Meeting	9/11/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	Y

## CSLB BOARD MEMBERS (CONTINUED)

**Table 1a – Attendance**

<b>PASTOR HERRERA JR.</b>		<b>Date Appointed: July 15, 2010; Reappointed August 18, 2011 &amp; June 5, 2014</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	8/26/10	Sacramento	Y
Public Affairs Committee Meeting	10/20/10	Sacramento	Y
Board Meeting	11/9/10	Riverside	Y
Public Affairs Committee Meeting	1/20/11	Sacramento	Y
Board Meeting	2/1/11	San Francisco	N
Board Meeting	4/13-14/11	Monterey	Y
Board Meeting	6/7/11	Newport Beach	Y
Enforcement Committee Meeting	8/23/11	Sacramento	Y
Board Meeting	9/16/11	Norwalk	Y
Board Meeting	12/6/11	Sacramento	N
Enforcement Committee Meeting	1/18/12	Sacramento	Y
Board Meeting	2/7/12	San Jose	Y
Public Affairs Committee Meeting	3/28/12	Sacramento	Y
Board Meeting	4/17-18/12	Monterey	Y
Board Meeting	6/5/12	Newport Beach	Y
Board Meeting	7/25/12	Sacramento	Y
Enforcement Committee Meeting	8/28/12	Sacramento	Y
Board Meeting	9/11/12	Sacramento	N
Board Meeting	12/11/12	Norwalk	Y
Board Meeting	2/26/13	Sacramento	Y
Enforcement Committee Meeting	3/26/13	Sacramento	Y
Board Meeting	4/23-24/13	San Diego	Y
Board Meeting	6/11/13	Irvine	Y
Board Meeting	9/6/13	Sacramento	Y
Legislative Committee Meeting	11/18/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Legislative Committee Meeting	4/16/14	Sacramento	Y
Board Meeting	4/23-24/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	Y
Enforcement Committee Meeting	8/18/14	Sacramento	Y
Public Affairs Committee Meeting	8/18/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	Y

**CSLB BOARD MEMBERS (CONTINUED)****Table 1a – Attendance**

<b>ROBERT J. LAMB II</b>		<b>Date Appointed: May 9, 2006; Reappointed May 11, 2012</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	8/26/10	Sacramento	N
Executive Committee Meeting	10/14/10	Norwalk	Y
Public Affairs Committee Meeting	10/20/10	Sacramento	Y
Board Meeting	11/9/10	Riverside	N
Executive Committee Meeting	1/12/11	Valencia	Y
Public Affairs Committee Meeting	1/20/11	Sacramento	N
Board Meeting	2/1/11	San Francisco	Y
Board Meeting	4/13-14/11	Monterey	Y
Board Meeting	6/7/11	Newport Beach	Y
Board Meeting	9/16/11	Norwalk	Y
Executive Committee Meeting	11/3/11	Sacramento	Y
Board Meeting	12/6/11	Sacramento	Y
Board Meeting	2/7/12	San Jose	Y
Board Meeting	4/17-18/12	Monterey	Y
Board Meeting	6/5/12	Newport Beach	Y
Board Meeting	7/25/12	Sacramento	Y
Board Meeting	9/11/12	Sacramento	Y
Public Affairs Committee Meeting	10/24/12	Sacramento	Y
Board Meeting	12/11/12	Norwalk	Y
Board Meeting	2/26/13	Sacramento	N
Board Meeting	4/23-24/13	San Diego	Y
Board Meeting	6/11/13	Irvine	N
Board Meeting	9/6/13	Sacramento	Y
Enforcement Committee Meeting	10/21/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Enforcement Committee Meeting	4/3/14	Sacramento	N
Board Meeting	4/23-24/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	Y
Enforcement Committee Meeting	8/18/14	Sacramento	Y
Public Affairs Committee Meeting	8/18/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	N

## CSLB BOARD MEMBERS (CONTINUED)

**Table 1a – Attendance**

<b>ED LANG</b>		<b>Date Appointed: January 22, 2007; Reappointed June 2, 2011 &amp; June 5, 2014</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	8/26/10	Sacramento	Y
Enforcement Committee Meeting	10/12/10	Fresno	Y
Licensing Committee Meeting	10/20/10	Sacramento	Y
Board Meeting	11/9/10	Riverside	Y
Enforcement Committee Meeting	1/12/11	Valencia	Y
Licensing Committee Meeting	1/20/11	Sacramento	Y
Board Meeting	2/1/11	San Francisco	Y
Board Meeting	4/13-14/11	Monterey	Y
Board Meeting	6/7/11	Newport Beach	Y
Enforcement Committee Meeting	8/23/11	Sacramento	Y
Board Meeting	9/16/11	Norwalk	Y
Board Meeting	12/6/11	Sacramento	Y
Enforcement Committee Meeting	1/18/12	Sacramento	Y
Board Meeting	2/7/12	San Jose	Y
Licensing Committee Meeting	3/28/12	Sacramento	Y
Board Meeting	4/17-18/12	Monterey	Y
Board Meeting	6/5/12	Newport Beach	Y
Board Meeting	7/25/12	Sacramento	Y
Licensing Committee Meeting	8/28/12	Sacramento	Y
Board Meeting	9/11/12	Sacramento	Y
Enforcement Committee Meeting	10/24/12	Sacramento	Y
Board Meeting	12/11/12	Norwalk	Y
Board Meeting	2/26/13	Sacramento	Y
Enforcement Committee Meeting	3/26/13	Sacramento	Y
Board Meeting	4/23-24/13	San Diego	Y
Board Meeting	6/11/13	Irvine	Y
Board Meeting	9/6/13	Sacramento	Y
Enforcement Committee Meeting	10/21/13	Sacramento	Y
Executive Committee Meeting	11/18/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Enforcement Committee Meeting	4/3/14	Sacramento	Y
Board Meeting	4/23-24/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	Y
Executive Committee Meeting	7/30/14	Fairfield	Y
Public Affairs Committee Meeting	8/18/14	Sacramento	N
Board Meeting	9/23/14	Monterey	Y

**CSLB BOARD MEMBERS (CONTINUED)**

**Table 1a – Attendance**

<b>JOHN O’ROURKE</b>		<b>Date Appointed: June 1, 2011</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Board Meeting	6/7/11	Newport Beach	N
Enforcement Committee Meeting	8/23/11	Sacramento	Y
Board Meeting	9/16/11	Norwalk	N
Board Meeting	12/6/11	Sacramento	Y
Licensing Committee Meeting	1/18/12	Sacramento	N
Board Meeting	2/7/12	San Jose	N
Board Meeting	4/17-18/12	Monterey	Y
Board Meeting	6/5/12	Newport Beach	Y
Board Meeting	7/25/12	Sacramento	Y
Licensing Committee Meeting	8/28/12	Sacramento	N
Board Meeting	9/11/12	Sacramento	Y
Board Meeting	12/11/12	Norwalk	N
Board Meeting	2/26/13	Sacramento	Y
Board Meeting	4/23-24/14	San Diego	N
Board Meeting	6/6-7/14	Newport Beach	Y
Enforcement Committee Meeting	8/18/14	Sacramento	Y
Licensing Committee Meeting	8/18/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	N

## CSLB BOARD MEMBERS (CONTINUED)

**Table 1a – Attendance**

BRUCE RUST		Date Appointed: April 2, 2008; Reappointed May 11, 2012	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	8/26/10	Sacramento	Y
Enforcement Committee Meeting	10/12/10	Fresno	Y
Licensing Committee Meeting	10/20/10	Sacramento	Y
Board Meeting	11/9/10	Riverside	Y
Enforcement Committee Meeting	1/12/11	Valencia	Y
Licensing Committee Meeting	1/20/11	Sacramento	Y
Board Meeting	2/1/11	San Francisco	Y
Board Meeting	4/13-14/11	Monterey	N
Board Meeting	6/7/11	Newport Beach	N
Licensing Committee Meeting	8/23/11	Sacramento	Y
Board Meeting	9/16/11	Norwalk	Y
Board Meeting	12/6/11	Sacramento	Y
Licensing Committee Meeting	1/18/12	Sacramento	Y
Board Meeting	2/7/12	San Jose	Y
Board Meeting	4/17-18/12	Monterey	N
Board Meeting	6/5/12	Newport Beach	N
Board Meeting	7/25/12	Sacramento	Y
Licensing Committee Meeting	8/28/12	Sacramento	Y
Board Meeting	9/11/12	Sacramento	Y
Board Meeting	12/11/12	Norwalk	N
Board Meeting	2/26/13	Sacramento	Y
Board Meeting	4/23-24/13	San Diego	N
Board Meeting	6/11/13	Irvine	Y
Board Meeting	9/6/13	Sacramento	Y
Enforcement Committee Meeting	10/21/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Enforcement Committee Meeting	4/3/14	Sacramento	N
Board Meeting	4/23-24/14	San Diego	N
Board Meeting	6/6-7/14	Newport Beach	N
Enforcement Committee Meeting	8/18/14	Sacramento	Y
Licensing Committee Meeting	8/18/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	N

**CSLB BOARD MEMBERS (CONTINUED)**

**Table 1a – Attendance**

<b>FRANK SCHETTER</b>		<b>Date Appointed: August 19, 2011</b>	
<b>Meeting Type</b>	<b>Meeting Date</b>	<b>Meeting Location</b>	<b>Attended?</b>
Enforcement Committee Meeting	8/23/11	Sacramento	Y
Board Meeting	9/16/11	Norwalk	N
Board Meeting	12/6/11	Sacramento	Y
Licensing Committee Meeting	1/18/12	Sacramento	Y
Board Meeting	2/7/12	San Jose	Y
Board Meeting	4/17-18/12	Monterey	Y
Board Meeting	6/5/12	Newport Beach	Y
Board Meeting	7/25/12	Sacramento	N
Licensing Committee Meeting	8/28/12	Sacramento	Y
Board Meeting	9/11/12	Sacramento	Y
Enforcement Committee Meeting	10/24/12	Sacramento	Y
Board Meeting	12/11/12	Norwalk	Y
Board Meeting	2/26/13	Sacramento	Y
Enforcement Committee Meeting	3/26/13	Sacramento	Y
Board Meeting	4/23-24/13	San Diego	Y
Board Meeting	6/11/13	Irvine	Y
Board Meeting	9/6/13	Sacramento	N
Licensing Committee Meeting	10/21/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Enforcement Committee Meeting	4/3/14	Sacramento	Y
Board Meeting	4/23-24/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	N
Enforcement Committee Meeting	8/18/14	Sacramento	Y
Licensing Committee Meeting	8/18/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	Y

## CSLB BOARD MEMBERS (CONTINUED)

**Table 1a – Attendance**

PAUL SCHIFINO		Date Appointed: January 9, 2010; Reappointed July 15, 2013	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	8/26/10	Sacramento	Y
Licensing Committee Meeting	10/20/10	Sacramento	Y
Executive Committee Meeting	10/24/10	Norwalk	Y
Board Meeting	11/9/10	Riverside	Y
Executive Committee Meeting	1/12/11	Valencia	Y
Licensing Committee Meeting	1/20/11	Sacramento	N
Board Meeting	2/1/11	San Francisco	N
Board Meeting	4/13-14/11	Monterey	Y
Board Meeting	6/7/11	Newport Beach	Y
Board meeting	9/16/11	Norwalk	Y
Legislative Committee Meeting	11/3/11	Sacramento	N
Board Meeting	12/6/11	Sacramento	Y
Board Meeting	2/7/12	San Jose	Y
Legislative Committee Meeting	3/28/12	Sacramento	Y
Board Meeting	4/17-18/12	Monterey	Y
Board Meeting	6/5/12	Newport Beach	Y
Board Meeting	7/25/12	Sacramento	Y
Board Meeting	9/11/12	Sacramento	Y
Board Meeting	12/11/12	Norwalk	Y
Board Meeting	2/26/13	Sacramento	Y
Board Meeting	4/23-24/13	San Diego	Y
Board Meeting	6/11/13	Irvine	Y
Board Meeting	9/6/13	Sacramento	Y
Executive Committee Meeting	11/18/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Legislative Committee Meeting	4/16/14	Sacramento	Y
Board Meeting	4/23-24/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	Y
Legislative Committee Meeting	9/11/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	Y

**CSLB BOARD MEMBERS (CONTINUED)**

**Table 1a – Attendance**

NANCY SPRINGER		Date Appointed: September 25, 2013	
Meeting Type	Meeting Date	Meeting Location	Attended?
Legislative Committee Meeting	11/18/13	Sacramento	Y
Board Meeting	12/10/13	Norwalk	Y
Board Meeting	2/19/14	Burlingame	Y
Legislative Committee Meeting	4/16/14	Sacramento	Y
Board Meeting	4/22-23/14	San Diego	Y
Board Meeting	6/6-7/14	Newport Beach	Y
Public Affairs Committee Meeting	8/18/14	Sacramento	N
Legislative Committee Meeting	9/11/14	Sacramento	Y
Board Meeting	9/23/14	Monterey	N

**Table 1b – Board/Committee Member Roster (Includes Vacancies)**

Board/Committee Member	First Appointed	Date Re-appointed	Date Term Expires	Appointing Authority	Type (Public or Professional)
Kevin J. Albanese	07/12/2013		06/01/2017	Governor	Professional – “B”
Agustin Beltran	01/08/2014		06/01/2017	Senate	Public
Linda Clifford	07/12/2013	06/5/2014	06/01/2014	Governor	Professional – “A”
David Dias	03/01/2011	06/07/2012	06/01/2016	Governor	Public – Laborer
Susan Granzella	10/13/2014		06/01/2016	Governor	Public
Joan Hancock	11/14/2007	07/29/2011	06/01/2015	Governor	Professional – “B”
Pastor Herrera Jr.	07/15/2010	08/18/2011 & 06/05/2014	06/01/2014	Governor	Public
Robert Lamb	05/09/2006	05/11/2012	06/01/2016	Assembly	Public
Ed Lang	01/22/2007	06/02/2011 & 06/05/2014	06/01/2014	Governor	Public – Senior Citizen
John O’Rourke	06/01/2011		06/01/2015	Senate	Public
Bruce Rust	04/02/2008	05/11/2012	06/01/2016	Assembly	Public
Frank Schetter	08/19/2011		06/01/2015	Governor	Professional – “C”
Paul Schifino	01/09/2010	07/15/2013	06/01/2017	Governor	Professional – “C”
Nancy Springer	09/25/2013		06/01/2017	Governor	Public – Building Official
Vacant – (last held by Louise Kirkbride)			06/01/2016	Governor	Public

**2. In the past four years, was the Board unable to hold any meetings due to lack of quorum? If so, please describe. Why? When? How did it impact operations?**

No, CSLB has had a quorum at all times.

**3. Describe any major changes to the Board since the last Sunset Review, including:**

- **Internal changes (i.e., reorganization, relocation, change in leadership, strategic planning)**

CSLB annually undergoes a strategic planning process. The four most recent strategic plans are attached. Following are some of the board's key achievements during the past four years:

- Creation of a Veterans Application Assistance Program
- Implementation of workers' compensation recertification upon license renewal
- Complaint disclosure of partnering government agencies
- Workers' compensation insurance suspension pilot program
- Unsafe digging pilot program
- Underground economy program
- Mandatory settlement conferences
- Permit compliance program
- Increased focus on identifying and addressing elder abuse
- Creation of a Public Works Unit within the Enforcement division
- District attorney partnership for license and workers' compensation violations
- Creation of a license application instructional video
- CSLB custom examination software upgrade
- Expanded consumer outreach
- State Agency Recognition Award
- New CSLB website

## 2011-2014 LEGISLATION

- **All legislation sponsored by the board and affecting the board since the last sunset review.**

*CSLB-sponsored legislation is indicated with an asterisk (\*).*

### **2011 Legislation**

**AB 397 (Monning, Chapter 546, Statutes of 2011)\*** required CSLB licensees with workers' compensation exemption certifications on file to recertify that exemption at the time of license renewal or provide proof of a current and valid Certificate of Workers' Compensation Insurance or Certification of Self-Insurance. It also allows for the retroactive renewal of licenses, under certain circumstances, that neglected to make the required recertification at the time of renewal.

**AB 878 (Berryhill, Chapter 686, Statutes of 2011)\*** required a workers' compensation insurer to notify CSLB if it cancels the workers' compensation policy of a CSLB licensee, if the insurer has completed a premium audit or investigation, or if the licensee engaged in material misrepresentation that results in financial harm to the insurer and has not reimbursed the insurer.

**AB 1091 (Morrell, Chapter 168, Statutes of 2011)\*** amended existing law to clarify the requirement for a licensee to notify CSLB if a responsible managing officer, employee, member, or manager disassociates from the license.

**AB 1307 (Skinner, Chapter 734, Statutes of 2011)** authorized the CSLB Registrar to refuse to issue, reinstate, reactivate, or renew a license, or to suspend a license, if a licensee or applicant owes any outstanding final liabilities assessed by the State Board of Equalization.

**SB 293 (Padilla, Chapter 700, Statutes of 2011)** adjusted the rights and time periods that govern payment and claims for payment among owners, contractors, and subcontractors by narrowing the time period during which contractors must pay subcontractors, reducing the time in which a subcontractor may make claims against a contractor on a public works project for nonpayment, exempting laborers from preliminary notification requirements and any deadline to enforce a claim for private works of improvement, and prohibiting a public entity from retaining more than 5 percent of a contract price until final completion and acceptance of a project.

**SB 541 (Price, Chapter 339, Statutes of 2011)\*** authorized the boards within the Department of Consumer Affairs to enter into an agreement with an expert consultant to provide enforcement and examination assistance, without having to complete the formal contracting process, and required each board to establish policies and procedures for the selection and use of these consultants.

**SB 543 (Steinberg, Chapter 448, Statutes of 2011)** extended CSLB's sunset date for four years until January 1, 2016.

**SB 944 (Committee on Business, Professions and Economic Development)\*** made a variety of changes that deleted obsolete dates and references in existing law, and specified that blank application forms be provided by CSLB, rather than the Department of Consumer Affairs.

#### **2012 Legislation**

**AB 1588 (Atkins, Chapter 742, Statutes of 2012)** waived fees or continuing education requirements for a licensee whose license expires while on active duty in the armed forces or California National Guard.

**AB 1794 (Williams, Chapter 811, Statutes of 2012)** authorized the Employment Development Department (EDD) to provide new employee information filed by employers to members of the Joint Enforcement Strike Force (which includes CSLB) to aid in prosecuting tax withholding and workers' compensation insurance violations.

**AB 1904 (Block, Chapter 399, Statutes of 2012)** allowed for the issuance of temporary professional licenses to spouses of those serving in the military.

**AB 2219 (Knight, Chapter 389, Statutes of 2012)** indefinitely extended the requirement that all C-39 Roofing contractors obtain workers' compensation insurance coverage, even if they certify that they have no employees. The bill also extended, indefinitely, the requirement that insurers conduct annual audits, and requires that these audits be conducted in person to verify the accuracy of the reported number of employees.

**AB 2237 (Monning) Chapter 371, Statutes of 2012\*** provided that anyone who submits or oversees bids for construction, arranges for subcontractor work, and schedules and/or has oversight for a project is, in fact, acting in the capacity of a contractor and must be state-licensed.

**AB 2554 (Berryhill) Chapter 85, Statutes of 2012\*** provided all CSLB Enforcement Representatives the authority to issue a Notice to Appear for misdemeanor violations of Contractors' State License Law.

**AB 2570 (Hill, Chapter 561, Statutes of 2012)** prohibited a licensee from including provisions in settlements of civil disputes that prohibit the consumer from contacting, filing a complaint with, or withdrawing a complaint from CSLB (or any other consumer protection program overseen by the Department of Consumer Affairs).

**SB 691 (Lieu, Chapter 832, Statutes of 2012)** added CSLB to the list of agencies approved to receive workers' compensation insurance information from EDD.

**SB 1576 (BPED, Chapter 661, Statutes of 2012)** enabled CSLB to take administrative action if a licensee files a false complaint against another licensee.

#### **2013 Legislation**

**AB 44 (Buchanan, Chapter 258, Statutes of 2013)** required a contractor to include the contractor license number of each subcontractor listed in any bid or offer submitted after July 1, 2014, for the construction of any public work.

**AB 433 (Gordon, Chapter 377, Statutes of 2013)** authorized, until January 1, 2017, licensed plumbing contractors to install residential fire protection systems for single and two-family homes; and authorized the State Fire Marshal to propose, adopt, and administer regulations to ensure fire safety in buildings and structures, and made these regulations subject to certain requirements.

**AB 811 (Lowenthal, Chapter 250, Statutes of 2013)** required regional notification centers to post on their Internet website information provided by operators and excavators related to violations of specified state laws that govern subsurface excavations.

**AB 1236 (Hagman, Chapter 114, Statutes of 2013)** authorized a contractor licensed as a limited liability company (LLC) to obtain statutorily required liability insurance from a surplus line insurer.

**SB 261 (Monning, Chapter 163, Statutes of 2013)\*** allowed CSLB to take administrative action for specified violations, which previously were considered misdemeanors, such as misusing or misrepresenting license information and aiding an unlicensed individual in evading the licensing requirements.

**SB 262 (Monning, Chapter 180, Statutes of 2013)\*** provided that failure of a qualifying individual to exercise direct supervision and control of construction operations constitutes grounds for disciplinary action, and shall be punishable as a misdemeanor or imprisonment in a county jail, by a fine of \$3,000-\$5,000, or both.

**SB 822 (Business, Professions and Economic Development) Chapter 319, Statutes of 2013** provided that an incomplete renewal application originally submitted on or before the license expiration date shall be returned to the licensee with an explanation, and that the licensee shall have 30 days to correct and resubmit, and shall not be required to pay the renewal delinquency fee.

### **2014 Legislation**

**AB 26 (Bonilla, Chapter 864, Statutes of 2014)** revised the definition for construction to include post-construction phases and cleanup work at the jobsite, to meet the existing legal requirements to pay prevailing wages on public works construction, alteration, demolition, installation, or repair work performed under contract and paid in whole, or in part, from public funds.

**AB 1705 (Williams, Chapter 670, Statutes of 2014)** limited the circumstances under which public agencies may withhold more than 5 percent of total payment for time and materials on substantially complex public works projects; specified requirements for projects deemed substantially complex; and extended the date for repealing provisions governing retention proceeds.

**AB 1870 (Alejo, Chapter 890, Statutes of 2014)** modified existing law relating to the distribution of training funds by the California Apprenticeship Council to Council-approved apprenticeship programs.

**AB 1939 (Daly, Chapter 161, Statutes of 2014)** authorized a contractor to bring an action to recover from the hiring party, with whom he or she directly contracts, any increased costs, including labor costs, penalties, and legal fees, incurred as a result of any decision by the Department of Industrial Relations, the Labor and Workforce Development Agency, or a court that classifies the work on the project as a public work.

**AB 2396 (Bonta, Chapter 737, Statutes of 2014)** prohibited a vocational or professional licensing board within the Department of Consumer Affairs from denying a license based solely on a criminal conviction that has been dismissed pursuant to certain provisions of existing law.

**SB 315 (Lieu, Chapter 392, Statutes of 2014)\*** provided CSLB clear statutory authority, when participating in activities of the Joint Enforcement Strike Force, to access business locations where labor is present. This bill further established that unlicensed individuals can only advertise for construction work they can legally perform without a license (projects with a total cost under \$500); and stipulated that contractors with suspended licenses for failure to pay an outstanding civil judgment or outstanding tax liability, yet continue to contract, are considered unlicensed contractors for the purposes of potential CSLB disciplinary action.

- **All regulation changes approved by the Board since the last sunset review. Include the status of each regulatory change approved by the board.**

- Adopted Asbestos Abatement Contractor (California Code of Regulations section 832.22) and Asbestos Classification and Certification Limitations and Examination Requirement (CCR section 833); expected to be effective January 1, 2015.
- Approved Elimination of Outdated Regulatory Language (California Code of Regulations sections 811, 832.05, 832.06, 832.14, 832.35, and 854), effective October 1, 2013.
- Approved Blanket Performance and Payment Bond Regulations (California Code of Regulations Sections 858 – 858.9), effective December 22, 2011.

**4. Describe any major studies conducted by the Board (cf. Section 12, Attachment C).**

CSLB did not conduct any major studies.

**5. List the status of all national associations to which the board belongs.**

- **Does the board's membership include voting privileges?**
- **List committees, workshops, working groups, task forces, etc., on which board participates.**
- **How many meetings did board representative(s) attend? When and where?**
- **If the board is using a national exam, how is the board involved in its development, scoring, analysis, and administration?**

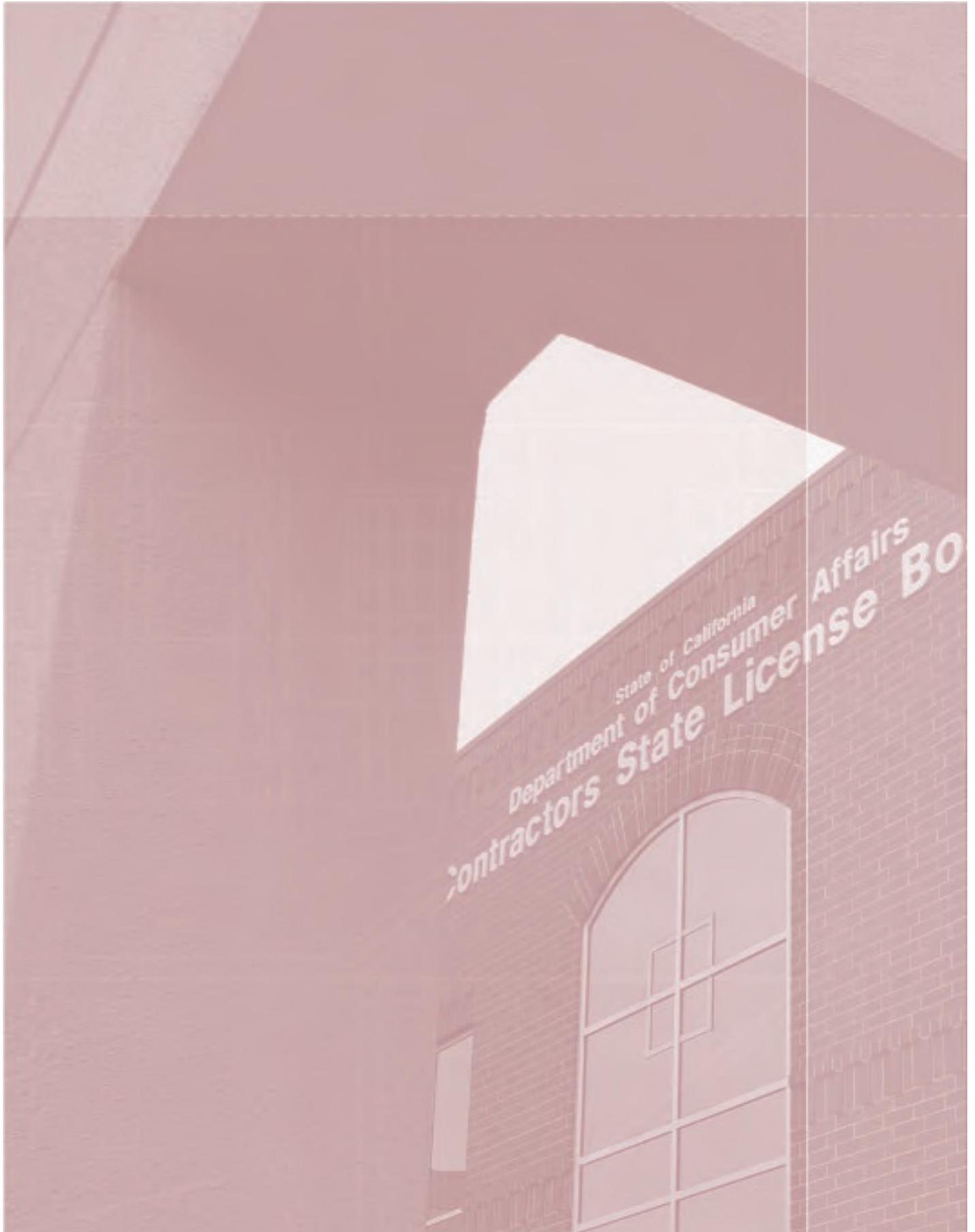
CSLB is a member of the National Association of State Contractors Licensing Agencies (NASLCA), which is dedicated to the mutual assistance of its members in striving for better construction industry regulation to protect the health, welfare, and safety of the general public.

The association's membership consists of state and local contractor licensing agencies, construction firms, construction trade associations, and others associated with the construction industry.

CSLB's Registrar currently serves on the Board of Directors and the NASLCA Resource Committee. Generally, the Registrar requests approval to attend the annual meeting. Unfortunately, CSLB rarely receives approval to attend these meetings, which hinders California's ability to effect national policy and reciprocity. The cost to attend is minimal and the loss of opportunity substantial.

Quarterly Board of Directors meetings and Resource Committee meetings are held via teleconference.

CSLB does not use a national exam.

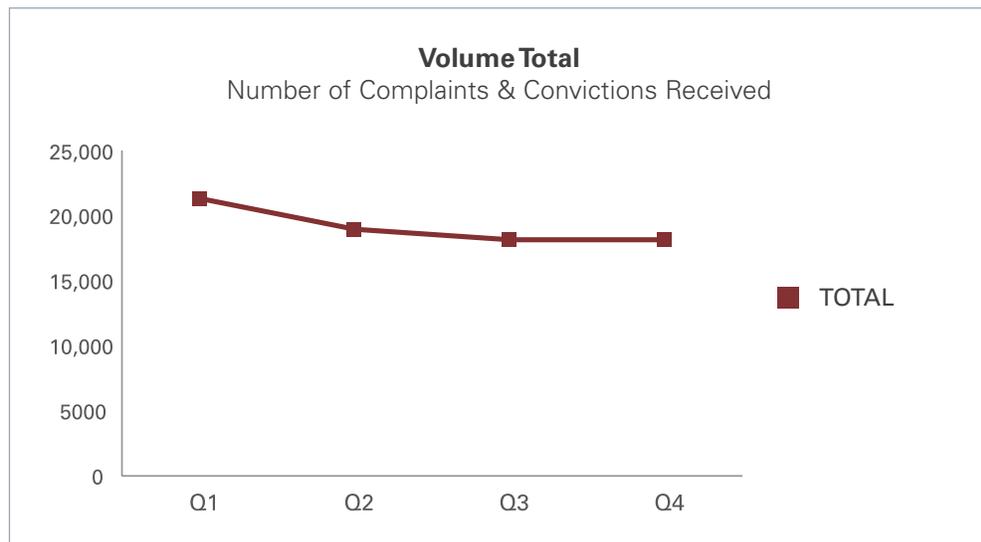
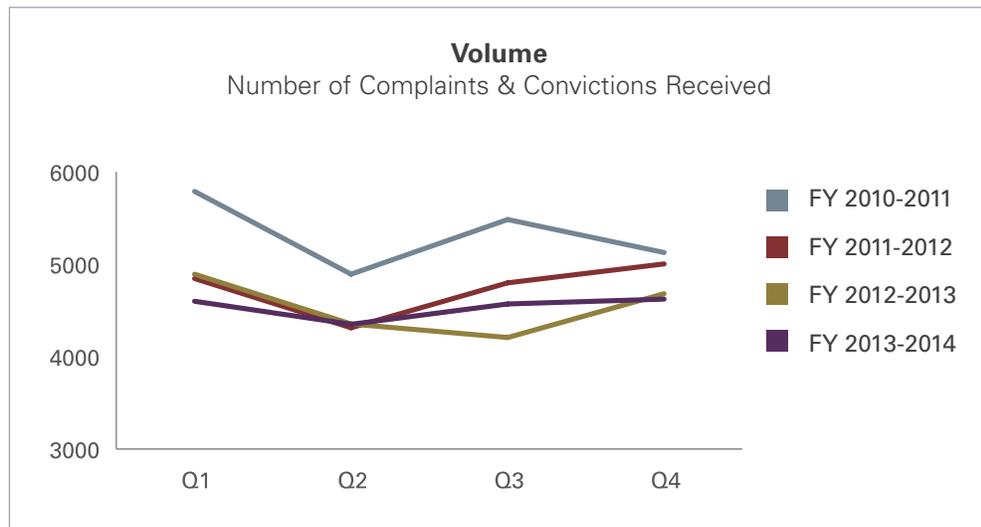


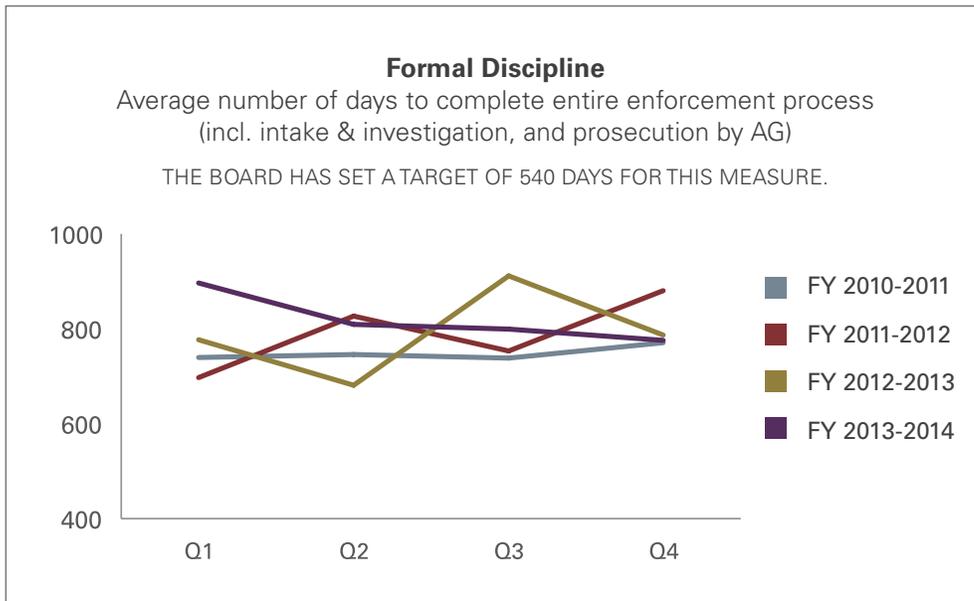
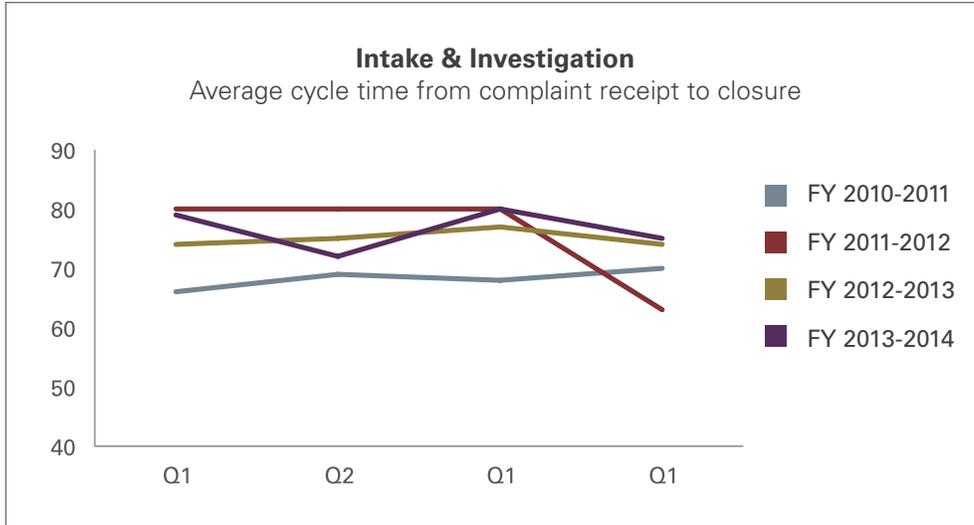


## SECTION 2: PERFORMANCE MEASURES AND CUSTOMER SATISFACTION SURVEYS

**6. Provide each quarterly and annual performance measure report for the board as published on the DCA website.**

Quarterly and annual reports are attached; four summary charts of Enforcement division data follow.



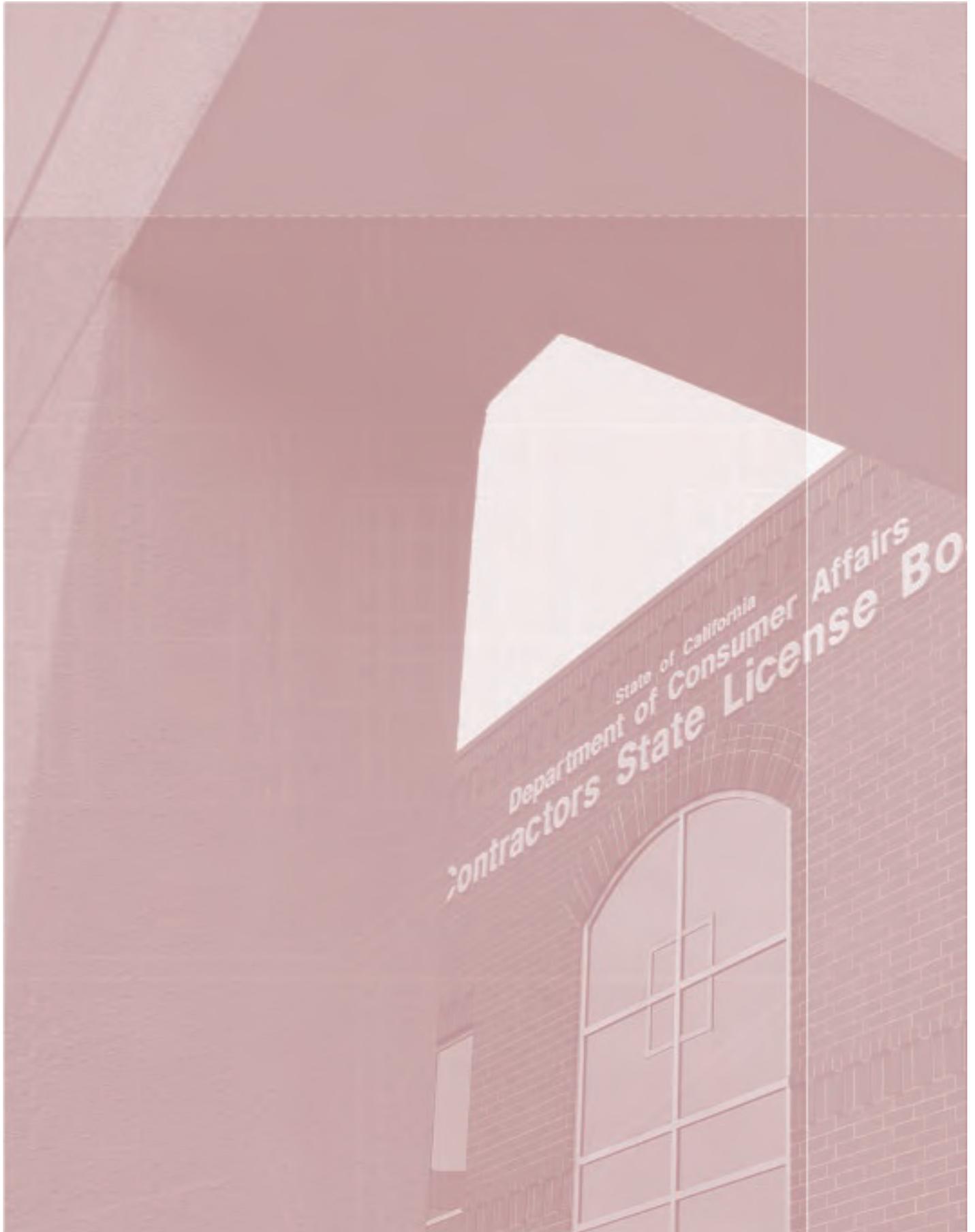


**7. Provide results for each question in the board’s customer satisfaction survey broken down by fiscal year. Discuss the results of the customer satisfaction surveys.**

CSLB collects and reports customer satisfaction data by calendar year. Eight of the nine questions in the 2013 survey were identical to those used since 1993. CSLB employed the same seven-point agreement scale. From 1993-2009, surveys were sent to 4,800 randomly selected complainants (400 per month). In 2010, CSLB changed the survey format and sampling method by emailing the survey to all consumers with closed complaints who had provided email addresses. In 2013, the total number of complainants who provided email addresses was 4,960, 102 fewer than in 2012. Throughout 2013 and early 2014, surveys were sent out in individual monthly batches.

A total of 1,089 complainants, 22 percent of those surveyed, responded to the questionnaire in 2013. This response rate is 5 percent higher than the response rate for the 2012 survey, and 3 percent lower than the response rate in 2011. Data from the first six months of 2014 is not entirely comparable with annual survey results, because of seasonal differences.

QUESTIONNAIRE STATEMENTS	Percent Agreement by Calendar Year					
	Jan-Jun 2014	2013	2012	2011	2010	2009
1. The CSLB contacted me promptly after I filed my complaint.	81%	77%	81%	80%	78%	75%
2. The procedures for investigating my complaint were clearly explained to me.	74%	72%	75%	73%	69%	69%
3. The CSLB kept me informed of my case’s progress during the investigation.	66%	62%	68%	65%	61%	60%
4. I was treated courteously by the CSLB’s representative(s).	84%	82%	84%	82%	79%	80%
5. My complaint was processed in a timely manner.	66%	60%	66%	67%	61%	58%
6. I understand the outcome of the investigation (whether or not I agree with the action taken).	68%	66%	68%	65%	62%	61%
7. The action taken in my case was appropriate.	59%	53%	56%	50%	46%	50%
8. I am satisfied with the service provided by the CSLB.	62%	57%	60%	57%	51%	53%





## SECTION 3: FISCAL AND STAFF

### FISCAL ISSUES

**8. Describe the board’s current reserve level, spending, and if a statutory reserve level exists.**

CSLB maintains an analysis of the Contractors’ License Fund, including reserves, revenue, transfers, and expenditures. CSLB is statutorily authorized to maintain about six months in reserve of its annual authorized expenditures. As of June 30, 2014, CSLB had a reserve of approximately \$26.2 million, which represents approximately five months of operating expenditures.

**9. Describe if/when a deficit is projected to occur and if/when fee increase or reduction is anticipated. Describe the fee changes (increases or decreases) anticipated by the board.**

CSLB’s long-term fund condition depends on the state of the construction industry and the economy, which can be affected by mortgage rates and other outside influences.

Since 2008, the global recession has been felt throughout California’s construction industry. As a result, CSLB has continued to experience a decrease in the volume of applications—the FY 2013-14 count of original examination applications was down by 35 percent from FY 2008-09, but has slowly increased (1 percent) since FY 2012-13.

**Table 2 – Fund Condition** (*Dollars in Thousands*)

FUND CONDITION	ACTUAL				PROJECTED	
	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
Adjusted Beginning Balance	21,330	15,250	27,322	28,953	26,257	20,288
Revenues and Transfers	48,437	54,180	55,587	54,992	55,984	55,211
<b>Total Revenue</b>	<b>\$69,767</b>	<b>\$69,430</b>	<b>\$82,909</b>	<b>\$83,945</b>	<b>\$82,241</b>	<b>\$75,499</b>
Budget Authority	57,261	58,593	58,830	61,628	62,256	62,879
Expenditures	54,908	53,490	53,956	57,688	61,953	62,522
Loans to General Fund						
Accrued Interest, Loans to General Fund		737				
Loans Repaid From General Fund		10,000				
<b>Fund Balance</b>	<b>\$14,859</b>	<b>\$26,677</b>	<b>\$28,953</b>	<b>\$26,257</b>	<b>\$20,288</b>	<b>\$12,976</b>
<b>Months in Reserve</b>	<b>3.3</b>	<b>5.9</b>	<b>6.0</b>	<b>5.1</b>	<b>3.9</b>	<b>2.5</b>

**10. Describe the history of general fund loans. When were the loans made? When have payments been made to the board? Has interest been paid? What is the remaining balance?**

In FY 2008-09, the Contractors License Fund issued a loan of \$10 million to the California General Fund. In FY 2011-12, the Fund received final repayment, along with \$737,000 in interest.

**11. Describe the amounts and percentages of expenditures by program component. Use Table 3 – Expenditures by Program Component to provide a breakdown of the expenditures by the board in each program area. Expenditures by each component (except for pro rata) should be broken out by personnel expenditures and other expenditures.**

CSLB cautions anyone reviewing expenditures by program component to recognize that the delineations are arbitrary and potentially misleading. All of CSLB’s expenditures could be considered “enforcement” related. Licensing and examinations are preventative enforcement, as is public affairs. Administration expenditures directly and indirectly support the Board’s enforcement component. Different professions require different prioritizations of resources. These figures are provided because they were requested.

The detailed breakdown of expenditures by program component is listed in Table 3.

**Table 3 – Expenditures by Program Component** (Dollars in Thousands)

EXPENDITURES	FY 2010-11		FY 2011-12		FY 2012-13		FY 2013-14	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Enforcement	16,853	12,543	17,165	12,261	17,021	12,652	18,673	11,968
Examination	1,938	1,501	1,952	1,417	1,757	1,095	1,880	1,718
Licensing	6,489	1,810	6,238	1,754	6,409	1,688	6,900	1,534
Administration *	3,294	5,587	3,337	4,595	3,484	4,933	3,599	5,443
DCA Pro Rata		5,106		5,227		4,990		6,153
Diversion (if applicable)								
<b>TOTALS</b>	<b>\$28,574</b>	<b>\$26,547</b>	<b>\$28,692</b>	<b>\$25,254</b>	<b>\$28,671</b>	<b>\$25,358</b>	<b>31,052</b>	<b>26,816</b>

\*Administration includes costs for executive staff, board, administrative support, and fiscal services.

**12. Describe license renewal cycles and history of fee changes in the last 10 years. Give the fee authority (Business and Professions Code and California Code of Regulations citation) for each fee charged by the board.**

CSLB receives no General Fund support, relying solely on fees set by statute and collected from contractors and applicants. Renewal fees constitute the main source of revenue, and are collected every two years from contractors with active licenses. Active contractor licenses expire two years from the last day of the month in which the license was issued. Inactive licenses are valid for four years.

In January 2003, the statutory limits for nearly all application, license, and renewal fees were increased. However, with the exception of the delinquency fee (which increased from a flat \$25 to 50 percent of the variable renewal fees), the fees charged by CSLB remained at 1994 levels until July 2011. At that time, projected fund shortages compelled the Board to increase all fees to the statutory limits (with the exception of the Duplicate License/Certificate Fee). There are no current plans to increase fees.

The Board’s current fee structure and revenue are detailed in the tables below, and are contained in Business and Professions Code (BPC) section 7137 and the California Code of Regulations, Title 16, Division 8, Section 811.

**FEE SCHEDULE AND REVENUE**

Fee Schedule	Current Fee Amount	Statutory Limit
Original Application Fee	<b>\$300</b>	\$300
Initial License Fee (Active & Inactive)	<b>\$180</b>	\$180
Additional Class	<b>\$75</b>	\$75
Replacing the Qualifier	<b>\$75</b>	\$75
Home Improvement Salesperson (HIS) Registration	<b>\$75</b>	\$75
HIS Renewal	<b>\$75</b>	\$75
Asbestos Certification Application	<b>\$75</b>	\$75
Hazardous Substance Removal Application	<b>\$75</b>	\$75
Reactivate Inactive License	<b>\$360</b>	\$360
Active Renewal (2-year cycle)	<b>\$360</b>	\$360
Inactive Renewal (4-year cycle)	<b>\$180</b>	\$180
Exam Rescheduling Fee	<b>\$60</b>	\$60
Delinquency Fee (Active contractor renewal)	<b>\$80</b>	50% of the renewal fee
Delinquency Fee (Inactive contractor renewal)	<b>\$90</b>	50% of the renewal fee
Delinquency Fee (HIS Renewal)	<b>\$37.50</b>	50% of the renewal fee
Duplicate License/Certificate	<b>\$11</b>	\$25

Application, license, and renewal fees constitute nearly all of the Board’s revenue. Table 4 details CSLB’s actual revenue for FY 2010-11 through FY 2013-14.

**Table 4 – Revenue** *(in thousands)*

REVENUE	FY 2010-11 Revenue	FY 2011-12 Revenue	FY 2012-13 Revenue	FY 2013-14 Revenue	% OF TOTAL REVENUE
Duplicate License/ Certification Fees	117	121	104	108	0.2%
App Exam/License Fees	9,837	10,333	9,966	10218	18.9%
Renewal Fees	35,207	40,072	41,304	39876	73.1%
Delinquency Fees	2,219	2,495	2,857	3102	5.0%
Fines & Penalties	798	930	1141	1491	2.0%
Other	167	135	130	134	0.3%
Interest	92	831	85	64	0.5%
<b>TOTALS</b>	<b>\$48,437</b>	<b>\$54,917</b>	<b>\$55,587</b>	<b>\$54,992</b>	

**13. Describe Budget Change Proposals (BCPs) submitted by the board in the past four fiscal years.**

In 2005, CSLB joined forces with other state and federal agencies to form the Economic and Employment Enforcement Coalition (EEEC), launched by Governor Arnold Schwarzenegger to combat the underground economy and illegal contractors. As a result, in FY 2010-11, CSLB requested that the previously approved 11 limited-term (Enforcement Representative I) positions be established permanently to continue these efforts.

Since 2005, CSLB has submitted a BCP for position authority to fulfill the legislative mandate that requires fingerprints for new applicants and existing licensees. Initially, CSLB received position authority to process criminal history record checks for new applicants only, but not for the subsequent arrest and convicted licensees workload. This BCP was enacted in the 2014-15 State Budget.

Table 5 details the BCPs CSLB has submitted during the past four fiscal years:

**Table 5 – Budget Change Proposals (BCPs)**

Budget Change Proposals (BCPs)								
BCP ID #	Fiscal Year	Description of Purpose of BCP	PERSONNEL SERVICES				OE&E	
			# Staff Requested (include classification*)	# Staff Approved (include classification*)	\$ Requested	\$ Approved	\$ Requested	\$ Approved
1110-09	2010/11	EEEEC Positions	11 (ERI)	11 (ERI)	918,000	918,000	0	0
1110-11	2010/11	OIS Licensing & Enforcement Support	2 (SPA)	.5 (SPA)	0	0	0	0
1110-10	2010/11	Sub Arrest Unit	8 (ERI & OT)	0	636,000	0	0	0
1110-06	2011/12	OIS Website Support	1 (SSSII)	0	0	0	0	0
1110-05	2011/12	Sub Arrest Unit	7 (ERI & OT)	0	519,000	0	38,000	0
1110-03	2012/13	Sub Arrest Unit	5 (ERI & OT)	0	363,000	0	27,000	0
N/A	2013/14	Sub Arrest Unit	5 (ERI & OT)	0	0	0	0	0
1110-15	2014/15	Sub Arrest Unit	4 (ERI & OT)	4 (ERI & OT)	0	0	0	0

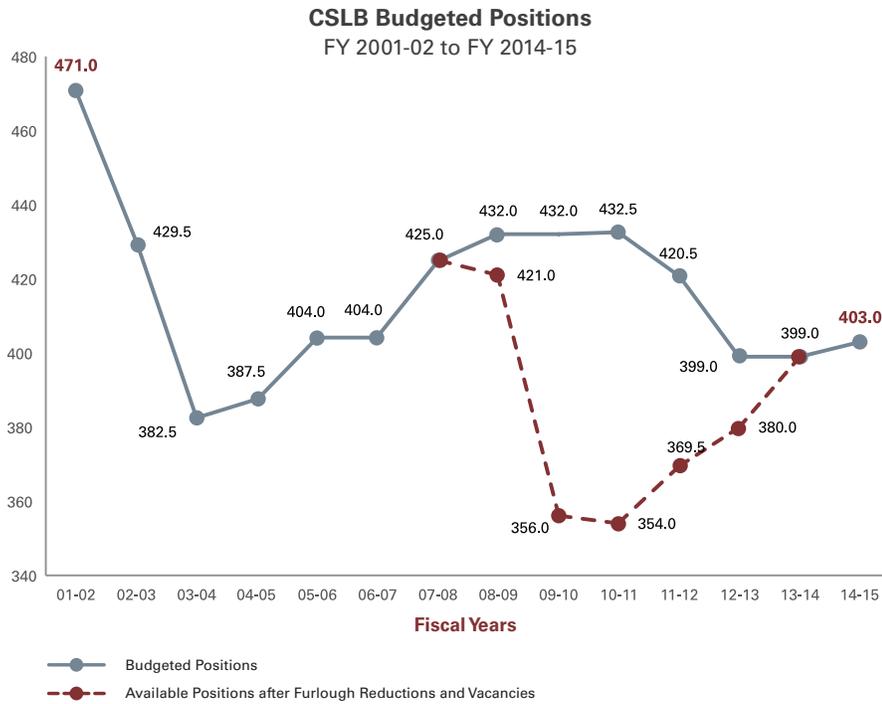
\* The acronyms above refer to the following classifications: Enforcement Representative I (ERI), Senior Programming Analyst (SPA), System Software Specialist II (SSSII), and Office Technician (OT)

## STAFFING ISSUES

### 14. Describe any board staffing issues/challenges, i.e., vacancy rates, efforts to reclassify positions, staff turnover, recruitment and retention efforts, succession planning.

CSLB is charged with protecting consumers from unscrupulous construction activity by licensing, regulating, and enforcing California’s contracting laws. CSLB is presently authorized to have 403 staff (PYs) throughout the state, dedicated to accomplishing its mandate.

In FY 2001-02, CSLB had 471 PYs. In the two subsequent years, CSLB lost 20 percent of its staff (88.5 PYs). During fiscal years 2008-09 through 2012-13, CSLB staff levels further declined due to furloughs and hiring freezes, reaching its nadir in FY 2010-11, with 354 available PYs.



From fiscal years 2001-02 to 2014-15, CSLB submitted 13 Budget Change Proposals (BCPs) and Spring Finance Letters (SFLs) to reestablish some of the 88.5 lost positions. Eventually, five CSLB BCPs were approved, which reestablished 30.5 of the 88.5 positions. During that same period, new mandates and programs were implemented: fingerprinting, Central Valley SWIFT, Subsequent Arrest Unit, and EEEEC, for which CSLB submitted 21 BCPs/SFLs and eventually received 22 PYs to help execute these programs. Even with the approved positions through BCPs, CSLB still has 68 fewer PYs than in FY 2001-02.

**CSLB VACANCIES**

At any given time during the fiscal year, there are about 40 vacancies that result from retirements, transfers, and promotions, which generate substantial personnel transactions. Vacancies can range from Office Assistants to CSLB-specific classifications, such as Enforcement Representatives.

Historically, CSLB has maintained a 10 percent staff vacancy rate, which is in line with a 2008 analysis conducted by the Legislative Analyst’s Office that concluded, “It is reasonable to assume that most departments should be able to maintain all but 5 to 10 percent of their authorized positions filled at any given time.”

## CSLB'S HIRING PROCESS

The standard state hiring process for CSLB civil servant positions can be complicated and lengthy, with additional time needed for "hard-to-fill" positions. Staffing and workload issues also can extend these timelines:

- Hiring supervisor notifies CSLB Personnel of upcoming vacancy
- CSLB Personnel staff completes a Request for Personnel Action (RPA) form *(This can take up to 10 business days, depending on whether the recruitment involves a new position allocation, job classification change, or if questions arise between Personnel and the hiring supervisor.)*
- RPA package is forwarded to DCA Position Control, Budget, and Classification & Pay units (in that order) *(The routing process can take up to 10 business days.)*
- Vacant Positions Database (VPOS) job announcement is posted for 10 business days
- DCA has five business days to code Certification List for hiring supervisor after posting closes
- Hiring supervisor reviews applications and selects candidates to interview *(This process can take from three weeks to three months, depending on a variety of situations, including hard-to-recruit positions or if the job announcement is reposted due to a lack of qualified candidates.)*
- Hiring supervisor completes reference check, approximately one to two business days
- Hiring supervisor forwards selected candidate's application to CSLB Personnel; CSLB Personnel submits to DCA's Office of Human Resources (OHR)
- Within two to five business days, OHR issues confirmation for appointment
- CSLB Personnel notifies hiring supervisor
- Additional pre-employment requirements are addressed, such as a criminal background check and/or medical exam *(Results for a criminal background check for non-sworn positions take five business days; sworn positions take 6-9 months; a medical exam takes two weeks.)*
- After all clearances are received, official job offer can be made *(If the appointment involves a lateral transfer, the "losing" department may hold the employee for 30 days.)*

Needless to say, the required hiring steps are time-consuming and become counter-productive. Below are examples of how a position can remain vacant for an extended period of time:

- (1) A position becomes vacant, recruitment ensues, interviews are conducted, a candidate is selected, criminal background is checked, and an offer is made; in the meantime, the candidate has taken a job with another state agency; or
- (2) A negative reference is received before the offer is made.

In both cases, three to four months into the hiring effort, staff is forced to repeat the entire process. (As indicated above, sworn peace officer positions create their own challenge because of the six- to nine-month background and hiring clearances.)

### **“HARD-TO-FILL” POSITIONS**

About half of CSLB’s 40 vacancies are deemed “hard-to-fill.” Almost all are in the Enforcement division and consist of Enforcement Representatives (ER), Peace Officers, and Enforcement Supervisors. Specific classification requirements, extensive criminal background checks for Peace Officers, a lack of viable candidates for remote locations, and a higher cost-of-living index in some geographical locations makes these positions difficult to fill. CSLB is unable to offer a pay differential and must compete against local government agencies that pay considerably more for similar work.

Positions outside of Sacramento can be very difficult to fill. It is hard to find eligible candidates in remote parts of the state where CSLB has one-person offices (i.e., Monterey, Redding, and San Luis Obispo). In most cases, no current hiring lists exist for these regions.

Specific examples of hard-to-fill positions at CSLB:

1. While a CSLB ER investigating workmanship complaints in the Bay Area has a maximum salary of approximately \$60,000 per year, a building inspector in the same area can make \$100,000 per year.
2. When a Peace Officer candidate submits to a background and health examination, the process takes many months. During this time, the candidate can find employment elsewhere, often at a higher salary.
3. An Enforcement Supervisor position in Fresno was vacant for nearly two years because of difficulties establishing a candidate list and finding viable candidates who lived in the region.

4. Positions in CSLB's Information Technology (IT) division are especially difficult to fill. Given competition from private sector companies, some IT positions can take years to fill.
5. Licensing Information Center (call center) positions are considered entry-level and turn over quickly as staff are promoted or move to other agencies.

### **CAN POSITIONS BE REDIRECTED?**

CSLB is often asked if it can redirect vacant positions to staff new programs or handle increased workloads.

CSLB positions are vacated and filled on a daily basis. However, hiring constraints and/or conditions of employment cause these positions to remain vacant for long durations. Though this may suggest that the positions are not essential and can be redirected or eliminated, nothing could be further from the truth. It simply takes longer to find viable candidates for these hard-to-fill positions. Vacancies are budgeted to address the board's essential workload, such as battling the underground economy in the construction industry. Since these vacancies occur daily, most have hiring documents initiated and/or are pending background investigations.

CSLB needs dozens of PYs to return to its previous staffing level and to meet all of its current and future obligations; the board has no vacant positions to redirect to help process workload and meet its current or future operational needs (new citations workloads, public works investigations, etc.).

### **15. Describe the board's staff development efforts and how much is spent annually on staff development (cf., Section 12, Attachment D).**

CSLB employees can receive training, free of cost, through the Department of Consumer Affairs (DCA) SOLID training office. During FY 2012-13, over 330 CSLB employees attended SOLID classroom training sessions. Among the classes SOLID offers are basic to advanced computer courses, the Analyst Certification Training program, contract writing, Interviewing Techniques for Investigators & Inspectors, and Labor Relations for Managers and Supervisors.

To further meet the training needs of employees, CSLB, with the approval of DCA, contracts with outside vendors such as CalHR, the State Personnel Board, CPS HR Consulting, and community colleges to provide training services not offered by SOLID. During FY 2012-13, CSLB spent roughly \$62,000 for employees to attend nearly 60 different types of job-related training sessions conducted by outside vendors throughout the state of California. Some of the training types provided by vendors include, Supervisor Training, Basic Crime Prevention, Cal Green Training,

and Investigative Techniques. For FY 2013-14, through January 2014, CSLB paid approximately \$22,500 for outside vendor training.

As part of CSLB’s innovative and continuous efforts to improve its enforcement program, the Board developed a new Enforcement division training program to keep staff up-to-date in investigative methods, which will help to assure that CSLB provides district attorneys with solid cases and aid in the fullest possible prosecution of those who violate state contracting laws. Based on identified needs and staff input, the training team developed three training modules: Basic Investigative Techniques, Interview Techniques, and Report Writing and Court Testimony.

As part of CSLB’s Strategic Plan, the Enforcement division regularly develops training curriculum for staff that includes basic enforcement procedures, a mentoring program, and specialized training.

In May 2014, CSLB held its first Investigation Academy in Norwalk. Developed in conjunction with the Attorney General’s Office, this five-day Academy provided staff with instruction on investigative techniques, interview techniques, report writing, Business & Professions Code training, and time management skills.

Training and Staff Development	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14*
Training and Staff Development	\$14,657	\$26,182	\$54,315	\$21,845

\*Charges only thru Jan. 2014



## SECTION 4: LICENSING PROGRAM

**16. What are the board’s performance targets/expectations for its licensing<sup>2</sup> program? Is the board meeting those expectations? If not, what is the board doing to improve performance?**

Pursuant to California Code of Regulations section 827, CSLB shall inform an applicant within 60 days of receipt whether the application is complete or deficient and in need of additional documentation or correction. The board currently meets these expectations for all of its various applications.

**17. Describe any increase or decrease in the board’s average time to process applications, administer exams and/or issue licenses. Have pending applications grown at a rate that exceeds completed applications? If so, what has been done by the board to address them? What are the performance barriers and what improvement plans are in place? What has the board done and what is the board going to do to address any performance issues, i.e., process efficiencies, regulations, BCP, legislation?**

From late 2006 to early 2007, application submissions to CSLB dropped as a result of the economic downturn in the construction industry. These declines now seem to be leveling off.

Although staff reductions from furloughs and the Governor’s hiring freeze order would normally increase processing times for applicants and licensees, the slowdown in construction enabled Licensing division staff to remain relatively current. CSLB has used the work slowdown to cross-train staff on other processing functions within the division so that resources can be redirected quickly, as needed, to address workload demands, e.g., rotating application staff to assist in the call center during peak demand hours.

As shown in Table 7b, the average processing times for original application approvals was nearly identical for FY 2011-12 and 2012-13 (119 and 117 days, respectively). Increased workloads have somewhat extended processing time for FY 2013-14 to 132 days. Additionally, greater workloads and some staff outages extended average processing time for HIS applications between FY 2011-12 and FY 2013-14 (57 days, to 74 days, to 84 days, respectively).

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<sup>2</sup> The term “license” in this document includes a license certificate or registration.

As the construction industry begins to recover, and with seasonal fluctuation of applications, processing timelines likely will increase. However, the Licensing division may not have the flexibility to redirect staff resources, as each unit’s workload will grow with a rebound in the industry.

**18. How many licenses or registrations does the board issue each year? How many renewals does the board issue each year?**

**Licenses / Registrations Issued Annually**

Contractor License + HIS Registrations issued 2010-11: 14,906 + 3,529 = 18,435  
 Contractor License + HIS Registrations issued 2011-12: 12,714 + 3,732 = 16,446  
 Contractor License + HIS Registrations issued 2012-13: 11,237 + 3,969 = 15,206  
 Contractor License + HIS Registrations issued 2013-14: 7,546 + 4,058 = 11,604

**Renewals Issued Annually**

Contractor License + HIS Registrations renewed 2010-11: 122,769 + 1,466 = 124,235  
 Contractor License + HIS Registrations renewed 2011-12: 121,101 + 1,507 = 122,608  
 Contractor License + HIS Registrations renewed 2012-13: 121,765 + 1,673 = 123,438  
 Contractor License + HIS Registrations renewed 2013-14: 116,971+ 1,177 = 118,148

**Table 6 – Licensee Population**

LICENSEE POPULATION		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
<b>Contractor License</b>	Active	237,024	230,438	225,217	223,266
	Out-of-State (Active)	7,135	7,020	6,896	6,914
	Out-of-Country (Active)	26	23	21	24
	Delinquent	50,558	65,190	78,658	84,171
<b>Home Improvement Salesperson Certification</b>	Active	8,089	8,661	9,224	9,803
	Out-of-State (Active)	148	130	194	446
	Out-of-Country (Active)	0	0	0	0
	Delinquent	884	2,595	4,275	5,341
Total Inactives:		2010-11 – 67,488	2011-12 – 65,190	2012-13 – 66,064	2013-14 – 63,706

**Table 7a – Licensing Data by Type**

LICENSING DATA BY TYPE											
Application Type	Rec'd	Appr'd (Posted)	Closed (Voided)	Issued or Renewed	PENDING APPLICATIONS			CYCLE TIMES			
					Total Pending (Close of FY)	Outside Board control*	Within Board control*	Complete Apps	Incomplete Apps	Combined, IF unable to separate out	
FY 2011-2012	Original Apps Exams	10,495	9,800	3,597	6,668	230					159 dy.
	Waivers	<u>+ 7,235</u>	<u>+ 6,843</u>	<u>+ 1,181</u>	<u>+ 6,046</u>	<u>+ 8</u>	n/a	n/a	n/a	n/a	<u>69 dy.</u>
	Total	17,730	16,643	4,778	12,714	238					119 dy. Avg.
FY 2012-2013	Original Apps Exams	10,104	8,532	3,021	5,482	1,601					156 dy.
	Waivers	<u>+ 7,010</u>	<u>+ 6,585</u>	<u>+ 1,177</u>	<u>+ 5,755</u>	<u>+ 78</u>	n/a	n/a	n/a	n/a	<u>74 dy.</u>
	Total	17,114	15,117	4,198	11,237	1,679					117 dy. Avg.
FY 2013-2014	Original Applications	10,224	6,641	1,638	2,616	5,970					181 dy.
	Exams	<u>+ 7,765</u>	<u>+ 6,668</u>	<u>+ 683</u>	<u>+ 4,930</u>	<u>+ 2,152</u>	n/a	n/a	n/a	n/a	<u>82 dy.</u>
	Waivers	17,989	13,309	2,321	7,546	8,122					132 dy. Avg.
FY 2013-2014	Home Improvement Salesperson (HIS) Registration Application Total	7,346	6,479	3,274	3,969	103	n/a	n/a	n/a	n/a	64 dy. Avg.
	Contractor License & HIS Registration Renewal Total	124,370 <u>+ 1,855</u> 125,225	n/a	n/a	122,174 <u>+ 1,682</u> 123,856	n/a	n/a	n/a	n/a	n/a	12 dy. <u>3 dy.</u> 9 dy. Avg.
	Contractor License & HIS Registration Renewal Total	120,130 <u>+ 2,084</u> 122,214	n/a	n/a	116,971 <u>+ 1,777</u> 118,748	n/a	n/a	n/a	n/a	n/a	11 dy. <u>4 dy.</u> 7 dy. Avg.

**Table 7b – Total Licensing Data**

TOTAL LICENSING DATA	FY 2011-12	FY 2012-13	FY 2013-14
<b>Initial Licensing Data:</b>			
Original Applications Received	17,730	17,114	17,989
Home Improvement Salesperson Applications Received	6,906	7,346	9,522
<b>Total</b>	<b>24,636</b>	<b>24,460</b>	<b>27,511</b>
<b>Initial License/Initial Exam Pending Application Data:</b>			
Pending Original Applications (total at close of FY)	44	704	8,122
Pending Home Improvement Salesperson Applications Received	3	29	4,058
<b>Total</b>	<b>47</b>	<b>733</b>	<b>12,180</b>
Pending Original Applications (outside of board control)*	n/a	n/a	n/a
Pending Home Improvement Salesperson Applications (outside of board control)*	n/a	n/a	n/a
Pending Original Applications (within the board control)*	n/a	n/a	n/a
Pending Home Improvement Salesperson applications	n/a	n/a	n/a
<b>Initial License/Initial Exam Cycle Time Data (WEIGHTED AVERAGE):</b>			
Average Days to Original Application Approval (All – Complete/Incomplete)	119	117	131
Average Days to Home Improvement Salesperson Application Approval (All – Complete/Incomplete)	22	64	77
<b>Total (Averaged) Days</b>	<b>71</b>	<b>91</b>	<b>101</b>
Average Days to Original Application Approval (incomplete applications)*	n/a	n/a	n/a
Average Days to Home Improvement Salesperson Application Approval (incomplete applications)*	n/a	n/a	n/a
Average Days to Original Application Approval (complete applications)*	n/a	n/a	n/a
Average Days to Home Improvement Salesperson Application Approval (complete applications)*	n/a	n/a	n/a
<b>License Renewal Data:</b>			
Contractor License Renewed	121,101	121,765	119,971
Home Improvement Salesperson Registration Renewed	1,507	1,673	1,777
<b>TOTAL</b>	<b>122,608</b>	<b>123,438</b>	<b>118,748</b>

\* Optional. List if tracked by the board.

**19. How does the board verify information provided by the applicant?**

Licensing division staff evaluates Certification of Work Experience forms submitted with applications for licensure to document the required four years of journey-level work experience. Applicants may submit additional documentation when necessary to support their claimed work experience, such as paycheck stubs, tax documents, building permits, construction inspection reports, etc. Also, as required by law, in addition to a review and verification of all applications for licensure, CSLB performs a comprehensive field investigation for a minimum of 3 percent of applications to help ensure documentation accuracy.

**a. What process does the board use to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant?**

All applications for licensure include questions regarding the applicant's prior criminal history and disciplinary actions. Applicant fingerprints are submitted to the California Department of Justice (DOJ) where they are compared to DOJ and Federal Bureau of Investigation (FBI) records to ascertain whether a criminal history exists.

CSLB Criminal Background Unit (CBU) staff review all criminal convictions to determine if the crime is substantially related to the duties, qualifications, or functions of a contractor, and to assess if the applicant has demonstrated sufficient rehabilitation. CBU begins processing conviction information the same day it is received by conducting a triage and clearance of those applicants with no convictions and those with minor, clearable convictions, provided the applicant was honest on the application. Applicants who were dishonest on the application but who have minor, clearable convictions and who, had they been honest, would have been cleared can withdraw the false application and submit new fees and a new application on which they accurately disclose their convictions. These withdrawal offers also are processed as part of the triage. For the last few years, the timelines for pulling the conviction records for review were held at less than 30 days and usually processed in as little as one to two weeks.

For fiscal year 2013-14, CSLB received 8,418 subsequent arrest and/or conviction notices, of which 1,282 were licensee felony arrest notices; of these, 416 complaints were opened and 249 were referred for further action, most of which resulted in legal action to suspend or revoke the license.

**b. Does the board fingerprint all applicants?**

Beginning January 1, 2005, all individuals listed as personnel of record on an original application, an application to add a classification to an existing license, an application to replace the qualifier, an application to report new officers, and an application for registration as a home improvement salesperson are required to submit fingerprints to CSLB.

**c. Have all current licensees been fingerprinted? If not, explain.**

To date, all licensee fingerprinting conducted by CSLB has been prospective—focusing on new applicants or those who are added as personnel of record to an existing license. Current law does not require those who received licenses

prior to the fingerprint requirement to submit fingerprint images to CSLB for criminal history background checks.

In 2009, Senator Negrete McLeod carried SB 389 to require various licensing programs under DCA to collect fingerprints from all licensees in order to conduct criminal history background checks, as well as notices of any future convictions. The bill would have required a number of boards, including CSLB, to obtain fingerprints from those licensees not previously fingerprinted. SB 389 met serious opposition from a number of contractor associations, and ultimately failed to pass out of the Assembly Public Safety Committee.

At that time, based upon its experience fingerprinting new licensees and changes in personnel listed on the license, CSLB estimated that if all existing licensees were fingerprinted, approximately 17 percent likely would have some type of criminal record in DOJ and FBI files. (This estimate is based on the 17.7 percent of individuals found to have some type of criminal conviction from the approximately 160,000 licensees who have, to date, submitted fingerprints.) It is probable that a number of the convictions would not be substantially related to the practice of contracting, and others would be so old that they would not be relevant for current licensing purposes. However, some of the criminal records could involve convictions relevant to the activities for which the contractor holds the license.

CSLB estimates that it would cost approximately \$4 million over six years to implement this expanded fingerprinting requirement. Not included in this estimate are the increased programming costs or the possible substantial additional workload for the Subsequent Arrest Unit.

CSLB emphasizes that this fingerprinting requirement differs for CSLB and the construction industry as compared to other professions and boards. CSLB licenses businesses as well as individuals, so an arrest or conviction of a qualifier on a license could affect an entire company, which, potentially, could jeopardize pending construction jobs, such as a large-scale public works project, along with the jobs of many construction employees. In addition, the employees of licensees are often the individuals with the most direct contact with consumers; however, these individuals do not appear on the license record and would not be subject to fingerprinting.

Further, the nature of the construction industry means that the existing licensee population is being fingerprinted at a fairly accelerated rate. Also, CSLB regularly hears about contractors who are arrested and/or convicted through enforcement partners in local government, as well as other licensees and consumers.

CSLB opposes a requirement for retroactive licensee fingerprinting, particularly given the difficulty meeting existing requirements and responsibilities in the current budget environment; such a requirement might significantly harm the construction industry. The Board cautions against placing this additional burden on the industry when the economy is still in recovery mode.

**d. Is there a national databank relating to disciplinary actions? Does the board check the national databank prior to issuing a license? Renewing a license?**

The National Association of State Contractors Licensing Agencies (NASCLA) maintains a database relating to disciplinary actions against contractors. CSLB's application units reference the database prior to issuing an original license.

**e. Does the board require primary source documentation?**

CSLB requires primary source documentation when denying licensure based on a criminal conviction: relevant certified court records.

**20. Describe the board's legal requirement and process for out-of-state and out-of-country applicants to obtain licensure.**

CSLB's process for out-of-state and out-of-country applicants is the same as for in-state applicants.

**21. Describe the board's process, if any, for considering military education, training, and experience for purposes of licensing or credentialing requirements, including college credit equivalency.**

**a. Does the board identify or track applicants who are veterans? If not, when does the board expect to be compliant with BPC § 114.5?**

CSLB identifies and tracks the number of applications submitted by veterans.

The CSLB website has a dedicated link to help military veterans find information about the documentation requirements necessary to use their military experience and/or training to meet licensure qualifications. CSLB grants credit for applicable work experience obtained in the military by applicants upon submission of an acceptable Certification of Work Experience and appropriate supporting documentation, including the DD-214 discharge paperwork. Processing for all applications submitted by veterans is automatically expedited. CSLB also has established a direct email contact for veterans ([veteransinfo@cslb.ca.gov](mailto:veteransinfo@cslb.ca.gov)) who need one-on-one assistance with the application process.

CSLB grants up to three of the required four years of journey-level experience for completion of educational and degree programs upon submission of certified official transcripts.

**b. How many applicants offered military education, training or experience towards meeting licensing or credentialing requirements, and how many applicants had such education, training or experience accepted by the board?**

Since January 1, 2013, CSLB has received approximately 237 inquiries via the veteran page email address on CSLB’s website. Thirty-six applications have been approved and licenses issued. One renewal fee has been waived.

**c. What regulatory changes has the board made to bring it into conformance with BPC § 35?**

CSLB offers a Veterans Application Assistance Program for troops who are transitioning from military service to civilian employment. In many cases, veterans possess transferable skills to help meet the minimum experience and training requirements for state contractor licensure. This program offers priority service to veteran applicants, using specially trained technicians who evaluate transferable military experience and training as well as education.

**d. How many licensees has the board waived fees or requirements for pursuant to BPC § 114.3 and what has the impact been on board revenues?**

One renewal fee has been waived.

**e. How many applications has the board expedited pursuant to BPC § 115.5?**

CSLB has expedited 38 applications under BPC § 115.5.

**22. Does the board send No Longer Interested notifications to DOJ on a regular and ongoing basis? Is this done electronically? Is there a backlog? If so, describe the extent and efforts to address the backlog.**

CSLB recently began to send No Longer Interested notifications to DOJ via weekly electronic transmittals. There is no backlog at this time.

## EXAMINATIONS

Table 8 presents data by fiscal year for each examination CSLB administers for first time candidates (1<sup>st</sup>), repeat candidates (repeat), and the combined candidates (total). Each examination is based on an in-house occupational analysis. The table also includes information about the year of the last occupational analysis (Latest OA) and the year of the target occupational analysis (Next OA). The # rows contain the number of candidates who took the examination; the % rows contain the percentage of candidates who passed. The data presented is by application fee number, not necessarily by individual. A candidate may have more than one application fee number, either by adding classifications or by not passing the exam within the 18 months that an application is active. A single candidate's data also may span multiple fiscal years.

**Table 8 – Examination Data**

EXAMINATIONS															
License Type & Exam Title		FY 2010-2011			FY 2011-2012			FY 2012-2013			FY 2013-2014			Latest OA	Next OA
		1st	repeat	total											
"A" General Engineering	#	669	491	1,160	544	443	987	431	316	747	344	181	525	2014	2019
	%	69	27	51	63	26	46	68	30	52	75	34	61		
"B" General Building	#	5,279	4,593	9,872	4,182	4,381	8,563	3,482	3,914	7,396	2,376	2,413	4,789	2013	2018
	%	60	21	42	59	22	40	59	20	38	64	21	42		
C-2 Insulation & Acoustical	#	72	49	121	56	29	85	52	66	118	57	52	109	2011	2016
	%	61	37	51	59	31	49	44	20	31	63	21	43		
C-4 Boiler, Hot Water	#	33	17	50	27	15	42	19	8	27	23	9	32	2011	2016
	%	85	29	66	74	20	55	84	38	70	74	33	63		
C-5 Framing & Rough Carpentry	#	52	52	104	19	15	34	35	31	66	48	35	83	2013	2018
	%	62	27	44	63	20	44	37	32	35	48	20	36		
C-6 Cabinet, Millwork, and Finish Carpentry	#	243	167	410	178	177	355	189	143	332	207	141	348	2014	2019
	%	69	25	51	67	23	45	67	23	48	69	24	51		
C-7 Low Voltage	#	312	136	448	244	81	325	286	136	422	243	94	337	2011	2016
	%	79	34	66	80	38	70	70	35	59	79	43	69		
C-8 Concrete	#	277	189	466	216	175	390	197	190	387	205	163	368	2010	2015
	%	73	19	51	63	15	41	62	13	38	66	20	46		
C-9 Drywall	#	190	345	535	136	280	416	130	141	271	138	133	271	2010	2015
	%	36	19	25	49	19	29	58	23	39	56	25	41		
C-10 Electrical	#	1,378	1,054	2,432	1,028	853	1,881	791	653	1,444	731	440	1,171	2013	2018
	%	71	24	51	71	22	49	70	23	49	76	27	58		
C-11 Elevator	#	28	18	46	17	17	34	11	5	16	15	9	24	2014	2019
	%	54	50	52	41	47	44	73	60	69	47	44	46		
C-12 Earthwork & Paving	#	85	130	215	79	143	222	68	45	113	77	71	148	2011	2016
	%	40	20	28	54	20	32	65	18	46	61	14	39		

**Table 8 – Examination Data**

EXAMINATIONS															
License Type & Exam Title		FY 2010-2011			FY 2011-2012			FY 2012-2013			FY 2013-2014			Latest OA	Next OA
		1st	repeat	total											
C-13 Fencing	#	89	79	168	86	58	144	65	43	108	59	40	99	2013	2018
	%	58	23	42	70	22	51	72	28	55	85	15	57		
C-15 Flooring	#	361	357	718	281	277	558	251	163	414	288	203	491	2014	2019
	%	59	19	39	72	22	47	65	19	47	73	22	52		
C-16 Fire Protection	#	161	175	336	101	142	243	72	48	120	56	30	86	2011	2016
	%	50	31	40	50	29	38	57	33	48	57	23	45		
C-17 Glazing	#	163	120	283	121	101	222	137	88	225	139	71	210	2010	2015
	%	65	26	48	66	28	49	75	17	52	68	24	53		
C-20 Warm-Air Heating, Ventilating, and Air Conditioning	#	660	593	1,253	514	396	910	453	295	748	346	144	490	2014	2019
	%	66	28	48	69	28	52	71	33	56	81	26	64		
C-21 Building Moving & Demolition	#	82	59	141	81	38	119	60	52	112	53	34	87	2012	2017
	%	68	34	54	73	26	58	62	27	46	64	38	54		
C-23 Ornamental Metals	#	62	106	168	46	58	104	46	40	86	47	42	89	2014	2019
	%	44	17	27	63	19	38	59	13	37	60	33	47		
C-27 Landscaping	#	682	870	1,552	516	749	1,265	538	522	1,060	490	452	942	2010	2015
	%	52	18	33	57	19	34	63	17	40	69	14	42		
C-28 Lock & Security Equipment	#	33	30	63	30	20	50	30	22	52	22	18	40	2013	2018
	%	52	23	38	63	60	62	47	27	38	64	44	55		
C-29 Masonry	#	122	121	243	92	117	209	70	100	170	79	107	186	2010	2015
	%	43	23	33	53	14	31	40	21	29	43	22	31		
C-31 Traffic Control	#	22	29	51	22	18	40	22	10	32	30	11	41	2010	2015
	%	23	41	33	32	44	38	50	60	53	63	36	56		
C-32 Parking & Highway	#	34	63	97	15	18	33	26	23	49	21	23	44	2010	2015
	%	38	25	30	60	28	42	58	43	51	43	22	32		
C-33 Painting & Decorating	#	787	591	1,378	640	515	1,155	617	414	1,030	591	399	990	2010	2015
	%	66	21	47	69	24	49	67	22	49	73	26	54		
C-34 Pipeline	#	19	38	57	12	5	17	15	8	23	22	3	25	2012	2017
	%	53	26	35	75	40	65	60	38	52	64	33	60		
C-35 Plastering	#	83	84	167	75	71	146	63	44	107	64	53	117	2013	2018
	%	53	24	38	73	11	43	67	16	46	70	21	48		
C-36 Plumbing	#	832	631	1,462	664	542	1,206	554	446	1,000	426	327	753	2014	2019
	%	71	22	50	69	23	48	68	26	49	74	24	52		
C-38 Refrigeration	#	87	65	152	83	55	138	54	59	113	53	22	75	2013	2018
	%	63	23	46	75	22	54	70	29	49	85	14	64		

**Table 8 – Examination Data**

EXAMINATIONS															
License Type & Exam Title		FY 2010-2011			FY 2011-2012			FY 2012-2013			FY 2013-2014			Latest OA	Next OA
		1st	repeat	total											
<b>C-39</b> Roofing	#	248	179	427	223	196	419	195	143	338	172	142	314	2010	2015
	%	65	21	46	70	21	47	69	19	48	72	18	48		
<b>C-42</b> Sanitation	#	41	47	88	19	26	45	24	35	59	28	46	74	2012	2017
	%	59	28	42	47	23	33	25	14	19	39	24	30		
<b>C-43</b> Sheet Metal	#	55	39	94	41	25	66	46	24	70	45	25	70	2014	2019
	%	67	21	48	71	40	59	74	38	61	69	32	56		
<b>C-45</b> Signs	#	46	54	100	43	60	103	36	37	73	38	45	83	2012	2017
	%	59	24	40	65	18	38	39	22	30	55	27	40		
<b>C-46</b> Solar	#	187	194	381	120	112	232	87	62	149	102	42	144	2012	2017
	%	56	21	38	62	20	41	69	21	49	75	33	63		
<b>C-47</b> General Manufactured Housing	#	12	37	49	15	33	48	11	28	39	8	12	20	2012	2017
	%	25	11	14	20	15	17	27	25	26	25	25	25		
<b>C-50</b> Reinforcing Steel	#	18	29	47	17	10	27	12	6	18	19	14	33	2012	2017
	%	61	3	26	59	30	48	67	33	56	63	29	48		
<b>C-51</b> Structural Steel	#	88	57	145	50	44	94	47	40	87	64	42	106	2014	2019
	%	70	19	50	64	30	48	74	25	52	73	24	54		
<b>C-53</b> Swimming Pool	#	123	173	296	96	94	190	94	62	156	88	51	139	2011	2016
	%	52	17	31	73	24	49	76	27	56	67	24	51		
<b>C-54</b> Tile	#	357	257	614	255	202	457	242	189	431	264	145	409	2011	2016
	%	67	25	49	67	22	47	69	26	50	74	26	57		
<b>C-55</b> Water Conditioning	#	16	14	30	15	18	33	13	11	24	15	9	24	2012	2017
	%	50	36	43	67	11	36	62	9	38	60	33	50		
<b>C-57</b> Well Drilling	#	40	6	46	26	10	36	22	5	27	19	7	26	2012	2017
	%	93	17	83	81	20	64	91	0	74	68	57	65		
<b>C-60</b> Welding	#	49	55	104	49	44	93	43	31	74	62	43	105	2013	2018
	%	55	13	33	57	34	46	65	26	49	71	26	52		
<b>ASB</b> Asbestos Abatement Certification	#	106	33	139	95	21	116	89	32	121	85	18	103	2010	2015
	%	48	61	51	65	62	65	73	47	66	79	39	72		
<b>HAZ</b> Hazardous Substance Removal	#	100	34	134	86	19	105	67	14	81	74	13	87	2012	2017
	%	73	47	66	77	32	69	81	14	69	84	15	74		
<b>Law</b> Law & Business	#	12,019	8,336	20,355	9,456	5,051	14,507	8,446	4,041	12,488	7,335	3,248	10,583	2010	2015
	%	73	21	52	80	21	59	80	21	61	81	20	62		

**23. Describe the examinations required for licensure. Is a national examination used? Is a California-specific examination required?**

California is mandated to administer a trade-related and law and business examination as part of the licensure process (Business & Profession Code sections 7065 and 7068).

The National Association of State Contractors Licensing Agencies (NASCLA) has an accreditation program to approve examinations for acceptance in multiple states. There currently is one examination for commercial general building contractors that is NASCLA-accredited and being used by a few states. However, because CSLB does not have a separate license classification for commercial general building contractors this examination is not appropriate for California.

CSLB has exam specialists on staff to ensure that examinations meet psychometric standards for licensure examinations. Occupational analyses are performed every five to seven years for all examinations, testing statistics are compiled at regular intervals, and examination forms are updated frequently.

**24. What are pass rates for first time vs. retakes in the past 4 fiscal years? (Refer to Table 8: Examination Data)**

Table 8 shows the examination statistics for each examination during the last four years, including the years of the last occupational analyses and the target years for the next occupational analyses. The statistics include the number of examinations administered (#) and the percentage of candidates passing (%). Additionally, the data is presented in separate columns for first-time test takers (1<sup>st</sup>), repeat test takers (repeat), and the combined groups (total). Each examination is based on an occupational analysis developed in-house by CSLB.

Overwhelmingly, the pass rate for first-time test takers is much higher than that for repeat test takers. This predictable result reflects better preparation on the part of those candidates who pass the first time. Four examinations, however, did not follow this pattern. Three of the four examinations demonstrated that the repeat test taker pass rate was higher or equal to that of the first-time test takers—but only for one fiscal year out of four. The sole examination with this reverse pattern for more than one fiscal year was for C-31 Construction Zone Traffic Control. Very few candidates take this examination, however, and statistics based on small numbers tend to be unstable and unreliable.

Note that the data for Table 8 does not strictly represent individuals. A candidate's data is stored by application fee number. He or she may have more than one application fee number, either by adding classifications to an existing license or not

passing within the 18 months that an application is active. A candidate's data may also span multiple fiscal years.

**25. Is the board using computer-based testing? If so, for which tests? Describe how it works. Where is it available? How often are tests administered?**

The large volume of contractor examinations and applicants makes it efficient and cost-effective for CSLB to develop and administer its own examinations. Computer-generated examinations are administered daily at eight test centers throughout the state. There are 45 examinations: 42 trade, two certification, and one law and business examination.

In July 2014, CSLB's Sacramento Test Center successfully launched SCORE 1.5, an upgrade to its custom test development and administration software, which was created in-house by CSLB's Information Technology division. SCORE is the acronym for Statewide Contractors Official Regulatory Examination. The software upgrade coincides with the implementation of touch-screen computers, a new function that candidates have welcomed. Shorter instructions allow candidates to begin their examinations sooner and the ease of the touchscreens, compared to the mouse, allows them to move through and complete the examinations more quickly. The SCORE upgrade also makes it easier to administer civil service examinations at CSLB test centers.

**26. Are there existing statutes that hinder the efficient and effective processing of applications and/or examinations? If so, please describe.**

There are no existing statutes that hinder the efficient and effective processing of applications and/or examinations.

## **SCHOOL APPROVALS**

**27. Describe legal requirements regarding school approval. Who approves your schools? What role does BPPE have in approving schools? How does the board work with BPPE in the school approval process?**

CSLB's licensing requirements do not include a mandatory education component, so there is no school approval process.

**28. How many schools are approved by the board? How often are approved schools reviewed? Can the board remove its approval of a school?**

Not applicable; CSLB does not approve licensing schools.

**29. What are the board's legal requirements regarding approval of international schools?**

Not applicable; CSLB does not approve international schools.

**30. Describe the board's continuing education/competency requirements, if any. Describe any changes made by the board since the last review.**

**CONTINUING EDUCATION/COMPETENCY REQUIREMENTS**

CSLB does not have a continuing education (CE) or continuing competency requirement. In 2013, the Board adopted a policy opposing the establishment of any such requirement, absent an identified problem within the construction industry that CE would address and because of the significant costs of such a requirement on licensees and CSLB.

- a. **How does the board verify CE or other competency requirements?**
- b. **Does the board conduct CE audits of licensees? Describe the board's policy on CE audits.**
- c. **What are consequences for failing a CE audit?**
- d. **How many CE audits were conducted in the past four fiscal years? How many fails? What is the percentage of CE failure?**
- e. **What is the board's course approval policy?**
- f. **Who approves CE providers? Who approves CE courses? If the board approves them, what is the board application review process?**
- g. **How many applications for CE providers and CE courses were received? How many were approved?**
- h. **Does the board audit CE providers? If so, describe the board's policy and process.**
- i. **Describe the board's effort, if any, to review its CE policy for purpose of moving toward performance based assessments of the licensee's continuing competence.**

Not applicable.



## SECTION 5: ENFORCEMENT PROGRAM

### ENFORCEMENT PROGRAM OVERVIEW

CSLB's enforcement responsibilities include investigating complaints against licensed and unlicensed contractors; issuing citations and suspending or revoking licenses; seeking administrative, criminal, and civil sanctions against violators; and informing consumers, contractors, and the industry about CSLB actions.

CSLB receives complaints from members of the public, licensees and professional groups, governmental agencies, and others concerning all aspects of the construction industry. However, the majority of complaints come from owners of residential property involved in remodeling or repair work. In FY 2013-14, CSLB received 18,322 complaints. A steady reduction of incoming complaints during FY 2013-14 can be partially attributed to the economic downturn. The Intake and Mediation Center (IMC) continues to investigate illegal advertising complaints. In FY 2013-14, complaints were at a manageable level.

CSLB's enforcement process involves a number of steps through which cases may pass:

1. Complaint receipt, screening, and mediation to attempt resolution without disciplinary action;
2. Complaint investigation;
3. Arbitration of cases meeting certain criteria—again, to achieve resolution without disciplinary action in appropriate cases;
4. Minor cases, with a warning letter or citation and fine by CSLB Enforcement staff;
5. Serious cases, with referral of the completed investigation to the Attorney General's (AG) office for filing of an accusation to suspend or revoke the license, and cases involving criminal violations, with referral of the completed investigations to the local district attorney (DA) for the filing of criminal charges;
6. Misdemeanor Notices to Appear (NTA) issued for unlicensed activity and illegal advertising. The NTA is forward to a district attorney for prosecution;
7. Stop Orders issued to contractors who lack workers' compensation insurance for employees;

8. Evidentiary hearings before an administrative law judge (ALJ) from the Office of Administrative Hearings;
9. Submission of the ALJ's proposed decision to the Registrar of Contractors for final agency decision; and
10. Potential judicial review of the Registrar's decision.

### **INTAKE AND MEDIATION CENTER (IMC)**

During the intake and/or mediation process, CSLB receives complaints about licensed and unlicensed contractors (referred to as the "respondent"), of which licensee workmanship complaints comprise the largest share. Complaints are initially processed by Program Technicians (PT), who encode complaint information into CSLB's computer tracking system, send a contact letter to the parties involved, establish a complaint file, and assign the complaint to a Consumer Services Representative (CSR). The PT's work is reviewed by a supervisor, who then assigns the complaint to a CSR. The CSR contacts both the complainant and the respondent and attempts to mediate the complaint by:

- Discerning the nature and dollar value of the dispute to determine whether CSLB has jurisdiction and/or whether the case qualifies for referral to one of the board's arbitration programs,
- Determining whether the consumer will permit the respondent contractor to return and fix the source of the complaint, and
- Acting as an intermediary in an attempt to smooth relations between the parties so that an amicable resolution can be reached.

If a solution is reached and the respondent contractor performs to the consumer's satisfaction, the CSR closes the complaint (subject to review by the district office supervisor). Complaints for serious or repeat violations are not subject to settlement. If the matter is not settled, the CSR gathers relevant documents (such as the contract between the consumer and respondent, the project plans, and photographs of the project) and transfers the case file to "the field" (one of the office's investigative Enforcement Representatives, or ERs) for formal investigation (again, subject to review by the office supervisor).

Settling licensee complaints for consumers remains one of CSLB's strengths. The Board-adopted goal is to settle 30 percent of complaints received. Settlements result in significant cost savings for consumers.

ENFORCEMENT DATA	FY 2011-12	FY 2012-13	FY 2013-14
Percent of complaints settled	34%	40%	41%
Consumer Cost Savings	\$8,247,768	\$8,057,271	\$8,571,338

The IMC also is dedicated to taking enforcement action against unlicensed operators participating in the underground economy. Unlicensed operators who advertise for construction without holding a valid license are issued warning letters, referred for undercover sting operations, and issued administrative citations.

### INVESTIGATION

Contractors' State License Law vests CSLB with certain enforcement responsibilities and authorities when a case is complex, no settlement is reached, or if the respondent contractor is a repeat or egregious offender who endangers the health and safety of the homeowner or the public. Additionally, CSLB maintains an "Industry Expert Program" through which it assesses departures from trade standards and/or project specifications and quantifies damages to promote dispute resolution. Through these programs, CSLB attempts to persuade the respondent contractor and the homeowner to arrive at a mutually agreeable settlement, whereupon the complaint is closed and no disciplinary action is taken by the board against the respondent contractor. In FY 2013-2014, the Investigative Centers resolved hundreds of complaints that resulted in \$12,555,926.46 in restitution for consumers.

The Registrar and Enforcement staff are authorized to investigate complaints against licensees and non-licensees acting as contractors. If an investigation uncovers evidence of a possible statutory or regulatory violation, the Registrar has a number of options for possible action: a warning letter, a citation (which may include a fine and/or an order of abatement or correction), injunctive relief, or the filing of an accusation (which may lead to license revocation, suspension, or probation with terms and conditions). CSLB administrative enforcement actions against licensees are prosecuted pursuant to the Administrative Procedure Act (APA). In addition, CSLB may refer cases involving criminal or anti-competitive activity to district attorneys who may prosecute such cases under the Penal Code or the Unfair Competition Law (B&P Code section 17200). See Table 9a for statistics related to referrals for investigation.

## PEACE OFFICERS

Legislation enacted in 2010 granted CSLB the authority to establish nine additional sworn Peace Officer (PO) positions within the Enforcement division, for a total of 12, whose expertise, skills, knowledge, and abilities are vital to combat construction-related crimes. These peace officers, who undergo unique training and education, strengthen CSLB's ability to investigate construction-related elder abuse, fraud, insurance violations, and unlicensed activity. Their training extends beyond Contractors' State License Law and includes a working knowledge of California Penal Code, Labor Code, Health and Safety Code, and Vehicle Code. Additionally, their Peace Officer Standards and Training (POST) Commission academy training includes chain-of-custody issues, expert testimony, dealing with aggressive/angry/argumentative people, and interpreting body language.

POs can videotape elder abuse victims, establish the victim's mental capacity, obtain medical records (HIPPA requirements), obtain bank records through search warrant or written authorization, and complete preliminary financial audits, making it easier for district attorneys to file elder abuse charges. Further, POs enjoy more credibility when testifying at pretrial hearings than their non-sworn counterparts, and can obtain expedited records from courts and the DMV Law Enforcement Counter.

CSLB POs work with multiple jurisdictions to perform complex investigations and joint undercover operations, often targeting revoked licensees who continue to illegally contract. When Stop Orders are issued, POs frequently follow up with local law enforcement partners, perform undercover surveillance, and, when appropriate, arrest individuals suspected of illegal activity. They often conduct site inspection and/or compliance checks with local law enforcement and agency partners, such as the California Department of Insurance (CDI) and district attorney investigators. POs participate and lead multi-jurisdictional criminal investigation task forces. When a natural disaster occurs, CSLB POs are among the first responders who, as sworn officers, can access disaster areas.

## ARBITRATION

Pursuant to B&P Code section 7085, et seq., CSLB administers two arbitration programs to encourage the settlement of consumer-contractor and contractor-contractor disputes without disciplinary action. Under B&P Code section 7085(b), disputes over contracts worth \$12,500 or less shall be referred to CSLB's Mandatory Arbitration Program (MARB); under B&P Code section 7085(a), disputes over contracts worth more than \$12,500 but less than \$50,000 may be referred to CSLB's Voluntary Arbitration Program (VARB) with the concurrence of both the complainant

and the contractor. The statute specifies that complaints referred to MARB/VARB must meet several criteria:

1) The respondent licensee does not have a history of repeated or similar violations; 2) the licensee was in good standing with CSLB at the time of the alleged violation; and 3) the licensee has no outstanding disciplinary actions filed against him or her. Considered “fair, fast, and free,” CSLB arbitrations are binding and the parties have only a limited ability to challenge the arbitrator’s decision in court. CSLB’s arbitration decisions also are confidential and, thus, not disclosed on CSLB’s website, or elsewhere, unless a contractor against whom a monetary award is entered fails to pay the award within 90 days (at which time CSLB suspends the contractor license and posts that action on its website).

For eight consecutive years, the Arbitration Mediation Conciliation Center (AMCC) has administered the CSLB arbitration program. During 2013, 313 complaints were referred to the arbitration program and 288 awards were rendered, resulting in \$1,254,767 in restitution ordered for financially injured persons. Forty-five licenses were revoked for failure to comply with an arbitration award. In 2014, CSLB renewed its contract with AMCC to conduct its arbitration hearings through November 30, 2015. AMCC hears approximately 400-700 CSLB cases per year and, since the program’s inception, AMCC has heard more than 6,300 CSLB arbitration proceedings and rendered individual monetary decisions of up to \$50,000. The Board’s CSRs and ERs refer eligible cases to AMCC and then close them (for purposes of statistical tracking). Thereafter, AMCC gathers information about the dispute, sets a hearing date, and assigns an arbitrator to hear the case at a relatively informal hearing (which is frequently conducted by the parties themselves without the assistance of counsel). CSLB may pay for the services of one expert witness to testify at the hearing; the parties may pay for additional experts to testify. Following submission of the case, the arbitrator has 30 days in which to issue his or her decision. The entire process averages 47 days.

During the last four years, AMCC has implemented several program improvements:

- Coordinated parties for a hearing within 10 days of receipt for a military claimant being deployed;
- Assigned Saturday arbitration dates for parties unable to participate in weekday hearings;
- Coordinated multiple party disputes among complainants, prime, and sub-contractors;
- Arranged for unique hearing sites to comply with ADA requirements;
- Implemented video conferencing protocols;

- Conducted statewide joint CSLB/arbitrator trainings; and
- Created additional handouts to parties to assist in hearing preparation.

During 2013, AMCC received a 94 percent satisfaction rating in a survey of participants in the proceedings. The table below shows specific survey ratings, both historical and current (on a scale from 1 to 5, 5 being the highest level of satisfaction):

<b>Arbitration Satisfaction Ratings (1 - 5 Scale)</b>	
Efficient Coordination Among Parties	4.74
Scheduling/Notice of Hearings	4.73
Case Management Overall	4.84
AMCC Professionalism	4.83
Case Manager Courtesy	4.84
Case Manager Efficiency	4.82

Despite these successes, CSLB has encountered some problems with the program, and recommends legislative changes, as outlined in the “New Issues” section of this report.

**DISCIPLINARY ACTIONS**

When violations of B&P Code are substantiated, CSLB has several legal options: accusations, licensee citations, non-licensee citations, or referrals to a DA for criminal prosecution.

**Citations**

CSLB has the authority to issue citations for B&P Code violations (see Table 9c below for CSLB citation statistics). A typical citation imposes a civil penalty and contains a correction order.

**Accusations**

Once a CSLB investigator completes an investigative report recommending an accusation (the written notice of charges) in a given case, and that recommendation is approved by CSLB upper management, the file is transferred to the licensing section of the Attorney General’s Office, where it is assigned to a deputy attorney general (DAG). The DAG reviews the investigative file and determines whether it is sufficient to prove a disciplinary violation. If so, the DAG prepares the accusation and returns it to Enforcement’s Case Management Unit (CMU), an internal support unit that tracks and processes all of CSLB legal actions. CMU reviews the accusation

and, if it is accurate, signs the accusation (or in CSLB terminology, “files” the accusation), and serves it on the respondent.

The accusation filing triggers the adjudication process governed by the Administrative Procedure Act (APA) of the Government Code, which is designed to ensure that an accused licensee is afforded procedural due process rights before his or her property right (the license) is taken from him or her. According to case law interpreting the APA, the agency is the moving party that must meet the burden of proof regarding a disciplinary violation with evidence that is “clear and convincing to a reasonable certainty.”

When the accusation is filed, the respondent receives notices and information about his or her right to appeal. The respondent may file a notice of defense (NOD). If a NOD is filed and received by CMU, the DAG is notified and secures a hearing date from the Office of Administrative Hearings (OAH).

Thereafter, the parties may engage in limited discovery and, barring settlement, will present their respective cases at a public evidentiary hearing presided over by an ALJ from OAH. At the hearing, the AG represents CSLB and the respondent contractor may be represented by counsel of his or her choice (paid for by the respondent). Each party has the right to examine and cross-examine witnesses, present documentary evidence, and present oral argument. Following submission of the evidence, the ALJ prepares a written proposed decision, including findings of fact, conclusions of law, and recommended discipline. At CSLB’s request, the ALJ also may recommend that the licensee pay “investigative cost recovery” to reimburse the board for the investigative and enforcement costs incurred up to the first day of the evidentiary hearing. The ALJ’s ruling is a “proposed decision” that is forwarded to the CSLB Registrar who makes the final agency decision to adopt, non-adopt, or modify the decision.

Often, an accusation may result in a stipulated agreement before the hearing occurs. In these instances, the license is typically revoked, but stayed with conditions, wherein the licensee may still operate under probationary status. Revocation of the license may be disclosed to the public. The license probationary period can be from two years to five years, and is overseen by a “probation monitor” for compliance with the terms and conditions of the probation. If the terms and conditions are not being met, CMU will submit a request to the AG to re-impose revocation.

#### **Consumer Complaint Referrals to District Attorney**

Enforcement staff has continued to strengthen relationships with district attorneys and identified specific consumer protection prosecutors throughout the state with which to partner on various criminal investigations. While the majority of criminal

investigations involve unlicensed contractors who have financially injured consumers and/or continued to operate illegally despite receiving administrative citations, other criminal investigations target especially egregious offenders, both licensed and unlicensed. Enforcement has identified DAs in counties across the state who, 1) specialize in elder abuse cases, 2) have special funding from the California Department of Insurance (CDI) to prosecute workers' compensation insurance fraud cases, and 3) who prosecute complex criminal cases that involve service and repair contractors or specialty contractors that, often, operate their businesses throughout the state.

Pursuant to B&P Code section 7123, conviction of a construction-related crime or a crime substantially related to the qualifications, functions, and duties of a contractor is cause for disciplinary action against a licensee, with the conviction record itself serving as the conclusive evidence. Therefore, when a licensee faces pending criminal prosecution, or immediately following conviction of a substantially-related crime, CSLB may refer a parallel disciplinary action to revoke a license.

**31. What are the board's performance targets/expectations for its enforcement program? Is the board meeting those expectations? If not, what is the board doing to improve performance?**

B&P Code section 7011.7 sets CSLB's statutory mandate regarding the length of time in which to complete a complaint investigation. The statutory goal for routine investigations is six months from receipt of the complaint to completion of the investigation. For complaints that involve complex fraud issues or complex contractual arrangements the statutory goal for completing the review and investigation is one year. As shown in Table 9c, the Enforcement division consistently meets this mandate, averaging 70 days from receipt of a complaint to completed investigation—far less than the statutory goal.

**BOARD-ADOPTED PERFORMANCE GOALS**

In February 2006, the Board adopted complaint-handling performance targets that exceed the statutory mandate.

The Intake and Mediation Center (IMC) has a Board-adopted goal to close complaints within 60 days through mediation and negotiation. In addition, IMC CSRs consistently have met the goal to settle (with restitution paid) 30 percent of licensee complaints without the need for a comprehensive investigation.

In addition to providing an appropriate disposition for a complaint within six months, the Investigative Centers (ICs) have a goal to reduce unresolved complaints that

exceed 270 days to less than 100 complaints at any given time, an objective CSLB continues to meet. As of July 2014, the board had 69 unresolved complaints over 370 days in age.

**32. Explain trends in enforcement data and the board's efforts to address any increase in volume, timeframes, ratio of closure to pending cases, or other challenges. What are the performance barriers? What improvement plans are in place? What has the board done and what is the board going to do to address these issues, i.e., process efficiencies, regulations, BCP, legislation?**

CSLB consistently has met the consumer complaint-handling goal pursuant to B&P Code section 7011.7 – “Reviewing and investigating complaint.” CSLB’s average complaint-handling cycle time over the past four fiscal years, from intake of a complaint through investigation, is 74 days, far less than the Board target of 180 days. At the same time, CSLB has experienced a significant increase in the Enforcement workload:

- Between FY 2011-12 and FY 2013-14, licensee citations increased over 50 percent because contractors failed to obtain workers’ compensation (WC) insurance for employees and perform construction without obtaining the required permits.
- In 2010, CSLB established a pilot Public Works Unit focused on vetting public works project complaints and investigations. Based on the number of cases investigated and legal actions taken, this effort is a success. Previously, CSLB would have been unaware of the egregious public works-related violations that include, but are not limited to, failure to pay employees’ wages, unlicensed contracting, failure to maintain WC for employees, and illegal substitution of a subcontractor.
- CSLB lacks the staff resources to promptly investigate unlicensed practice leads in Mendocino, Santa Barbara, and Stanislaus counties. A review of craigslist.org establishes that in these counties, approximately 90 percent of the contractors who advertise are unlicensed. Further, California has the largest elder adult population in the country and illegal contractors specifically target this demographic who, often, are unaware that they have been harmed. In July 2014, CSLB submitted BCPs for three additional staff.

**Table 9a – Enforcement Statistics**

<b>Enforcement Statistics</b>	<b>FY 2010-11</b>	<b>FY 2011-12</b>	<b>FY 2012-13</b>	<b>FY 2013-14</b>
<b>COMPLAINT</b>				
Intake				
<b>Received (by source)</b>	<b>20,925</b>	<b>18,731</b>	<b>17,521</b>	<b>17,785</b>
Public	14,895	12,924	12,902	12,431
Licensee/Professional Groups	1,740	1,595	1,026	1,092
Governmental Agencies	496	290	149	244
Other	3,794	3,922	3,444	4,018
Closed	91	88	124	118
Referred to INV	20,868	18,643	17,397	17,667
Average Time to Close	2	2	2	2
Pending (close of FY)	3,827	3,797	3,681	3,835
Conviction / Arrest				
CONV Received	395	508	580	418
CONV Closed	759	700	614	470
Average Time to Close	NDA	NDA	53.0	78.0
CONV Pending (close of FY)	64	104	81	58
<b>LICENSE DENIAL</b>				
License Applications Denied	49	57	51	55
SOIs Filed	68	72	78	73
SOIs Withdrawn	8	5	10	1
SOIs Dismissed	0	0	0	0
Average Days SOI	796	769	699	790
<b>ACCUSATION</b>				
Accusations Filed	313	272	237	342
Accusations Withdrawn	14	20	15	18
Accusations Dismissed	2	0	5	1
Average Days Accusations	796	769	699	790

**Table 9b – Enforcement Statistics (continued)**

<b>Enforcement Statistics</b>	<b>FY 2010-11</b>	<b>FY 2011-12</b>	<b>FY 2012-13</b>	<b>FY 2013-14</b>
<b>DISCIPLINE</b>				
Disciplinary Actions				
AG Cases Opened/Initiated	599	551	521	472
AG Cases Closed	402	391	375	387
Average Days to Complete	747.5	786.0	789.0	820
AG Cases Pending (close of FY)	641	647	655	602
Disciplinary Outcomes				
Revocation	318	311	322	311
Voluntary Surrender	N/A	N/A	N/A	N/A
Suspension	3	9	10	5
Probation with Suspension	3	0	1	0
Probation	46	66	59	81
Probationary License Issued	206	155	94	79
Other	39	58	79	70

**Table 9c – Enforcement Statistics (continued)**

<b>Enforcement Statistics</b>	<b>FY 2010-11</b>	<b>FY 2011-12</b>	<b>FY 2012-13</b>	<b>FY 2013-14</b>
<b>INVESTIGATION</b>				
All Investigations				
First Assigned	21,320	19,239	18,101	18,203
<b>Closed (by type)</b>	<b>22,483</b>	<b>20,366</b>	<b>19,118</b>	<b>18,875</b>
Unlicensed Activity	6,271	5,238	5,254	5,357
Competence/Negligence	4,480	4,023	3,930	4,111
Unprofessional Conduct	6,653	5,597	4,842	4,545
Personal Conduct	731	1,015	1,225	807
Fraud	371	533	553	770
Health & Safety	590	550	526	495
Other/Miscellaneous	3,387	3,410	2,788	2,790
Average days to close	68.1	72.7	76.6	76.4
Pending (close of FY)	3,891	3,901	3,762	3,893
<b>COMPLIANCE ACTION</b>				
ISO & TRO Issued	NDA	NDA	NDA	NDA
PC 23 Orders Requested	NDA	NDA	NDA	NDA
Other Suspension Orders	N/A	N/A	N/A	N/A
Cease & Desist/Warning Letter	2,708	2,065	2,177	1,246
<b>CITATION AND FINE</b>				
Citations Issued	1,671	1,582	1,968	2,203
Average Days to Complete	166.0	164.0	165.0	168.4
Amount of Fines Assessed	\$2,587,011	\$2,688,050	\$3,672,325	\$4,129,925
Reduced, Withdrawn, Dismissed	242	273	390	432
Amount Collected	\$834,709	\$966,344	\$1,165,111	\$1,519,857
<b>CRIMINAL ACTION</b>				
Referred for Criminal Prosecution	1,263	1,192	1,106	1,118

**Table 10. Enforcement Aging**

Enforcement Aging	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	Cases Closed	Average %
<b>ATTORNEY GENERAL CASES (AVERAGE %)</b>						
<b>Closed Within:</b>						
1 Year	198	168	165	174	705	45%
2 Years	150	167	167	149	633	41%
3 Years	36	39	39	50	164	11%
4 Years	13	12	3	9	37	2%
Over 4 Years	5	5	1	5	16	1%
Total Cases Closed	402	391	375	387	1,555	
<b>INVESTIGATIONS (AVERAGE %)</b>						
<b>Closed Within:</b>						
90 Days	17,382	15,399	14,310	13,826	60,917	75%
180 Days	2,439	2,389	2,225	2,592	9,645	12%
1 Year	2,532	2,503	2,458	2,350	9,843	12%
2 Years	126	72	119	107	424	1%
3 Years	4	2	4	0	10	0%
Over 3 Years	0	1	2	0	3	0%
Total Cases Closed	22,483	20,366	19,118	18,875	80,842	

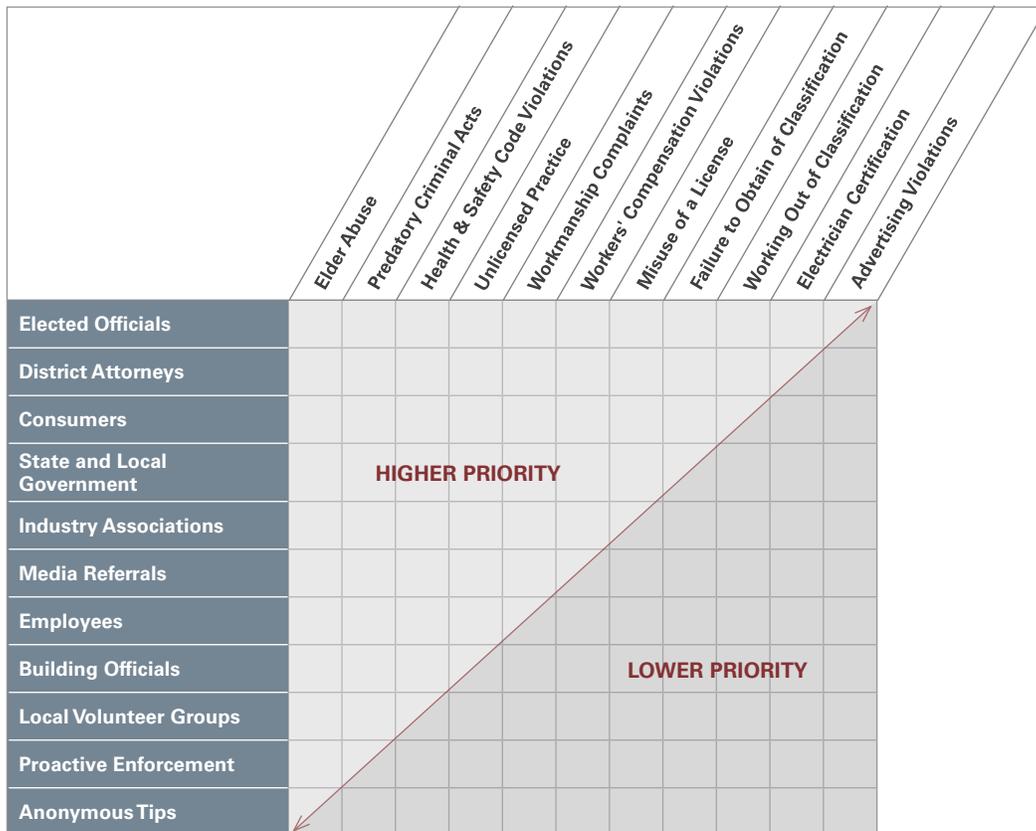
**33. What do overall statistics show as to increases or decreases in disciplinary action since last review.**

When violations of the B&P Code are substantiated, CSLB has several options for legal action: accusations, licensee citations, non-licensee citations, or referrals to a DA for criminal prosecution. As shown in Table 9b, in FY 2013-14, legal actions resulted in 604 license revocations and 438 license suspensions, including cases where the licensee did not comply with an arbitration award or a citation. By operation of law, these licenses are suspended and, if the licensee fails to comply with the order within 90 days, revoked. The 5,280 disciplinary actions taken in FY 2013-14 were comparable to the number of actions taken in recent years.

**34. How are cases prioritized? What is the board’s complaint prioritization policy? Is it different from DCA’s Complaint Prioritization Guidelines for Health Care Agencies (August 31, 2009)? If so, explain why.**

CSLB’s Enforcement division continuously reexamines its priorities and programs to fulfill its mandate to protect consumers and to meet Board objectives. Current Enforcement challenges include increased demand and difficulty retaining staff in certain geographic areas. Enforcement receives many proactive leads involving alleged unlicensed practices, expired licenses, classification issues, as well as other Contractors’ State License Law violations, but insufficient resources prevent a response for each lead.

With the apparent economic upswing, CSLB anticipates an increase in the number of consumer complaints filed against licensed and unlicensed contractors. In April 2013, Enforcement staff, managers, and supervisors prioritized the various complaint categories, as seen in the chart below, in an effort to ensure a manageable caseload for staff:



The prioritization policy used by the Board is similar to DCA's Complaint Prioritization Guidelines for Health Care Agencies in that, by adhering to the prioritization chart, complaints can be sorted into urgent, high priority, and routine categories.

**35. Are there mandatory reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report to the board actions taken against a licensee. Are there problems with the board receiving the required reports? If so, what could be done to correct the problems?**

There are no mandatory reporting requirements.

**36. Does the board operate with a statute of limitations? If so, please describe and provide citation. If so, how many cases have been lost due to statute of limitations? If not, what is the board's policy on statute of limitations?**

B&P Code section 7091 details the timeframe for filing complaints and disciplinary actions.

Complaints alleging any patent actions or omissions must be filed within four years. A disciplinary action resulting from such a complaint must be filed or referred to arbitration within four years of the act or within 18 months from the date the complaint is filed, whichever is later.

Complaints alleging any latent act or omission regarding structural defects must be filed within 10 years after the latent act or omission. A disciplinary action resulting from such a complaint must be filed within 10 years of the act or within 18 months from when the complaint is filed, whichever is later.

**37. Describe the board's efforts to address unlicensed activity and the underground economy.**

The term "underground economy" refers to any business operation that deals in cash and/or uses other schemes to cover up its true tax liability from government licensing, regulatory, and taxing agencies. Common underground economy practices include tax evasion, tax fraud, cash pay, tax gaps, wage theft, payments made under the table or off the books, and unlicensed activity.

The underground economy continues to be a challenge for CSLB and the construction industry. Contractors who follow the law, pay their taxes, and protect their workers compete against those who fail to follow California business and employment laws. The underground economy negatively affects law-abiding businesses, consumers, and workers.

CSLB estimates that on any given day, tens of thousands of licensed contractors and unlicensed operators throughout the state break the law and contribute to the state's underground economy.

In the construction industry, cheating businesses underbid law-abiding businesses by:

- Failing to obtain required licenses and building permits;
- Failing to pay payroll or other taxes;
- Failing to obtain required workers' compensation insurance;
- Failing to report worker injuries to keep insurance premiums artificially low; and
- Lying on workers' compensation insurance applications to obtain a lower rate.

It is estimated that California loses anywhere from \$60 to \$140 billion a year from the underground economy, a significant portion of which is attributable to the construction industry. No one state agency has the resources or the information to tackle this enforcement problem alone. Therefore, state and federal agencies with overlapping jurisdictions in the areas of labor law enforcement have joined forces to make a concerted, consistent, and effective dent in California's underground economy. The combined enforcement effort, created in 2011, titled the Labor Enforcement Task Force (LETf), replaced the Economic and Employment Enforcement Coalition (EEEC). LETf participants include the Department of Industrial Relations (DIR), the Employment Development Department (EDD), Department of Insurance (DOI), State Attorney General's Office (AG), Board of Equalization (BOE), Bureau of Automotive Repair (BAR), and CSLB.

### **STATEWIDE INVESTIGATIVE FRAUD TEAM TASK FORCES**

CSLB's Statewide Investigative Fraud Team (SWIFT) investigators participate in specialized task forces that have been established to address the underground economy.

LETf combats California's underground economy to help create an environment where legitimate businesses can thrive. In this joint effort between state agencies and affected communities, information and resources are shared to ensure hard-working, compliant business owners and their employees have an opportunity to engage in healthy competition.

The Joint Enforcement Strike Force (JESF) is a coalition of California government enforcement agencies that work together and in partnership with local and federal agencies to fight the underground economy. JESF works to restore economic stability and improve working conditions and consumer and worker protection in the state. JESF goals are to:

- Eliminate unfair business competition;
- Protect workers by ensuring that they receive all compensation, benefits, and worker protections they are entitled to by law relating to their employment;
- Protect consumers by ensuring that all businesses are properly licensed and that they adhere to the state's consumer protection regulations;
- Reduce the burden on law-abiding citizens and businesses by ensuring that all businesses and individuals comply with California licensing, regulatory, and payroll tax laws; and
- Reduce the tax gap by increasing voluntary compliance with the state's payroll tax laws to maximize the state's General and Special Fund revenues.

### **SWIFT Leads**

CSLB also addresses the underground economy through receipt of Lead Referral forms. These referrals relate to active job sites, and are submitted by consumers, public agencies, other contractors, subcontractors, and employees. SWIFT investigators visit the job site and take appropriate action, which may include the issuance of a Notice to Appear, a Stop Order, an administrative citation, and/or an accusation.

### **CITE AND FINE**

**38. Discuss the extent to which the board has used its cite and fine authority. Discuss any changes from last review and describe the last time regulations were updated and any changes that were made. Has the board increased its maximum fines to the \$5,000 statutory limit?**

CSLB has the authority to issue citations for violations of the B&P Code (see Table 9b for CSLB enforcement statistics). A typical citation imposes a civil penalty for the violation(s) and contains a correction order. A correction order may include, but is not limited to, requirements for the contractor to pay financial restitution to the project owner, obtain workers' compensation insurance, or acquire a permit.

Effective March 2, 2007, California Code of Regulations section 884 increased the maximum amount allowed for a licensee civil penalty to \$5,000.

**39. How is cite and fine used? What types of violations are the basis for citation and fine?**

CSLB legal action staff issue citations, which are only referred to the AG if the respondent contractor requests an appeal hearing. Once appealed, the citation is heard by an administrative law judge (ALJ). The ALJ can uphold, modify, or reject the citation. ALJ decisions go to the CSLB Registrar for adoption. Under B&P Code section 7090.1, CSLB has the authority to suspend a contractor license if there is noncompliance with the correction order and/or impose a fine. If, after 90 days, the licensee still has not complied, the license is revoked by operation of law. If the license is revoked, other licenses with the same qualifying personnel also are revoked. The revocation shall be for a minimum of one year. Further, the revocation may be disclosed to the public for a period of five years, if there are no additional disciplinary actions.

CSLB also can issue administrative citations for unlicensed activity.

**40. How many informal office conferences, Disciplinary Review Committee reviews and/or Administrative Procedure Act appeals of a citation or fine in the last 4 fiscal years?**

CSLB does not have a disciplinary review committee.

**Disciplinary Appeals**

DISCIPLINARY APPEALS	
Fiscal Year	Appeals
FY 12-13	847
FY 11-12	728
FY 10-11	637
FY 09-10	496
<b>Total</b>	<b>2,708</b>

**Mandatory Settlement Conferences**

MANDATORY SETTLEMENT CONFERENCES			
Fiscal Year	Non-Licensee	Licensee	Total
FY 12-13	115	182	297
FY 11-12	158	152	310
FY 10-11	134	116	250
FY 09-10	128	169	297

**41. What are the 5 most common violations for which citations are issued?**

The five most common Business and Professions Code sections for which CSLB issues violations are:

- § 7028 – Engaging in a business without a license
- § 7107 – Abandonment of Contract
- § 7109 – Departure from Accepted Trade Standards; Departure from Plans or Specifications
- § 7110 – Disregard or Violation of Statute (Permits)
- § 7125.4 – Causes for Disciplinary Action; Misdemeanor

**42. What is average fine pre- and post- appeal?**

The average pre-appeal fine is \$1,844; post-appeal fines average \$861.

**43. Describe the board’s use of Franchise Tax Board intercepts to collect outstanding fines.**

CSLB temporarily ceased participation in the Franchise Tax Board (FTB) Intercept program to contract with a private collection agency. However, in September 2014, CSLB recommenced the referral of unpaid licensee civil penalties to FTB.

FTB uses federal Social Security Administration numbers (SSN) to identify tax payers. For CSLB to collect SSNs, the original application for license would need to be amended to include an advisory notice to the applicant. Currently, CSLB does not have the authority to collect SSNs from unlicensed individuals and, therefore, cannot refer unpaid non-licensee civil penalties to FTB.

**COST RECOVERY AND RESTITUTION**

**44. Describe the board’s efforts to obtain cost recovery. Discuss any changes from the last review.**

Pursuant to B&P Code section 125.3, CSLB may request an ALJ to direct a licensee found to have violated the Contractors’ State License Law to pay a sum not to exceed the reasonable costs of the investigation and enforcement of the case. In FY 2013-14, ALJs ordered \$2,293,114 in cost recovery.

**45. How many and how much is ordered by the board for revocations, surrenders and probationers? How much do you believe is uncollectable? Explain.**

Cost recovery is the sum of staff hours worked in the Intake and Mediation Center (IMC) and the Investigative Center (IC), the cost of any services provided by an industry expert (IE), and all costs for litigation services provided by the AG’s office.

CSLB does not permit the surrender of a license as part of the disciplinary process. If a contractor surrenders the license, CSLB will continue to pursue the disciplinary action.

At the time of a revocation, cost recovery is not sought. However, if a revoked licensee applies for a new license, 100 percent of the cost incurred to revoke the previously held license is pursued, and the new license will not be issued until the costs are paid in full. In addition, the applicant must provide proof of full restitution to the injured party associated with the previously revoked license.

As show below, over the past five fiscal years, approximately \$8.3 million in cost recovery has been ordered, and just under \$1 million of that collected.

Fiscal Year	Total \$ Ordered (Default, Decision, & Stipulation)	Total \$ Received
2009-10	\$1,616,881	\$198,043
2010-11	\$1,563,940	\$103,552
2011-12	\$1,672,459	\$175,480
2012-13	\$1,209,854	\$223,957
2013-14	\$2,293,114	\$258,757

**Note:** The total amount received can include monies received from a combination of different fiscal years. For example, restitution ordered in one fiscal year can be received in a different fiscal year. Also, restitution ordered in one fiscal year can be received in multiple fiscal years, as may be the case with a revocation stayed with conditions (probation) when payment arrangements for restitution are made.

**46. Are there cases for which the board does not seek cost recovery? Why?**

CSLB does not request cost recovery for administrative citations. Rather, CSLB prefers that the respondent pay financial restitution to injured consumers. Also, the law bars CSLB from seeking cost recovery in Statement of Issue cases (denial of an application).

**47. Describe the board’s use of Franchise Tax Board intercepts to collect cost recovery.**

CSLB does not use the FTB Intercept program for cost recovery.

**48. Describe the board’s efforts to obtain restitution for individual consumers, any formal or informal board restitution policy, and the types of restitution that the board attempts to collect, i.e., monetary, services, etc. Describe the situation in which the board may seek restitution from the licensee to a harmed consumer.**

**RESTITUTION PROVIDED TO CONSUMERS**

There are several circumstances under which restitution may be made to the consumer:

- **Mediation Process** – Through mediation, the licensee and complainant may agree to finish the job, correct poor workmanship, or that the contractor pay the complainant the cost to complete and/or correct the job.
- **Arbitration** – If arbitration is ordered or agreed to, restitution may be ordered.
- **Citation** – If a citation is issued, the licensee may be ordered to correct the work or pay the consumer the cost to complete and/or correct the job.
- **Accusation** – If an accusation is filed, the ALJ’s decision usually orders restitution to the consumer.

- **Unlicensed Contractor Applies for License** – If an unlicensed contractor causes a financial injury, his or her name is entered into CSLB’s computer records. Any attempt by that person to become a licensed contractor first will require resolution of the financial.
- **Civil Judgment** – If there is a construction-related civil judgment against the license, the licensee must pay or post a bond in the amount of the judgment.
- **Surety Bonds** – If there is a violation of Contractors’ State License Law, a claim can be paid by the surety company.

As shown in Table 12, in FY 2013-14, consumers received \$51,057,587 in restitution. CSLB obtained the accusation and citation amounts from formal disciplinary actions. The arbitration amount represents the total of monetary awards made through the previously described Mandatory and Voluntary Arbitration programs. CSLB’s Licensing division, through enforcement of B&P Code section 7071.17, obtains the civil judgment restitution. This law allows for an automatic suspension of the license for any unpaid civil judgment against a licensee. The suspension can be lifted only if the judgment is satisfied, a judgment bond is posted, the judgment is discharged in bankruptcy, or it expires in accordance with the applicable statutes. B&P Code section 7071.11 requires surety companies to report any bond payout to CSLB.

**Table 11 – Cost Recovery**

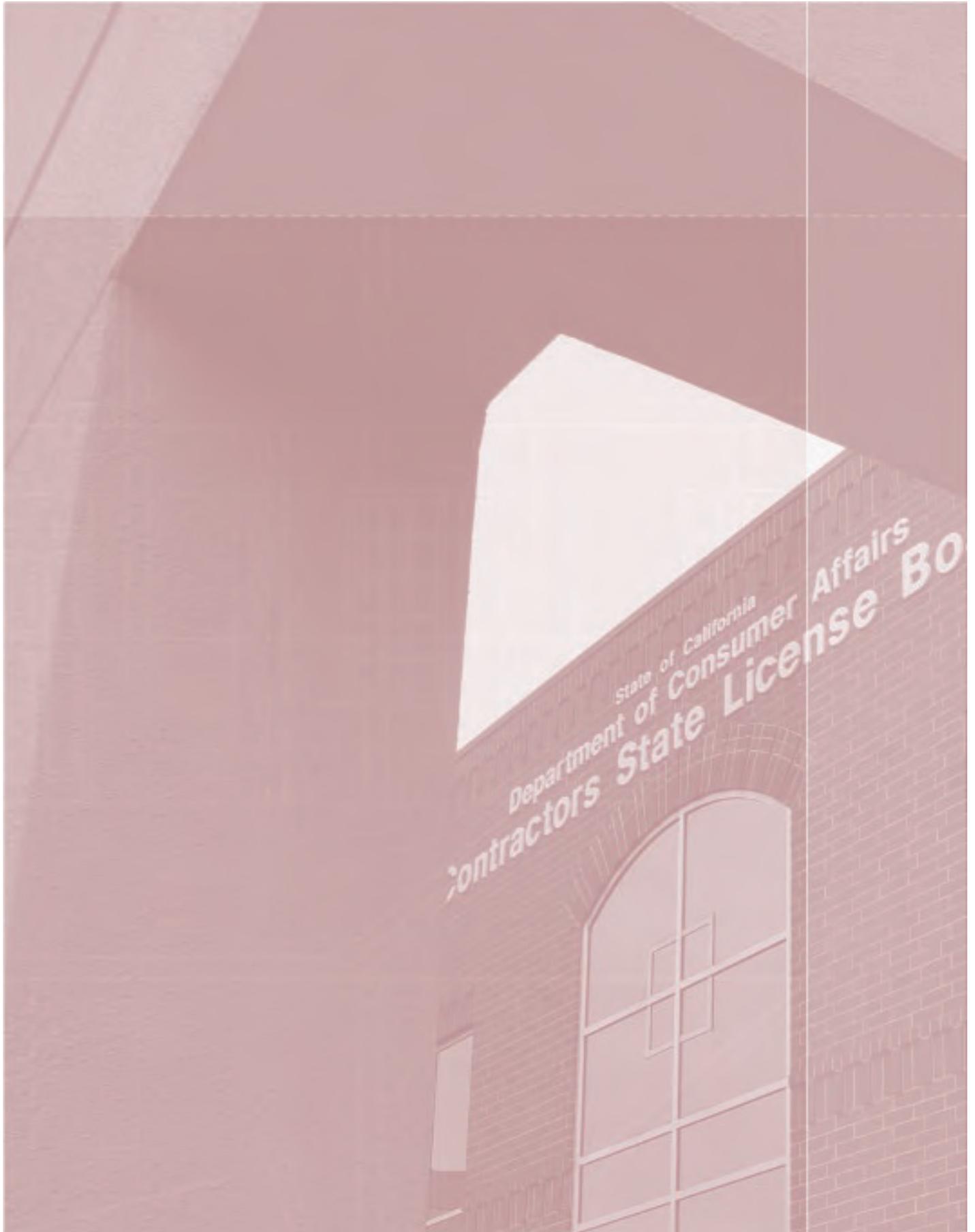
COST RECOVERY	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
Total Enforcement Expenditures *	\$29,395,760	\$29,426,320	\$29,673,203	\$30,641,324
# Potential Cases for Recovery **	1,317	1,262	1,118	1,229
# Cases Recovery Ordered	NDA	NDA	NDA	NDA
Amount of Cost Recovery Ordered	\$1,563,940	\$1,672,459	\$1,209,854	\$2,293,114
Amount Collected	\$103,552	\$175,480	\$223,957	\$258,757

\* Total includes IT Enforcement Support Costs

\*\* Potential Cases for Recovery are those in which disciplinary action has been taken based on violation of the License Practice Act.

**Table 12 – Restitution**

Restitution	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14
Amount Ordered	NDA	NDA	NDA	\$2,178,020
Amount Collected	\$ 44,965,859	\$ 54,648,804	\$ 43,974,791	\$ 51,057,587
Arbitration	\$2,132,276	\$1,785,892	\$1,755,592	\$1,218,406
Citation	\$292,795	\$547,830	\$291,155	\$462,793
Complaint	\$15,314,199	\$12,440,717	\$11,872,484	\$12,555,926
Formal Accusation	\$330,807	\$121,160	\$144,849	\$2,804,283
Judgment	\$26,895,781	\$39,753,205	\$29,910,711	\$34,016,179





## SECTION 6: PUBLIC INFORMATION POLICIES

**49. How does the board use the internet to keep the public informed of board activities? Does the board post board meeting materials online? When are they posted? How long do they remain on the board’s website? When are draft meeting minutes posted online? When does the board post final meeting minutes? How long do meeting minutes remain available online?**

- CSLB maintains a “Board Meetings” page on its website that publicizes agenda and background materials for all Committee and full Board meetings. Agendas are posted to the website at least 10 days prior to the meeting. In addition, this website section includes archive video of all meeting webcasts.
- All posted meeting materials are kept online indefinitely.
- Draft meeting minutes are not posted online; they are posted after approval by the Board at its next quarterly meeting and remain available online indefinitely.
- CSLB maintains an extensive “Newsroom” page, which includes links to all news releases, consumer alerts, industry bulletins, and licensee newsletters. The newsroom page also includes CSLB-produced videos.

**50. Does the board webcast its meetings? What is the board’s plan to webcast future board and committee meetings? How long do webcast meetings remain available online?**

All CSLB Board and Committee meetings are webcast, with the exception of the April Strategic Planning meeting. That meeting format, which includes moving around the room and breaking into small groups, does not lend itself to being webcast. Webcast meetings remain online indefinitely.

**51. Does the board establish an annual meeting calendar, and post it on the board’s website?**

The Board’s meeting calendar is included as an agenda item for all Board meetings. CSLB’s “Board Meetings” page on its website is updated with upcoming meeting information as soon as it becomes available.

**52. Is the board's complaint disclosure policy consistent with DCA's *Recommended Minimum Standards for Consumer Complaint Disclosure*? Does the board post accusations and disciplinary actions consistent with DCA's Web Site Posting of Accusations and Disciplinary Actions (May 21, 2010)?**

CSLB's complaint disclosure policy is consistent with DCA's Recommended Minimum Standards for Consumer Complaint Disclosure.

CSLB posts accusation and disciplinary actions. The Board maintains a website ([www.cslb.ca.gov](http://www.cslb.ca.gov)) and a toll-free number (800.321.CSLB) for use by the public to obtain general license information regarding a contractor. License status and a list of past and pending legal actions against the licensee are available. The website also provides information on the contractor's bond and workers' compensation insurance.

"Pending legal actions" are reported only when investigative staff has substantiated a complaint and legal action has been requested.

"Past legal actions" include citations previously issued against a licensee and any disciplinary action in which probation, suspension, or revocation resulted. Information concerning an arbitration decision is not made public unless the licensee fails to comply with the arbitration award. Failure to comply results, first, in suspension of the license, then, if such failure continues for 90 days, revocation of the license. CSLB reports civil judgments against a contractor when suspension is pending or has occurred.

Once CSLB determines that a probable violation of law has occurred, which, if proven, would present a risk of harm to the public and for which suspension or revocation of the contractor's license would be appropriate, the date, nature, and status of the complaint is publicly disclosed. A disclaimer stating that the complaint is, at this time, only an allegation accompanies this disclosure.

Licensee citations are disclosed to the public from date of issuance and for five years from the date of compliance.

Accusations that result in suspension or stayed revocation of the contractor's license are disclosed from the date the accusation is filed and for seven years after the accusation has been settled and includes the terms and conditions of probation. All revocations that are not stayed are publicly disclosed indefinitely from the effective date of the revocation.

TYPE OF AVAILABLE INFORMATION	YES	NO
Complaint Filed		X
Citation	X	
Fine	X	
Letter of Reprimand / Warning Letter		X
Pending Investigation	Depends on allegation/ status	
Investigation Completed	Depends on allegation/ status	
Arbitration Decision		X
Referred to AG: Pre-Accusation	X	
Referred to AG: Post-Accusation	X	
Settlement Decision	X	
Disciplinary Action Taken	X	
Civil Judgment	X	
Malpractice Decision		N/A
Criminal Violation: Felony Coordinate with District Attorney Misdemeanor	X	

**53. What information does the board provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?**

CSLB provides licensee information to the public through its “Instant License Check” website feature and toll-free automated phone system:

- Name/Address of Record
- Entity type
- License issue date
- License expiration date
- Current license status
- Additional information, including complaint disclosure, possible future suspension, etc.
- License classifications
- Bond information
- Workers’ compensation insurance information, with either information on claimed exemption or insurance company, policy number, effective and expiration dates, and workers’ compensation history

- Personnel list
- Registered salesperson list
- Information about other CSLB licenses held by personnel (current and/or disassociated)

**54. What methods are used by the board to provide consumer outreach and education?**

CSLB uses several methods to provide consumer outreach and education:

- Weekly news releases, industry bulletins, consumer alerts, press events/news conferences regarding CSLB activities, undercover sting operations, and various consumer-protection messages
- Accelerated public outreach during and after disasters (wildfires, drought, earthquakes, floods, etc.)
- 24/7 access to publications and guides on CSLB’s website and through the toll-free automated phone system:
  - Materials can be downloaded from [www.cslb.ca.gov](http://www.cslb.ca.gov);
  - Materials can be faxed to consumers; and/or
  - Printed materials can be mailed to consumers.
- Statewide Senior Scam Stopper<sup>SM</sup> educational seminars
- Consumer Scam Stopper<sup>SM</sup> educational seminars
- Industry and consumer shows (including home shows, conferences, resource fairs)
- CSLB Speakers Bureau, using CSLB-trained staff representatives
- Respond to daily media inquiries
- “Most Wanted” website feature
- Daily/weekly posts on social media sites (Facebook, Twitter and YouTube)
- Construction-related articles for long-term use by industry and media outlets



## SECTION 7: ONLINE PRACTICE ISSUES

**55. Discuss the prevalence of online practice and whether there are issues with unlicensed activity. How does the board regulate online practice? Does the board have any plans to regulate internet business practices or believe there is a need to do so?**

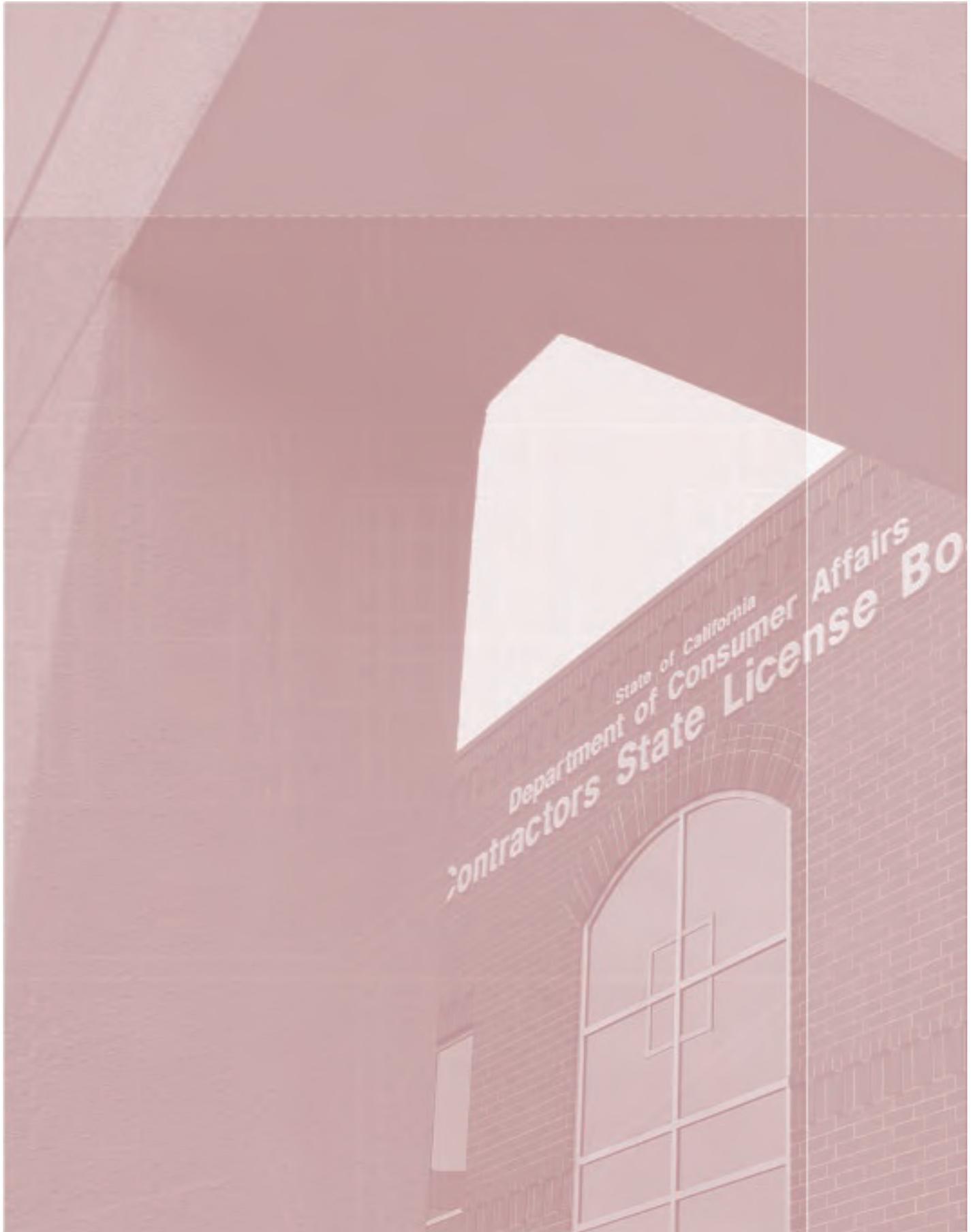
One of the biggest challenges CSLB faces comes from Internet bulletin boards, especially craigslist.org. Such websites allow unlicensed operators to advertise for free, alongside legitimately licensed contractors, making it almost impossible for consumers to tell the difference.

Contractors are required to place their license number in all print, broadcast, and online advertisements. Those without a license can advertise to perform jobs valued at less than \$500, but the ad must state that they are not a licensed contractor. Craigslist ads often do not meet these requirements.

Despite repeated attempts by CSLB to reach out to craigslist and other online bulletin board sites, very little has been done to ensure compliance with California law.

CSLB's Enforcement division has authority to take action against an unlicensed operator based on online ads, but has no authority to take action against bulletin board websites.

CSLB also is concerned about online "referral" sites that imply to consumers that background checks and information verification have been conducted before the contractor's name is posted. However, such sites do not guarantee that they have performed precautionary or pre-qualifying work, nor the accuracy of the information. CSLB suspects that, in many cases, the information is requested from the contractor, but not verified, leaving the onus on the consumer to confirm the validity of the information and determine whether or not the contractor is properly licensed.





## SECTION 8: WORKFORCE DEVELOPMENT AND JOB CREATION

### **56. What actions has the board taken in terms of workforce development?**

CSLB offers a Veterans Application Assistance Program for those transitioning from military service to civilian employment. In many cases, veterans possess transferable skills to help meet minimum experience and training requirements for state contractor licensure. This program offers priority services to veteran applicants by evaluating transferable military experience and training, as well as education. CSLB assists veterans by providing program technicians specially trained to evaluate transferable military training and experience from all branches of the military that meet minimum licensure requirements. Additionally, veterans receive automatic application processing priority, direct telephone and email contact with CSLB staff, and verification of educational credit and military experience/training.

Spouses and domestic partners of those on active duty in the Armed Forces also are provided with expedited licensure by CSLB pursuant to Business & Professions Code §115.5.

### **57. Describe any assessment the board has conducted on the impact of licensing delays.**

CSLB has not conducted any assessments on this topic.

### **58. Describe the board's efforts to work with schools to inform potential licensees of the licensing requirements and licensing process.**

CSLB manages the Construction Management Education Account (CMEA) and awards an average of \$124,000 annually to educational institutions with a construction management curriculum. CMEA funds help educate tomorrow's construction industry leaders. With these awards, CSLB aims to maintain and increase the caliber and availability of educational programs for the construction industry. The program also increases employment opportunities for graduates. CMEA is supported entirely by donations received from contractors who renew their license or from newly licensed contractors.

**59. Provide any workforce development data collected by the board, such as:**

**a. Workforce shortages**

**b. Successful training programs**

CSLB does not collect information about workforce shortages. During the economic downturn, the construction industry did not experience significant workforce shortages.

CSLB does not monitor training programs.



## SECTION 9: CURRENT ISSUES

**60. What is the status of the board's implementation of the Uniform Standards for Substance Abusing Licensees?**

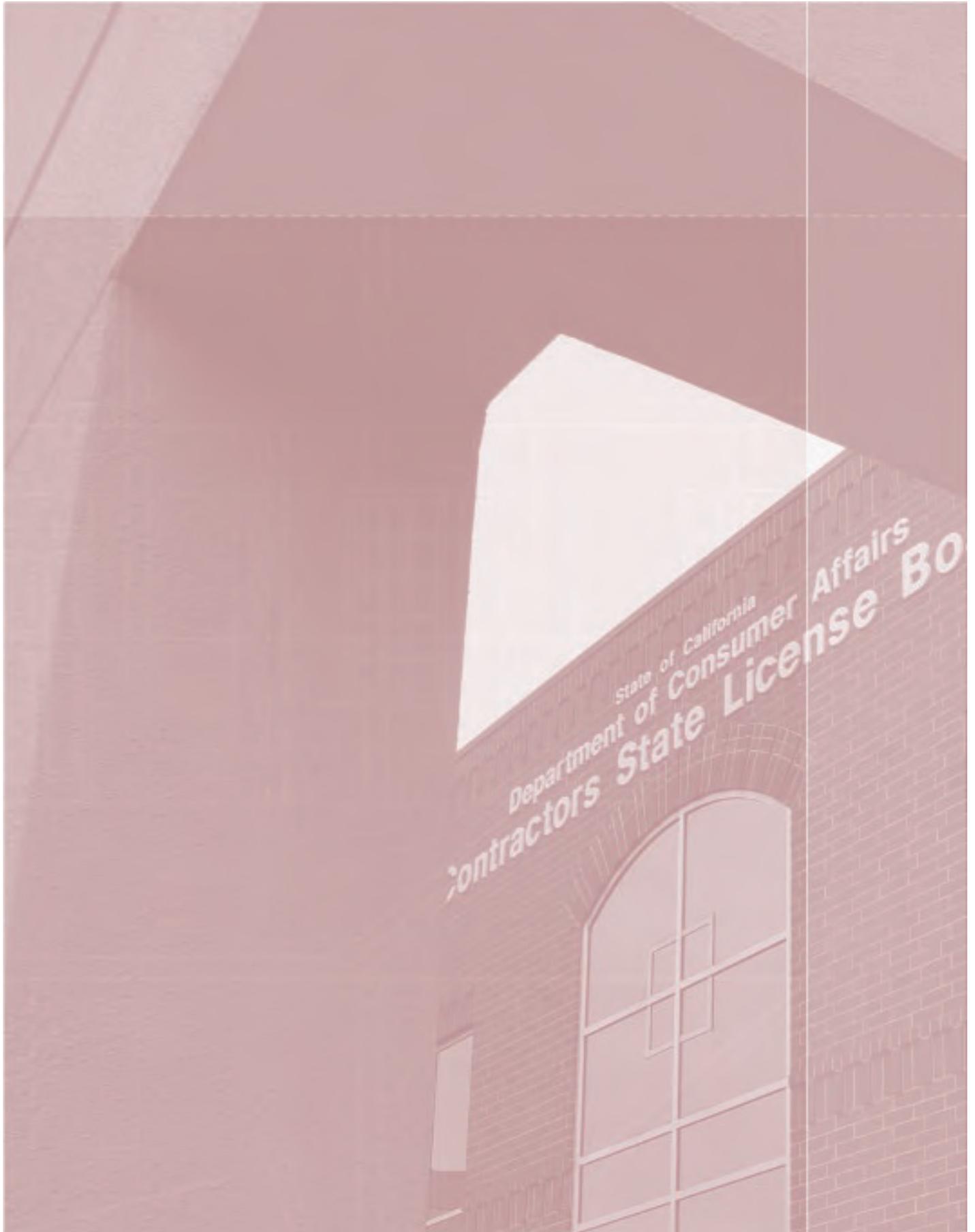
Not applicable.

**61. What is the status of the board's implementation of the Consumer Protection Enforcement Initiative (CPEI) regulations?**

Not applicable.

**62. Describe how the board is participating in development of BreEZe and any other secondary IT issues affecting the board.**

BreEZe, DCA's enterprise-wide licensing and enforcement system, includes e-payment/online licensure, renewals, and online complaints. Implementation will take place in three phases: Phase 1 is complete, Phase 2 is in progress, and CSLB is in Phase 3. CSLB staff continues to work with BreEZe project staff to prepare for the Phase 3 release by participating in discussions about functions that will directly affect CSLB operations; working on data conversion, data cleanup, and system documentation; and conducting meetings with CSLB staff to discuss specific requirements for BreEZe. CSLB IT staff continues to help DCA by assisting other boards and bureaus with Data Validation and Acceptance Testing. CSLB provided its testing center for training DCA Release 1 staff on the BreEZe system. CSLB actively participates and provides input in BreEZe Executive Steering Committee meetings, BreEZe Change Control Board meetings, and other critical meetings pertaining to BreEZe. After completion of all three releases, BreEZe will be the largest enterprise licensing and enforcement solution in the world.





## SECTION 10: BOARD ACTION AND RESPONSE TO PRIOR SUNSET ISSUES

### Include the following:

1. Background information concerning the issue as it pertains to the board.
2. Short discussion of recommendations made by the Committees/Joint Committee during prior sunset review.
3. What action the board took in response to the recommendation or findings made under prior sunset review.
4. Any recommendations the board has for dealing with the issue, if appropriate.

### ISSUE # 1

What are the effects of the current hiring freeze upon CSLB?

**Staff Recommendation:** CSLB should inform the Committee of the effects of the current reductions upon the Board's operations including, what are the current staffing levels? What vacancies are being left open? How have the vacancies and reductions impacted CSLB's operations?

#### Status

The hiring freeze is no longer in effect. In February 2014, CSLB had 40.5 vacant positions, out of 399.45 authorized PYs.

CSLB vacancy rates typically are eight to 10 percent and have not increased or decreased during FY 2013-14. Vacant positions are tracked and monitored by personnel staff that regularly send reminders to hiring managers to evaluate vacancies and submit requests for recruitment. Personnel staff also actively participates in different phases of the recruitment process, such as panel interviews, review of applicants' official employment history, etc., to expedite the recruitment process.

The most recent challenge in the recruitment process was the December 3, 2013, transfer policy change that resulted from the State Personnel Board decision rendered on or about November 7, 2013. In addition to the existing transfer rules, all candidates now must meet the minimum qualifications of the classifications

within which they seek to transfer. Personnel staff has been directed to attend the CalHR training course related to transfers and permissive reinstatement; approximately 80 percent of personnel staff have signed-up and/or attended the training. The new transfer policy may delay the recruitment process because all transfers must be confirmed by DCA's Selection Services & Recruitment unit (in addition to the existing Classification & Pay unit confirmation). However, since the implementation of the new transfer policy, no significant delay has been reported.

**ISSUE #2**

**Workload Management**

**Background:** The Board reported 46.5 staff vacancies out of 432.5 budgeted positions as of March 2011. Despite a 11% vacancy rate and the mandatory furloughs, it appears that the Board has made adjustments to its licensing and complaint handling functions that allowed staff to meet or exceed performance expectations.

**Staff Recommendation:** The Board should discuss with the Committee how it has been able to achieve licensing and complaint handling efficiencies while dealing with budget and staffing reductions, vacancies and furloughs.

**Status**

As discussed earlier in this report, during the economic downturn, CSLB's Licensing division has successfully maintained acceptable processing timeframes, in part because a reduced number of applications and renewal requests decreased the division's workload.

### ISSUE #3

Does CSLB monitor how the Construction Management Account grants are spent?

**Staff Recommendation:** CSLB should tell the Committee to what extent it has monitored how schools spend the Construction Management grants awarded over the years. Does the Board believe the current level of oversight is adequate? Does the Board have any recommendations for improvement?

#### Status

Each year CSLB provides the participating educational institutions with copies of the applicable statutes (B&P Code §7139 - §7139.10) concerning the grant process. B&P Code §7139.6 outlines how grant funds may be used. Every grant application submitted to CSLB includes enrollment data, faculty data, funding data, and a proposed budget. Also included is a report from the president of the educational institution that describes, in general terms, utilization of the previous year's grant award. The current level of oversight is adequate.

### ISSUE #4

Fee Payment by Credit Card

**Staff Recommendation:** CSLB should update the Committee on the current status of its efforts to fully implement electronic payments of fees and online application and renewal processing. What are the anticipated timelines? What are the existing impediments to full implementation?

#### Status

This issue is on hold pending BreEZe implementation.

### ISSUE #5

Implementation of Licensure for Limited Liability Companies (LLC)

**Staff Recommendation:** CSLB should report to the Committee the status of implementing the new LLC licensing provisions. What are the challenges to begin licensing LLCs as contractors?

#### Status

LLC licensure is fully implemented; CSLB has licensed approximately 580 LLCs.

**ISSUE #6**

What challenges do solar and other emerging technologies present to the board in administering the contractor licensing law?

**Staff Recommendation:** CSLB should discuss with the Committee its thoughts on dealing with solar and other emerging technologies, and its impact upon the various contractor classifications. CSLB should further consider these issues as a Board, and report back to the Committee on any findings and recommendations that it may have.

**Status**

Upon further review of this issue by the Board’s Licensing Committee, CSLB concluded that its current licensing structure can accommodate new and emerging technologies.

**ISSUE #7**

Implementation of Enforcement Monitor Recommendations

**Staff Recommendation:** CSLB should report to the Committee on the status of implementing the recommendations of the enforcement monitor. Are there recommendations that still have not been implemented? Why have they not been implemented? Are legislative changes needed?

**Status**

Since 2010, CSLB staff has implemented the Enforcement Monitor’s recommendations. An update follows of the recommendations that CSLB has implemented in the last four years:

**Recommendation:** Rebuild the enforcement organizational structure and fill key enforcement management positions.

**Status**

Working with the Department of Consumer Affairs and CalHR, CSLB successfully created and filled the Deputy Chief of Enforcement position in October 2013. This position assists the Chief of Enforcement to ensure appropriate leadership and accountability in the Enforcement division.

**Recommendation:** Increase license fees by approximately 20 percent to restore CSLB budget and enforcement resources to 1994 per capita levels and to ensure a sufficient reserve.

**Status**

On July 1, 2011, CSLB implemented a new fee schedule. Following action taken by the state Office of Administrative Law (OAL) in 2010, application, licensing, and registration fees were raised for the first time since 1993. OAL approved increases up to the statutory maximum set by the Legislature in 2002 in response to the Enforcement Monitor report that called for greater resources for CSLB's enforcement program. The increased fees will help assure that CSLB can uphold its mandate to protect California consumers and the integrity of the construction industry.

**Recommendation:** Reallocate field resources to better reflect the pattern of demand for consumer services including opening offices in areas of high demand.

**Status**

As part of the 2013-14 Strategic Plan, the Enforcement division recruited and filled an investigative position in the San Luis Obispo area. However, a need continues for additional staff in hard-to-fill, remote geographic locations.

**Recommendation:** Increase the CSLB peace officer staff from three to a minimum of 8–10 to improve criminal and civil investigative capabilities.

**Status**

In 2010, CSLB received authority to reclassify nine positions to peace officer positions, for a total of twelve. Since then, CSLB has moved quickly to fill these vacancies, placing one position in each Investigative Center.

**Recommendation:** Increase the Consumer Services Representative (CSR) and Enforcement Representative (ER) staff to reduce caseloads to manageable levels and enable CSRs to perform more actual case mediation.

**Status**

Various Executive Orders have resulted in the loss of staff positions in the Enforcement division. However, in 2006, the Board adopted Enforcement Objectives intended to keep caseloads for CSRs and ERs at a manageable level. Since then, Enforcement division staff have accomplished these objectives and successfully kept caseloads manageable.

**Recommendation:** Institute comprehensive training for CSRs and improve investigator training.

**Status**

As part of CSLB’s 2011-2012 Strategic Plan, the Enforcement division committed to creating a training curriculum for staff that included basic enforcement procedures, a mentoring program, and specialized training. CSLB offers standardized modular training to all Enforcement staff covering topics such as, Basic Investigative Techniques, Report Writing, Interviewing Techniques, Code Training, and Time Management. CSLB recently developed the CSLB Enforcement Academy to ensure access for all staff to this core training.

**Recommendation:** Improve public disclosure of complaints and actions against contractors.

**Status**

As part of the 2013-14 Strategic Plan, CSLB Board members approved disclosure on the CSLB website of the disciplinary actions taken by partnering state agencies, which resulted in the development and implementation of an innovative protocol. On its website, CSLB now flags such licensees, and includes an advisory statement and an electronic link to the partner agency’s website. This disclosure provides an accessible means for awarding authorities and prime contractors to determine if a contractor is a responsible and/or responsive bidder for public works projects.

Staff launched the project with two partner agencies, DIR’s Division of Labor Standards Enforcement (DLSE) and Caltrans. DLSE issues Civil Wage and Penalty Assessments for Labor Code violations, and Caltrans issues Stop Notices for violations that include non-payment of labor, services, equipment or materials used on public work projects. CSLB achieved this 2013-2014 strategic objective without new legislation.

**Are there recommendations that still have not been implemented?  
Why have they not been implemented?**

**Recommendation:** Provide a new lien expungement provision to assist consumers with unjustified and void liens.

**Status**

Existing law provides that if a lien claimant fails to commence an action to foreclose the lien within 90 days of its recording or fails to extend credit, as specified, the lien shall be automatically null and void. CSLB sponsored SB 237 (2007), which would have required a contractor who had failed to commence that action or extend credit in a timely manner, to execute and record a release of the lien within 15 calendar days of the date that it became null and void. Under that bill, a contractor who failed to comply with that provision would be subject to disciplinary action. Unfortunately, the bill did not receive legislative approval.

CSLB continues to monitor consumer complaints for fraudulent and/or unperfected liens and may consider a future legislative remedy.

**Recommendation:** Promote clear and effective home improvement contracts by revising and simplifying the elements of those contracts, including the state-mandated disclosures, through legislative change and promulgation of model contract forms, as appropriate.

**Status**

CSLB developed two pamphlets, "A Consumer Guide to Home Improvement Contracts – Terms of Agreement" and "Contracting for Success – Guide to Home Improvement Contracts." The pamphlets provide consumers with information on home improvement contract requirements and an outline for contractors to follow when developing a home improvement contract. The pamphlets are available to the public by calling CSLB's toll-free automated telephone system at 800-321-CSLB (2752) or by accessing the following links:

[http://www.cslb.ca.gov/Resources/GuidesAndPamphlets/  
HomImprovementContractsConsumerGuide.pdf](http://www.cslb.ca.gov/Resources/GuidesAndPamphlets/HomImprovementContractsConsumerGuide.pdf)

[http://www.cslb.ca.gov/Resources/GuidesAndPamphlets/  
ContractingForSuccess.pdf](http://www.cslb.ca.gov/Resources/GuidesAndPamphlets/ContractingForSuccess.pdf)

**ISSUE #8**

**Attorney General Costs and Timeframes**

**Staff Recommendation:** CSLB should tell the Committee more about how it is working to control enforcement costs and timeframes by using the internal tracking system for cases to the AG and by using mandatory settlement conferences.

**Status**

CSLB uses the tracking system provided by the Office of the Attorney General (AG) and has experienced excessive legal action time frames. Discussions with the AG determined that a shortage of administrative law judges has led to the lengthy time frames.

**Recommendation:** CSLB outreach to the Attorney General’s Office has prompted them to suggest hiring more administrative law judges.

**ISSUE #9**

**Enforcement Priorities: How does the board balance its enforcement efforts between licensed contractors and unlicensed contractors?**

**Staff Recommendation:** CSLB should discuss with the Committee its priorities in enforcement, and how in protecting the public, it balances enforcement action against licensed contractors and unlicensed contractors.

**Status**

This issue is discussed in Section 5.

**ISSUE #10**

**Fingerprinting License Applicants and Existing License Holders**

**Staff Recommendation:** CSLB should develop a plan and make recommendations to the Committee on an appropriate way to establish a fingerprint requirement for all existing licensees of the Board, so that the Board will receive criminal record information and subsequent arrest information from the DOJ and FBI.

**Status**

The Board adopted a policy opposing retroactive fingerprinting. CSLB believes such a program is unnecessary, costly, and recognizes that such a requirement would negatively impact the industry.

### ISSUE #11

Does CSLB share information with other agencies for enforcement purposes, and have there been problems sharing essential information with other state agencies?

**Staff Recommendation:** CSLB should advise the Committee of what improvements it believes could be made to facilitate increased cooperation on joint enforcement operations between state agencies? Do changes need to be made to California law to enable agencies to share information with CSLB for enforcement purposes?

#### Status

Enforcement staff continues to successfully share information with partners in the Labor Enforcement Task Force (LETF) and Joint Enforcement Strike Force (JESF), which include DIR Division of Labor Standards Enforcement (DLSE); DIR Division of Safety and Health (DOSH); Employment Development Department (EDD); Franchise Tax Board (FTB); and the Board of Equalization (BOE).

In 2013, CSLB Board members approved disclosing partner agencies' disciplinary actions on CSLB's website. As a result, an innovative protocol was developed and established. CSLB now flags licensees on its website by including an advisory statement and an electronic link to the partner agency's website. This disclosure provides an easily accessible means for awarding authorities and prime contractors to determine if a contractor is a responsible/responsive bidder for public works projects.

Staff launched the project with two partner agencies, the Department of Industrial Relations' Division of Labor Standards Enforcement (DLSE) and the California Department of Transportation (Caltrans). DLSE issues Civil Wage and Penalty Assessments (CWPA's) for Labor Code violations; Caltrans issues Stop Notices for violations that include non-payment of labor, services, equipment or materials used at public work projects.

**ISSUE #12**

Is the recent fee increase adequate to sustain CSLB's budget into the foreseeable future?

**Staff Recommendation:** CSLB should discuss its fund projections, and whether it will have sufficient funds to cover its administrative, licensing and enforcement costs and to provide for adequate staffing levels for critical program areas into the foreseeable future.

**Status**

CSLB does not anticipate the need for a fee increase at this time.

**ISSUE #13**

Should the licensing and regulation of contractors be continued and be regulated by the current Board membership?

**Staff Recommendation:** Recommend that contractors continue to be regulated by the current CSLB members in order to protect the interests of the public and be reviewed once again in four years.

**Status**

CSLB believes that the current board structure should be continued to protect the public and effectively administer licensing and regulation of the construction industry.



## SECTION 11: NEW ISSUES

**This is the opportunity for the board to inform the Committees of solutions to issues identified by the board and by the Committees. Provide a short discussion of each of the outstanding issues, and the board’s recommendation for action that could be taken by the board, by DCA or by the Legislature to resolve these issues (i.e., policy direction, budget changes, and legislative changes) for each of the following:**

- 1. Issues that were raised under prior Sunset Review that have not been addressed.**
- 2. New issues that are identified by the board in this report.**
- 3. New issues not previously discussed in this report.**
- 4. New issues raised by the Committees.**

The Contractors State License Board (CSLB) proposes that the Legislature and Administration address two areas that will benefit the State, its residents, and the construction industry.

**First, CSLB recommends that it be appropriately staffed to adequately enforce licensing and labor law violations resulting from the increasingly complex underground economy. Overall, CSLB has 68 fewer employees than in 2001, of which 47 were taken from the Enforcement division.**

An increase in CSLB’s enforcement staff would yield numerous benefits:

- Increase revenues to local and state government;
- Provide faster resolution of consumer complaints;
- Improve worker safety;
- Provide proper salary and wages for construction workers; and
- Ensure a more level playing field for honest contractors.

**Second, updates to and clarifications of Contractors’ State License Law (CSLL) will help the board, consumers, law enforcement, and the construction industry. Legislative and Administrative support would help CSLB efforts to review and identify ways to simplify language in Business and Professions Code (B&P) sections 7000-7199, under which CSLB operates.**

**This would help legitimate contractors comply with state contracting laws and help consumers by making the law easier to understand.**

A closer look at these two issues follows.

### **CSLB ENFORCEMENT RESOURCES**

With fewer resources than in 2001, CSLB’s enforcement program has absorbed more responsibilities, as outlined in this report. An expanding underground economy continues to deny local and state government much needed revenue, puts employees at risk, and hurts law-abiding businesses. Additional CSLB enforcement staff will aid the Board’s efforts to combat illegal activities associated with the underground economy.

While numerous areas in the enforcement program would benefit from additional resources, four particular areas deserve special attention.

#### **1. Increased, complex criminal activity**

CSLB continues to experience an increase in complex criminal schemes in the construction industry. In response, the board works closely with district attorneys throughout the state who solicit CSLB support to fight the growing number of crimes perpetrated by both licensed and unlicensed contractors. These cases can involve both criminal and civil violations.

Criminal:

- Penal Code (PC) §532 Theft by False Pretense
- PC §368d Elder Abuse (also disabled under age 65)
- PC §182 Conspiracy
- PC §487 Grand Theft (can umbrella theft by false pretense or theft by device)
- Revenue and Taxation Code §7153.5
- Workers’ Comp Premium Fraud
- PC §530.5 Identity Theft
- PC §186.2(b)(1) Criminal Profiteering
- PC §186.10 Money Laundering

Civil:

- BPC §§17511- 17511.12 and §§17590- 17594
  - ✓ Do Not Call List
  - ✓ Unwanted Telephone Solicitations
    - BPC §§17200/17500
  - ✓ Unfair Business Practices

Many of the cases can involve international organized criminal activity, multi-state violations, and other local, state and federal agencies. CSLB focuses particularly on construction-related elder abuse crimes and construction fraud. With more investigators, CSLB can extend its partnerships with district attorneys to address these crimes.

**2. Expand Public Works Unit**

An expanded CSLB Public Works Unit could take action each year on hundreds of Civil Wage and Penalty Assessments issued by the Division of Labor Standards Enforcement (DLSE) on public works projects, which CSLB currently lacks the staff to investigate. These assessments would result in scores of formal disciplinary actions (citations or license revocations). Approximately 7,000 public entities can award public works projects in California. With existing resources, CSLB can only take formal action against contractors that are debarred, which rarely happens. With additional resources, CSLB could investigate such cases and file formal actions to revoke the licenses of contractors who have violated Labor Code and caused significant financial harm to employees. Such enforcement actions would act as a catalyst for licensed contractors to abide by the law and, over time, protect vulnerable workers.

**3. Increase Statewide Investigative Fraud Team (SWIFT) Staffing**

Staffing shortages prevent CSLB from adequately addressing workloads in some areas of the state. CSLB staffs three main SWIFT offices to focus on unlicensed, Labor Enforcement Task Force (LETF), and Joint Enforcement Strike Force (JESF) activities. Remote areas of the state, such as Mendocino, Stanislaus, and Santa Barbara counties, would benefit from dedicated CSLB staff. District attorneys and contractors in these counties have repeatedly requested that CSLB staff live and work in these areas because travel times limit the ability of CSLB investigators to respond in a timely manner, if at all. A random check of craigslist.org on any given day yields scores of unlicensed contractors who advertise for construction services in these three counties alone.

A majority of unlicensed contractors do not pay state or local taxes; do not withhold payroll taxes; do not provide workers' compensation insurance for employees; and do not comply with local government requirements, including environmental requirements, business licenses and permits. Proactive and consistent enforcement would provide significantly enhanced protection to consumers, law-abiding businesses, and state and local taxpayers.

#### **4. Increase Citations and Resultant Revenue**

Currently, CSLB does not have sufficient permanent resources to issue administrative citations to licensees in a timely manner, and must pay overtime and use temporary help to do so. With additional resources, CSLB's Citation Processing Services Unit could address the increased citation workload and backlog more efficiently.

Increased enforcement activity centered on permit and workers' compensation insurance requirements has generated this backlog. As a result, CSLB is experiencing delays in issuing licensee citations. Without additional staffing, these delays likely will increase.

These delays directly harm consumers, as licensed contractors may continue their unlawful activities without threat of retribution. Consumers may unknowingly contract with a licensee with a history of committing violations. Further, the majority of CSLB's administrative citations include an order of correction to pay restitution to injured parties. CSLB's inability to issue timely citations postpones, or possibly eliminates, a consumer's opportunity to make a claim on the contractor's bond and/or to receive restitution directly from the contractor through an order of correction.

Additional resources will allow CSLB's enforcement program to build on its many efforts to fight illegal underground activity; ensure that employees on public works projects are properly paid; respond in a timely and efficient fashion to violations of permit and licensing law; and aid consumers, local governments, the construction industry, and workers.

## CONTRACTORS' STATE LICENSE LAW (CSLL) REVISIONS

Simplifying state law could assist in the Governor's and Legislature's efforts to aid the state's economic recovery and retain California businesses.

CSLB also expects such revisions to help its efforts to combat the underground economy, which presents a constant challenge to both CSLB and licensed, law-abiding contractors. Contractors who follow the law, pay their taxes, and protect their workers compete against those who do not. Revising and streamlining these statutes could greatly improve compliance. CSLB proposes to work with interested parties to review, reorganize, and rewrite CSLL. This might include public hearings, as well as input from law enforcement and the industry before bringing recommended revisions to the Legislature for approval.

As a first step, CSLB offers the following issues that the Legislature may want to address:

**1. Eliminate the existing requirement that contractors maintain \$2,500 in capital.**

B&P Code §7067.5 requires that all applicants, and all licensees at renewal, demonstrate, as evidence of financial solvency, that his or her operating capital exceeds \$2500. This requirement has never been verified, and provides no consumer protection. See Attachment for more information.

**2. Increase the existing surety bond requirement from \$12,500 to \$15,000.**

B&P Code §7071.6 requires that an applicant or licensee have on file at all times proof of a \$12,500 contractor bond.

The surety bond requirement was last increased in 2007, when it was raised from \$10,000. Prior to that, in 2004, it was increased from \$7,500 to \$10,000. A bond increase of \$2,500 would provide greater consumer protection than the existing \$2,500 capital requirement since a consumer can make a claim against a contractor's surety bond.

See *"New Issues: Background and Details"* on page 105 for more information.

**3. Review and update CSLB's arbitration program, governed by B&P Code sections 7085 – 7085.9.**

The arbitration program, which is free to consumers, offers restitution for contractor projects that do not meet trade standards. It is an alternate dispute resolution process designed to resolve consumer complaints equitably and efficiently. This program also benefits contractors, settling consumer complaints quickly and at significantly less cost than going to court.

CSLB has been made aware, by Senator Darrell Steinberg's office, about difficulties in the program related to attorney's fees, which require statute modification to remedy. The practice in CSLB's arbitration program is, and always has been, to not award attorney fees. However, CSLB has learned that, increasingly, when a contractor prevails in arbitration and receives a monetary award, the contractor will use that award as a basis to pursue a civil action to recover attorney fees associated with his/her arbitration defense. This negatively affects the arbitration program, as CSLB staff now must warn consumers that if they do not prevail in arbitration they could lose a significant amount of money in attorney fees if the contractor takes them to court.

See *"New Issues: Background and Details"* on page 105 for more information.

#### **4. Review the home improvement contract (HIC) law.**

B&P Code sections 7150-7168 establish requirements specific to the home improvement industry. CSLB's Enforcement Monitor, in his third report issued in 2003, recommended three broad changes to home improvement contract law:

- 1) Revise and simplify the contract's elements;
- 2) Amend B&P Code section 7159 to clarify the law governing HICs and ensure the most important consumer information is disclosed properly; and
- 3) Resolve the current practical problems of service and repair contracts.

Legislation was enacted in 2004 (SB 30, Chapter 566) that intended to implement these recommendations. A committee analysis of that bill stated:

*"In addition to consumer complaints that HICs are complex, unreadable, and of little help, contractors find the required disclosures in such contracts redundant and burdensome, and the legal liabilities unclear."*

Unfortunately, the final version of SB 30 did little to fix these issues. The law contains so many lengthy required disclosures that it provides little value to consumers, and it remains difficult for contractors to comply.

## 5. Review B&P Code section 7031 related to proof of licensure.

While this section is intended to provide a significant level of protection for consumers, the application of subdivision (b) by the legal profession (including the courts) is overly broad.

For example, if there is a break in licensure, even for one day, attorneys, most often representing those other than consumers, use the lapse as the basis to seek recovery of all compensation paid on a project as though the contractor had been “unlicensed” for the entire term of the contract.

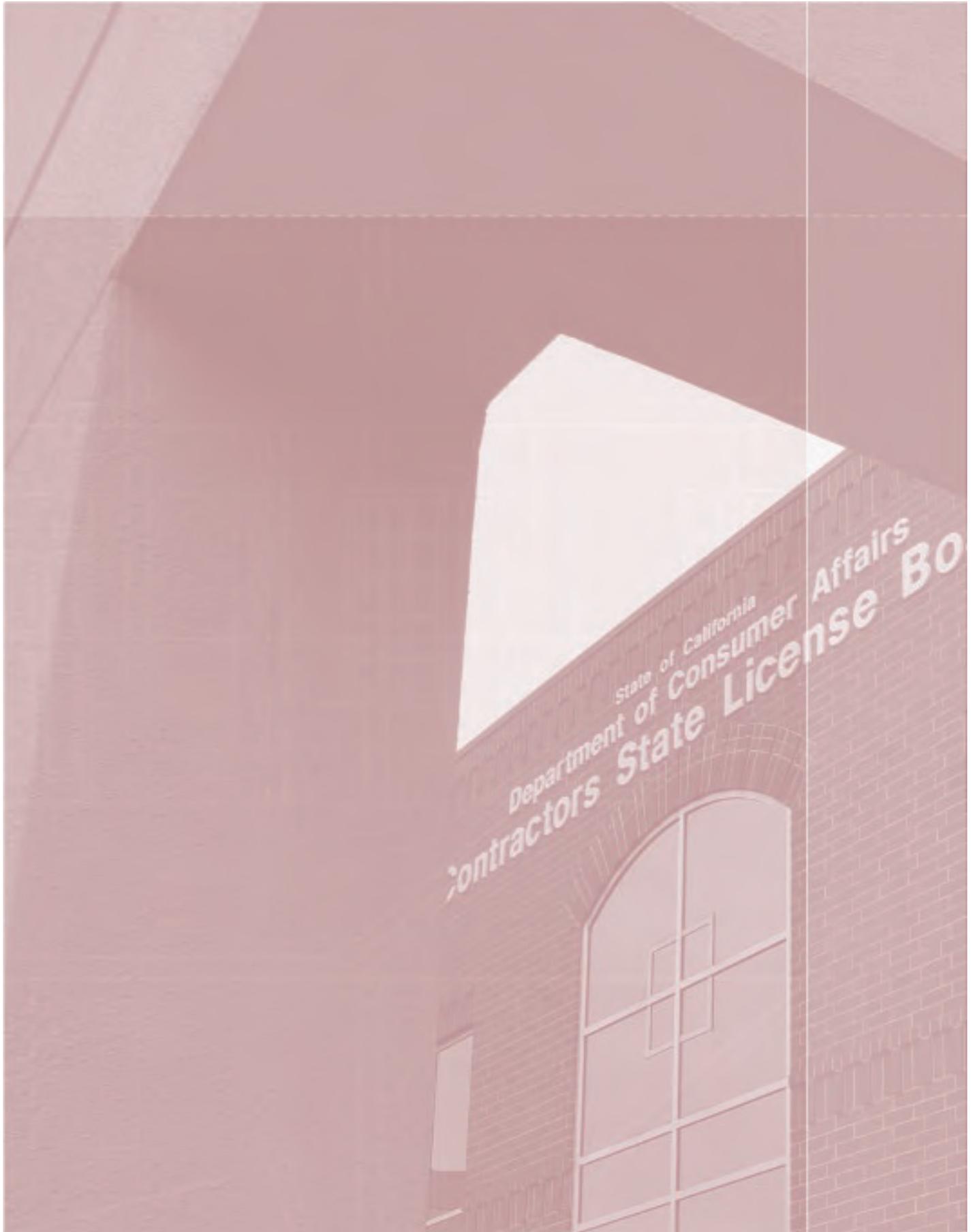
Significantly, the terms “duly licensed” (as used in subdivision (a)) and “unlicensed” are not defined in Contractors’ State License Law, but are decisive terms under Section 7031. Consequently, the legal profession lacks clear guidelines when judging the license status of a contractor, and the disgorgement provisions authorized by subdivision (b) are being misinterpreted and malevolently applied for personal gain, even when there is no issue regarding the quality of work performed.

This represents a growing distortion of the marketplace. If the state of California hopes to help business—and the economy—grow, and to streamline the business environment so contractors can succeed, it must address this problem.

Individual consumers without the financial wherewithal to hire attorneys do not utilize this provision of the law and it does not protect consumers who typically need help from CSLB.

In addition, contracts involving federal buildings are subject to the federal Miller Act, which requires that prime contractors for the construction, alteration, or repair of federal buildings furnish a payment bond for contracts in excess of \$100,000. Pursuant to U.S. District Court rulings, contractors on these projects are not required to comply with state licensing requirements, such as those in B&P Code §7031, in order to be eligible for payment. This creates a different standard for contractor compliance depending on the type of project involved.

See *“New Issues: Background and Details”* on page 105 for more information.





# NEW ISSUES: BACKGROUND AND DETAILS

## ISSUE #1 Capital Requirement

**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-thousand five hundred dollars (\$12,500)~~ **fifteen thousand dollars (\$15,000)**. 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.

**ISSUE #2**  
Contractor Bond

**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 fifteen thousand dollars (\$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 subdivision (a) until the time that the license is renewed, under the following conditions:

- (1) The applicant has either been convicted of a violation of Section 7028 or has been cited pursuant to Section 7028.7.
- (2) If the applicant has been cited pursuant to Section 7028.7, the citation has been reduced to a final order of the registrar.
- (3) The violation of Section 7028, or the basis for the citation issued pursuant to Section 7028.7, constituted a substantial injury to the public.

### ISSUE #3

#### Review the Law Regarding CSLB's Arbitration Program

#### OVERVIEW

The Contractors State License Board's arbitration program is governed by Business and Professions (B&P) Code sections 7085 – 7085.9. The program, which is free to consumers, offers restitution for contractor projects that do not meet trade standards. It is an alternate dispute resolution process designed to resolve consumer complaints equitably and efficiently. The program also benefits contractors, settling consumer complaints quickly and at significantly less cost than other means of resolution.

CSLB's arbitration program consists of two parts:

1. *Mandatory arbitration* is for claims where damage does not exceed the amount of the required contractor's license bond (\$12,500). Participation for the licensee is mandatory if the consumer/complainant agrees to resolve the issue through this process, and if recommended by the Board.
2. *Voluntary arbitration* is for disputes that involve claims of damage above the bond requirement (\$12,500), but that do not exceed \$50,000. Both the consumer / complainant and the licensee/respondent must agree to resolve the complaint through CSLB-sponsored arbitration.

## LEGISLATIVE HISTORY

CSLB's arbitration program was first established as a voluntary program in 1980 by Assembly Bill (AB) 1363 (Lockyer) to resolve disputes between consumers and contractors outside of court. As enacted, it allowed CSLB to refer certain, qualified disputes of between \$500 and \$15,000 in alleged damages, with the concurrence of both parties.

- In 1988, Senate Bill (SB) 905 (Ellis) increased the maximum dispute amount to \$25,000.
- In 1989, the Legislature enacted AB 967 (Bentley) to require mandatory arbitration of disputes involving material damages of \$2,500 or less.
- In 1993, AB 497 (Bentley) increased the mandatory arbitration threshold to \$5,000.
- In 1998, SB 1792 (Mountjoy) increased the monetary cap on cases that may be referred to a voluntary arbitration program to a maximum of \$50,000.
- In 2002, AB 728 (Correa) increased the threshold for mandatory arbitration to \$7,500.
- In 2006, SB 1112 (Committee on Business and Professions) increased the mandatory arbitration threshold to correspond to the amount of the contractor's license bond.

## PROGRAM EFFECTIVENESS

Since its creation, and as a tool for consumer protection, CSLB's arbitration program has been recognized for its innovation and effectiveness.

In 2004, the California Dispute Resolution Council honored CSLB for its commitment to alternative dispute resolution, because of its arbitration programs, as well as its on-site negotiation program, mandatory settlement conference policies, and extensive conciliation efforts.

In 2013, consumers and contractors evaluated the administration of CSLB's arbitration program and the Arbitration Mediation Conciliation Center (AMCC) with whom CSLB contracts to run the program.

Arbitration Satisfaction Ratings (1-5 Scale)	
Efficient Coordination Among Parties	4.74
Scheduling/Notice of Hearings	4.73
Case Management Overall	4.84
AMCC Professionalism	4.83
Case Manager Courtesy	4.84
Case Manager Efficiency	4.82

Calendar Year 2013 Program Statistics	
Complaints Referred to Arbitration Program	313
Awards Rendered	288
Restitution Ordered for Financially Injured Persons	\$1,254,767
Licenses Revoked for Failure to Comply with Arbitration Award	45

## PROPOSED CHANGES TO EXISTING LAW

CSLB was made aware, by Senator Darrell Steinberg’s office, about difficulties in the program related to attorney’s fees, which requires statute change to remedy. The issue came to light in a letter from a constituent of Senator Steinberg, who had to pay a contractor more than \$200,000 in attorney’s fees after losing an arbitration case. This is not the intent of the CSLB arbitration process.

The practice in CSLB’s arbitration program is, and always has been, to not award attorney fees. However, CSLB has learned that, increasingly, when a contractor prevails in arbitration and receives a monetary award, the contractor will use that award as a basis to pursue a civil action to recover attorney fees associated with his/her arbitration defense. This negatively affects the arbitration program, as CSLB staff must now warn consumers that if they do not prevail in arbitration they could lose a significant amount of money in attorney fees if the contractor takes them to court.

After discussing proposed changes with Senator Steinberg’s staff, CSLB agreed to sponsor AB 993 to address this issue. At the time of printing, AB 993 was in Senate Judiciary Committee review.

Proposed Statute Language:

### *Attorney’s Fees*

For CSLB, the most significant element of AB 993 was the addition of language to B&P Code §7085.5 (r)(3): *“A party that submits a dispute to arbitration pursuant to this section waives any right to recover attorney’s fees, or to challenge an arbitrator’s award of attorney’s fees, in a civil action regarding the dispute.”*

There is no doubt that, if a consumer faces a potentially large financial loss, he or she would hesitate to seek restitution from a contractor through arbitration. Yet, arbitration is timely, cost-effective, and beneficial to the consumer and the contractor. Closing this loophole will maintain these benefits.

CSLB also needs minor process changes to the regulations governing arbitration.

## CONCERNS REGARDING ASSEMBLY JUDICIARY COMMITTEE RECOMMENDATIONS

In addition to the amendment CSLB proposed, the Assembly Judiciary Committee recommended that the provisions of the California Arbitration Act be applied to CSLB's arbitration program.

After reviewing the proposed changes with AMCC, CSLB has several concerns, summarized below (code section references refer to April 24, 2013 version):

### JUDICIARY COMMITTEE PROPOSED LANGUAGE FOR B&P CODE

*7085.5 (a) The appointed arbitration association shall comply with all of the duties and requirements applicable to private arbitration companies pursuant to Title 9 (commencing with Section 1280) of Part 3 of the Code of Civil Procedure.*

*7085.5 (c) A person shall not serve as an arbitrator in any arbitration in which that person has any financial or personal interest in the result of the arbitration. Prior to accepting an appointment, the prospective arbitrator shall disclose any circumstances likely to prevent a prompt hearing or to create a presumption of bias. Upon receipt of that information, the board or appointed arbitration association shall immediately replace the arbitrator or communicate the information to the parties for their comments. Thereafter, the board or appointed arbitration association shall determine whether the arbitrator should be disqualified and shall inform the parties of its decision, which shall be conclusive. comply with Sections 1281.9 and 1281.95 of the Code of Civil Procedure. An arbitrator shall be subject to disqualification pursuant to Sections 1291.91 and 1281.95 of the Code of Civil Procedure.*

Section 1281.9 governs "consumer arbitrations," in which a consumer is contractually obligated to participate in arbitration and where pre-dispute arbitration provisions exist in the arbitration contract. These arbitrations result from a contract of adhesion (such as credit card companies and phone companies).

By contrast, CSLB arbitration is affirmatively chosen by the consumer and, hence, involves no pre-dispute contractual provisions and is governed by statute. Additionally, the Ethics Standards referred to in Civil Code section 1281.9 specifically excludes arbitration by statute; the inclusion of 1281.9 in these arbitration statutes would, thereby, cause a conflict in the law.

Further concern is centered on the proposed removal of B&P Code section 7085.5 (e) (2), which currently allows the arbitration association to set the date and place for mandatory arbitration conferences (those chosen by the consumer and that involve a claim of damages less than \$12,500). Such a change would present considerable

logistical problems, as there are only so many locations and arbitrators throughout the state. Presently, the arbitration service provider selects an arbitrator based upon location, availability, the nature of the dispute, and the availability of any of the 51 designated hearing locations across the state. Removing this provision in the statute will result in unnecessary delays in scheduling arbitration hearings and allow for possible manipulation by the responding parties or their attorneys.

Also, a proposed change in B&P Code §7085.5(u) (2) would have required that the arbitrator, rather than the registrar, provide the parties with the names of available industry experts. This change would undermine the arbitrator's standing as a neutral party by making him or her an information provider or advocate for either party, and could be construed as ex parte communication. CSLB recommends retaining existing law in this matter.

Lastly, at the request of the Civil Justice Association, the bill's author agreed to amend it and delete a proposed change to existing law that would prohibit an arbitrator from awarding work performance as part of the settlement. The current practice of the arbitration program is to only award monetary damages, a practice CSLB expects will continue.

## CSLB PROPOSED LANGUAGE

SECTION 1. Section 7085.5 of the Business and Professions Code is amended to read:

7085.5. Arbitrations of disputes arising out of cases filed with or by the board shall be conducted in accordance with the following rules:

(a) All "agreements to arbitrate" shall include the names, addresses, and telephone numbers of the parties to the dispute, the issue in dispute, and the amount in dollars or any other remedy **of monetary damages sought. Except for the release of a mechanics lien or the return of tools or materials, monetary damages are the only remedy available pursuant to this article. The arbitrator shall not order or provide for the specific performance of any project, including, but not limited to, the completion of work, repairs, or corrections.** The appropriate fee **for arbitration services** shall be paid **to the appointed arbitration association** by the board from the Contractors' License Fund.

(b) (1) The board or appointed arbitration association shall appoint an arbitrator in the following manner: immediately after the filing of the agreement to arbitrate, the board or appointed arbitration association shall submit simultaneously to each party to the dispute, an identical list of names of persons chosen from the panel. Each party to the

dispute shall have seven days from the mailing date in which to cross off any names to which it objects, number the remaining names to indicate the order of preference, and return the list to the board or appointed arbitration association. If a party does not return the list within the time specified, all persons named in the list are acceptable. From among the persons who have been approved on both lists, and in accordance with the designated order of mutual preference, the board or appointed arbitration association shall appoint an arbitrator to serve. If the parties fail to agree on any of the parties named, if acceptable arbitrators are unable to act, or if, for any other reason, the appointment cannot be made from the submitted lists, the board or appointed arbitration association shall have the power to make the appointment from among other members of the panel without the submission of any additional lists. Each dispute shall be heard and determined by one arbitrator unless the board or appointed arbitration association, in its discretion, directs that a greater number of arbitrators be appointed.

(2) In all cases in which a complaint has been referred to arbitration pursuant to subdivision (b) of Section 7085, the board or the appointed arbitration association shall have the power to appoint an arbitrator to hear the matter.

(3) The board shall adopt regulations setting minimum qualification standards for listed arbitrators based upon relevant training, experience, and performance.

(c) ~~No~~ **A** person shall **not** serve as an arbitrator in any arbitration in which that person has any financial or personal interest in the result of the arbitration. Prior to accepting an appointment, the prospective arbitrator shall disclose **to the appointed arbitration association** any circumstances likely to prevent a prompt hearing or to create a presumption of bias. Upon receipt of that information, the board or appointed arbitration association shall immediately replace the arbitrator or communicate the information to the parties for their comments. Thereafter, the board or appointed arbitration association shall determine whether the arbitrator should be disqualified and shall inform the parties of its decision, which shall be conclusive.

(d) The board or appointed arbitration association may appoint another arbitrator if a vacancy occurs, or if an appointed arbitrator is unable to serve in a timely manner.

(e) (1) The board or appointed arbitration association shall provide the parties with a list of the times and, dates, and locations of the hearing to be held. The parties shall notify the arbitrator **arbitration association**, within seven calendar days of the mailing of the list, of the times and dates convenient to each party. If the parties fail to respond to the arbitrator within the seven-day period, the arbitrator shall fix the time, place, and location of the hearing. An arbitrator may, at the arbitrator's sole discretion, make an inspection

of the construction site which is the subject of the arbitration. The arbitrator shall notify the parties of the time and date set for the inspection. Any party who so desires may be present at the inspection.

(2) The board or appointed arbitration association shall fix the time, place, ***date***, and location of the hearing for all cases referred to arbitration pursuant to subdivision (b) of Section 7085. An arbitrator may, at the arbitrator's sole discretion, make an inspection of the construction site ~~which~~ ***that*** is the subject of the arbitration. The arbitrator shall notify the parties of the time and date set for the inspection. Any party who desires may be present at the inspection.

(f) Any A person having a direct interest in the arbitration is entitled to attend the hearing. The arbitrator shall otherwise have the power to require the exclusion of any witness, other than a party or other essential person, during the testimony of any other witness. ~~It shall be discretionary with~~ ***is in the discretion of*** the arbitrator to determine the propriety of the attendance of any other person.

(g) Hearings ***A hearing*** shall be adjourned by the arbitrator only for good cause, ***at the arbitrator's sole discretion***.

(h) A record is not required to be taken of the proceedings. However, any party to the proceeding may have a record made at its own expense. ***A party making a recording of a hearing shall supply the recording to the arbitrator at the party's own expense***. The parties may make appropriate notes of the proceedings.

(i) The hearing shall be conducted by the arbitrator in any manner ~~which~~ ***that*** will permit full and expeditious presentation of the case by both parties. Consistent with the expedited nature of arbitration, the arbitrator shall establish the extent of, and schedule for, the production of relevant documents and other information, the identification of any witnesses to be called, and a schedule for any hearings to elicit facts solely within the knowledge of one party. The complaining party shall present its claims, proofs, and witnesses, who shall submit to questions or other examination. The defending party shall then present its defenses, proofs, and witnesses, who shall submit to questions or other examination. The arbitrator has discretion to vary this procedure but shall afford full and equal opportunity to the parties for the presentation of any material or relevant proofs.

(j) The arbitration may proceed in the absence of any party who, after due notice, fails to be present. The arbitrator shall require the attending party to submit supporting evidence in order to make an award. An award for the attending party shall not be based solely on the fact that the other party has failed to appear at the arbitration hearing.

(k) The arbitrator shall be the sole judge of the relevancy and materiality of the evidence offered, and conformity to legal rules of evidence shall not be required.

(l) The arbitrator may receive and consider documentary evidence. Documents to be considered by the arbitrator may be submitted prior to the hearing. However, a copy shall be simultaneously transmitted to all other parties and to the board or appointed arbitration association for transmittal to the arbitrator or board appointed arbitrator.

(m) The arbitrator shall specifically inquire of the parties whether they have any further proofs to offer or witnesses to be heard. Upon receiving negative replies, the arbitrator shall declare the hearing closed and minutes thereof shall be recorded. If briefs are to be filed, the hearing shall be declared closed as of the final date set by the arbitrator for the receipt of briefs. If documents are to be filed as requested by the arbitrator and the date set for their receipt is later than that set for the receipt of briefs, the later date shall be the date of closing the ~~hearings~~ **hearing**. The time limit within which the arbitrator is required to make the award shall commence to run, in the absence of other agreements by the parties, upon the closing of the ~~hearings~~ **hearing**.

(n) The hearing may be reopened on the arbitrator's own motion **prior to the rendering of an award.**

(o) ~~Any~~ **A** party who proceeds with the arbitration after knowledge that any provision or requirement of these rules has not been complied with, and who fails to state his or her objections to the arbitrator in writing, within ~~40~~ **3** calendar **business** days of close of **the** hearing, shall be deemed to have waived his or her right to object.

(p) (1) Except as provided in paragraph (2), any papers or process necessary or proper for the initiation or continuation of an arbitration under these rules, and for any court action in connection therewith, or for the entry of judgment on an award made thereunder, may be served upon any a party (A) by regular **first-class** mail addressed to that party or his or her attorney at the party's last known address, or (B) by personal service. **Service by first-class mail is complete upon deposit in a post office, mailbox, sub-post office, substation, or mail chute, or other like facility regularly maintained by the United States Postal Service in a sealed addressed envelope, with postage paid.**

(2) Notwithstanding paragraph (1), in all cases referred to arbitration pursuant to subdivision (b) of Section 7085 in which the contractor fails or refuses to return an executed copy of the notice to arbitrate within the time specified, any papers or process specified in paragraph (1) to be sent to the contractor, including the notice of hearing, shall be mailed by certified mail to the contractor's address of record.

(q) The award shall be made promptly by the arbitrator, and unless otherwise agreed by the parties, no later than 30 calendar days from the date of closing the hearing, **or from the closing of** a reopened hearing, or if oral hearing has been waived, from the date of transmitting the final statements and proofs to the arbitrator.

The arbitrator may for good cause extend any period of time established by these rules, except the time for making the award. The arbitrator shall notify the parties of any extension and the reason therefor.

(r) (1) The arbitrator may grant any remedy or relief that the arbitrator deems just and equitable and within the scope of the board's referral and the requirements of the board. The arbitrator, in his or her sole discretion, may award costs or expenses.

(2) The amendments made in paragraph (1) during the 2003-04 Regular Session shall not be interpreted to prevent an arbitrator from awarding a complainant **An arbitrator may award** all direct costs and expenses for the completion or repair of the project.

**(3) A party whose dispute is submitted to arbitration pursuant to this section waives any right to recover attorney's fees in a civil action regarding the dispute.**

(s) **(1)** The award shall become final 30 calendar days from the date the arbitration award is issued, **notwithstanding the actual date either party receives the award.** The arbitrator, upon written application of a party to the arbitration, may correct the award upon the following grounds:

(1) **(A)** There was an evident miscalculation of figures or an evident mistake in the description of any person, things, or property referred to in the award.

(2) **(B)** There is any other clerical error in the award, not affecting the merits of the controversy.

**(2)** An application for correction of the award shall be made within 10 calendar days of the date of service of the award by serving a copy of the application on the arbitrator, and all other parties to the arbitration. ~~Any~~ **A** party to the arbitration may make a written objection to the application for correction by serving a copy of the written objection on the arbitrator, the board, and all other parties to the arbitration, within 10 calendar days of the date of service of the application for correction.

**(3) The** arbitrator shall either deny the application or correct the award within 30 calendar days of the date of service of the original award by mailing a copy of the denial or correction to all parties to the arbitration. Any appeal from the denial or correction shall be filed with a court of competent jurisdiction and a true copy thereof shall be filed with the arbitrator or appointed arbitration association within 30 calendar days after the award has become final. The award shall be in writing, and shall be signed by the arbitrator or a majority of them. If no appeal **request for correction** is filed within the 30-calendar day period, it shall become a final order of the registrar.

(t) Service of the award by certified mail shall be effective if a certified letter containing the award, or a true copy thereof, is mailed by the arbitrator or arbitration association to each party or to a party's attorney of record at their last known address, address of record, or by personally serving any party. Service may be proved in the manner authorized in civil actions. **Service by certified mail is complete upon deposit in a post office, mailbox, sub-post office, substation, or mail chute, or other like facility regularly maintained by the United States Postal Service in a sealed addressed envelope, with postage paid.**

(u) **(1)** The board shall pay the expenses of one expert witness appointed by the board when the **if both of the following apply:**

**(A) The** services of an expert witness are requested by either party involved in arbitration pursuant to this **article**.

**(B) The** case involves workmanship issues that are itemized in the complaint and have not been repaired or replaced. ~~Parties who choose~~

**(2) A party that chooses** to present the findings of another expert witness as evidence shall pay for those services. Payment for expert witnesses appointed by the board shall be limited to the expert witness costs for inspection of the problem at the construction site, preparation of the expert witness' report, and expert witness fees for appearing or testifying at a hearing. All requests for payment to an expert witness shall be submitted on a form that has been approved by the registrar. All requests for payment to an expert witness shall be reviewed and approved by the board prior to payment. The registrar shall advise the parties that names of industry experts may be obtained by requesting this information from the registrar.

(v) The arbitrator shall interpret and apply these rules insofar as they relate to his or her powers and duties.

(w) The following shall apply as to court procedure and exclusion of liability:

(1) The board, the appointed arbitration association, or any arbitrator in a proceeding under these rules is not a necessary party in judicial proceedings relating to the arbitration.

(2) Parties to these rules shall be deemed to have consented that judgment upon the arbitration award may be entered in any federal or state court having jurisdiction thereof.

(3) The board, the appointed arbitration association, or any arbitrator is not liable to any party for any act or omission in connection with any arbitration conducted under these rules.

#### **ISSUE #4**

##### **Review of Home Improvement Contract Law**

1. *Review the home improvement contract (HIC) law.*

B&P Code sections 7150-7168 establish requirements specific to the home improvement industry. CSLB's Enforcement Monitor, in his third report issued in 2003, recommended three broad changes to home improvement contract law:

- 1) Revise and simplify the contract's elements;
- 2) Amend B&P Code section 7159 to clarify the law governing HICs and ensure the most important consumer information is disclosed properly; and
- 3) Resolve the current practical problems of service and repair contracts.

Legislation was enacted in 2004 (SB 30, Chapter 566) that intended to implement these recommendations. A committee analysis of that bill stated,

*"In addition to consumer complaints that HICs are complex, unreadable, and of little help, contractors find the required disclosures in such contracts redundant and burdensome, and the legal liabilities unclear."*

Unfortunately, the final version of SB 30 did little to fix these issues. The law has so many lengthy required disclosures that it provides little value to consumers, and is still difficult for contractors to be in compliance.

**ISSUE #5****Business and Professions Code Section 7031 Regarding Recovery of Compensation Paid to an Unlicensed Contractor****EXISTING LAW**

Business & Professions Code section (BPC) 7031 provides consumer protection as follows:

1. Under subdivision (a), in order to file suit for compensation a contractor must prove that he/she was a "...duly licensed contractor at all times during the performance of that act or contract" for which compensation is sought.
2. Under subdivision (b), any person who hires an unlicensed contractor can bring an action in any court of competent jurisdiction for recovery of all compensation paid to the unlicensed contractor for performance of any act or contract.

**PROBLEM**

The application of subdivision (b) by the legal profession (including the courts) is overly broad. For example, if there is a break in licensure, even for one day, attorneys representing public agencies, prime contractors, commercial and/or industrial project owners, and consumers use the lapse as the basis to seek recovery of all compensation paid on a project, as though the contractor had been "unlicensed" for the entire term of the contract. The same "unlicensed" interpretation is being applied to cases where a contractor has maintained a valid license in a classification for which the license was issued but, during the course of construction, performed a small amount of work that may later be deemed to have been "out-of-class" (see Business and Professions Code section 7117.6).

Significantly, the terms "duly licensed" (as used in subdivision (a)) and "unlicensed" are not defined in the Contractors' State License Law, but are decisive terms under Section 7031. Consequently, the legal profession has no clear guidelines when judging the license status of a contractor, and the disgorgement provisions authorized by subdivision (b) are being misinterpreted and malevolently applied for personal gain, even when there is no issue regarding the quality of work performed.

The application of this statute in this manner may facilitate "unjust enrichment" to public agencies, prime contractors, and/or commercial/industrial project owners, an unacceptable outcome within the spirit of the law. Further, CSLB's mission is, primarily, to protect residential consumers, not to punish licensed contractors who, through an



ambiguous application of terms undefined in the Contractors' State License Law but used in B&P Code section 7031 without legal foundation, may be in default.

In CSLB's opinion, this represents a growing distortion of the marketplace. If the State of California hopes to help businesses and the economy grow, and streamline the business environment so contractors can succeed, it must address this problem. Individual consumers without the financial wherewithal to hire attorneys do not utilize this provision of the law, nor does it provide significant protection for those consumers who most often need CSLB's help.

### **SB 263 (MONNING, 2013)**

The Contractors State License Board sponsored SB 263 (Monning) in 2013 to modify B&P Code section 7031. Specifically, this bill would have repealed the existing section and replaced it with provisions that, while still requiring a contractor to be licensed at all times, would have allowed a court to determine whether or not a contractor had substantially complied with the licensing requirement if licensed when the contract was signed, but subsequently performed work either outside his or her classification, under a suspended license, or under an expired or inactive license. A contractor meeting these criteria could have sought payment for work performed only when properly licensed.

CSLB was unsuccessful in pursuing this change. The amendments to B&P Code section 7031 were removed because of concerns on the part of Senate Judiciary Committee staff about any changes that they perceived as weakening the existing consumer protection provided by B&P Code section 7031.

### **FEDERAL LAW**

A recent U.S. Court of Appeals, 9th District, decision, *Technica LL v. Carolina Casualty Insurance Company*, originated as a question related to the Miller Act, but evolved into a question about licensure. The federal Miller Act requires that prime contractors for the construction, alteration, or repair of Federal buildings furnish both a performance and payment bond for contracts in excess of \$100,000. Other payment protections may be provided for contracts between \$30,000 and \$100,000.

In this case, the sub-subcontractor pursuing a claim on a Miller Act bond did not have a California license, and it was argued by the defendant that, under B&P Code section 7031, the sub-subcontractor was not entitled to payment. However, following precedent in prior federal cases, the court ruled that, because the sub-subcontractor was working

on a federal project and/or a federally funded project, he was not subject to California licensing laws. The legal ramifications of this decision suggest that any projects involving federal funds and/or projects will not be held to the requirements of B&P Code section 7031, while contractors on all other projects in California must comply with these requirements. This establishes different standards and different levels of protection for payment.

### **WHY CSLB SPONSORED SB 263 AND CONTINUES TO SUPPORT THE CONCEPT**

CSLB sponsored SB 263 because it would have helped to accomplish two of the Board's strategic objectives: (1) simplify laws to facilitate the licensing of more contractors; and (2) where possible, limit unduly harsh restrictions to make compliance with the law easier for both consumers and licensees. CSLB believes this proposal would benefit consumers, as well as address contractor concerns about receiving monies owed for work and services rendered while properly licensed.

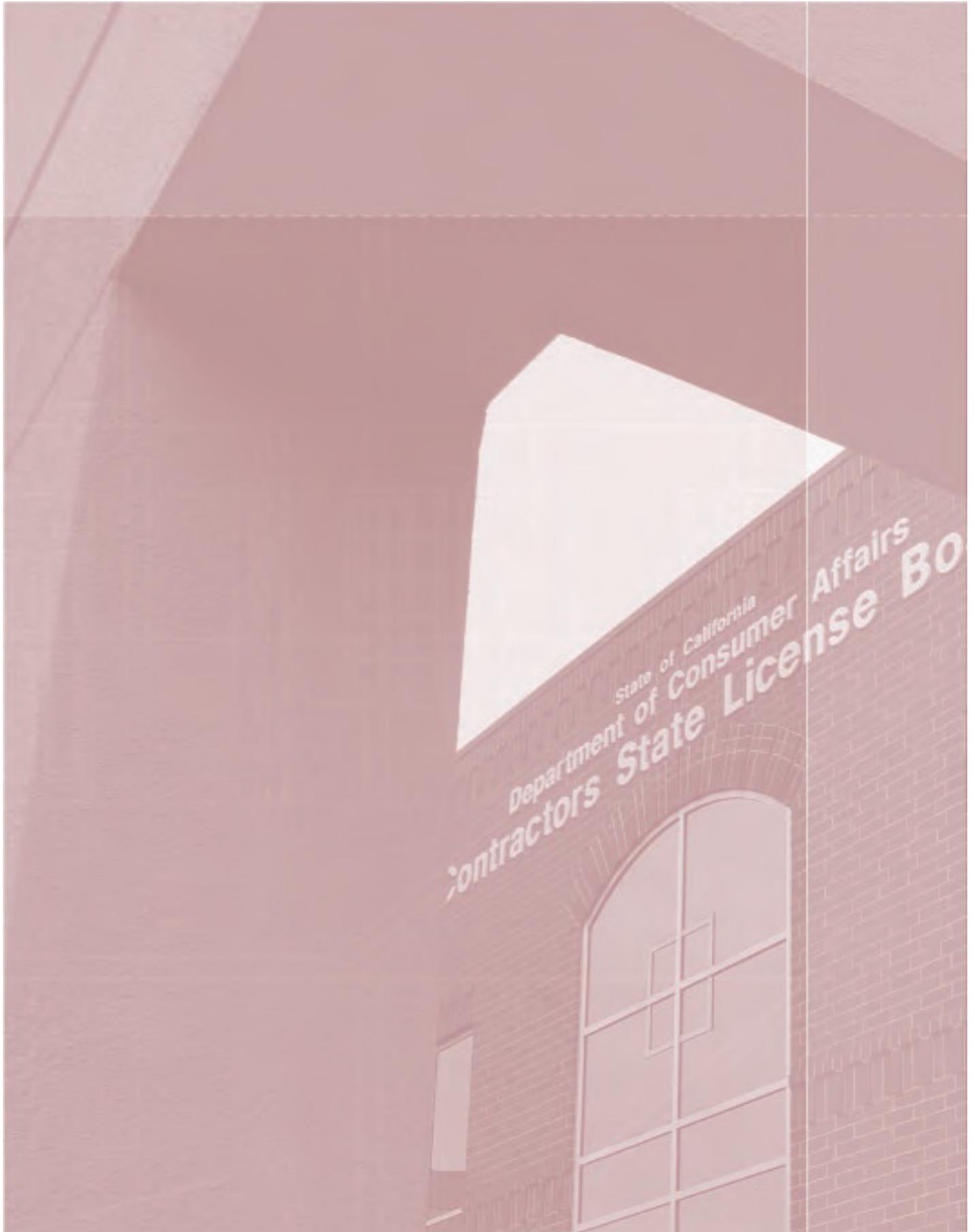


## SECTION 12: ATTACHMENTS

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Please provide the following attachments:

- A. Board's administrative manual.
- B. Current organizational chart showing relationship of committees to the board and membership of each committee (cf., Section 1, Question 1).
- C. Major studies, if any (cf., Section 1, Question 4).
- D. Year-end organization charts for last four fiscal years. Each chart should include number of staff by classifications assigned to each major program area (licensing, enforcement, administration, etc.) (cf., Section 3, Question 15).



# ATTACHMENTS

## Board Administrative Procedure Manual





2014

BOARD MEMBER ADMINISTRATIVE  
**PROCEDURE MANUAL**



**CONTRACTORS STATE  
LICENSE BOARD**

**Members of the Board**

JOAN HANCOCK, *Contractor Member, Chair*

DAVID DIAS, *Labor Member, Vice Chair*

ED LANG, *Public Member, Secretary*

KEVIN J. ALBANESE, *Contractor Member*

AGUSTIN BELTRAN, *Public Member*

LINDA CLIFFORD, *Contractor Member*

PASTOR HERRERA JR., *Public Member*

ROBERT LAMB, *Public Member*

JOHN O'ROURKE, *Public Member*

BRUCE RUST, *Public Member*

FRANK SCHETTER, *Contractor Member*

PAUL SCHIFINO, *Contractor Member*

NANCY SPRINGER, *Building Official*

**Registrar of Contractors**

STEPHEN P. SANDS



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## CHAPTER 1. Introduction

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### Overview

The Contractors State License Board (CSLB) was created by the California Legislature in 1929 as the Contractors License Bureau under the Department of Professional and Vocational Standards to safeguard the public's health, safety, and welfare. Today, CSLB is one of the boards, bureaus, commissions, and committees within the Department of Consumer Affairs (DCA), part of the Business, Consumer Services and Housing Agency under the aegis of the Governor. The Department is responsible for consumer protection and representation through the regulation of licensed professions and the provision of consumer services. While DCA provides administrative oversight and support services, CSLB has policy autonomy and sets its own policies and procedures, and initiates its own regulations.

The Board is comprised of 15 members. By law, nine are public members (eight non-contractors and one local building official), five are contractors, and there is one labor representative. Eleven appointments are made by the Governor. The Senate Rules Committee and the Speaker of the Assembly each appoint two public members. Board members may serve up to two full four-year terms. Board members fill non-salaried positions, but are paid \$100 per day for each meeting day and are reimbursed for travel expenses.

This procedure manual is provided to Board members as a ready reference of important laws, regulations, DCA policies, and Board policies to guide the actions of Board members and ensure Board effectiveness and efficiency.

### General Rules of Conduct

- Board members shall not speak or act for the Board without proper authorization.
- Board members shall maintain the confidentiality of confidential documents and information.
- Board members shall commit the time to prepare for Board responsibilities.
- Board members shall recognize the equal role and responsibilities of all Board members.
- Board members shall act fairly, be nonpartisan, impartial, and unbiased in their role of protecting the public.

- Board members shall treat all applicants and licensees in a fair and impartial manner.
- Board members' actions shall serve to uphold the principle that the Board's primary mission is to protect the public.
- Board members shall not use their positions on the Board for personal, familial, or financial gain.

## Chapter 2. Board Meeting Procedures

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### Frequency of Meetings

*(Business & Professions Code sections 7006, 7007)*

- The Board shall meet at least once each calendar quarter for the purpose of transacting such business as may properly come before it.
- Special meetings of the Board may be held as indicated in its bylaws.
- Four members of the Board may call a special meeting at any time.
- Eight members constitute a quorum at a Board meeting.
- Due notice of each meeting and the time and place thereof shall be given to each member in the manner provided in the bylaws.

### Board Member Attendance at Board Meetings

*(Board Policy)*

Board members shall attend each meeting of the Board. If a member is unable to attend, he or she must contact the Board Chair or the Registrar and ask to be excused from the meeting for a specific reason.

### Public Attendance at Board Meetings

*(Government Code section 11120 et seq.)*

Meetings are subject to all provisions of the Bagley-Keene Open Meeting Act. This act governs meetings of the state regulatory boards and meetings of committees of those boards where the committee consists of more than two members. It specifies meeting notice and agenda requirements and prohibits discussing or taking action on matters not included in the agenda.

If the agenda contains matters which are appropriate for closed session, the agenda shall cite the particular statutory section and subdivision authorizing the closed session.

### Quorum

*(B&P Code section 7007)*

Eight Board members constitute a quorum for the transaction of business. The concurrence of a majority who are present and voting at a meeting shall be necessary to constitute an act or decision of the Board.

**Agenda Items**

*(Board Policy)*

Any Board member may submit items for a Board meeting agenda to the Registrar 15 days prior to the meeting.

**Notice of Meetings**

*(Government Code section 11120 et seq.)*

According to the Bagley-Keene Open Meeting Act, meeting notices (including agendas for Board meetings) shall be sent to persons on the Board's mailing list at least 10 calendar days in advance. The notice shall include a staff person's name, work address, and work telephone number who can provide further information prior to the meeting.

**Notice of Meetings to be Posted on the Internet**

*(Government Code section 11125 et seq.)*

Notice shall be given and also made available on the Internet at least 10 days in advance of the meeting, and shall include the name, address, and telephone number of a staff person who can provide further information prior to the meeting, but need not include a list of witnesses expected to appear at the meeting. The written notice shall additionally include the Internet address where notices required by this article are made available.

**Record of Meetings**

*(Board Policy)*

The minutes are a summary, not a transcript, of each Board meeting. They shall be prepared by Board staff and submitted for review by Board members before the next Board meeting. Board minutes shall be approved at the next scheduled meeting of the Board. When approved, the minutes shall serve as the official record of the meeting.

**Audio/Video Recording**

*(Board Policy)*

The meeting may be audio/video recorded and/or broadcast live via the Internet. Recordings may be disposed of upon Board approval of the minutes; broadcasts may be available in perpetuity.

**Meeting Rules**

*(Board Policy)*

The Board will use Robert's Rules of Order, to the extent that it does not conflict with state law (e.g., Bagley-Keene Open Meeting Act), as a guide when conducting the meetings.

**Public Comment***(Board Policy)*

Due to the need for the Board 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. The Board may ask or direct a staff member to speak with the person directly outside the confines of the meeting room.
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.

## CHAPTER 3. Travel and Salary Policies and Procedures

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### Travel Approval

*(DCA Memorandum 96-01)*

Board members shall have Board Chair approval for all travel except for regularly scheduled Board and committee meetings to which the Board member is assigned.

### Travel Arrangements

*(Board Policy)*

Board members should attempt to make their own travel arrangements and are encouraged to coordinate with the Registrar's Executive Assistant for lodging accommodations.

### Out-of-State Travel

*(SAM Section 700 et seq.)*

For out-of-state travel, Board members will be reimbursed for actual lodging expenses, supported by vouchers, and will be reimbursed for meal and supplemental expenses. Out-of-state travel for all persons representing the state of California is controlled and must be approved by the Governor's Office.

### Travel Claims

*(SAM section 700 et seq. and DCA Memorandum 96-01)*

Rules governing reimbursement of travel expenses for Board members are the same as for management-level state staff. All expenses shall be claimed on the appropriate travel expense claim forms. The Registrar's Executive Assistant maintains these forms and completes them as needed. It is advisable for Board members to submit their travel expense forms immediately after returning from a trip and not later than two weeks following the trip.

For expenses to be reimbursed, Board members shall follow procedures contained in DCA Departmental Memoranda, which periodically are disseminated by the Director and are provided to Board members.

### Salary Per Diem

*(B&P Code section 103)*

Compensation in the form of salary per diem and reimbursement of travel and other related expenses for Board members is regulated by B&P Code section 103.

In relevant part, this section provides for the payment of salary per diem for Board members “for each day actually spent in the discharge of official duties,” and provides that the Board member “shall be reimbursed for traveling and other expenses necessarily incurred in the performance of official duties.”

Accordingly, the following general guidelines shall be adhered to in the payment of salary per diem or reimbursement for travel:

1. No salary per diem or reimbursement for travel-related expenses shall be paid to Board members except for attendance at official Board or committee meetings, unless a substantial official service is performed by the Board member. Attendance at gatherings, events, hearings, conferences or meetings other than official Board or committee meetings in which a substantial official service is performed shall be approved in advance by the Board Chair. The Registrar shall be notified of the event and approval shall be obtained from the Board Chair prior to Board member’s attendance.
2. The term “day actually spent in the discharge of official duties” shall mean such time as is expended from the commencement of a Board meeting or committee meeting to the conclusion of that meeting. Where it is necessary for a Board member to leave early from a meeting, the Board Chair shall determine if the member has provided a substantial service during the meeting and, if so, shall authorize payment of salary per diem and reimbursement for travel-related expenses.

For Board-specified work, Board members will be compensated for actual time spent performing work authorized by the Board Chair. That work includes, but is not limited to, authorized attendance at other gatherings, events, meetings, hearings, or conferences, and NASCLA or CLEAR committee work. That work does not include preparation time for Board or committee meetings. Board members cannot claim salary per diem for time spent traveling to and from a Board or committee meeting.

## Chapter 4. Selection of Officers and Committees

---

### Officers of the Board

*(B&P Code section 7005)*

The Board shall elect from its members a Chair, a Vice Chair, and a Secretary to hold office for one year or until their successors are duly elected and qualified.

### Nomination of Officers

*(Board Policy)*

The Board Chair shall appoint a Nominations Committee prior to the last meeting of the fiscal year and shall give consideration to appointing a public and a professional member of the Board to the Committee. The Committee's charge will be to recommend a slate of officers for the following year. The Committee's recommendation will be based on the qualifications, recommendations, and interest expressed by the Board members. A survey of Board members may be conducted to obtain interest in each officer position. A Nominations Committee member is not precluded from running for an officer position. If more than one Board member is interested in an officer position, the Nominations Committee will make a recommendation to the Board and others will be included on the ballot for a runoff if they desire. The results of the Nominations Committee's findings and recommendations will be provided to the Board members. Notwithstanding the Nominations Committee's recommendations, Board members may be nominated from the floor at the meeting.

### Election of Officers

*(B&P Code section 7005)*

The Board shall elect the officers at the last meeting of the fiscal year. Officers shall serve a term of one year, beginning July 1 of the next fiscal year. All officers may be elected on one motion or ballot as a slate of officers unless more than one Board member is running per office. An officer may be re-elected and serve for more than one term.

### Officer Vacancies

*(Board Policy)*

If an office becomes vacant during the year, an election shall be held at the next meeting. If the office of the Chair becomes vacant, the Vice Chair shall assume the office of the Chair. Elected officers shall then serve the remainder of the term.

**Committee Appointments**

(Board Policy)

The Chair shall establish committees, whether standing or special, as he or she deems necessary. Composition of the committees and the appointment of the members shall be determined by the Board Chair in consultation with the Vice Chair, Secretary, and Registrar. When committees include the appointment of non-Board members, all interested parties should be considered.

**Attendance at Committee Meetings**

(Board Policy)

If a Board member wishes to attend a committee meeting of which he or she is not a member, the Board member shall obtain permission to attend from the Board Chair and shall notify the committee chair and staff. Board members who are not members of the committee that is meeting cannot vote during the committee meeting. If there is a quorum of the Board at a committee meeting, Board members who are not members of the committee must sit in the audience and cannot participate in committee deliberations.

**Participation at Committee Meetings**

(Government Code section 11122.5 et seq.)

When a majority of the members of the Board are in attendance at an open and noticed meeting of a standing committee, members of the Board who are not members of the standing committee may attend only as observers. Board members who are not members of a committee where a majority of the members of the Board are present, can not ask questions, talk, or sit with the members of the committee at the meeting table.

## Chapter 5. Board Administration and Staff

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### Board Administration

*(DCA Reference Manual)*

Board members should be concerned primarily with formulating decisions on Board policies rather than decisions concerning the means for carrying out a specific course of action. It is inappropriate for Board members to become involved in the details of program delivery. Strategies for the day-to-day management of programs and staff shall be the responsibility of the Registrar.

### Board Budget

*(Board Policy)*

The Secretary shall serve as the Board's budget liaison with staff and shall assist staff in the monitoring and reporting of the budget to the Board. Staff will conduct an annual budget briefing with the Board with the assistance of the Secretary.

The Registrar or the Registrar's designee will attend and testify at legislative budget hearings and shall communicate all budget issues to the Administration and Legislature.

### Strategic Planning

*(Board Policy)*

The Executive Committee shall have overall responsibility for the Board's Strategic Planning Process. The Vice Chair shall serve as the Board's strategic planning liaison with staff and shall assist staff in the monitoring and reporting of the strategic plan to the Board. The Board will conduct an annual strategic planning session and may utilize a facilitator to conduct the strategic planning process.

### Legislation

*(Board Policy)*

In the event that time constraints preclude Board action, the Board delegates to the Registrar and the Chair of the Legislative Committee the authority to take action on legislation that would change Contractors State License Law that impacts a previously established Board policy or affects the public's health, safety, or welfare. Prior to taking a position on legislation, the Registrar shall consult with the Board Chair. The Board shall be notified of such action as soon as possible.

**Communication, Other Organizations and Individuals***(Board Policy)*

All communication relating to any Board action or policy to any individual or organization, including, but not limited to, NASCLA and CLEAR, shall be made only by the Chair of the Board, his or her designee, or the Registrar. Any Board member who is contacted by any of the above should immediately inform the Board Chair or Registrar of the contact. All correspondence shall be issued on the Board's standard letterhead and will be created and disseminated by the Registrar's office.

**Public or News Media Inquiries***(Board Policy)*

All technical, licensing, or disciplinary inquiries to a CSLB Board or committee member from applicants, licensees, or members of the public should be referred to the Registrar. Contact of a Board or committee member by a member of the news media should be referred to the Chief of Public Affairs.

**Stationary***(Board Policy)***• Business Cards**

Business cards will be provided to each Board member with the Board's name, address, telephone and fax number, and website. A Board member's business address, telephone and fax number, and e-mail address may be listed on the card at the member's request.

**• Letterhead**

Only correspondence that is transmitted directly by the CSLB office may be printed or written on CSLB letterhead stationary. Any correspondence from a Board or committee member requiring the use of CSLB stationary or the CSLB logo should be transmitted to the CSLB office for finalization and distribution.

**Registrar Evaluation***(Board Policy)*

Board members shall evaluate the performance of the Registrar of Contractors on an annual basis.

**Board Staff**

*(DCA Reference Manual)*

Employees of the Board, with the exception of the Registrar, are civil service employees. Their employment, pay, benefits, advancement, discipline, termination, and conditions of employment are governed by civil service laws, regulations, and collective bargaining labor agreements. Because of this complexity, it is most appropriate that the Board delegate all authority and responsibility for management of the civil service staff to the Registrar. Board members shall not intervene or become involved in specific day-to-day personnel transactions or matters.

## Chapter 6. Other Policies and Procedures

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### **Board Member Ethics Training**

*(AB 2179)*

With the passage of AB 2179 (1998 Chapter 364), state appointees and employees in exempt positions are required to receive an ethics orientation within the first six months of their appointment and every two years thereafter. To comply with that directive, Board or committee members may take the interactive course provided by the Office of the Attorney General, which can be found at [oag.ca.gov/ethics](http://oag.ca.gov/ethics).

### **Board Member Disciplinary Actions**

*(Board Policy)*

A member may be censured by the Board if, after a hearing before the Board, the Board determines that the member has acted in an inappropriate manner.

The Chair of the Board shall sit as chair of the hearing unless the censure involves the Chair's own actions, in which case the Vice Chair of the Board shall sit as hearing chair. In accordance with the Bagley-Keene Open Meetings Act, the censure hearing shall be conducted in open session.

### **Removal of Board Members**

*(B&P Code section 7005)*

The Governor has the power to remove from office at any time any member of any board appointed by him or her for continued neglect of duties required by law or for incompetence or unprofessional or dishonorable conduct. The Governor also may remove from office a Board member who directly or indirectly discloses examination questions to an applicant for examination for licensure.

### **Resignation of Board Members**

*(Government Code section 1750)*

In the event that it becomes necessary for a Board member to resign, a letter shall be sent to the appropriate appointing authority (Governor, Senate Rules Committee, or Speaker of the Assembly) with the effective date of the resignation. Written notification is required by state law. A copy of this letter also shall be sent to the director of the Department, the Board Chair, and the Registrar.

**Conflict of Interest**

*(Government Code section 87100)*

No Board member may make, participate in making, or in any way attempt to use his or her official position to influence a governmental decision in which he or she knows or has reason to know he or she has a financial interest. Any Board member who has a financial interest shall disqualify him- or herself from making or attempting to use his or her official position to influence the decision. Any Board member who feels he or she is entering into a situation where there is a potential for a conflict of interest should immediately consult the Registrar or the Board's legal counsel.

**Incompatible Activities**

*(DCA Policy)*

Following is a summary of the employment, activities, or enterprises that might result in or create the appearance of being inconsistent, incompatible, or in conflict with the duties of state officers:

- Using the prestige or influence of a state office or employment for the officer's or employee's private gain or advantage, or the private gain or advantage of another.
- Using state time, facilities, equipment, or supplies for the officer's or employee's private gain or advantage, or the private gain or advantage of another.
- Using confidential information acquired by the virtue of state employment for the officer's or employee's private gain or advantage or advantage of another.
- Receiving or accepting money, or any other consideration, from anyone other than the state for the performance of an act which the officer or employee would be required or expected to render in the regular course or hours of his or her state employment or as a part of his or her duties as a state officer or employee.
- Performance of an act other than in his or her capacity as a state officer or employee knowing that such an act may later be subject, directly or indirectly, to the control, inspection, review, audit, or enforcement by such officer or employee of the agency by which he or she is employed. (This would not preclude an "industry" member of CSLB from performing normal functions of his or her occupation.)
- Receiving or accepting, directly or indirectly, any gift, including money, any service, gratuity, favor, entertainment, hospitality, loan, or any other thing of value from anyone who is seeking to do business of any kind with the state or whose activities are regulated or controlled in any way by the state, under circumstances from which it

reasonably could be inferred that the gift was intended to influence him or her in his or her official duties or was intended as a reward for any official action on his or her part.

The aforementioned limitations do not attempt to specify every possible limitation on employee activity that might be determined and prescribed under the authority of Section 19990 of the Government Code. DCA's Incompatible Work Activities Policy and Procedure OHR 10-01 is included in Appendix A.

### **Contact with License Applicants**

*(Board Policy)*

Board members shall not intervene on behalf of an applicant for licensure for any reason; they should forward all contacts or inquiries to the Registrar or Board staff.

### **Gifts from License Applicants**

*(Board Policy)*

Gifts of any kind to Board members or staff from license applicants shall not be permitted.

### **Request for Records Access**

*(Board Policy)*

No Board member may access the file of a licensee or applicant without the Registrar's knowledge and approval of the conditions of access. Records or copies of records shall not be removed from CSLB's office.

### **Ex Parte Communications**

*(Government Code section 11430.10 et seq.)*

The Government Code contains provisions prohibiting ex parte communications. An "ex parte" communication is a communication to the decision-maker made by one party to an enforcement action without participation by the other party. While there are specified exceptions to the general prohibition, the key provision is found in subdivision (a) of section 11430.10, which states:

"While the proceeding is pending, there shall be no communication, direct or indirect, regarding any issue in the proceeding to the presiding officer from an employee or representative of an agency that is a party or from an interested person outside the agency, without notice and an opportunity for all parties to participate in the communication."

Board members are prohibited from ex parte communications with Board enforcement staff while a proceeding is pending.

Occasionally, an applicant who is being formally denied licensure, or a licensee against whom disciplinary action is being taken, will attempt to directly contact Board members.

If the communication is written, the person should read only far enough to determine the nature of the communication. Once he or she realizes it is from a person against whom an action is pending, they should reseal the documents and send them to the Chief of Enforcement.

If a Board member receives a telephone call from an applicant or licensee against whom an action is pending, he or she should immediately tell the person that discussion about the matter is not permitted; that he or she will be required to recuse him or herself from any participation in the matter; and continued discussion is of no benefit to the applicant or licensee. The Board member should end the conversation in a firm and cordial manner.

If a Board member believes that he or she has received an unlawful ex parte communication, he or she should contact the Board's assigned legal office counsel.

### **Sexual Harassment Prevention Training**

*(Government Code section 12950.1)*

Board members are required to undergo sexual harassment prevention training and education once every two years. Staff will coordinate the training with the Department of Consumer Affairs.

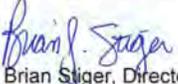
## Abbreviations and Acronyms Glossary

ALJ	Administrative Law Judge
ACD	Automated Call Distribution system
ADR	Alternative Dispute Resolution
AG	Office of the Attorney General
AGENCY	Business, Consumer Services and Housing Agency
AMCC	Arbitration Mediation Conciliation Center
APA	Administrative Procedure Act
APP	Application for contractor license or Home Improvement Salesperson registration
App Fee	Application Fee Number
ASB	Asbestos Certification
B&P	Business and Professions Code
BCP	Budget Change Proposal
BQI	Bond of Qualifying Individual
Cal/OSHA	DIR Division of Occupational Safety & Health
CAT	Computer Assisted Testing
CB	Contractor's Bond
CCCP	California Code of Civil Procedure
CCR	California Code of Regulations
Cite	Citation
CLC	<i>California Licensed Contractor</i> newsletter
CLEAR	Council on Licensure Enforcement and Regulations
CP/CORP	Corporation
CSLB	Contractors State License Board
CSR	Consumer Services Representative
DAG	Deputy Attorney General
DB	Disciplinary Bond
DBA	Doing Business As
DCA	Department of Consumer Affairs
DIR	Department of Industrial Relations
DLSE	Division of Labor Standards Enforcement
DOI	Department of Insurance
DOL	Department of Labor
DOSH	DIR Division of Occupational Safety & Health (also referred to as Cal/OSHA)
EDD	Employment Development Department
EO	Executive Officer / Registrar of Contractors
ER	Enforcement Representative

ES	Enforcement Supervisor
FSR	Feasibility Study Report
FTA	Failure to Appear
FTB	Franchise Tax Board
HAZ	Hazardous Substances Removal Certification
HIS	Home Improvement Salesperson
IC	Investigative Center
IE	Industry Expert
IEP	Industry Expert Program
IMC	Intake and Mediation Center
IT	Information Technology
IVR	Interactive Voice Response system (automated telephone system)
JV	Joint Venture
LEG	State Legislature, legislative
LETF	Labor Enforcement Task Force
MARB	Mandatory Arbitration Program
MOU	Memoranda(um) of Understanding
MSC	Mandatory Settlement Conference
NASCLA	National Association of State Contractors Licensing Agencies
NTA	Notice to Appear
OA	Occupational Analysis
OSN	On-Site Negotiation Program
PAO	Public Affairs Office
PD	Proposed Decision
PT	Partnership
QPT	Qualifying Partner
RFP	Request for Proposal
RME	Responsible Managing Employee
RMO	Responsible Managing Officer
SAM	State Administrative Manual
SCIF	State Compensation Insurance Fund
SME	Subject Matter Expert
SOI	Statement of Issues
SSN	Social Security Number
SWIFT	Statewide Investigative Fraud Team
TVDS	Test Validation and Development Specialist
VARB	Voluntary Arbitration Program
Chair	Where the term "Chair" is used in this manual, it will be assumed to include his or her designee

## APPENDIX A

### DCA Incompatible Work Activities Policy and Procedure

STATE OF CALIFORNIA		STATE AND CONSUMER SERVICES AGENCY • ARNOLD SCHWARZENEGGER GOVERNOR	
			
<b>DEPARTMENTAL POLICY</b>			
<b>TITLE</b>	<b>INCOMPATIBLE WORK ACTIVITIES</b>		
<b>POLICY OWNER</b>	<b>LEGAL AFFAIRS AND OFFICE OF HUMAN RESOURCES</b>		
<b>POLICY NUMBER</b>	OHR 10-01	<b>SUPERSEDES</b>	<b>ADM 99-02</b>
<b>ISSUE DATE</b>	April 8, 2010	<b>EFFECTIVE</b>	<b>IMMEDIATELY</b>
<b>DISTRIBUTE TO</b>	<b>ALL EMPLOYEES</b>		
<b>ORIGINAL APPROVED BY</b>	 Brian Siger, Director Department of Consumer Affairs		
<b>PAGE</b>	1 of 9	<b>ATTACHMENT</b>	
<b>POLICY</b>			
<p>It is the policy of the Department of Consumer Affairs (DCA) to promote and adhere to all policy directives and all laws, rules, and regulations concerning Incompatible Work Activities.</p>			
<b>APPLICABILITY</b>			
<p>This policy applies to all employees, governmental officials, contractors, consultants, and temporary staff of DCA, and any of its divisions, bureaus, boards, programs, and other constituent agencies. Within this policy, the generic acronym "DCA" applies to all of these entities.</p>			
<b>PURPOSE</b>			
<p>The purpose of this policy is to outline the State laws set forth in the standards of conduct with which State civil service officers and employees are expected to comply. All of the employees of the DCA have a responsibility to their employer, their fellow employees, and the people of California to conduct themselves in an ethical manner so as not to bring discredit to themselves or the State and the department.</p>			
<b>AUTHORITY</b>			
<ul style="list-style-type: none"> <li>▪ Government Code Section 19990</li> <li>▪ Executive Order 66-2, "Standards of Ethical Conduct"</li> <li>▪ Penal Code Section 502</li> <li>▪ DPA Rule 599.859</li> </ul>			
<b>PROVISIONS</b>			

**Responsibility of Employees**

Employees of the DCA have a responsibility to their employer, their fellow employees, and the people of California to conduct themselves in an ethical manner so as not to bring discredit to themselves or the State and the department.

The policy in this statement must be observed by each employee of the DCA in order to avoid activities which are clearly inconsistent, incompatible, or in conflict with his [or her] official duties. Employees must review this policy with a view toward their particular job duties and responsibilities.

This policy specifically relates to incompatible activities and does not include all provisions of law or regulations with which employees must comply.

If an employee is uncertain as to whether certain activity, employment, or enterprise is in violation of this policy, the employee should immediately consult with his [or her] supervisor who will indicate in writing whether the activity, employment or enterprise is prohibited.

**State Law Prescribed Standards of Conduct**

**Civil Service Employees:** To protect the integrity of the California State Civil Service, State law sets forth standards of conduct with which State civil service officers and employees are expected to comply. Although Government Code Section 19990 is not applicable to those persons exempt from the civil service system, they are also subject to standards of ethical conduct, discussed below. Section 19990 of the Government Code requires that:

**A state officer or employee shall not engage in any employment, activity, or enterprise which is clearly inconsistent, incompatible, in conflict with, or inimical to his [or her] duties as a state officer or employee.**

Each appointing power shall determine, subject to approval of the Department of Personnel Administration (DPA), those activities which, for employees under its jurisdiction, are inconsistent, incompatible or in conflict with their duties as State officers or employees. Activities and enterprises deemed to fall in these categories shall include, but not be limited to, all the following:

**Using Prestige or Influence and Examples**

- (a) **Using the prestige or influence of the State or the appointing authority for the officer's or employee's private gain or advantage or the private gain of another.**

*Examples of such activities include:*

- (1) *Soliciting business from persons licensed by the employee's agency (Board or Bureau) under the guise that the licensee may receive special benefits from the employee's agency.*

- (2) *Soliciting money from a licensee or from other departmental employees for the employee's private gain.*
- (3) *Providing or using the names and/or addresses of licensees, vendors, or other entities subject to regulation by the Department for mailing lists or solicitation unless authorized to do so as part of the employee's duties.*
- (4) *Using the badge, uniform, or identification card of a State position for private gain or advantage.*

**Use of State Time, Facilities, etc., and Examples**

- (b) **Using State time, facilities, equipment, or supplies** for private gain or advantage.

*Examples of such activities include:*

- (1) *Using State vehicles or credit cards for personal gain; using State letterhead stationery for private correspondence; using State office supplies, State postage stamping facilities, State copy machines, or computer equipment and software for home or personal business.*
- (2) *Selling products such as cosmetics, jewelry, stationery plastics, etc., at times other than regularly scheduled breaks and lunch periods, or to other employees when they are not on such breaks.*

**Using Confidential Information and Examples**

- (c) **Using, or having access to, confidential information** available by virtue of State employment for private gain or advantage or providing confidential information to persons to whom issuance has not been authorized.

*Examples of such activities include:*

- (1) *Disclosing confidential investigative reports or confidential examination materials or information.*
- (2) *Providing or using, unless authorized to do so by the department or by someone to whom that responsibility has been delegated, licensee social security numbers, birth dates, gender, and/or complaint activity reports.*
- (3) *Requesting, acquiring, examining, or disseminating confidential or employee personnel records or personal information maintained by the Department unless authorized in the assignment of related duties.*
- (4) *Willfully misusing, misplacing or destroying confidential information, including but not limited to, the disclosure of passwords or permitting access to computer information systems, programs or other data to unauthorized personnel.*

**Accepting Money or Other Consideration and Examples**

- (d) **Receiving or accepting money, or any other consideration**, from anyone other than the State for the performance of his [or her] duties as a State officer or employee.

*Examples of such activities include:*

- (1) *Requesting or accepting money, or other consideration, from applicants or licensees for the priority processing of license applications.*
- (2) *Charging a fee for helping an applicant complete documents for licensure.*

**Performance of an Activity and Examples**

- (e) **Performance of an activity, in other than his [or her] capacity as a State officer or employee**, which is subject directly or indirectly, to the control, inspection, review, audit, or enforcement by the officer or employee.

Each board should evaluate its own mission and job classifications to determine what activities are covered by this category. Specific applications may vary by board or bureau. The following examples are provided for guideline purposes only:

- (1) *Engaging in a personal medical practice or activity, which is regulated by the employee's licensing board, when the employee's duties are to review, inspect, audit, or enforce the regulated activity.*
- (2) *Engaging in a nursing practice or activity, which is regulated by the employee's licensing board, when the employee's duties are to review, inspect, audit, or enforce the regulated activity.*
- (3) *Engaging in a construction business or activity, which is regulated by the employee's licensing board, when the employee's duties are to review, inspect, audit, or enforce the regulated activity.*
- (4) *Engaging in an automobile related business or activity which, is regulated by the employee's bureau, when the employee's duties are to review, inspect, audit, or enforce the regulated activity.*
- (5) *Engaging in a private legal practice where the employee represents clients in any matter or venture subject to the regulation of an agency in DCA, or represents any licensee in any enforcement matter before an agency in the Department.*

**Exception: to Prohibition in paragraph (e)**

A board, bureau, commission, or other employment unit in the DCA may determine that it is in the interests of the agency to allow specified employees to engage in activities, which would otherwise be prohibited under the above guidelines. Examples may include allowing employees holding professional or vocational licenses to engage in the licensed business or profession in order to maintain current skills.

Any agency deciding to allow such employment or activities shall develop criteria to evaluate whether requests to engage in such employment or activities will be approved. The criteria must include, but need not be limited to: the time-base of the employee, the benefit to the organization of the employment or activity, a policy to avoid an actual conflict of interest or the appearance of a conflict of interest, and periodic review of the employment or activity.

Any employee currently engaged in, or desiring to engage in, such employment or activities shall submit a written request to his [or her] supervisor, describing the type and scope of outside employment or activity. The supervisor shall review the request and make a recommendation to approve or disapprove the request, based on the criteria developed by the agency. The request and recommendation shall be submitted through the supervisory chain to the program manager, division chief or executive officer, or designee who will make the determination. The approving officer may review the matter with the DCA's Legal Office and request legal review and a legal opinion regarding the proposed activity. The decision of the approving officer shall be in writing with reasons set forth for the decision.

**Gratuities, other things of value**

- (f) **Receiving or accepting, directly or indirectly, any gift, including money, or any service, gratuity, favor, entertainment, hospitality, loan, or other thing of value** from anyone who is doing or seeking to do business of any kind with the officer's or employee's appointing authority, or whose activities are regulated or controlled by the appointing authority under circumstances from which it could reasonably be substantiated that the gift was intended to influence the officer or employee in his [or her] official duties, or was intended as a reward for any official action performed by the officer or employee.

Although this section does not preclude acceptance of gifts, it clearly establishes that if the intent of the giver is to influence future, or reward past, official actions, the gift cannot be accepted. Since determining intent may be difficult, the following guidelines are provided:

- (1) *Does the value of the gift, in itself, suggest an intent other than routine hospitality or gratuity? It may be useful to apply the Fair Political Practices laws as a general guide. These laws require certain employees (**only those who meet specific "Designated Employee" criteria**) to report gifts worth more than \$50 and also specify that gifts totaling more than \$300 during any twelve-month period from any one source establish a financial interest between the source and the recipient. Thus, it follows that gifts approaching these value limits could raise questions under Government Code Section 19990. In addition, gifts considerably below these limits can also be inappropriate if they raise concern under any of the following standards:*
- (2) *Do the circumstances surrounding the gift suggest an improper intent? For example, a gift given on the eve of an important decision involving the donor is of much greater concern than a routine holiday gift or an invitation to an annual*

*reception. Gifts directly or indirectly identified as a reward for specific past decisions or actions usually raise questions of improper relationships.*

- (3) *Is the gift characteristic of the gratuities, hospitalities, or other items typically received from organizations and/or individuals, similar to the donor? The key here is to not accept a gift from one party, which could be viewed as an attempt to gain an advantage over others who have a similar relationship with the recipient.*
- (4) *How strongly does the form of the gift suggest that it is a routine part of an on-going business relationship as opposed to something more? For example, occasional business lunches or the receipt of mementos bearing the name or insignia of the donor raise fewer questions than gifts of cash, merchandise, extraneous travel or entertainment that have value beyond the business relationship.*

#### **Not Devoting Full Time Efforts to State Office**

- (g) Subject to any other laws, rules, or regulations as pertained thereto, **not devoting his [or her] full time, attention, and efforts to his or her State office or employment** during his or her hours of duty as a State officer or employee.

*An example of such activity would be conducting a private business during employee's regular hours of duty.*

#### **Exempt Appointees/Employees**

Appointees/Employees exempt from Civil Service: Pursuant to Executive Order 66-2, please be advised that there exists a code of ethical standards, which is applicable to gubernatorial appointees, not including judicial or county board of supervisor employees. This code of ethical standards is to be followed in addition to any and all other statutes and executive orders (i.e. the Fair Political Practices Act) which might affect questions of conflict of interest, incompatibility or ethics relating to gubernatorial appointees.

Applicable portions of the Executive Order are set out below. You are requested to carefully read these sections and to comply with both their letter and spirit.

#### **Standards of Ethical Conduct for Exempt appointees/employees**

##### **"Standards of Ethical Conduct"**

"No employment, activity, or enterprise shall be engaged in by any officer or employee of the Executive Department of the State which might result in, or create the appearance of resulting in any of the following:

- (1) **Using the prestige or influence of a State office or employment** for the officer's or employee's private gain or advantage, or the private gain or advantage of another.

- (2) **Using State time, facilities, equipment, or supplies** for the officer's or employee's private gain or advantage, or the private gains or advantage of another.
- (3) **Using confidential information** acquired by virtue of State employment for the officer's or employee's private gain or advantage, or the private gain or advantage of another.
- (4) **Receiving or accepting money or any other consideration** from anyone other than the State for the performance of an act which the officer or employee would be required or expected to render in the regular course or hours of his [or her] State employment or as a part of his [or her] duties as a State officer or employee.
- (5) **Performance of an act in other than his [or her] capacity as a State officer or employee** knowing that such an act may later be subject, directly or indirectly, to the control, inspection, review, audit or enforcement by such officer or employee or the agency by which he or she is employed. [This, of course, would not preclude an "industry" member of a board or commission from performing the normal functions of his or her occupation.]
- (6) **Receiving or accepting, directly or indirectly, any gift**, including money, any service, gratuity, favor, entertainment, hospitality, loan, or any other thing of value from anyone who is doing or is seeking to do business of any kind with the State or whose activities are regulated or controlled in any way by the State, under circumstances from which it reasonably could be inferred that the gift was intended to influence him [or her] in his [or her] official duties or was intended as a reward for any official action on his [or her] part." (Emphasis added.)

#### **Other Acts that maybe Incompatible**

The aforementioned limitations do not attempt to specify every possible limitation on employee activity that might be determined and prescribed under the authority of Section 19990 of the Government Code. If later experience shows a need for additions to, deletions from, or clarification of the aforementioned limitations, the DCA will request the approval of the Department of Personnel Administration (DPA) in making changes it determines necessary. Upon such approval, the listing will be amended. Nothing in this statement or listing should be construed by any employee as the sole provisions of law and administrative rules, which should be observed by each State officer, and employee of this department.

#### **Procedures for Determining Incompatible Work Activity**

This procedure applies to all requests to engage in outside employment or activity other than a request for an exemption from the prohibitions contained in Government Code Section 19990(e), which procedure is set forth above.

Any officer or employee who is engaging, or intends to engage, in outside employment or an activity or enterprise which may be in conflict with the provisions of this policy shall submit a written request for review of the matter to his [or her] immediate supervisor.

The written request from the employee shall include the following information:

- (1) The name of the officer or employee.
- (2) The name of the board, unit or office by which the person is employed.
- (3) The classification of the officer or employee.
- (4) The collective bargaining unit representing the officer or employee, if applicable.
- (5) The officer's or employee's duty statement, along with a statement describing the extent to which the employee's duties pertain to any confidential information that would come under his [or her] direct review.
- (6) A detailed description of the specific activity in which the officer or employee intends to engage.

The immediate supervisor shall review the request and discuss it with the administrative head of the board, office or unit, as applicable. The administrative head may review the matter with the DCA's Legal Office and request a legal opinion on whether the proposed activity is prohibited by the DCA's Incompatible Work Activity Statement. If the supervisor approves the employee's request, then, upon written approval of the employee's first line supervisor, the employee may continue to, or proceed to, engage in the activity or business. If the supervisor denies the employee's request, a written statement detailing the reason(s) for the denial will be provided to the employee.

Represented employees may appeal a denial in accordance with the terms of the employee's collective bargaining agreement. Non-represented employees may appeal under DPA Rule 599.859 to the Director. In all cases, the Director's decision shall be final.

**State Attorney and Administrative Law Judges; Service on Governmental Bodies**

Service on a local appointed or elected governmental board, commission, committee, or other body or as a local elected official by an attorney employed by the state in a nonelected position or by an administrative law judge, as defined in Section 11475.10, shall not, by itself, be deemed to be inconsistent, incompatible, in conflict with, or inimical to, the duties of the attorney or administrative law judge as a state officer or employee and shall not result in the automatic vacation of either office.

Nothing in this section shall be construed to prohibit an administrative law judge, as defined in Section 11475.10, or an attorney employed by the state in a nonelected position from serving on any other appointed or elected governmental board, commission, committee, or other body, consistent with all applicable conflict-of-interest statutes and regulations and judicial canons of ethics.

**Violation of Policy**

Failure to follow any of the provisions of this policy is cause for discipline, which may include termination of employment.

In addition, any tampering, interference, damage, or unauthorized access to computer data or computer systems may constitute a criminal violation of Penal Code Section 502.

**Revision of Policy**

Determination of the need for revisions to this policy is the responsibility of the Legal Affairs Division and the Office of Human Resources (916) 574-8300.

Specific questions regarding the status or maintenance of this policy should be directed to the Division of Legislative and Policy Review at (916) 574-7800.

**Security Agreement and Language Attachment**

Incompatible Work Activity Security Agreement is attached.

**RECOMMENDED IMPLEMENTATION STRATEGY**

This policy is distributed to all new employees in the new employee packets or transfer packets.

The department may wish to implement this policy on an annual basis and distribute to all employees to ensure everyone has read and signed the "Incompatible Work Activity Security Agreement."

*My signature on this acknowledgement for does not modify my employment relationship with DCA as set forth in the most current Memorandum of Understanding (MOU) appropriate to my employee bargaining unit.*

\_\_\_\_\_  
*(Printed Name)*

\_\_\_\_\_  
*(Signature)*

\_\_\_\_\_  
*(Date)*

\_\_\_\_\_  
*(Board/Bureau/Committee/Commission/Program/Division/Office)*

**Original:** Office of Human Resources (Official Personnel File)  
**Copies:** Employee, Supervisor



**CONTRACTORS STATE LICENSE BOARD**

P.O. Box 26000  
SACRAMENTO, CA 95826-0026

9821 BUSINESS PARK DRIVE  
SACRAMENTO, CA 95827  
800.321.CSLB (2752)

*[www.cslb.ca.gov](http://www.cslb.ca.gov)*

*[CheckTheLicenseFirst.com](http://CheckTheLicenseFirst.com)*

*[SeniorScamStopper.com](http://SeniorScamStopper.com)*



# ATTACHMENTS

## Organizational Charts

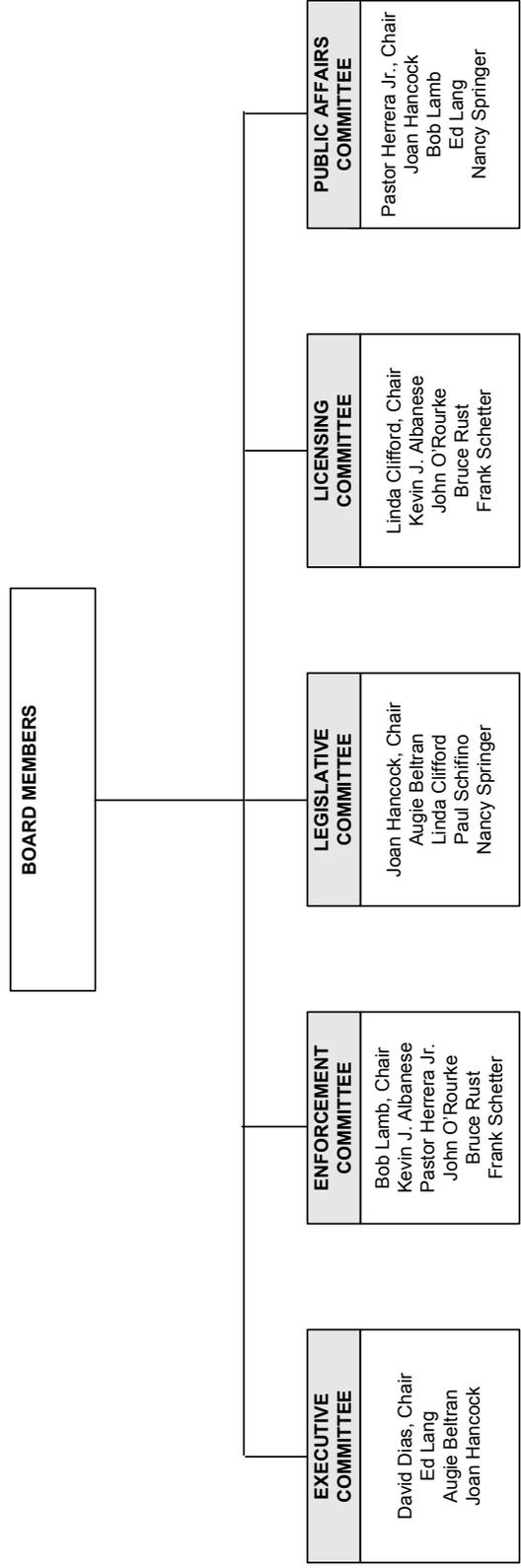




Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
July 1, 2014

**BOARD COMMITTEES**

UPDATED 07/1/2014



**OVERVIEW**

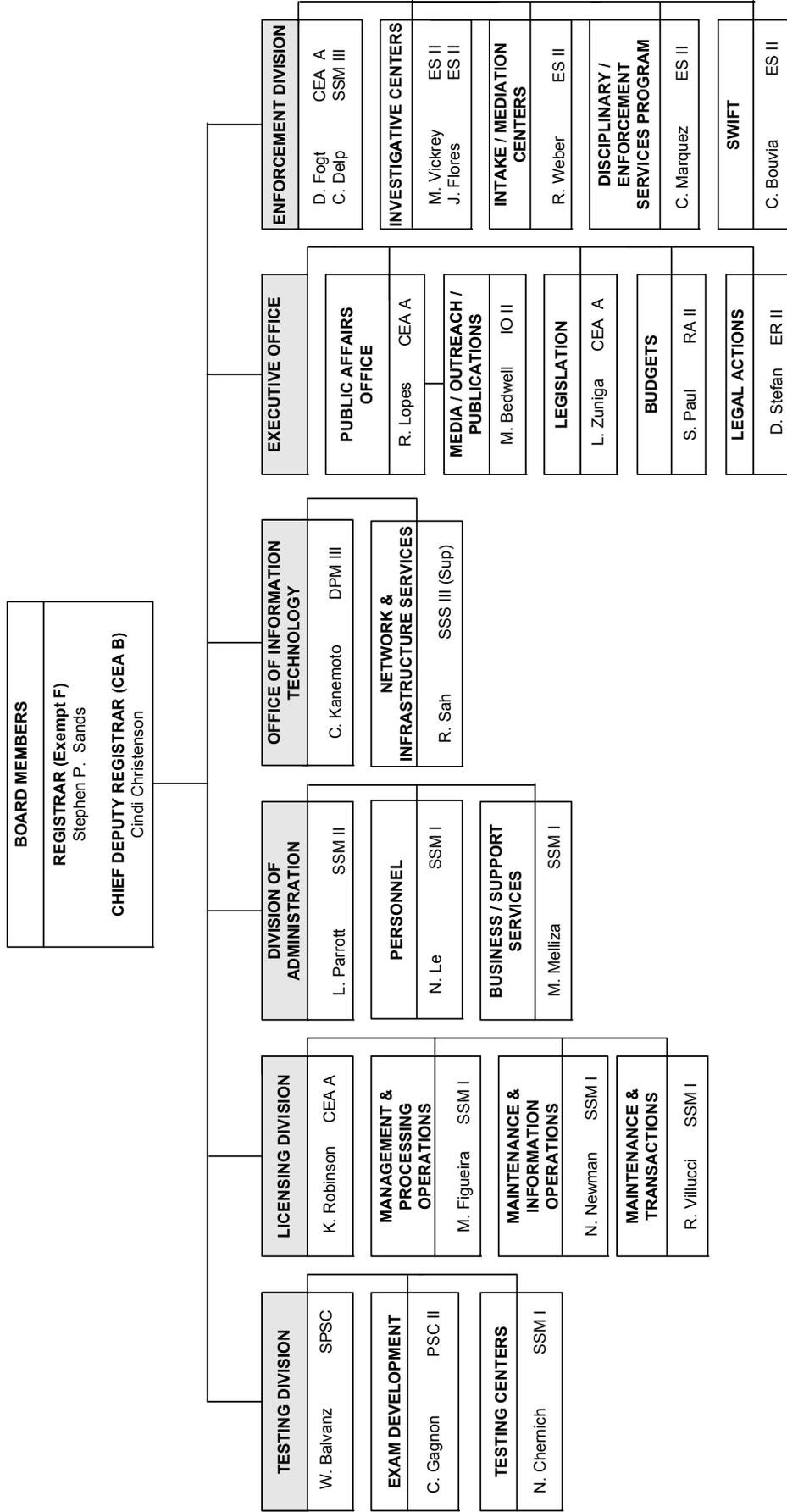
UPDATED 07/1/2014

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

FY 2013/14

Authorized Positions: 404.5  
 BL 12-03 (999 Blanket): 20.5

**CURRENT**



Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

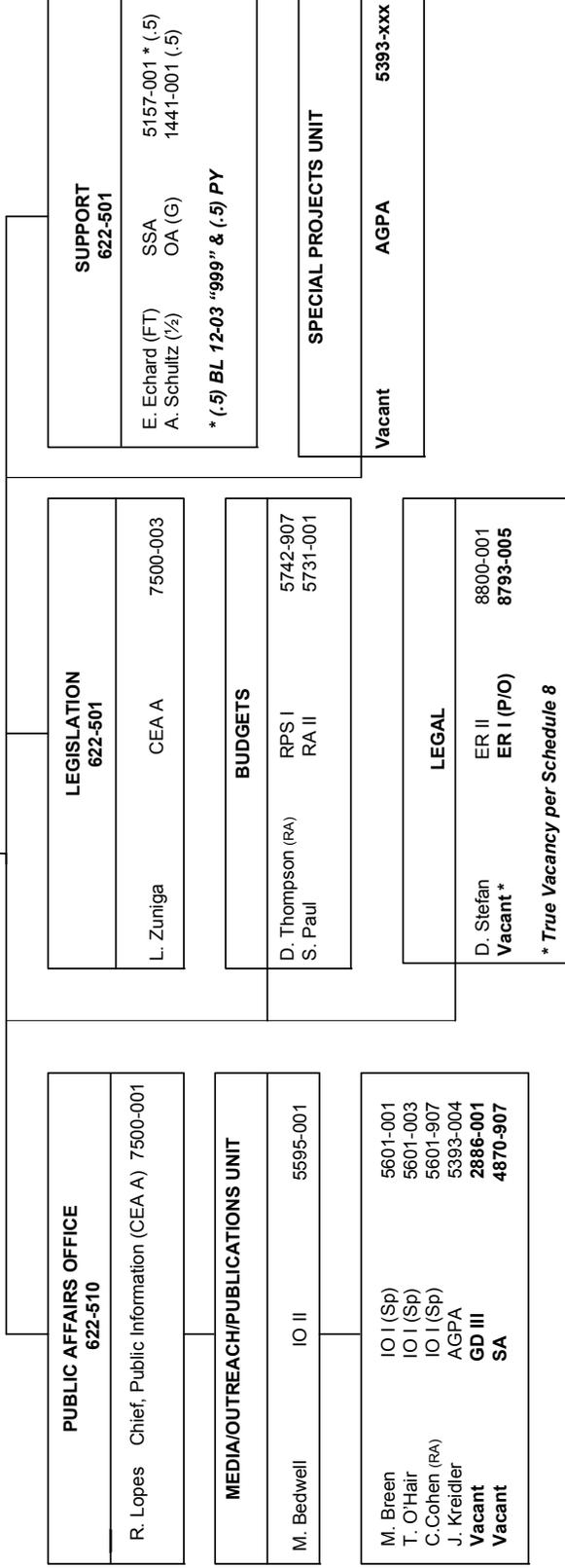
**FY 2013/14**

Authorized Positions: 14  
 BL 12-03 (999 Blanket): 5

**EXECUTIVE  
 DIVISION**

EXECUTIVE 622-501	
Stephen P. Sands Cindi Christenson	Registrar (Exempt) Chief Deputy Registrar (CEA B) 7500-004

**CURRENT**



**DIVISION OF  
ADMINISTRATION**

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

**FY 2013/14**

Authorized Positions: 30.0  
 BL 12-03 (999 Blanket): 1

Stephen P. Sands Registrar+  
 Cindi Christenson Chief Dep Registrar

DIVISION OF ADMINISTRATION 622-110	
L. Parrott	SSM II 4801-001

SUPPORT 622-110	
S. Pearson	OT (T) 1139-009

PERSONNEL 622-110	
N. Le	SSM I 4800-002

BUSINESS/SUPPORT SERVICES 622-110	
M. Melliza	SSM I 4800-001

PERSONNEL	
C. Poletti	AGPA 5393-809
J. Hernandez	AGPA 5393-810
A. Christian	AGPA 5393-806
T. Maggi	SSA 5157-811
S. Treadway-Inong	SSA 5157-807

IWAS ANALYTICAL SUPPORT 622-110	
M. Gonzalez	AGPA 5393-808

MAILROOM 622-111	
H. Rodriguez	OSS II 1150-003
<b>Vacant</b>	<b>OT (G) 1138-907</b>
B. Moore	OA (T) 1379-013
S. Mark	OA (G) 1441-014
J. Takimoto (Pl)	OA (G) 1441-907

IWAS SUPPORT 622-110	
J. Asher	OT (T) 1139-003
D. Eldridge	OT (T) 1139-005
<b>Vacant</b>	<b>OT (G) 1138-002</b>
C. Rambo	OT (G) 1138-003
R. Menefee	OT (G) 1138-999
Y. Barry	SC 1120-907

BUSINESS SERVICES / PAYABLES 622-110	
J. Stark	AGPA 5393-805
R. Bradford	AGPA 5393-006
A. Rudis	SSA 5157-005
K. Larson	SSA 5157-007

CASHIERS 622-111	
<b>Vacant</b>	<b>OSS II 1150-002</b>
R. Macias	OT (T) 1139-003
M. Davis	OT (T) 1139-005
E. Duenas	OT (T) 1139-006
S. Blair	OT (T) 1139-007
F. Garcia	OT (T) 1139-009

WAREHOUSE 622-111	
R. Nevius	MSS 1506-001
D. Singh	WW 6220-001
W. Hypes	WW 6220-003

**OFFICE OF INFORMATION TECHNOLOGY**

**Department of Consumer Affairs  
CONTRACTORS STATE LICENSE BOARD  
July 1, 2014**

**FY 2013/14**

Authorized Positions: 24  
BL 12-03 (999 Blanket): 0

**PROPOSED**

Stephen P. Sands Registrar +  
Cindi Christenson Chief Dep Registrar

OFFICE OF INFORMATION TECHNOLOGY 622-120		
C. Kanemoto (LT)	DPM III	1393-002

BUSINESS CONSULTANT		
D. Shaffer T. Jones	Staff PA (Spec) Assoc. ISA (Sp)	1581-001 1470-007

PROGRAMMING / SUPPORT		
Vacant (LT) D. Phelps (RA)	SSS III (Tech) SSS III (Tech)	1367-XXX 1367-907

NETWORK AND INFRASTRUCTURE SERVICES		
R. Sah	SSS III (Sup)	1559-001

TECHNICAL SUPPORT		
G. Dines R. Piombo B. Pronovost P. Sessler	SSS II (Tech) SSS II (Tech) Sr. ISA (Sp) Staff ISA (Sp) Staff ISA (Sp)	1373-002 1373-003 1337-001 1312-001 1312-003

HELP DESK		
B. Estonilo J. Ahrens-Porter R. Rathjen C. Ashimore	Assoc. ISA (Sp) Assoc. ISA (Sp) Assoc. ISA (Sp) Assoc. ISA (Sp)	1470-001 1470-005 1470-006 1470-009

PROGRAMMING		
M. Collins G. Takimoto S. Stewart C. Alire R. Davis	Sr. PA (Sp) Sr. PA (Sp) Staff PA (Sp) Assoc. PA (Sp) Assoc. ISA (Sp)	1583-001 + 1583-002 + 1581-002 + 1579-009 1470-010 +

CLIENT SERVER APPLICATIONS		
K. Kun A. Balaam	SSS II (Tech) SSS II (Tech)	1373-001 1373-004

DATA SERVICES SUPPORT		
C. Phung-Le Vacant A. Villucci	Assoc. ISA (Sp) Asst. ISA SA	1470-011 + 1479-004 + 4870-907

IWAS PROGRAMMING		
Vacant (LT)	Staff PA (Spec)	1581-003

+CORI Position

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

**ENFORCEMENT DIVISION**  
 1 of 5

**FY 2013/14**  
 Authorized Positions: 37.5  
 BL 12-03 (999 Blanket): 4

Stephen P. Sands      Registrar+  
 Cindi Christenson    Chief Dep Registrar

**CURRENT**

DIVISION OF ENFORCEMENT 622-301	
D. Fogt	7500-002+
C. Delp	4802-999+

INVESTIGATIVE CENTERS (NORTH) 622-301	
M. Vickrey	ES II 8790-003

QUALITY ASSURANCE 622-301	
L. Young-Wolfson*	ER II 8800-003
N. Smith **	ER II 8800-004
M. Thompson	ER I 8791-999
A. Rodriguez	AGPA 5393-801
H. Young	SSA 5157-800
* Reports to Santa Rosa Office **Position physically located in Norwalk	

622-301	
S. Jones (RA)	Gen Aud III 4285-907
D. Galbraith (RA)	ER II 8800-907
H. Koehnke (RA)	ER II 8800-907
R. Nakabayashi (RA)	ER II 8800-907

SACRAMENTO (NORTH) 622-331	
T. Borgman	ES I 8796-001
<b>Vacant</b>	<b>ER II 8800-003</b>
N. Ricks	ER II 8800-005
H. Henderson	C.O. (P/O) 9662-002 **
J. Middleton*	ER I 8791-003
D. Willis	ER I 8791-011
A. Dal Porto	ER I 8791-018
B. Gedney	ER I 8791-020
K. Moriatt	ER I 8791-026
T. Jager	ER I 8791-028
D. Anderson	OT(T) 1139-801
*Reports to Redding Office ** T & D for position # 8795-001	

SACRAMENTO (SOUTH) 622-331	
S. Grove	ES I 8796-002
J. Martinez	ER II (P/O) 8795-002
R. Rice	ER II 8800-006
<b>Vacant</b>	<b>ER I 8791-001</b>
S. Baland	ER I 8791-002
T. Schrock	ER I 8791-013
C. Geddes	ER I 8791-023
C. Cameron	ER I 8791-029
K. Bowman	OT (T) 1139-011

FRESNO 622-336	
M. Bautista	ES I (Unit 343)
<b>Vacant</b>	<b>ER I 8791-008</b>
N. Sams	ER I 8791-005
T. Montero	OT(T) 1139-002

SAN FRANCISCO 622-338	
D. Shue	ES I 8796-001
R. Caton-Port*	ER II 8800-004
G. Bell (RA)	ER II 8800-907
P. Keown	ER I (P/O) 8793-999
<b>Vacant **</b>	<b>ER I 8791-006</b>
<b>Vacant</b>	<b>ER I 8791-999</b>
<b>Vacant</b>	<b>ER I 8791-xxx</b>
J. Miller **	ER I 8791-007
O. McClung*	ER I 8791-008
B. Leavitt **	ER I 8791-009
A. Labitan (1/2)	OT(T) 1139-002 (.5)
* Reports to Santa Rosa Office ** Reports to Berkeley Office	

BERKELEY 622-335	
P. Woodson	OT (T) 1139-003

+CORI POSITION

**ENFORCEMENT  
DIVISION**  
2 of 5

**Department of Consumer Affairs  
CONTRACTORS STATE LICENSE BOARD  
July 1, 2014**

**FY 2013/14**

Authorized Positions: 58  
BL 12-03 (999 Blanket): 2

Stephen P. Sands Registrar+  
Cindi Christenson Chief Dep Registrar

**Current**

**DIVISION OF ENFORCEMENT  
622-301**

D. Fogt  
C. Delp  
CEA A +  
SSM III+

**INVESTIGATIVE CENTER (SOUTH)  
622-301**

J. Flores  
P. Roush (RA)  
ES II 8790-004  
ER II 8795-907

<b>WEST COVINA 622-332</b>	
S. Luna	ES I 8796-001
P. Tomashak	ER II 8800-002
D. Cazares	ER II 8800-003
B. Lim	ER II (P/O) 8795-001
P. Zaragoza	ER I 8791-001
D. Conway	ER I 8791-011
N. Urias	ER I 8791-015 (B)
R. Vance*	ER I 8791-020
D. Tran	ER I 8791-023
A. Ciccone	OT (T) 1139-001
K. Surdo	OT (T) 1139-803

\* Designated as Home Office

<b>SAN BERNARDINO 622-334</b>	
J. Anderson	ES I 8796-001
S. Marin	ER II 8800-001
E. Rodriguez	ER II 8800-999 (B)
J. Anderson**	ER II (P/O) 8795-002
M. Boeck	ER I 8791-001
S. Abrantes	ER I 8791-003
W. McGee	ER I 8791-008
E. Corral	ER I 8791-016
G. Taylor	ER I 8791-017
J. Anderson	ER I 8791-018
D. Dyer	OT (T) 1139-001

\*\*Designated Home-as-Headquarters

**NORWALK  
622-333**

A. Marin  
H. Marcos  
D. Greene  
M. Estabrooks  
A. Adams  
A. Jauregui  
T. Anderson  
U. Sanchez  
R. Hall  
V. McCraw  
E. Kemp  
J. Bergara  
M. Winborne  
D. Dorsey  
ES I 8796-001  
ER II 8800-002  
ER II (P/O) 8795-001  
ER I 8791-001  
ER I 8791-002  
ER I 8791-003  
ER I 8791-006  
ER I 8791-011  
ER I 8791-012  
ER I 8791-013  
ER I 8791-014  
ER I 8791-019  
OT (T) 1139-002  
OT (T) 1139-803

<b>SAN DIEGO 622-337</b>	
S. Thompkins	ES I 8796-001
B. Littleton	ER II 8800-001
M. Williams	ER II (P/O) 8795-002
J. Bassett	ER I 8791-002
M. Chapman	ER I 8791-004
A. Holloway	ER I 8791-005
G. Holmes	ER I 8791-013
J. Sanchez	ER I 8791-020
<b>Vacant</b>	<b>ER I 8791-999</b>
K. Macare	OT (T) 1139-001
A. Garcia	OT (T) 1139-002 (B)

<b>VALENCIA 622-339</b>	
S. Skogebo	ES I 8796-001
R. Morales	ER II 8800-001
M. Gonzales*	ER II 8800-002
S. Brooks	ER II (P/O) 8795-001
C. Rebol	ER I 8791-003
S. Padfield	ER I 8791-005
G. Alexander*	ER I 8791-006
M. Holloway	ER I 8791-010
S. Alvarado	ER I 8791-011
L. Arriago	ER I 8791-012
A. Docken	OT (T) 1139-002
V. Martinez	OT (T) 1139-003

\*Reports to Oxnard Office  
\*\*Reports to Bakersfield Office

(B) BILINGUAL POSITION

+CORI POSITION

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
July 1, 2014

**FY 2013/14**

Authorized Positions: 50  
BL 12-03 (999 Blanket): 1

**CURRENT**

Stephen P. Sands Registrar+  
Cindi Christenson Chief Dep Registrar

**DIVISION OF ENFORCEMENT**  
622-301

D. Fogt CEA A+  
C. Delp SSM III+

**INTAKE/MEDIATION CENTERS**  
622-301

**SACRAMENTO**  
622-314

C. Moore ES I 8796-001

INTAKE CENTER	
Vacant	SPT II 9925-001
J. Chauhan	PT II 9928-001
A. Reyes	PT II 9928-002
M. Satterfield	PT II 9928-003
Vacant	PT II 9928-006
L. McLean (LT)	PT II 9928-007

INTAKE CENTER	
M. Harris	ER II 8800-001
D. Dance	ER I 8791-001
M. Miller	AGPA 5393-001
E. Brittain	SSA 5157-001
E. Carter	SA 4870-907

MEDIATION CENTER	
B. Brewer	PTII 9928-xxx***
K. Howard	CSR 8634-002
R. Perales	CSR 8634-003
U. Laoyan	CSR 8634-005
R. Heard	CSR 8634-008
A. Cadena	CSR 8634-009
P. Ivy	CSR 8634-010
I. Hammond	CSR 8634-011
P. Thao	PT II 9928-008**
L. Miles	CSR 8634-013
P. Roderick	CSR 8634-015
S. Petkovich	CSR 8634-016
L. Moitoso-Champion	CSR 8634-017
J. Handy	CSR 8634-018
R. Taylor	CSR 8634-019
M. Rivera	CSR 8634-999

\*\* T & D for psn. 8634-012  
\*\*\* T & D for psn. 8364-001

**NORWALK**  
622-315

K. VanBuskirk ES I 8796-001

INTAKE CENTER	
K. Walton	OT (T) 1139-001
A. Rhem-Odom	PT II 9928-007
L. Wooten	PT II 9928-008
L. Meadows-Robertson	PT II 9928-011
S. Boyd	PT II 9928-012

INTAKE CENTER	
B. Hall	ER II 8800-001
T. McKinney	ER I 8791-003
H. Alconcel	SSA 5157-001

MEDIATION CENTER	
I. Brown	CSR 8634-001
D. Hasley	CSR 8634-002
B. Nourn	CSR 8634-003
J. Grimes	CSR 8634-004
M Ellington	CSR 8634-006
D. Peralta	CSR 8634-007
M. Romo	CSR 8634-008
D. Vaguera	CSR 8634-010 (B)
Y. Sims	CSR 8634-011
T. Griffith	CSR 8634-012
S. Mohammad	CSR 8634-015
A. Camacho	CSR 8634-016
E. Reeves	CSR 8634-017
R. Blackshire	CSR 8634-018
Y. Cotton	CSR 8634-907

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

**ENFORCEMENT DIVISION**  
 4 of 5

**FY 2013/14**

Authorized Positions: 32  
 BL 12-03 (999 Blanket): 1

Stephen P. Sands Registrar+  
 Cindi Christenson Chief Dep Registrar

<b>DIVISION OF ENFORCEMENT</b> 622-301
D. Fogt CEA A + C. Delp SSM III+

<b>DISCIPLINARY/ENFORCEMENT SERVICES PROGRAM</b> 622-301
C. Marquez ES II 8790-005

**DISCIPLINARY SERVICES SECTION**

<b>CITATION PROCESSING CENTER (NORWALK)</b> 622-354
M. Abraham ES I 8796-001

<b>CITATION PROCESSING SERVICES</b>
J. Zaveri ER II 8800-001 R. Oseguera ER II 8800-002 M. McCreary ER I 8791-001 <b>Vacant OT (T) 1139-999</b>
<b>SUPPORT SERVICES</b>
M. Vo OSS II 1150-001 R. Ord-Myers OT (T) 1139-002 E. Saenz OT (T) 1139-003 M. Felipe OT (T) 1139-005 J. Hassan OT (T) 1139-907 J. Le OT (T) 1139-907

<b>DISCIPLINARY SERVICES CENTER (SACRAMENTO)</b> 622-353
J. W. Robinson ES I 8796-002

<b>DISCIPLINARY ACTIONS SERVICES</b>
J. Ibarra ER II 8800-001 K. Carr ER II 8800-007 H. Henderson ER II 8800-009 <b>Vacant SSA 5157-001</b>
<b>SUPPORT SERVICES</b>
A. Lamphere OT (T) 1139-004 <b>Vacant OT (T) 1139-005</b> W. Franco (LT) OT (T) 1139-006 P. Nelson PT 9927-001

<b>ENFORCEMENT SERVICES SECTION (SACRAMENTO)</b> 622-355
J. McDowell ES I 8796-001+

<b>OUT-OF-CLASS DETERMINATIONS</b>
B. Melvin ER II 8800-002 +

<b>SUBSEQUENT ARRESTS / CONVICTIONS</b>
<b>Vacant ER I 8791-007+</b> <b>Vacant ER I 8791-008+</b> <b>Vacant ER I 8791-009+</b> K. Jones AGPA 5393-001 + <b>Vacant OT (T) 1139-002+</b>

<b>APPLICATION INVESTIGATIONS</b>
<b>Vacant ER I 8791-001</b> <b>Vacant ER I 8791-004</b> <b>Vacant (LT) ER I 8791-005</b> D. Anderson ER I 8791-006

<b>FLAG REVIEW / INVESTIGATIONS</b>
G. Bouvia SSA 5157-001

<b>ARBITRATION PROGRAM SUPPORT</b>
L. Yocum-Howell SSA 5157-002 +

<b>SUPPORT SERVICES</b>
M. Williams OT(T) 1139-001 +

+CORI Position

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

**ENFORCEMENT**  
**DIVISION**  
 5 of 5

**FY 2013/14**

Authorized Positions: 36.5  
 BL 12-03 (999 Blanket): 4

Stephen P. Sands      Registrar +  
 C. Christenson      Chief Deputy Registrar

**CURRENT**

<b>DIVISION OF ENFORCEMENT 622-301</b>
D. Fogt      CEA A + C. Delp      SSM III +
<b>STATEWIDE INVESTIGATIVE FRAUD UNIT (SWIFT) (STATEWIDE MANAGER)</b> 622-342
C. Bouvia      ES II      8790-001

<b>SWIFT SUPPORT 622-341</b>
K. Bosley      AGPA      5393-001

<b>SWIFT (NORTH) 622-341</b>	ES I      8796-002
J. Flint	

L. Kinder	ER II	8800-001
J. Miller	ER II	8800-005
<b>Vacant</b>	<b>ER II (P/O)</b>	<b>8795-003</b>
J. Kennedy *	ER I	8791-005
M. Diaz	ER I	8791-009
J. Barajas	ER I	8791-020 (B)
T. Cunningham ***	ER I	8791-021
B. Williams	ER I	8791-001
B. Allwardt	ER I	8791-023
W. Morris	ER I	8791-999
M. Jannetski	OT(T)	1139-001
T. Little (1/2)	OT (T)	1139-002 (.5)
I. Crowder-Johnson	OT(T)	1139-801
R. Mayorga	SA	4870-907

<b>SAN JOSE BRANCH</b>	ER I      8791-024
<b>Vacant</b>	

<b>SWIFT (CENTRAL) 622-343</b>	ES I      8796-001
M. Bautista	

<b>FRESNO BRANCH</b>		
W. Thomason (RA)**	ER II	8800-907
D. Bartunek	ER II (P/O)	8795-001
M. Sanchez	ER I	8791-001
G. Solorzano	ER I	8791-002
J. Stoddard	ER I	8791-004
K. Scott	ER I	8791-999
R. Singleton	OT (T)	1139-907

\*\* Designated Home-as Headquarters

<b>BAKERSFIELD BRANCH</b>		
K. Andreassend	ER I	8791-xxx
H. Valenzuela	ER I	8791-005

<b>MONTEREY BRANCH</b>		
D. Leary	ER I	8791-007

<b>SWIFT (SOUTH) 622-342</b>		
S. Gutierrez	ES I	8796-001

J. Romiti	ER II	8800-003
K. Clanton	ER II	8800-004
E. Canchola	ER II (P/O)	8795-004
D. Velasquez	ER I	8791-007 (B)
S. Mendez	ER I	8791-014
M. Anaya	ER I	8791-016
D. Le	ER I	8791-017
S. Jones	ER I	8791-019
<b>Vacant</b>	<b>ER I</b>	<b>8791-020</b>
C. Acevedo	ER I	8791-021
L. Simpson	ER I	8791-023
A. Borboa	ER I	8791-999
P. Cisneros	OT (T)	1139-002
P. Corral (PI)	OA (T)	1379-907
M. Mejia	OT (T)	1139-999

(B) Bilingual Position  
 + CORI POSITION

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

**LICENSING DIVISION**  
 1 of 3

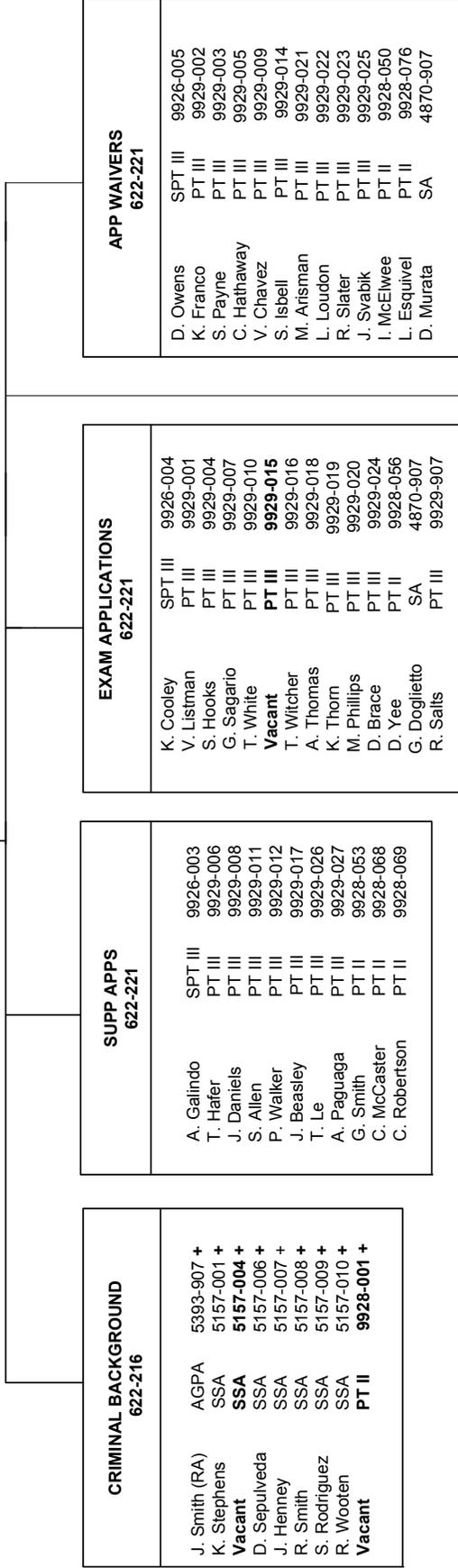
**FY 2013/14**

Authorized Positions: 46  
 BL 12-03 (999 Blanket): 0

**CURRENT**

Stephen P. Sands      Registrar +  
 Cindi Christenson      Chief Dep Registrar

<b>LICENSING DIVISION</b> 622-201	
K. Robinson	CEA A      7500-001+
<b>LICENSE MANAGEMENT &amp; PROCESSING OPERATIONS</b> 622-201	
M. Figueira	SSM I      4800-003+



<b>NEW LICENSE PROCESSING</b> 622-221	
Vacant	SPT III      9926-002

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

**LICENSING DIVISION**  
 2 of 3

**FY 2013/14**

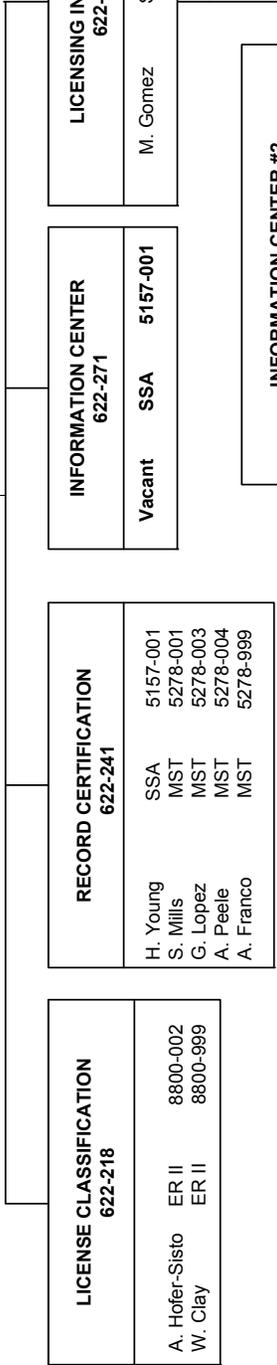
Authorized Positions: 25  
 BL 12-03 (999 Blanket): 5

**CURRENT**

Stephen P. Sands Cindi Christenson	Registrar + Chief Dep Registrar
---------------------------------------	------------------------------------

<b>LICENSING DIVISION</b>	
K. Robinson	CEA A +

<b>LICENSE MAINTENANCE &amp; INFORMATION OPERATIONS 622-201</b>	
N. Newman	SSM I 4800-001



<b>LICENSE CLASSIFICATION 622-218</b>		
A. Hofer-Sisto	ER II	8800-002
W. Clay	ER II	8800-999

<b>RECORD CERTIFICATION 622-241</b>		
H. Young	SSA	5157-001
S. Mills	MST	5278-001
G. Lopez	MST	5278-003
A. Peele	MST	5278-004
A. Franco	MST	5278-999

<b>INFORMATION CENTER 622-271</b>	
Vacant	SSA 5157-001

<b>LICENSING INFORMATION 622-261</b>	
M. Gomez	SPT III 9926-001

<b>INFORMATION CENTER #2 (CALL CENTER) 622-271</b>		
A. Walker-Marshall	SPT II	9925-002
S. Corona	*PT II	9928-002
F. Hradeztky	*PT II	9928-003
S. Yang	*PT II	9928-006
P. Jones	*PT II	9928-007
J. Ogawa	*PT II	9928-009
<b>Vacant</b>	<b>*PT II</b>	<b>9928-010</b>
B. Marinelli	*PT II	9928-012
K. Laybourn	*PT II	9928-014
T. Kenoyer	*PT II	9928-017
M. Lindstrom	*PT II	9928-030
T. Saubolle	*PT II	9928-031
B. Boemecke (RA)	*PT II	9928-907
N. Dinkuhrn (RA)	*PT II	9928-907
<b>Vacant</b>	<b>*PT II</b>	<b>9928-999</b>
D. Thomas	*PT II	9928-999
E. Gage	*PT II	9928-999

<b>COUNTER INFORMATION #1 622-261</b>		
M. Battilana	SPT II	9925-001
R. Rudy	PT II	9928-001
S. Corbett	PT II	9928-005
S. Shaw	PT II	9928-006
K. Yang	PT II	9928-007

\* Position eligible for Call Center Differential

+ CORI Position

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2014

FY 2013/14

Authorized Positions: 26.5  
 BL 12-03 (999 Blanket): 1

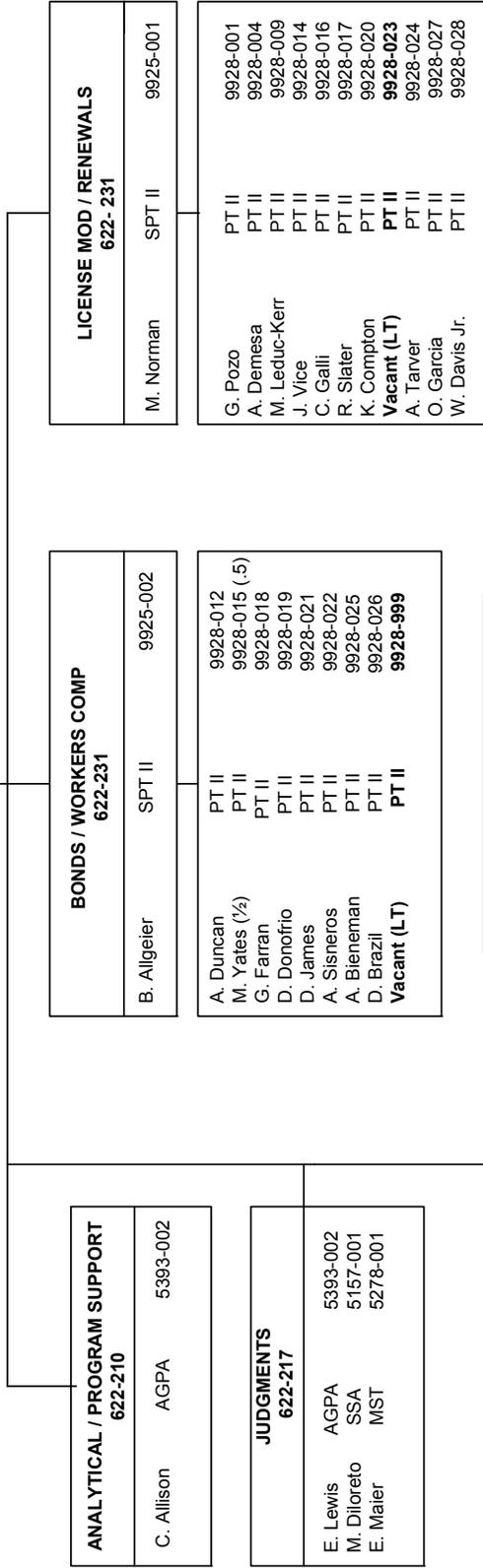
**LICENSING DIVISION**

3 of 3

Stephen P. Sands Cindi Christenson	Registrar + Chief Dep Registrar
---------------------------------------	------------------------------------

<b>LICENSING DIVISION</b>	
K. Robinson	CEA A +

<b>LICENSE MAINTENANCE &amp; TRANSACTIONS</b> 622-201	
R. Villucci	SSM I 4800-002



<b>ANALYTICAL / PROGRAM SUPPORT</b> 622-210	
C. Allison	AGPA 5393-002

<b>JUDGMENTS</b> 622-217	
E. Lewis	AGPA 5393-002
M. Diloireto	SSA 5157-001
E. Maier	MST 5278-001

<b>BONDS / WORKERS COMP</b> 622-231	
B. Algeier	SPT II 9925-002

A. Duncan	PT II 9928-012
M. Yates (1/2)	PT II 9928-015 (.5)
G. Farran	PT II 9928-018
D. Donofrio	PT II 9928-019
D. James	PT II 9928-021
A. Sisneros	PT II 9928-022
A. Bieneman	PT II 9928-025
D. Brazil	PT II 9928-026
Vacant (LT)	PT II 9928-999

<b>LICENSE MOD / RENEWALS</b> 622-231	
M. Norman	SPT II 9925-001

G. Pozo	PT II 9928-001
A. Demesa	PT II 9928-004
M. Leduc-Kerr	PT II 9928-009
J. Vice	PT II 9928-014
C. Galli	PT II 9928-016
R. Slater	PT II 9928-017
K. Compton	PT II 9928-020
Vacant (LT)	PT II 9928-023
A. Tarver	PT II 9928-024
O. Garcia	PT II 9928-027
W. Davis Jr.	PT II 9928-028

<b>BONDS / RENEWALS</b> 622-231	
K. Foreman	MST 5278-001

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2013

**TESTING  
 DIVISION**

**FY 2013/14**

Authorized Positions: 24.5  
 BL 12-03 (999 Blanket): 1

**CURRENT**

Stephen P. Sands Cindi Christenson	Registrar + Chief Dep Registrar +
---------------------------------------	--------------------------------------

<b>TESTING DIVISION 622-432</b>	
H. Lincer-Hill	SPSC 5164-001

<b>TESTING CENTERS 622-433</b>	
N. Chernich	SSM I 4800-999

<b>EXAMINATION SUPPORT 622-431</b>	
A. Watson (RA)	SISA (Sp) 1312-907

<b>EXAMINATION DEVELOPMENT 622-432</b>	
W. Balvanz	PSC II (Sup) 5165-002

K. Boyd	PSC I 5144-003
C. Van Zant	TVDS II 5168-001
<b>Vacant (FT)</b>	<b>AGPA 5393-002 (.5)</b>
K. Demetrio	OT (T) 1139-001
R. Macias	SA (E&A) 4871-907

C. Gagnon	PSC II 5165-003
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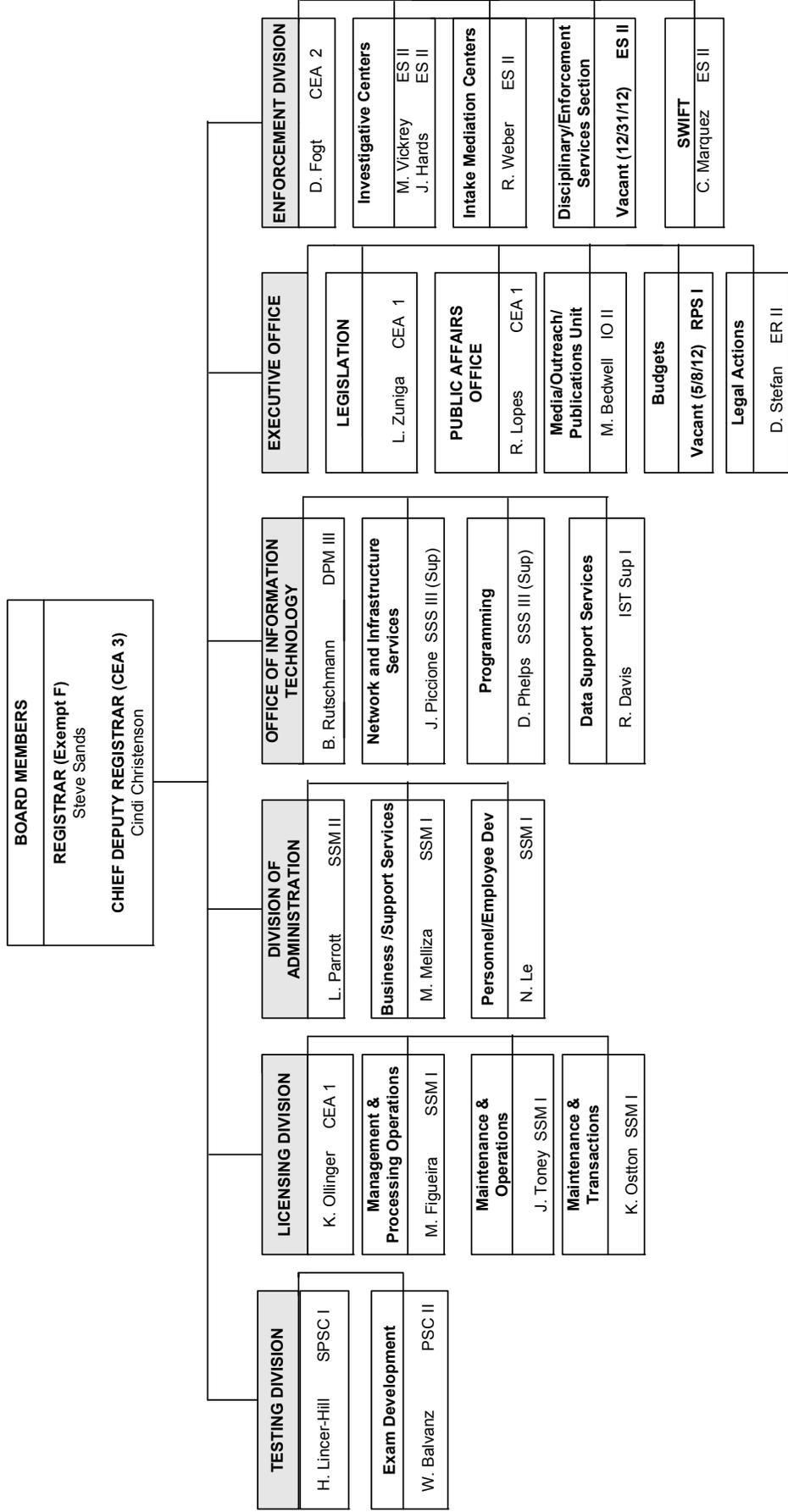
<b>NORTHERN TESTING CENTERS</b>		<b>SOUTHERN TESTING CENTERS</b>	
<b>SACRAMENTO</b>		<b>NORWALK</b>	
K. Drewes (FT)	AGPA 5393-001 (.5)	T. Navarro	SSA 5157-001 (B)
V. Riazzi (FT)	AGPA 5393-002 (.5)		
<b>SACRAMENTO</b>		<b>NORWALK</b>	
A. Laybourn	OT (T) 1139-009	J. Walker	OT (T) 1139-012
T. Dang	OA (T) 1379-005	C. Leyva	OT (T) 1139-013
<b>OAKLAND</b>		<b>OXNARD</b>	
M. Price-Jefferson	OT(T) 1139-814	N. Prinkleton	OT (T) 1139-803
A. Heu	OA (T) 1379-003	T. Prinkleton	OT (T) 1139-808
<b>SAN JOSE</b>		<b>SAN BERNARDINO</b>	
J. Johnson	OT (T) 1139-014	R. Munez	OT (T) 1139-010 (B)
<b>Vacant</b>	<b>OT (T) 1139-809</b>	D. Poole	OT(T) 1139-805
<b>FRESNO</b>		<b>SAN DIEGO</b>	
L. Houle	OT(T) 1139-004	T. Trieu	OT (T) 1139-815
T. Hillman	OT(T) 1139-800	<b>Vacant</b>	<b>OA (T) 1379-006</b>

**OVERVIEW**

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2012

PY 399.7  
 FY 2012/13

CURRENT

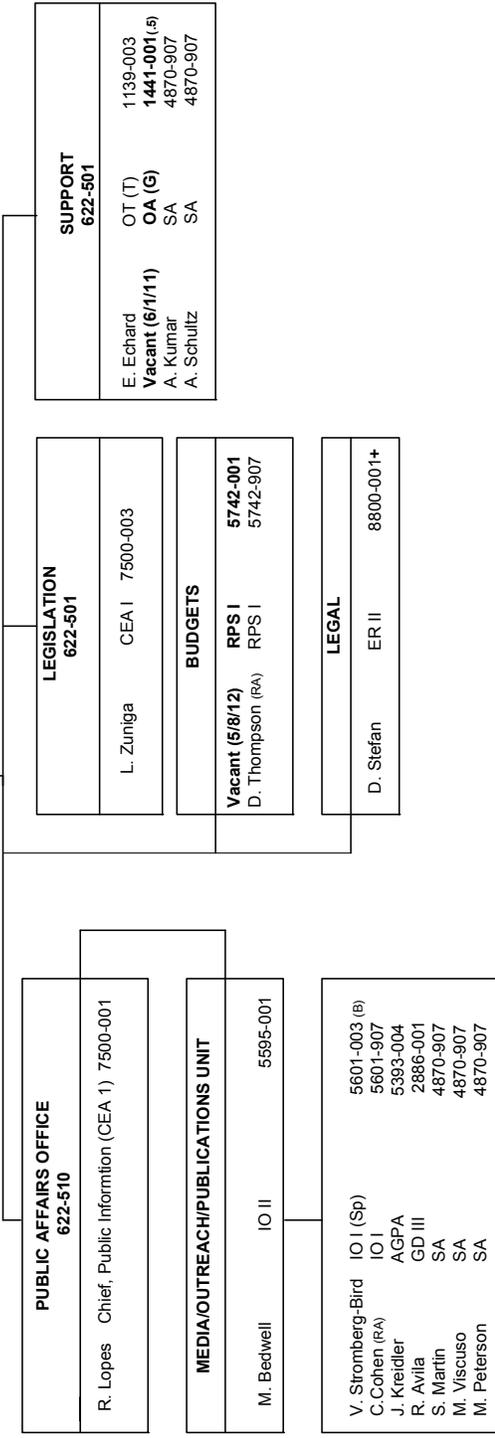


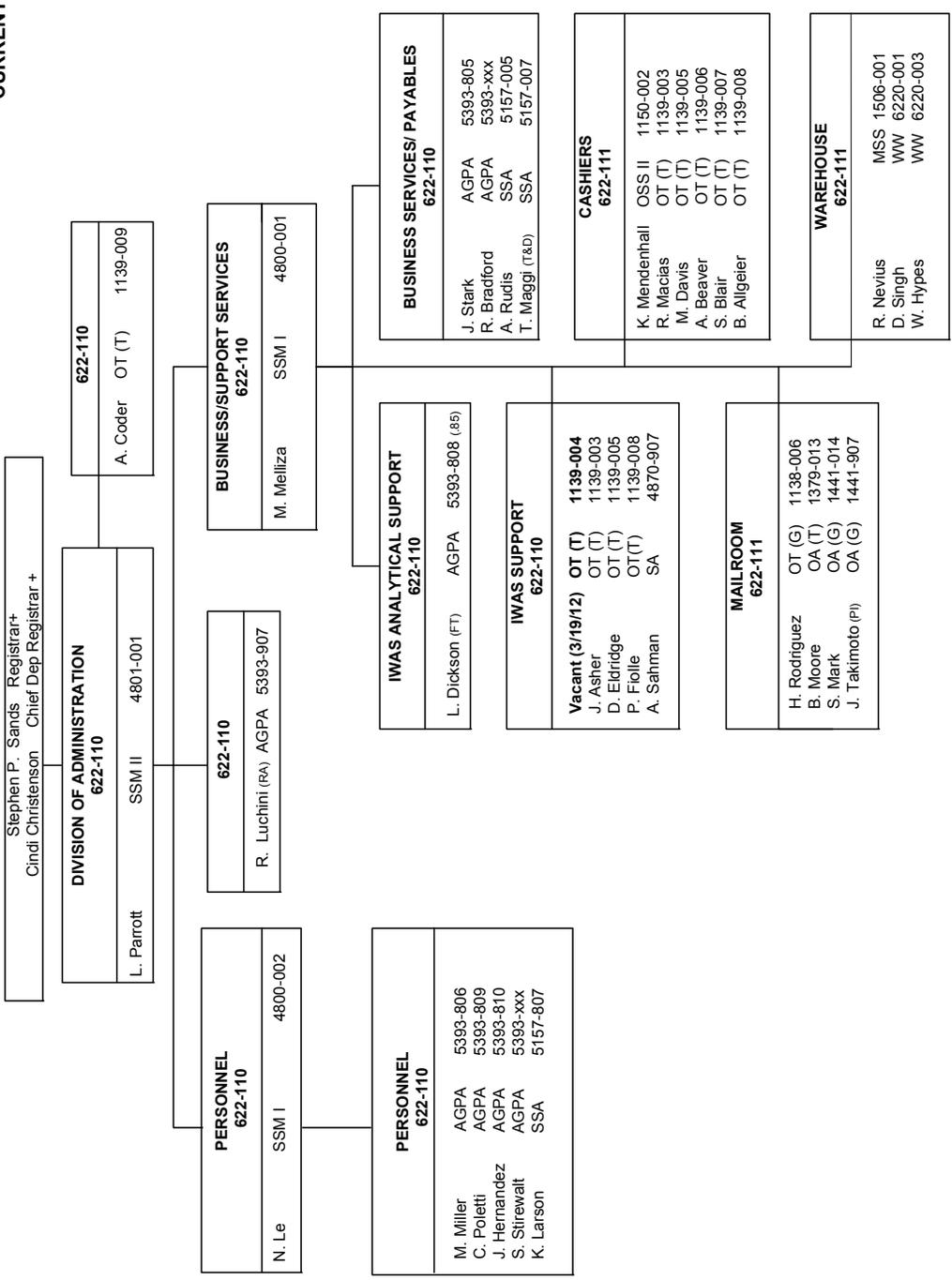
Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2012

PY 11.5  
 FY 2012/13  
 CURRENT

**EXECUTIVE**

EXECUTIVE 622-501	
Stephen P. Sands Registrar (Exempt) 8941-001+	Chief Deputy Registrar (CEA 3) 7500-004+







Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2012

PY 39.2  
 FY 2012/13  
 Current

**ENFORCEMENT DIVISION**  
 1 of 5

Stephen P. Sands Registrar+  
 Cindi Christenson Chief Dep Registrar +

**DIVISION OF ENFORCEMENT**  
 D. Fogt CEA II 622-301-7500-002+

<p style="text-align: center;"><b>Quality Assurance 622-301</b></p> <p>L. Wolfson* ER II 8800-003                  A. Rodriguez AGPA 5393-801+                  H. Young SSA 5157-800+                  * Reports to Santa Rosa Office</p>	<p style="text-align: center;"><b>Investigative-Centers Northern 622-301</b></p> <p>M. Vickrey ES II 8790-003</p>	<p style="text-align: center;"><b>622-301</b></p> <p>Vacant(9/30/11) ER II 8795-001+</p>
<p style="text-align: center;"><b>622-301</b></p> <p>S. Jones (RA) Gen Aud III 4285-907                  D. Galbraith (RA) ER II 8800-907                  G. Hamway (RA) ER II 8800-907 +</p>	<p style="text-align: center;"><b>SACRAMENTO (NORTH) 622-331</b></p> <p>D. Roach ES I 8796-001                  B. Melvin ER II 8800-003                  J. Mullins ER II 8800-005                  J. Martinez ER I 8793-001                  J. Middleton* ER I 8791-003                  S. Crawford** ER I 8791-011                  A. Dal Porto ER I 8791-018                  B. Gedney ER I 8791-020                  R. Wallace ER I 8791-026                  R. Garcia ER I 8791-028                  K. Howard OT(T) 1139-801+</p> <p style="text-align: center;"><i>*Reports to Redding Office                  **Designated as Home Office</i></p>	<p style="text-align: center;"><b>FRESNO 622-336</b></p> <p>S. Glover ES I (Unit 343)                  L. Straus ER II 8800-003                  N. Sams ER I 8791-005                  L. Arriaga* ER I 8791-007                  T. Montero OT(T) 1139-002</p> <p style="text-align: center;"><i>* Reports to Bakersfield Office</i></p>
<p style="text-align: center;"><b>SACRAMENTO (SOUTH) 622-331</b></p> <p>S. Grove ES I 8796-002                  M. Edwards ER II 8795-001+                  T. Borgman ER II 8800-004                  Vacant (5/13/11) ER I 8791-005                  R. Rice ER II 8800-006+                  B. Allwardt ER I 8791-001                  J. Criss ER I 8791-002                  W. Morris ER I 8791-013                  W. Clay ER I 8791-023                  S. Baland ER I 8791-025                  B. Bowman OT (T) 1139-011+</p>	<p style="text-align: center;"><b>SAN FRANCISCO 622-338</b></p> <p>D. Shue ES I 8796-001                  R. Kalidin ER II 8800-001                  R. Caton-Pori* ER II 8800-002                  T. Weatherby* ER II 8800-003+                  R. Lopez ER II 8800-004                  G. Bell (RA) ER II 8800-907                  M. Lee ER I 8791-006                  A. Labitian (S/4) OT(T) 1139-002+ (.5)</p> <p style="text-align: center;"><i>* Reports to Santa Rosa Office</i></p>	<p style="text-align: center;"><b>OAKLAND 622-335</b></p> <p>R. Tassano (RA) ER II 8800-907                  P. Woodson (FT) OT(T) 1139-003 (.7)</p>

(B) BILINGUAL POSITION  
 +CORI POSITION

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
July 1, 2012

Stephen P. Sands Registrar+  
Cindi Christenson Chief Dep Registrar +

DIVISION OF ENFORCEMENT	
D. Fogt	CEA II

WEST COVINA 622-332	
S. Luna	ES I 8796-001
M. Abraham	ER II 8800-002
D. Cazares	ER II 8800-003
P. Tomashuk	ER I 8791-001
D. Conway	ER I 8791-011
N. Urias	ER I 8791-015(B)
R. Vance**	ER I 8791-020
B. Lim	ER I 8791-021
A. Ciccone	OT(T) 1139-001
K. Surdo	OT(T) 1139-803+
<b>** Designated as Home Office</b>	

Investigative Centers Southern 622-301	
J. Herds	ES II 8790-004
P. Roush (RA)	ER II 8790-907

SAN DIEGO 622-337	
Vacant (6/18/12)	ES I 8796-001
B. Littleton	ER II 8800-001
V. Coore	ER II 8796-xxx
J. Bassett	ER I 8791-002
M. Chapman	ER I 8791-004
A. Holloway	ER I 8791-005
L. Simpson	ER I 8791-013
(Military Leave)	
M. Jauregui	ER I 8791-020
K. Macare	OT(T) 1139-001+
A. Garcia (B)	OT(T) 1139-002+

NORWALK 622-333	
A. Marin	ES I 8796-001
Vacant (1/19/10)	ER II 8800-001
H. Marcos	ER II 8800-002
M. Estabrooks	ER I 8791-001
A. Adams	ER I 8791-002
A. Jauregui	ER I 8791-003
C. Acevedo	ER I 8791-006
U. Sanchez	ER I 8791-011
R. Hall	ER I 8791-012
V. McCraw	ER I 8791-013
E. Kemp	ER I 8791-014
S. Alvarado	ER I 8791-018
S. Morgan	ER I 8791-019
M. Winborne	OT (T) 1139-002
D. Dorsey	OT (T) 1139-803+

SAN BERNARDINO 622-334	
J. Anderson	ES I 8796-001
S. Marin	ER II 8800-001
A. Borboa	ER I 8791-001
S. Abrantes	ER I 8791-003
J. Anderson**	ER I 8791-005
N. Smith	ER I 8791-008
Vacant (7/31/09)	ER I 8791-012
J. Linne	ER I 8791-016
J. Alvarado	ER I 8791-017 (B)
Vacant (5/14/12)	ER I 8791-018
D. Dyer	OT(T) 1139-001+
<b>** Designated as Home Office</b>	

VALENCIA 622-339	
S Skogebo	ES I 8796-001
R. Morales	ER II 8800-001
C. Rebol	ER I 8791-003
A. Fernandez	ER I 8791-004
M. Gonzales*	ER I 8791-005
G. Alexander*	ER I 8791-006
Vacant (2/28/11)	ER I 8791-007
M. Holloway	ER I 8791-010
I. Silvestre	OT(T) 1139-002+
<b>*Reports to Oxnard Office</b>	

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
July 1, 2012

Stephen P. Sands Registrar+  
Cindi Christenson Chief Dep Registrar +

**ENFORCEMENT DIVISION**  
D. Fogt  
CEA II +

**INTAKE/MEDIATION CENTERS**  
R. Weber ES II 301-8790-002

**SACRAMENTO**  
622-314  
C. Coleman ES I 8796-001

**INTAKE CENTER**

E. Harris	SPT II	9925-001+
J. Chauhan	PT II	9928-001+
A. Reyes	PT II	9928-002+
M. Satterfield	PT II	9928-003+
L. Lyles	PT II	9928-006+
P. Thao	PT II	9928-007+

**INTAKE CENTER**

C. Moore	ER II	8800-001+
J. Seely	SSA	5157-001+
J. Weir	SA	4870-907

**MEDIATION CENTER**

E. Brittan	CSR	8634-001
C. Geddes	CSR	8634-002
R. Peralles	CSR	8634-003
U. Laoyan	CSR	8634-005
R. Heard	CSR	8634-008
A. Cadena	CSR	8634-009
T. Parker	CSR	8634-010
D. Willis	CSR	8634-011
K. Morlatt	CSR	8634-012+
L. Miles	CSR	8634-013
P. Roderick	CSR	8634-015
S. Petkovich	CSR	8634-016
L. Melicos-Champion	CSR	8634-017
J. Handy	CSR	8634-018
R. Taylor	CSR	8634-019
M. Thompson	CSR	8634-020

**NORWALK**  
622-315  
K. VanBuskirk ES I 8796-001

**INTAKE CENTER**

K. Walton	OT (T)	1139-001
A. Rhem-Odom	PT II	9928-007
H. Chou	PT II	9928-008
L. Meadows-Robertson	PT II	9928-011
S. Boyd	PT II	9928-012

**INTAKE CENTER**

B. Hall	ER II	8800-001 +
H. Alconcel	SSA	5157-001+
M. Ayala	SA	4870-907+

**MEDIATION CENTER**

I. Brown	CSR	8634-001
D. Hasley	CSR	8634-002
B. Noum	CSR	8634-003
J. Grimes	CSR	8634-004
A. Camacho	CSR	8634-006
D. Tran	CSR	8634-007
M. Romo	CSR	8634-008
D. Vaquera	CSR	8634-010
Y. Sims	CSR	8634-011
T. Griffith	CSR	8634-012
S. Mohammad	CSR	8634-015
J. Anderson	CSR	8634-016
E. Reeves	CSR	8634-017
R. Blackshire	CSR	8634-018
T. McKinney	CSR	8634-019
Y. Cotton	CSR	8634-907

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2012

PY 28.5  
 FY 2012/13

CURRENT

**ENFORCEMENT DIVISION**  
 4 of 5

Stephen P. Sands Registrar+  
 Cindi Christenson Chief Dep Registrar +

**ENFORCEMENT DIVISION**  
 D. Fogt  
 CEA II+

**DISCIPLINARY/ENFORCEMENT SERVICES PROGRAM**  
 622-301  
 Vacant (12/31/11) ES II 8790-005

**DISCIPLINARY SERVICES SECTION**

**Citation Processing Center (Norwalk)**  
 622-354  
 J. Flores ES I 8796-001

**Citation Processing Services**

M. Vo	OSS II	1150-001
R. Ord-Myers	OT(T)	1139-002
E. Saenz	OT(T)	1139-003
M. Felipe	OT(T)	1139-005+
H. Zafary	SA	4870-907

**Support Services**

A. Lamphere	OT(T)	1139-004
J. Maly	OT(T)	1139-005+
J. VanBrocklin	OT(T)	1139-006
P. Nelson	PT	9927-001
L. Van Santen ½	OA(G)	1441-002 (5)

**Disciplinary Services Center (Sacramento)**  
 622-353  
 J.W. Robinson ES I 8796-002

**Disciplinary Actions Services**

J. Ibarra	ER II	8800-001
K. Carr	ER II	8800-007
J. Bruce, Jr.	ER II	8800-009
E. Lewis	SSA	5157-001

**Support Services**

G. Bouvia	SSA	5157-001+
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**ENFORCEMENT SERVICES SECTION**  
 622-355  
 M. Subia ES I 8796-001

**Out-of-Class Determinations**  
 622-355  
 J. McDowell ER II 8800-002+

**Subsequent Arrests/Convictions**  
 622-355  
 K. Jones AGPA 5393-001+

**Application Investigations**

Sacramento 331	ERI	8791-015
L. Roots*	ERI	8791-015
Sacramento 355	ERI	8791-001
J. Costamagna	ERI	8791-001
A. Hofer-Sisto	ERI	8791-002
J. Sullivan	ERI	8791-004

**Flag Review/Investigations**  
 622-355  
 G. Bouvia SSA 5157-001+

**Arbitration Program Support**  
 L. Yocum-Howell SSA 5157-002+

**Support Services**  
 M. Williams OT(T) 1139-001+

\* Reports to Modesto Office

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
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**ENFORCEMENT DIVISION**  
 5 of 5

**CURRENT**

Stephen P. Sands Registrar  
 C. Christenson Chief Deputy Registrar

<b>ENFORCEMENT DIVISION</b>
D. Fogt CEA II+

<b>Statewide Investigative Fraud Unit (SWIFT) (Statewide Manager)</b>
C. Marquez ES II 342-8790-001

<b>Statewide Investigative Fraud Team (North) Sacramento 622-341</b>	ES I 8796-002
J. Flint  R. Colegrove ER II 8800-001 J. Miller ER II 8800-005 M. Stewart* ER I 8791-001 J. Kennedy ER I 8791-005 M. Diaz ER I 8791-009 J. Barajas ER I 8791-020 (B) T. Cunningham ER I 8791-021 L. Kinder ER I 8791-022 M. Baustista ER I 8791-023 M. Harris AGPA 5393-001+ C. Jones OT(T) 1139-001+ A. Cameron (1/2) OT(T) 1139-002+ (5) I. Crowder-Johnson OT(T) 1139-801+ R. Mayorga SA 4870-907	
<b>* Reports to San Jose Office</b>	

<b>Statewide Investigative Fraud Team (Central) Fresno 622-343</b>	ES I 8796-001
S. Glover  <b>Fresno</b> D. Bartunek ER II 8795-001 + M. Sanchez ER I 8791-001 G. Solorzano ER I 8791-002 L. Sanders Ingram ER I 8791-004 <b>Vacant (5/1/12) OT (T) 1139-001</b>	
<b>Bakersfield Branch</b>	
K. Andraessend ER I 8791-003 H. Valenzuela ER I 8791-005	
<b>Monterey Branch</b>	
D. Leary ER I 8791-006	

<b>Statewide Investigative Fraud Team (South) Norwalk 622-342</b>	ES I 8796-001
<b>Vacant (12-31-11)</b> S. Tidwell ER II 8795-004 K. Clanton ER II 8800-003 W. Thompson (RA) ER II 8800-004 B. Todary ER I 8800-907 S. Mendez ER I 8791-007 (B) S. Messina ER I 8791-014 D. Le ER I 8791-016 J. Romiti ER I 8791-017 R. Pokorski ER I 8791-019 D. Velasquez ER I 8791-020 L. Olinares ER I 8791-021+ P. Cisneros OT (T) 8791-023 P. Corral (PI) 1139-002+ 1379-907+	

(B) Bilingual Position  
 + CORI POSITION

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2012

PY 48.0  
 FY 2012/13

CURRENT

LICENSING DIVISION

1 of 3

Stephen P. Sands Registrar+  
 Cindi Christenson Chief Dep Registrar +

LICENSING DIVISION  
 622-201

Karen Ollinger CEA 7500-001+

LICENSE MANAGEMENT &  
 PROCESSING OPERATIONS  
 622-201

M. Figueira SSM I 4800-003+

NEW LICENSE PROCESSING  
 622-221

D. Brandon SPT III 9926-002

CRIMINAL BACKGROUND 622-216	
J. Smith (RA)	AGPA 5393-907+
K. Stephens	SSA 5157-001+
M. Diaz	SSA 5157-003+(B)
M. Gonzalez	SSA 5157-004+
D. Sepulveda	SSA 5157-006+
A. Devereux	SSA 5157-007+
R. Smith	SSA 5157-008+
S. Rodriguez	SSA 5157-009+
R. Wooten	SSA 5157-010+
E. Henkel	PT II 9928-001+
<b>Vacant (8/1/12)</b>	<b>PT II 9928-004+</b>

EXAM APPLICATIONS 622-221	
K. Cooley	SPT II 9925-002
V. Listman	PT III 9929-001
S. Hooks	PT III 9929-004
G. Segario	PT III 9929-007
D. Brace	PT III 9929-009
T. White	PT III 9929-010
R. Salts	PT III 9929-015
T. Witcher	PT III 9929-016
I. Rhea-Fukui	PT III 9929-018
K. Thorn	PT III 9929-019
D. Anderson	PT III 9929-020
D. Yee	PT II 9928-056
S. Franz	SA 4870-907

APP WAIVERS 622-221	
K. Franco	SPT II 9925-001
K. Gifford	PT III 9929-002
S. Payne	PT III 9929-003
C. Hathaway	PT III 9929-xxx
V. Chavez	PT III 9929-005
J. Henney	PT III 9929-014
M. Arisman	PT III 9929-021
L. Loudon	PT III 9929-022
R. Slater	PT III 9929-023
J. Svabik	PT III 9929-xxx
I. McElwee	PT II 9928-050
L. Esquivel	PT II 9928-076

SUPP APPS 622-221	
A. Paguaga	SPT II 9925-007
T. Hafer	PT III 9929-006
J. Daniels	PT III 9929-008
S. Egoif	PT III 9929-011
P. Walker	PT III 9929-012
J. Beasley	PT III 9929-017
G. Smith	PT II 9928-053
<b>Vacant (3/1/12)</b>	<b>PT II 9928-066</b>
S. Fennessey	PT II 9928-068
C. Robertson	PT II 9928-069
C. McCaster	PT II 9928-074
C. Tortone	SA 4870-907

+CORI Position

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2012

PY 24.0  
 FY 2012/13  
 CURRENT

LICENSING DIVISION  
 2 of 3

Stephen P. Sands Registrar+  
 Cindi Christenson Chief Dep Registrar +

**LICENSING DIVISION**  
 Karen Ollinger CEA+

**LICENSE MAINTENANCE & INFORMATION OPERATIONS**  
 622-201  
 J. Toney SSM I 4800-001

**LICENSE CLASSIFICATION**  
 622-218  
 F. Villucci ER II 8800-002+

**RECORD CERTIFICATION**  
 622-241  
 Vacant (5/1/12) SSA 5157-001  
 H. Young MST 5278-001  
 G. Lopez MST 5278-003  
 Vacant 7/20/12 MST 5278-004  
 I. Yevtukh SA 4870-907

**INFORMATION CENTER**  
 622-271  
 K. Bosley SSA 5157-001

**LICENSING INFORMATION**  
 622-261  
 M. Gomez SPT III 9926-001

INFORMATION CENTER #2 (Call Center) 622-271	
A. Walker-Marshall	SPT II
T. Kenoyer	*PT II
A. Robinson	*PT II
B. McSweeney	*PT II
P. Jones	*PT II
J. Ogawa	*PT II
B. Marinelli	*PT II
Vacant (2/29/12)	*PT II
K. Laybourn	*PT II
M. Lindstrom	*PT II
K. Galbraith	*PT II
B. Boemecke (RA)	*PT II
N. Dinkuhn (RA)	*PT II
N. Chand	SA
A. Banks	SA

COUNTER INFORMATION #1 622-261	
M. Desmangles	SPT II 9925-001
R. Rudy	PT II 9928-001
D. Thomas	PT II 9928-005
S. Shaw	PT II 9928-006
A. Peele	PT II 9928-007

\*Position eligible for Call Center Differential

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2012

PY 26.5  
 FY 2012/13

CURRENT

**LICENSING DIVISION**

3 of 3

Stephen P. Sands Registrar+  
 Cindi Christenson Chief Dep Registrar +

LICENSING DIVISION	
Karen Ollinger	CEA+

LICENSE MAINTENANCE & TRANSACTIONS 622-201	
K. Ostton	SSM I 4800-002

JUDGMENTS 622-217	
N. Newman	AGPA 5393-002
M. DiIoreto	SSA 5157-001
E. Maier	MST 5278-001

Bonds/Renewals 622-231	
K. Foreman	MST 5278-001

ANALYTICAL/ PROGRAM SUPPORT 622-210	
C. Allison	AGPA 5393-002+

BONDS/WORKERS COMP 622-231	
Vacant (6-18-12)	SPT II 9925-002

A. Barrie	PT II 9928-012
M. Yates	PT II 9928-015 (.5)
S. Smith	PT II 9928-018
K. Pham	PT II 9928-019
C. Vaughan	PT II 9928-021
A. Sisneros	PT II 9928-022
A. Bieneman	PT II 9928-025
D. Brazil	PT II 9928-026
T. Vincent	SA 4870-907
G. Doglietto	SA 4870-907
A. McCurdy	SA 4870-907

LICENSE MOD/RENEWALS 622-231	
A. Galindo	SPT II 9925-001

G. Pozo	PT II 9928-001
A. Demesa	PT II 9928-004
M. Leduc-Kerr	PT II 9928-009
J. Vice	PT II 9928-014
C. Galli	PT II 9928-016
R. Slater	PT II 9928-017
R. Greenwood	PT II 9928-020
S. Treadway-Inong	PT II 9928-023
M. Norman	PT II 9928-024
O. Garcia	PT II 9928-027
W. Davis	PT II 9928-028
W. Clark	SA 4870-907
A. Roberts	SA 4870-907
K. Yoast	SA 4870-907

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 1, 2012

PY 27.5  
 FY 2012/13

**TESTING DIVISION**

CURRENT

Stephen P. Sands Registrar+  
 Cindi Christenson Chief Dep Registrar +

**TESTING DIVISION**  
 622-432  
 H. Lincer-Hill SPSC 5164-001

**TESTING CENTERS**  
 622-433

**EXAMINATION DEVELOPMENT**  
 622-432  
 W. Balvanz PSC II 5165-002

K. Boyd PSC I 5144-003  
 C. Van Zant TVDS II 5168-001  
 N. Chernich AGPA 5393-001  
**Vacant (Date)** **AGPA** **5393-002**  
 K. Demetrio OT (T) 1139-001  
 G. Livingston OT (T) 1139-002  
 R. Macias SA (E&A) 4871-907

C. Gagnon PSC II 5165-003

**EXAMINATION SUPPORT**  
 622-431  
 A. Watson (RA) SISA (Sp) 1312-907

**NORTHERN TESTING CENTERS**  
**SACRAMENTO**  
 K. Drewes AGPA 5393-001

**SACRAMENTO**  
 A. Laybourn OT (T) 1139-009  
**Vacant (6-1-11)** **OA (T)** **1379-002 (.5)**  
 T. Dang OA (T) 1379-005

**OAKLAND**  
 M. Price-Jefferson OT(T) 1139-814  
 A. Heu OA (T) 1379-003

**SAN JOSE**  
 J. Smith OT (T) 1139-014  
 P. Chiu OT (T) 1139-809

**FRESNO**  
 L. Houle OT(T) 1139-004  
 T. Hillman OT(T) 1139-800  
 Exam Proctors (temp help)

**SOUTHERN TESTING CENTERS**  
**NORWALK**  
 T. Navarro SSA 5157-001

**NORWALK**  
**Vacant (8-2-12)** **OT (T)** **1139-011 (B)**  
 J. Walker OT (T) 1139-012  
 C. Leyva OT (T) 1139-013

**OXNARD**  
 N. Prinkleton OT (T) 1139-803  
 T. Prinkleton OT (T) 1139-808

**SAN BERNARDINO**  
 R. Munez OT (T) 1139-010 (B)  
 D. Poole OT(T) 1139-805

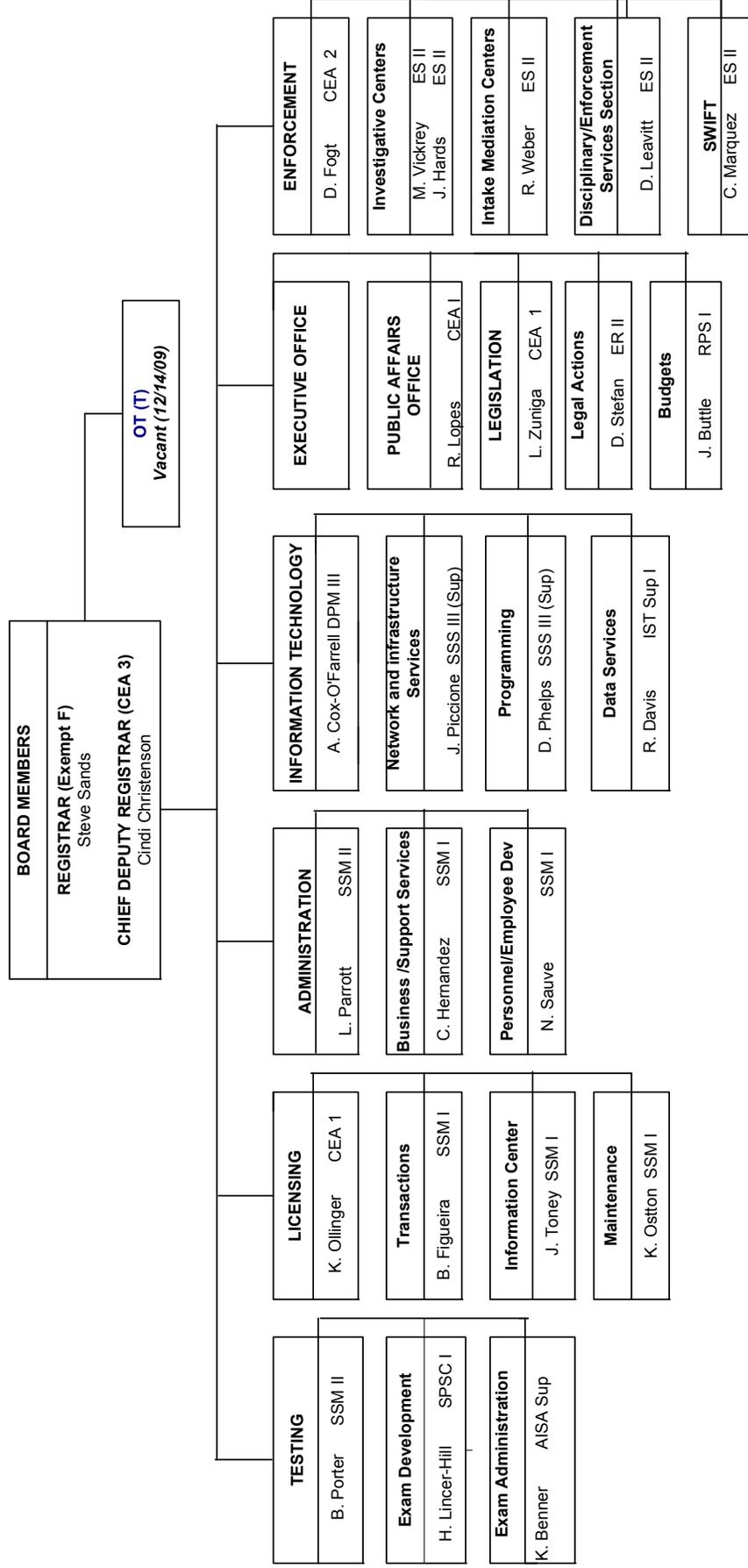
**SAN DIEGO**  
 T. Trieu OT (T) 1139-815

(B) Bilingual  
 \*Misallocation

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 2011

PY 432.5  
 FY 2011/12

**OVERVIEW**



**EXECUTIVE**  
July 2011

**CONTRACTORS STATE LICENSE BOARD**  
BOARD MEMBERS

**PY 13.0**  
**FY 2011/12**

<b>EXECUTIVE</b> 622-501		8941-001+	
Stephen P. Sands	Registrar (Exempt)	8941-001+	
Cindi Christenson	Chief Deputy Registrar (CEA 3)	7500-004+	
		<b>622-501</b>	
<b>Vacant</b>	<b>OT (T)</b>	<b>1139-002</b>	
<b>Vacant (6/1/11)</b>	OA (G)	1441-001	
A. Kumar	StdAsst	4870-907	

<b>PUBLIC AFFAIRS OFFICE</b> 622-510	
R. Lopes	Chief, Public Information (CEA 1) 7500-001

<b>MEDIA/OUTREACH/PUBLICATIONS UNIT</b>	
M. Bedwell	IO II 5595-001

<b>Vacant (6/01/11)</b>	IO I (Sp)	5601-001
V. Stromberg-Bird	IO I (Sp)	5601-003(B)
J. Kreidler	AGPA	5393-004
A. Reed (RA)	AGPA	5393-907
R. Avila	GD III	2886-001
S. Martin	StdAsst	4870-907

<b>LEGISLATION</b> 622-501	
L. Zuniga	CEA I 7500-003

<b>BUDGETS</b>	
J. Buttle	RPS I 5742-001

<b>LEGAL</b>	
D. Stefan	ER II 8800-001+

+ CORI POSITION

**ADMINISTRATION**  
July 2011

**CONTRACTORS STATE LICENSE BOARD**  
BOARD MEMBERS

Stephen P. Sands  
Cindi Christenson

Registrar, CSLB  
Chief Deputy Registrar, CSLB

**DIVISION OF ADMINISTRATION**  
622-110

L. Parrott SSM II 4801-001

A. Ramirez (RA) SSM I 4800-907

**PERSONNEL/EMPLOYEE DEV.**  
622-110

N. Sauve SSM I 4800-002

**BUSINESS/SUPPORT SERVICES**  
622-110

C. Hernandez SSM I 4800-001

PERSONNEL 622-110	
C. Nugent	APA 5142-002
E. Solari	APA 5142-003
J. Garnett	AGPA 5393-807
M. Miller	AGPA 5393-806
C. Poletti	AGPA 5393-809

**IWAS ANALYTICAL SUPPORT**  
622-110

L. Dickson (FT) AGPA 5393-808 (.9)

**SUPPORT**  
622-111

*Vacant (12/27/09) OSS III 1151-001*

**IWAS SUPPORT**  
622-110

*Vacant (7/1/11) OT (T) 1139-001*  
J. Asher OT (T) 1139-003  
G. Pozo OT (T) 1139-004  
D. Eldridge OT (T) 1139-005  
A. Bieneman OT (T) 1139-006  
P. Fiolle OT (T) 1139-008  
*Vacant (7/1/10) OA (G) 1441-003*

**CASHIERS**  
622-111

K. Mendenhall OSS II 1150-002  
R. Macias OT (T) 1139-003  
S. Blair OT (T) 1139-007  
M. Davis OT (T) 1139-005  
A. Alvarez OT (T) 1139-006  
B. Algeier OT (T) 1139-xxx

**BUSINESS SERVICES/ PAYABLES**  
622-110

J. Stark AGPA 5393-805  
L. Franklin AGPA 5393-xxx  
A. Rudis SSA 5157-005  
V. Listman SSA 5157-007

**MAILROOM**  
622-111

H. Rodriguez OT (G) 1138-006  
*Vacant (6/1/11) OT (G) 1138-005*  
B. Moore OA (T) 1379-013  
S. Mark OA (G) 1441-014  
J. Takimoto OA (G) 1441-907 (PI)

**WAREHOUSE**  
622-111

R. Nevius MSS 1506-001  
D. Singh WW 6220-001  
W. Hypes WW 6220-003

Positions on hold for the 5%

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

Stephen P. Sands	Registrar
Cindi Christenson	Chief Deputy Registrar

<b>OFFICE OF INFORMATION TECHNOLOGY</b> <b>622-120</b>	
A. Cox-O'Farrell	DPM III 1393-002+



<b>IWAS SUPPORT</b>	
B. Pronovost Sr. ISA (Sp)	1337-001

<b>TELECOMMUNICATIONS UNIT</b>	
J. Ahrens-Porter (FT) AISA	1470-005 (.8)+
P. Sessler SISA (Sp)	1312-001

<b>CLIENT SERVER APPLICATIONS</b>	
M. Collins SPA (Sp)	1583-001 +
Vacant (7/01/10) SSS II (Tech)	1373-004 +
K. Kun SSS II (Tech)	1373-001 +

<b>DATA SERVICES SUPPORT UNIT</b>	
R. Davis IST (Sup. I)	1408-001+
C. Phung-Le AISA	1479-004+
Vacant AISA	1479-002+
J. Kyotani Std Asst	4870-907

<b>TECHNICAL SUPPORT</b>	
G. Dines SSS II (Tech)	1373-002
B. Piombo (FT) SISA (Sp)	1312-003 (.8)
D. Buffalo AISA (Sp)	1470-001
Vacant (7/1/10) AISA (Sp)	1470-004 (.5)
R. Rathjen AISA (SP)	1470-006
C. Ashmore AISA (SP)	1470-xxx

<b>PROGRAMMING SUPPORT</b>	
D. Brandon SPA (Sp)	1583-002+
Vacant (7/15/10) St. PA (Sp)	1581-001+
G. Takimoto (FT) St. PA (Sp)	1581-002 (.8) +
S. Stewart APA (SP)	1579-008+
C. Alire Prog II	1383-001

<b>IWAS PROGRAMMING</b>	
N. Farnsworth St. PA (Sp)	1581-003+

+CORI

Position on hold for the 5%

**ENFORCEMENT DIVISION**

1 of 4  
July 2011

**CONTRACTORS STATE LICENSE BOARD**  
Board Members

Stephen P. Sands Registrar+  
Cindi Christenson Chief Dep Registrar +

**PY 101**  
**FY 2011/12**

<p><b>622-301</b> Gen Aud III 4285-907 S. Jones (RA) SC III/Sp 5795-907 R. Dresser (RA) ES II 8790-907 P. Tuminia (RA) ER II 8800-907 P. Sugar (RA) ER II 8800-907 D. Galbraith (RA) ER II 8800-907</p>		<p><b>622-301</b> ER II 8795-001+ <b>Vacant</b></p>		<p><b>Investigative Centers Northern 622-301</b> M. Vickrey ES II 8790-003</p>		<p><b>Investigative Centers Southern 622-301</b> J. Harlds ES II 8790-004 P. Roush (RA) ES II 8790-907</p>		<p><b>Quality Assurance 622-301</b> <b>Vacant (2/7/10) ER II 8800-002</b></p>			
<p><b>622-301</b> ER II 8800-003 L. Wolfson* AGPA 5393-800 (.8)+ A. Ostrander (FT) AGPA 5393-xxx+ A. Rodriguez AGPA 5393-xxx+ * Reports to Santa Rosa Office</p>		<p><b>622-301</b> ER II 8800-003 L. Wolfson* AGPA 5393-800 (.8)+ A. Ostrander (FT) AGPA 5393-xxx+ A. Rodriguez AGPA 5393-xxx+ * Reports to Santa Rosa Office</p>		<p><b>622-301</b> ER II 8800-003 L. Wolfson* AGPA 5393-800 (.8)+ A. Ostrander (FT) AGPA 5393-xxx+ A. Rodriguez AGPA 5393-xxx+ * Reports to Santa Rosa Office</p>		<p><b>622-301</b> ER II 8800-003 L. Wolfson* AGPA 5393-800 (.8)+ A. Ostrander (FT) AGPA 5393-xxx+ A. Rodriguez AGPA 5393-xxx+ * Reports to Santa Rosa Office</p>		<p><b>622-301</b> ER II 8800-003 L. Wolfson* AGPA 5393-800 (.8)+ A. Ostrander (FT) AGPA 5393-xxx+ A. Rodriguez AGPA 5393-xxx+ * Reports to Santa Rosa Office</p>			
<p><b>622-331</b> ES I 8796-001 D. Roach ER II 8800-003 B. Melvin ER II 8800-005 J. Mullins ER II 8793/8795-xxx <b>Vacant (4/18/11)</b> ER I 8791-003 J. Middleton* ER I 8791-011 S. Crawford** ER I 8791-018 A. Dal Porto ER I 8791-026 R. Wallace ER I 8791-xxx R. Garcia ER I 8791-020 B. Gedney ER I 8791-020 K. Howard OT(T) 1139-801+ <b>*Reports to Redding Office</b> <b>**Designated as Home Office</b></p>		<p><b>622-336</b> ES I 8796-001 E. Walls ER I/III 8793/8795-xxx <b>Vacant (6/01/11)</b> ER II 8800-003 L. Straus ER I 8791-005 N. Sams ER I 8791-007 L. Arriaga* OT(T) 1139-002 T. Montero <b>* Reports to Bakersfield Office</b></p>		<p><b>622-332</b> ES I 8796-001 S. Luna ER II 8800-002 M. Abraham ER II 8800-003 D. Cazares ER I/III 8793/8795-xxx <b>Vacant (5/13/11)</b> ER I 8791-011 P. Tomashek ER I 8791-015(B) C. Mallig ER I 8791-020 N. Urias ER I 8791-021 R. Vance** ER I 8791-021 B. Lim OT(T) 1139-001 A. Ciccone OT(T) 1139-803+ K. Surdo <b>** Designated as Home Office</b></p>		<p><b>622-332</b> ES I 8796-001 S. Luna ER II 8800-002 M. Abraham ER II 8800-003 D. Cazares ER I/III 8793/8795-xxx <b>Vacant (5/13/11)</b> ER I 8791-011 P. Tomashek ER I 8791-015(B) C. Mallig ER I 8791-020 N. Urias ER I 8791-021 R. Vance** ER I 8791-021 B. Lim OT(T) 1139-001 A. Ciccone OT(T) 1139-803+ K. Surdo <b>** Designated as Home Office</b></p>		<p><b>622-332</b> ES I 8796-001 S. Luna ER II 8800-002 M. Abraham ER II 8800-003 D. Cazares ER I/III 8793/8795-xxx <b>Vacant (5/13/11)</b> ER I 8791-011 P. Tomashek ER I 8791-015(B) C. Mallig ER I 8791-020 N. Urias ER I 8791-021 R. Vance** ER I 8791-021 B. Lim OT(T) 1139-001 A. Ciccone OT(T) 1139-803+ K. Surdo <b>** Designated as Home Office</b></p>		<p><b>622-332</b> ES I 8796-001 S. Luna ER II 8800-002 M. Abraham ER II 8800-003 D. Cazares ER I/III 8793/8795-xxx <b>Vacant (5/13/11)</b> ER I 8791-011 P. Tomashek ER I 8791-015(B) C. Mallig ER I 8791-020 N. Urias ER I 8791-021 R. Vance** ER I 8791-021 B. Lim OT(T) 1139-001 A. Ciccone OT(T) 1139-803+ K. Surdo <b>** Designated as Home Office</b></p>	
<p><b>622-331</b> ES I 8796-002 S. Grove ER II 8800-004 T. Borgman ER II 8800-xxx+ R. Rice ER I/III 8793/8795-xxx <b>Vacant (6/21/10)</b> ER I 8791-001 B. Allwardt ER I 8791-013 N. Ricks ER I 8791-023 J. Wong ER I 8791-002 J. Criss ER I 8791-025 J. Caton ER I 1139-011+ <b>Vacant (7/1/11)</b> OT (T) 1139-011+ A. Franco StdAsst 4870-907</p>		<p><b>622-331</b> ES I 8796-002 S. Grove ER II 8800-004 T. Borgman ER II 8800-xxx+ R. Rice ER I/III 8793/8795-xxx <b>Vacant (6/21/10)</b> ER I 8791-001 B. Allwardt ER I 8791-013 N. Ricks ER I 8791-023 J. Wong ER I 8791-002 J. Criss ER I 8791-025 J. Caton ER I 1139-011+ <b>Vacant (7/1/11)</b> OT (T) 1139-011+ A. Franco StdAsst 4870-907</p>		<p><b>622-331</b> ES I 8796-002 S. Grove ER II 8800-004 T. Borgman ER II 8800-xxx+ R. Rice ER I/III 8793/8795-xxx <b>Vacant (6/21/10)</b> ER I 8791-001 B. Allwardt ER I 8791-013 N. Ricks ER I 8791-023 J. Wong ER I 8791-002 J. Criss ER I 8791-025 J. Caton ER I 1139-011+ <b>Vacant (7/1/11)</b> OT (T) 1139-011+ A. Franco StdAsst 4870-907</p>		<p><b>622-331</b> ES I 8796-002 S. Grove ER II 8800-004 T. Borgman ER II 8800-xxx+ R. Rice ER I/III 8793/8795-xxx <b>Vacant (6/21/10)</b> ER I 8791-001 B. Allwardt ER I 8791-013 N. Ricks ER I 8791-023 J. Wong ER I 8791-002 J. Criss ER I 8791-025 J. Caton ER I 1139-011+ <b>Vacant (7/1/11)</b> OT (T) 1139-011+ A. Franco StdAsst 4870-907</p>		<p><b>622-331</b> ES I 8796-002 S. Grove ER II 8800-004 T. Borgman ER II 8800-xxx+ R. Rice ER I/III 8793/8795-xxx <b>Vacant (6/21/10)</b> ER I 8791-001 B. Allwardt ER I 8791-013 N. Ricks ER I 8791-023 J. Wong ER I 8791-002 J. Criss ER I 8791-025 J. Caton ER I 1139-011+ <b>Vacant (7/1/11)</b> OT (T) 1139-011+ A. Franco StdAsst 4870-907</p>		<p><b>622-331</b> ES I 8796-002 S. Grove ER II 8800-004 T. Borgman ER II 8800-xxx+ R. Rice ER I/III 8793/8795-xxx <b>Vacant (6/21/10)</b> ER I 8791-001 B. Allwardt ER I 8791-013 N. Ricks ER I 8791-023 J. Wong ER I 8791-002 J. Criss ER I 8791-025 J. Caton ER I 1139-011+ <b>Vacant (7/1/11)</b> OT (T) 1139-011+ A. Franco StdAsst 4870-907</p>	
<p><b>622-338</b> ES I 8796-001 D. Shue ER I/III 8793/8795-xxx <b>Vacant (6/30/11)</b> ER II 8800-001 R. Kalidin ER II 8800-002 R. Caton-Pori* ER II 8800-xxx+ T. Weatherby* ER II 8800-907 G. Bell (RA) ER II 8800-xxx R. Lopez ER I 8791-006 M. Lee OT(T) 1139-002 (.5)+ A. Labitian (%) <b>* Reports to Santa Rosa Office</b></p>		<p><b>622-338</b> ES I 8796-001 D. Shue ER I/III 8793/8795-xxx <b>Vacant (6/30/11)</b> ER II 8800-001 R. Kalidin ER II 8800-002 R. Caton-Pori* ER II 8800-xxx+ T. Weatherby* ER II 8800-907 G. Bell (RA) ER II 8800-xxx R. Lopez ER I 8791-006 M. Lee OT(T) 1139-002 (.5)+ A. Labitian (%) <b>* Reports to Santa Rosa Office</b></p>		<p><b>622-338</b> ES I 8796-001 D. Shue ER I/III 8793/8795-xxx <b>Vacant (6/30/11)</b> ER II 8800-001 R. Kalidin ER II 8800-002 R. Caton-Pori* ER II 8800-xxx+ T. Weatherby* ER II 8800-907 G. Bell (RA) ER II 8800-xxx R. Lopez ER I 8791-006 M. Lee OT(T) 1139-002 (.5)+ A. Labitian (%) <b>* Reports to Santa Rosa Office</b></p>		<p><b>622-338</b> ES I 8796-001 D. Shue ER I/III 8793/8795-xxx <b>Vacant (6/30/11)</b> ER II 8800-001 R. Kalidin ER II 8800-002 R. Caton-Pori* ER II 8800-xxx+ T. Weatherby* ER II 8800-907 G. Bell (RA) ER II 8800-xxx R. Lopez ER I 8791-006 M. Lee OT(T) 1139-002 (.5)+ A. Labitian (%) <b>* Reports to Santa Rosa Office</b></p>		<p><b>622-338</b> ES I 8796-001 D. Shue ER I/III 8793/8795-xxx <b>Vacant (6/30/11)</b> ER II 8800-001 R. Kalidin ER II 8800-002 R. Caton-Pori* ER II 8800-xxx+ T. Weatherby* ER II 8800-907 G. Bell (RA) ER II 8800-xxx R. Lopez ER I 8791-006 M. Lee OT(T) 1139-002 (.5)+ A. Labitian (%) <b>* Reports to Santa Rosa Office</b></p>			
<p><b>622-333</b> ES I 8796-001 A. Marin ER I/III 8793/8795-xxx <b>Vacant (11/2/10)</b> ER II 8800-002 H. Marcos ER I 8791-001 M. Estabrooks ER I 8791-002 A. Adams ER I 8791-003 A. Jauregui ER I 8791-006 <b>Vacant (4/1/11)</b> ER I 8791-011 U. Sanchez ER I 8791-012 R. Hall ER I 8791-013 V. McCraw ER I 8791-014 E. Kemp ER I 8791-018 S. Alvarado ER I 8791-019 S. Morgan OT (T) 1139-002 M. Wimbome OT (T) 1139-803+ D. Dorsey OT (T)</p>		<p><b>622-333</b> ES I 8796-001 A. Marin ER I/III 8793/8795-xxx <b>Vacant (11/2/10)</b> ER II 8800-002 H. Marcos ER I 8791-001 M. Estabrooks ER I 8791-002 A. Adams ER I 8791-003 A. Jauregui ER I 8791-006 <b>Vacant (4/1/11)</b> ER I 8791-011 U. Sanchez ER I 8791-012 R. Hall ER I 8791-013 V. McCraw ER I 8791-014 E. Kemp ER I 8791-018 S. Alvarado ER I 8791-019 S. Morgan OT (T) 1139-002 M. Wimbome OT (T) 1139-803+ D. Dorsey OT (T)</p>		<p><b>622-333</b> ES I 8796-001 A. Marin ER I/III 8793/8795-xxx <b>Vacant (11/2/10)</b> ER II 8800-002 H. Marcos ER I 8791-001 M. Estabrooks ER I 8791-002 A. Adams ER I 8791-003 A. Jauregui ER I 8791-006 <b>Vacant (4/1/11)</b> ER I 8791-011 U. Sanchez ER I 8791-012 R. Hall ER I 8791-013 V. McCraw ER I 8791-014 E. Kemp ER I 8791-018 S. Alvarado ER I 8791-019 S. Morgan OT (T) 1139-002 M. Wimbome OT (T) 1139-803+ D. Dorsey OT (T)</p>		<p><b>622-333</b> ES I 8796-001 A. Marin ER I/III 8793/8795-xxx <b>Vacant (11/2/10)</b> ER II 8800-002 H. Marcos ER I 8791-001 M. Estabrooks ER I 8791-002 A. Adams ER I 8791-003 A. Jauregui ER I 8791-006 <b>Vacant (4/1/11)</b> ER I 8791-011 U. Sanchez ER I 8791-012 R. Hall ER I 8791-013 V. McCraw ER I 8791-014 E. Kemp ER I 8791-018 S. Alvarado ER I 8791-019 S. Morgan OT (T) 1139-002 M. Wimbome OT (T) 1139-803+ D. Dorsey OT (T)</p>		<p><b>622-333</b> ES I 8796-001 A. Marin ER I/III 8793/8795-xxx <b>Vacant (11/2/10)</b> ER II 8800-002 H. Marcos ER I 8791-001 M. Estabrooks ER I 8791-002 A. Adams ER I 8791-003 A. Jauregui ER I 8791-006 <b>Vacant (4/1/11)</b> ER I 8791-011 U. Sanchez ER I 8791-012 R. Hall ER I 8791-013 V. McCraw ER I 8791-014 E. Kemp ER I 8791-018 S. Alvarado ER I 8791-019 S. Morgan OT (T) 1139-002 M. Wimbome OT (T) 1139-803+ D. Dorsey OT (T)</p>			
<p><b>622-334</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>		<p><b>622-334</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>		<p><b>622-334</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>		<p><b>622-334</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>		<p><b>622-334</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>			
<p><b>622-335</b> ER II 8800-907 R. Tassano (RA) OT(T) 1139-003 (.7) P. Woodson (FT) OT(T)</p>		<p><b>622-335</b> ER II 8800-907 R. Tassano (RA) OT(T) 1139-003 (.7) P. Woodson (FT) OT(T)</p>		<p><b>622-335</b> ER II 8800-907 R. Tassano (RA) OT(T) 1139-003 (.7) P. Woodson (FT) OT(T)</p>		<p><b>622-335</b> ER II 8800-907 R. Tassano (RA) OT(T) 1139-003 (.7) P. Woodson (FT) OT(T)</p>		<p><b>622-335</b> ER II 8800-907 R. Tassano (RA) OT(T) 1139-003 (.7) P. Woodson (FT) OT(T)</p>			
<p><b>622-337</b> ES I 8796-001 V. Coore ER II 8800-001 B. Littleton ER II 8800-002 T. Ebling ER I/III 8793/8795-xxx <b>Vacant (4/7/11)</b> ER I 8791-002 J. Bassett ER I 8791-004 T. Leone ER I 8791-005 A. Holloway ER I 8791-013 L. Simpson ER I 8791-020 <b>Vacant (6/1/11)</b> ER I 8791-020 24 mos LT M. Jauregui ER I 8791-907 M. Chapman ER I 8791-907 24 mos LT K. Macare OT(T) 1139-001+ A. Garcia (B) OT(T) 1139-002+ <b>(B) BILINGUAL POSITION</b> <b>+CORI POSITION</b></p>		<p><b>622-337</b> ES I 8796-001 V. Coore ER II 8800-001 B. Littleton ER II 8800-002 T. Ebling ER I/III 8793/8795-xxx <b>Vacant (4/7/11)</b> ER I 8791-002 J. Bassett ER I 8791-004 T. Leone ER I 8791-005 A. Holloway ER I 8791-013 L. Simpson ER I 8791-020 <b>Vacant (6/1/11)</b> ER I 8791-020 24 mos LT M. Jauregui ER I 8791-907 M. Chapman ER I 8791-907 24 mos LT K. Macare OT(T) 1139-001+ A. Garcia (B) OT(T) 1139-002+ <b>(B) BILINGUAL POSITION</b> <b>+CORI POSITION</b></p>		<p><b>622-337</b> ES I 8796-001 V. Coore ER II 8800-001 B. Littleton ER II 8800-002 T. Ebling ER I/III 8793/8795-xxx <b>Vacant (4/7/11)</b> ER I 8791-002 J. Bassett ER I 8791-004 T. Leone ER I 8791-005 A. Holloway ER I 8791-013 L. Simpson ER I 8791-020 <b>Vacant (6/1/11)</b> ER I 8791-020 24 mos LT M. Jauregui ER I 8791-907 M. Chapman ER I 8791-907 24 mos LT K. Macare OT(T) 1139-001+ A. Garcia (B) OT(T) 1139-002+ <b>(B) BILINGUAL POSITION</b> <b>+CORI POSITION</b></p>		<p><b>622-337</b> ES I 8796-001 V. Coore ER II 8800-001 B. Littleton ER II 8800-002 T. Ebling ER I/III 8793/8795-xxx <b>Vacant (4/7/11)</b> ER I 8791-002 J. Bassett ER I 8791-004 T. Leone ER I 8791-005 A. Holloway ER I 8791-013 L. Simpson ER I 8791-020 <b>Vacant (6/1/11)</b> ER I 8791-020 24 mos LT M. Jauregui ER I 8791-907 M. Chapman ER I 8791-907 24 mos LT K. Macare OT(T) 1139-001+ A. Garcia (B) OT(T) 1139-002+ <b>(B) BILINGUAL POSITION</b> <b>+CORI POSITION</b></p>		<p><b>622-337</b> ES I 8796-001 V. Coore ER II 8800-001 B. Littleton ER II 8800-002 T. Ebling ER I/III 8793/8795-xxx <b>Vacant (4/7/11)</b> ER I 8791-002 J. Bassett ER I 8791-004 T. Leone ER I 8791-005 A. Holloway ER I 8791-013 L. Simpson ER I 8791-020 <b>Vacant (6/1/11)</b> ER I 8791-020 24 mos LT M. Jauregui ER I 8791-907 M. Chapman ER I 8791-907 24 mos LT K. Macare OT(T) 1139-001+ A. Garcia (B) OT(T) 1139-002+ <b>(B) BILINGUAL POSITION</b> <b>+CORI POSITION</b></p>			
<p><b>622-339</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>		<p><b>622-339</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>		<p><b>622-339</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>		<p><b>622-339</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>		<p><b>622-339</b> ES I 8796-001 S. Skogebo ER II 8800-001 R. Morales ER I/III 8793/8795-xxx <b>Vacant (2/28/11)</b> ER I 8791-003 C. Rebol ER I 8791-004 A. Fernandez ER I 8791-005 M. Gonzales* ER I 8791-010 G. Alexander* OT(T) 1139-002+ M. Holloway I. Silvestre <b>*Reports to Oxnard Office</b></p>			

Positions on hold for the 5%

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

Stephen P. Sands Registrar+  
Cindi Christenson Chief Deputy Registrar+

**DIVISION OF ENFORCEMENT**  
CEA II +

**SACRAMENTO**  
622-314  
D. Sarantis (RA) ER I 8791-907

**INTAKE/MEDIATION CENTERS**  
R. Weber ES II 301-8790-002

**SACRAMENTO**  
622-314  
C. Coleman ES I 8796-001

**NORWALK**  
622-315  
K. VanBuskirk ES I 8796-001

**INTAKE CENTER**

E. Harris	SPT II	9925-001+
A. Barnard	PT II	9928-001+
E. Brittain	PT II	9928-002+
B. Marinelli	PT II	9928-003+
L. Lyles	PT II	9928-006+
S. Garcia	PT II	9928-007+

**INTAKE CENTER**

C. Moore	ER II	8800-xxx+
J. Seely	SSA	5157-001+
J. Weir	StdAsst	4870-907

**MEDIATION CENTER**

<b>Vacant (7/1/11)</b>	CSR	8634-001
C. Geddes	CSR	8634-002
R. Perales	CSR	8634-003
U. Laoyan	CSR	8634-005
J. Costamagna	CSR	8634-007
R. Heard	CSR	8634-008
A. Cadena	CSR	8634-009
V. McCammant	CSR	8634-010
D. Willis	CSR	8634-011
<b>Vacant (6/10/11)</b>	CSR	8634-012+
L. Miles	CSR	8634-013
M. Pease	CSR	8634-014
P. Roderick	CSR	8634-015
S. Petkovich	CSR	8634-016
L. Moltoso-Champion	CSR	8634-017
S. Baland	CSR	8634-018
R. Taylor	CSR	8634-019
M. Thompson	CSR	8634-020
P. Alvarado-Smith (RA)	CSR	8634-907

**INTAKE CENTER**

<b>Vacant (5/1/10)</b>	<b>SPT II</b>	<b>9925-001</b>
K. Walton	OT (T)	1139-001
<b>Vacant (4/1/10)</b>	<b>PT II</b>	<b>9928-002</b>
<b>Vacant (7/1/10)</b>	PT	9927-xxx
K. Beal	PT II	9928-008
L. Meadows-Robertson	PT II	9928-011
S. Boyd	PT II	9928-012

**INTAKE CENTER**

B. Hall	ER I	8791-002
H. Alconcel	SSA	5157-001+
M. Ayala	StdAsst	4870-907+

**MEDIATION CENTER**

I. Brown	CSR	8634-001
D. Hasley	CSR	8634-002
B. Nourn	CSR	8634-003
J. Grimes	CSR	8634-004
A. Camacho	CSR	8634-006
D. Velasquez	CSR	8634-007
M. Romo	CSR	8634-008
D. Vaquera	CSR	8634-010
Y. Sims	CSR	8634-011
T. Griffith	CSR	8634-012
S. Mohammad	CSR	8634-015
J. Anderson	CSR	8634-016
E. Reeves	CSR	8634-017
R. Blackshire	CSR	8634-018
Y. Cotton	CSR	8634-907

**+ CORI POSITION**  
**Positions on hold for the 5%**

**ENFORCEMENT DIVISION**

3 of 4  
July 2011

**PY 30.5  
FY 2011/12**

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**DIVISION OF ENFORCEMENT**  
CEA II+

**DISCIPLINARY/ENFORCEMENT SERVICES PROGRAM**  
622-301

D. Leavitt ES II 8790-005

**ENFORCEMENT SERVICES SECTION**  
622-355  
M. Subia ESI 8796-001

**DISCIPLINARY SERVICES SECTION**

**Disciplinary Services Center (Sacramento)**  
622-353  
W. Robinson ESI 8796-002

**Citation Processing Center (Norwalk)**  
622-354  
J. Flores ESI 8796-001

**Disciplinary Actions Services**  
J. Ibarra ER II 8800-001  
K. Carr ER II 8800-007  
J. Bruce, Jr. ER II 8800-xxx  
J. Sullivan SSA 5157-001

**Citation Processing Services**  
J. Zaveri ER II 8800-001  
R. Oseguera ER II 8800-002  
M. McCreary ER I 8791-001

**Support Services**  
**Vacant (7/1/11)** OT(T) 1139-004+  
J. Maly OT (T) 1139-005+  
R. Garcia OT (T) 1139-006  
P. Nelson PT 9927-001  
L. Van Santen 1/2 OA(G) 1441-002 .5)

**Support Services**  
M. Vo OSS II 1150-001  
R. Ord-Myers OT(T) 1139-002  
E. Saenz OT(T) 1139-003  
M. Felipe OT(T) 1139-005+  
D. Brooks OT(T) 1139-004(B)+  
H. Zafary StdAsst 4870-907

**Out-of-Class Determinations**  
622-355  
J. Martinez ER I 8791-003+

**Subsequent Arrests/Convictions**  
622-355  
K. Jones AGPA 5393-001+

**Application Investigations**  
**Sacramento 331** ER I 8791-015  
L. Roots\* ER I 8791-015  
**Sacramento 355**  
W. Clay ER I 8791-001  
A. Hofer-Sisto ER I 8791-002  
P. Cox ER I 8791-004

**Flag Review/Investigations**  
622-355  
G. Bouvia SSA 5157-001+

**Arbitration Program Support**  
L. Yocum-Howell SSA 5157-002+

**Support Services**  
M. Williams OT (T) 1139-001+  
D. Brace OT (T) 1139-xxx+

**+CORI Position**  
**(B) Bilingual**

\* Reports to Modesto Office

<b>Contractors State License Board</b> Board Members	
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Stephen P. Sands	Registrar
C. Christenson	Chief Deputy Registrar

<b>Chief of Enforcement</b>	
D. Fogt	CEA 2+

<b>Statewide Investigative Fraud Unit (SWIFT)</b> Statewide Manager	
C. Marquez	ES II 342-8790-001

<b>Statewide Investigative Fraud Team</b> (North) Sacramento 622-341	
J. Flint	ES I 8796-002

R. Colegrove	ER II 8800-001
M. Stewart*	ER I 8791-001
J. Kennedy	ER I 8791-005
<b>Vacant (6/1/11)</b>	ER I 8791-009
<b>Vacant (6/1/11)</b>	ER I 8791-020 (B)
D. Ropel	ER I 8791-907
M. Harris	AGPA 5393-xxx+
I. Crowder-Johnson	OT(T) 1139-801+
J. LeMasters	OT(T) 1139-001+
A. Cameron (1/2)	OT (T) 1139-002 (-.5)+
R. Mayorga	StdAsst 4870-907
J. Barajas	StdAsst 4870-907
<b>* Reports to San Jose Office</b>	

J. McDowell	ER II 8800-006
J. Miller	ER II 8800-005
M. Baustista	ER I 8791-023
<b>Vacant (3/28/11)</b>	ER I 8791-021(B)
L. Kinder	ER I 8791-022

<b>Statewide Investigative Fraud Team</b> (Central) Fresno 622-343	
S. Glover	ES I 8796-001

<b>Fresno</b>	
D. Bartunek	ER II 8795-001 +
L. Sanders Ingram	ER I 8791-004
G. Solorzano	ER I 8791-002
M. Sanchez	ER I 8791-001
M. Medina	OT (T) 1139-001

<b>Bakersfield Branch</b>	
K. Andreassend	ER I 8791-003
H. Valenzuela	ER I 8791-005

<b>Monterey Branch</b>	
D. Leary	ER I 8791-006

<b>Statewide Investigative Fraud Team</b> (South) Norwalk 622-342	
<b>Vacant (4/1/11)</b>	ES I 8796-001

S. Tidwell	ER II 8800-003
L. Patron	ER II 8795-004(B)
B. Today	ER I 8791-007(B)
S. Mendez	ER I 8791-014
S. Messina	ER I 8791-016
D. Le	ER I 8791-017
<b>Vacant (6/1/11)</b>	OT (T) 1139-001+
P. Cisneros	OT (T) 1139-002+
P. Corral	OA (T) 1379-907 (P)+
C. Bogdan	StdAsst 4870-907

K. Clanton	ER II 8800-004
J. Romiti	ER I 8791-019
W. Morris	ER I 8791-020
<b>Vacant (6/1/11)</b>	ER I 8791-021+
S. Abrantes	ER I 8791-022
L. Olinares (Lacy)	ER I 8791-023

+ CORI POSITION  
(B) Bilingual Position

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**LICENSING DIVISION  
622-201**

Karen Ollinger CEA 7500-001+

**LICENSE MANAGEMENT &  
PROCESSING OPERATIONS  
622-201**

B. Figueira SSMI 4800-003+

**CRIMINAL BACKGROUND  
622-216**

J. Smith (RA) AGPA 5393-907  
S. Perales SSA 5157-001  
M. Diaz SSA 5157-003(e)  
M. Gonzalez SSA 5157-004  
**Vacant (9/13/10) SSA 5157-005**  
D. Sepulveda SSA 5157-006  
A. Devereux SSA 5157-007  
R. Smith SSA 5157-008  
S. Rodriguez SSA 5157-009  
R. McAllister SSA 5157-010  
E. Henkel PT II 9928-001  
T. Maggi PT 9927-xxx

+All positions are CORI

**+CORI POSITION**

Positions on hold for the 5%

**NEW LICENSE PROCESSING  
622-221**

D. Brandon SPT III 9926-002

**EXAM APPLICATIONS  
622-221**

K. Cooley SPT II 9925-002  
**Vacant (7/5/11)** PT II 9928-043  
D. Yee PT II 9928-056  
S. Franz StdAsst 4870-907

K. Robison PT III 9929-001  
K. Gifford PT III 9929-002  
S. Payne PT III 9929-003  
S. Hooks PT III 9929-004  
G. Coates PT III 9929-005  
T. Hafer PT III 9929-006  
G. Sagario PT III 9929-007  
J. Daniels PT III 9929-008  
K. Stockton-Twente PT III 9929-009  
T. White PT III 9929-010  
S. Egoif PT III 9929-011  
P. Walker PT III 9929-012  
J. Henney PT III 9929-014  
R. Salts PT III 9929-015  
T. Witcher PT III 9929-016  
J. Beasley PT III 9929-017  
I. Rhea-Fukui PT III 9929-018  
M. Arisman PT III 9929-021  
K. Thorn PT III 9929-019  
K. Stephens PT III 9929-020  
L. Loudon PT III 9929-xxx  
**Vacant (6/15/11)** PT III 9929-xxx

**APP WAIVERS  
622-221**

K. Franco SPT II 9925-001  
I. McElwee PT II 9928-050  
V. Chavez PT II 9928-064  
R. Slater PT II 9928-066  
C. Hathaway PT II 9928-067  
L. Esquivel PT II 9928-076

**SUPP APPS  
622-221**

A. Paguaga SPT II 9925-007  
G. Smith PT II 9928-053  
S. Fennessey PT II 9928-068  
C. Robertson PT II 9928-069  
C. McCaster PT II 9928-074  
C. Torlone StdAsst 4870-907

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**LICENSING DIVISION**  
Karen Ollinger CEA+

**LICENSE MAINTENANCE & INFORMATION  
OPERATIONS**  
622-201

J. Toney SSM I 4800-001

**LICENSE CLASSIFICATION**  
622-218

**Vacant (2/1/10)** ER II 8800-001+  
F. Villucci ER II 8800-002+

**RECORD CERTIFICATION**  
622-241

S. Stirewalt	SSA	5157-001
H. Young	MST	5278-001
C. Sarente	MST	5278-002
G. Lopez	MST	5278-003
K. Torlone	MST	5278-004

**INFORMATION CENTER**  
622-271

K. Bosley SSA 5157-001

**LICENSING INFORMATION**  
622-261

**Vacant (7/11/11)** SPT III 9926-001

**INFORMATION CENTER #2  
(Call Center)**  
622-271

A. Walker-Marshall	SPT II	9925-002
<b>Vacant</b>	*PT II	9928-002
L. Bentley	*PT II	9928-003
B. McSweeney	*PT II	9928-006
A. Beaver	*PT II	9928-007
J. Ogawa	*PT II	9928-009
<b>Vacant (6/1/11)</b>	*PT II	9928-010
B. Boemecke	*PT II	9928-012
K. Laybourn	*PT II	9928-014
M. Lindstrom	*PT II	9928-017
W. Davis	*PT II	9928-027
<i>(on loan to DCA exp. 7/13/2012)</i>		
<b>Vacant (5/11/11)</b>	*PT II	9928-028
<b>Vacant (2/16/10)</b>	*PT II	<b>9928-029</b>
<b>Vacant (7/21/11)</b>	*PT	9927-001
A. Robinson	*PT	9927-002
<b>Vacant (1/17/11)</b>	*PT	9927-004
<b>Vacant (7/26/10)</b>	*PT	9927-005
A. Schultz	*PT II	9928-xxx
	StdAsst	4870-907

+ CORI Position

**Positions on hold for the 5%**

**COUNTER INFORMATION #1**  
622-261

M. Desmangles	SPT II	9925-001
F. Hradetzky	PT II	9928-001
D. Thomas	PT II	9928-005
C. Galli	PT II	9928-006
S. Shaw	PT	9927-002

\*Position eligible for Call Center  
Differential

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**LICENSING DIVISION**  
Karen Ollinger CEA+

**LICENSE MAINTENANCE & TRANSACTIONS**  
622-201  
K. Ostton SSM I 4800-002

**Bonds/Renewals**  
622-231  
K. Foreman MST 5278-001

**JUDGMENTS**  
622-217  
M. Diloreto SSA 5157-001  
N. Newman SSA 5157-002  
E. Lewis MST 5278-001

**ANALYTICAL/ PROGRAM SUPPORT**  
622-210  
C. Allison AGPA 5393-002+  
J. May (RA) AGPA 5393-907+  
E. Maier MST 5278-001

**LICENSE MODWORKERS COMP**  
622-231  
J. Svabik SPT II 9925-002

A. Barrie PT II 9928-012  
R. Slater PT II 9928-017  
**Vacant (5/10/11)** PT II 9928-018  
**Vacant (7/18/11)** PT II 9928-019  
S. Ates PT II 9928-020  
A. Sisneros PT II 9928-022  
M. Placencia PT II 9928-023  
M. Norman PT II 9928-024  
C. Costan PT II 9928-025  
O. Garcia PT II 9928-027

**BONDS/RENEWALS**  
622- 231  
**Vacant (3/2/11)** SPT II 9925-001

**Vacant (7/18/11)** PT II 9928-001  
A. Demesa PT II 9928-004  
M. Leduc-Keir PT II 9928-009  
**Vacant (2/1/11)** PT II 9928-013 (-.5)  
J. Vice PT II 9928-014  
M. Yates (.5) PT II 9928-015 (-.5)  
**Vacant (6/27/11)** PT II 9928-016  
C. Vaughan PT II 9928-021  
C. Raymond PT II 9928-026  
J. Van Brocklin PT II 9928-028

+ CORI Position

**TESTING DIVISION**  
July 2011

**PY 29**  
**FY 2011/12**

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

Stephen P. Sands Registrar  
C. Christenson Chief Deputy Registrar

**TESTING DIVISION**  
**622-432**

H. Lincer-Hill SPSC 5164-001

**622-433**

R. Porter SSM II 431-4801-001\*

**EXAMINATION DEVELOPMENT**  
**622-432**

W. Balvanz PSC II 5165-002  
C. Gagnon PSC I 5144-002  
K. Boyd PSC I 5144-003  
L. Riedel TVDS II 5168-001  
N. Chernich (4/5) AGPA 5393-001 (.5)  
C. Van Zant AGPA 5393-002  
K. Demetrio OT (T) 1139-001  
G. Livingston OT (T) 1139-002  
L. Oleshko StdAssst (E&A) 4871-907

**EXAMINATION SUPPORT**  
**622-431**

A. Watson (RA) SISA (Sp) 1312-907

**EXAMINATION ADMINISTRATION**  
**622-433**

K. Benner AISA (Sup) 1471-001\*

\*Positions are misallocated. As positions become vacant fill at the appropriate level.  
(B) Bilingual

**SACRAMENTO**

K. Drewes SSA 5157-002

**SACRAMENTO**

**Vacant (7/5/11)** OA/OT (T) 1379/1139-xxx  
T. Dang OA (T) 1379-005  
**Vacant (6/1/11)** OT (T) 1139-xxx (.5)  
OA (T) 1379-xxx (.5)

**OAKLAND**

M. Price-Jefferson OT(T) 1139-814

**SAN JOSE**

J. Smith OT (T) 1139-014  
A. Heu OA (T) 1379-003

**FRESNO**

L. Houle OT(T) 1139-004  
G. Santos OT(T) 1139-800 (B)  
Exam Proctors (temp help)

**SAN BERNARDINO**

H. Henderson SSA 5157-001

**NORWALK**

J. Walker OT (T) 1139-012  
T. Navarro OT (T) 1139-011 (B)  
C. Leyva OT (T) 1139-013

**OXNARD**

N. Prinkleton OT (T) 1139-803  
T. Prinkleton OT (T) 1139-808

**SAN BERNARDINO**

R. Munez OT (T) 1139-010 (B)  
D. Poole OT(T) 1139-805

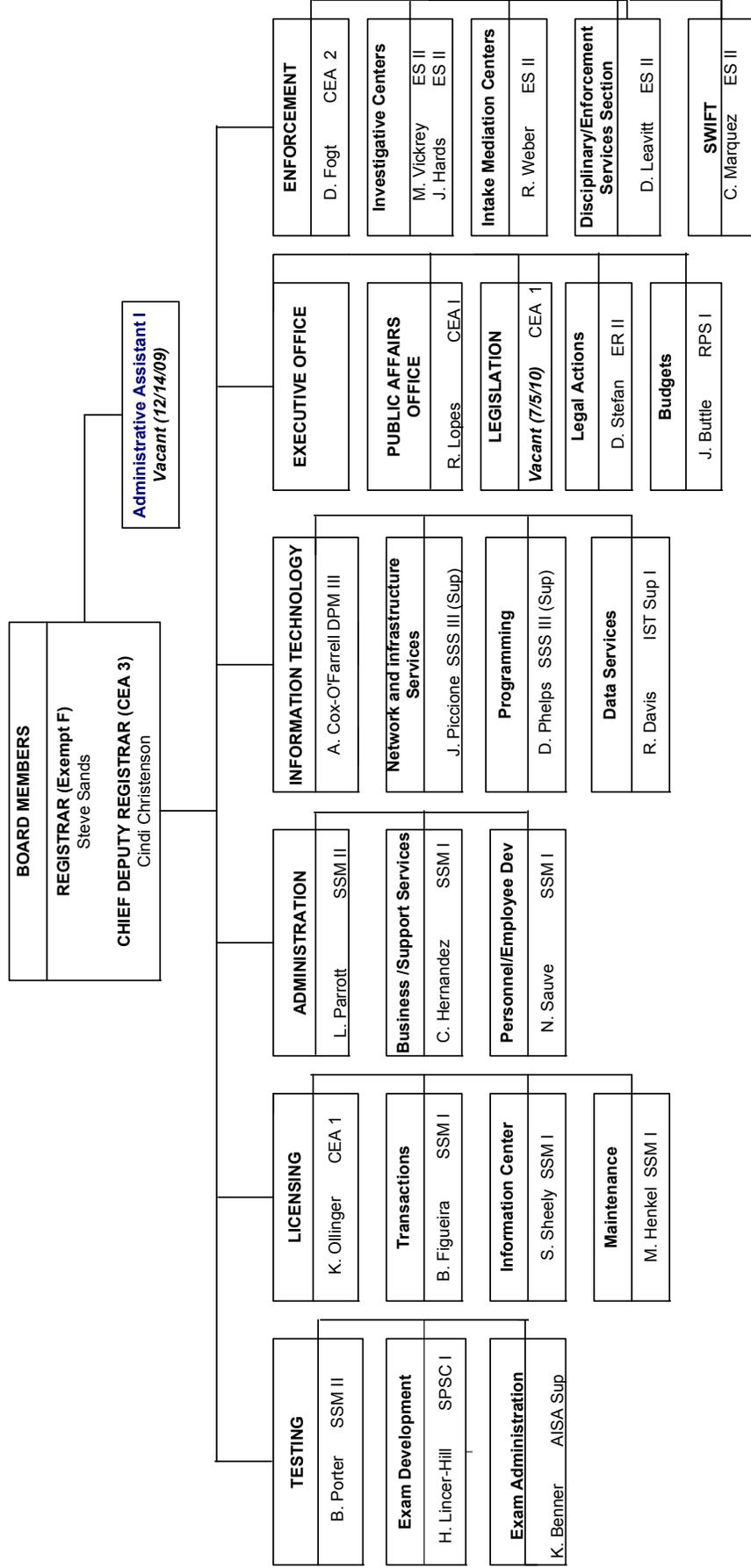
**SAN DIEGO**

**Vacant (6/6/11)** OT (T) 1139-815  
**Vacant (3/28/11)** OA (T) 1379-809

Department of Consumer Affairs  
**CONTRACTORS STATE LICENSE BOARD**  
 July 2010

PY 432.5  
 FY 2010/11

**OVERVIEW**



**PY 13.0  
FY 2010/11**

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

**EXECUTIVE**  
July 2010

<b>EXECUTIVE 622-501</b>	
Stephen P. Sands Registrar (Exempt)	8941-001+
Cindi Christenson Chief Deputy Registrar (CEA 3)	7500-004+

<b>622-501</b>	
Vacant (7/01/10)	OT (T) 1139-xxx
T. Maggi	OA (G) 1441-001
A. Kumar	StdAsst 4870-907

<b>PUBLIC AFFAIRS OFFICE 622-510</b>	
R. Lopes Chief, Public Information (CEA 1)	7500-001

<b>MEDIA/OUTREACH/PUBLICATIONS UNIT</b>	
M. Bedwell	IO II 5595-001

<b>Vacant (5/10/10)</b>	IO I (Sp) 5601-001
V. Stromberg-Bird	IO I (Sp) 5601-003(B)
M. Kennedy	AGPA 5393-004
A. Reed (RA)	AGPA 5393-907
R. Avila	GD III 2886-001
S. Martin	StdAsst 4870-907

<b>LEGISLATION 622-501</b>	
Vacant (7/5/10)	CEA I 7500-003

<b>BUDGETS</b>	
J. Buttle	RPS I 5742-001

<b>LEGAL</b>	
D. Stefan	ER II 8800-001

**+ CORI POSITION**

**Position on hold for the 5%**

**ADMINISTRATION**  
July 2010

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar, CSLB  
Cindi Christenson Chief Deputy Registrar, CSLB

**DIVISION OF ADMINISTRATION  
622-110**  
SSM II 4801-001  
L. Parrott

A. Ramirez (RA) SSM I 4800-907

**PERSONNEL/EMPLOYEE DEV.  
622-110**  
SSM I 4800-002  
N. Sauve

**BUSINESS/SUPPORT SERVICES  
622-110**  
SSM I 4800-001  
C. Hernandez

**PERSONNEL  
622-110**  
APA 5142-002  
APA 5142-003  
**Vacant (7/12/10)** APA 5142-001  
J. Garnett AGPA 5393-807  
M. Miller AGPA 5393-806

**IWAS ANALYTICAL SUPPORT  
622-110**  
L. Dickson (FT) AGPA 5393-808 (.9)

**SUPPORT  
622-111**  
**Vacant (12/27/09)** OSS III 1151-001

**IWAS SUPPORT  
622-110**  
J. Asher OT (T) 1139-001  
B. Richardson OT (T) 1139-003  
G. Pozo OT (T) 1139-004  
D. Eldridge OT (T) 1139-xxx  
A. Bieneman OT (T) 1139-xxx  
**Vacant (7/01/10)** OA (G) 1441-003  
P. Fiolle OT(T) 4687-xxx  
9 mos LT

**CASHIERS  
622-111**  
K. Mendenhall OSS II 1150-002  
R. Macias OT(T) 1139-003  
S. Blair OT(T) 1139-007  
24 mos LT  
M. Davis OT(T) 1139-005  
G. Dorrell OT (T) 1139-004  
K. Reitnauer OT (G) 1138-001

**BUSINESS SERVICES/PAYABLES  
622-110**  
J. Stark AGPA 5393-805  
J. McGlothlin AGPA 5393-002  
C. Poletti SSA 5157-005  
V. Listman MST 5278-001  
K. Bosley (½) OT (T) 1139-xxx (.5)

**MAILROOM  
622-111**  
H. Rodriguez OT (G) 1138-006  
D. Rogers OT (G) 1138-005  
B. Moore OA (T) 1379-003  
S. Mark OA (G) 1441-014  
J. Takimoto OA (G) 1441-907 (PI)

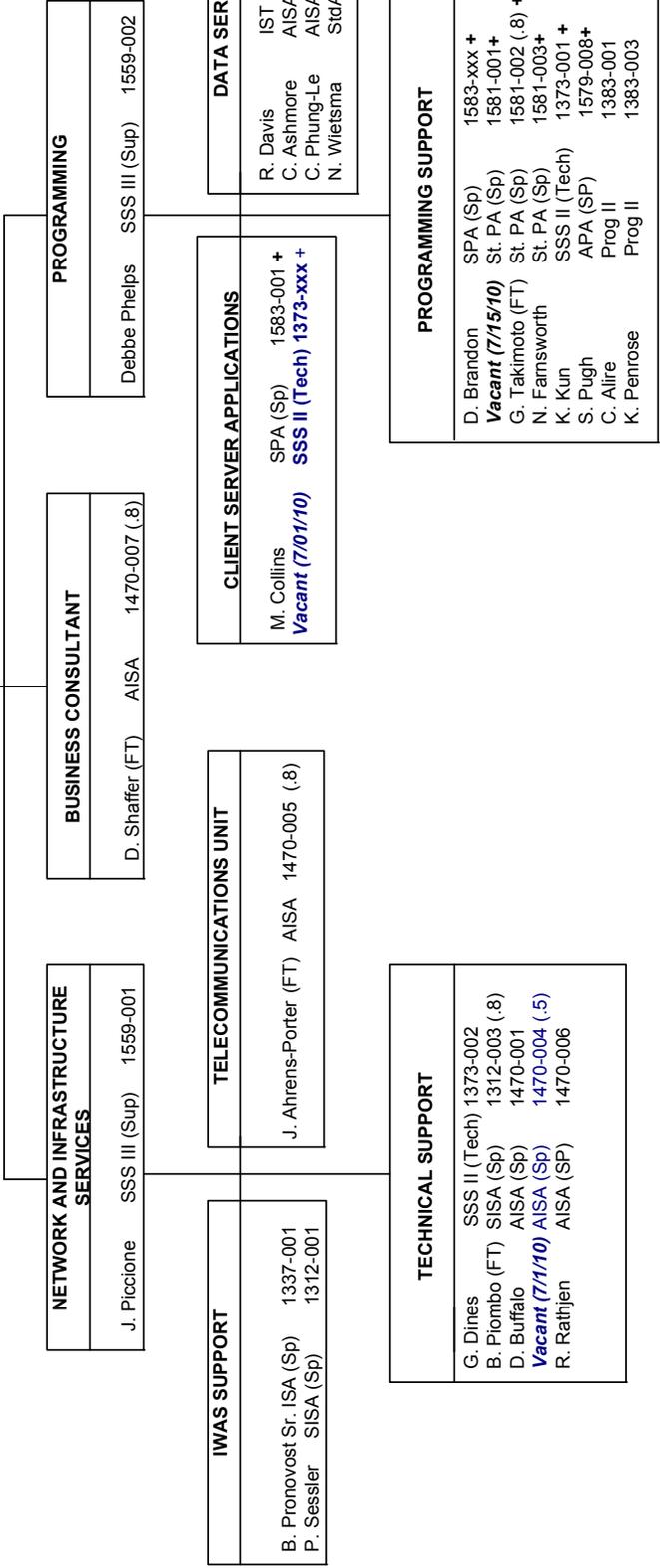
**WAREHOUSE  
622-111**  
R. Nevius MSS 1506-001  
D. Singh WW 6220-001  
W. Hypes WW 6220-003

Positions on hold for the 5%

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

OFFICE OF INFORMATION TECHNOLOGY 622-120		
A. Cox-O'Farrell	DPM III	1393-002+



+CORI Position  
Position on hold for the 5%

**ENFORCEMENT DIVISION**

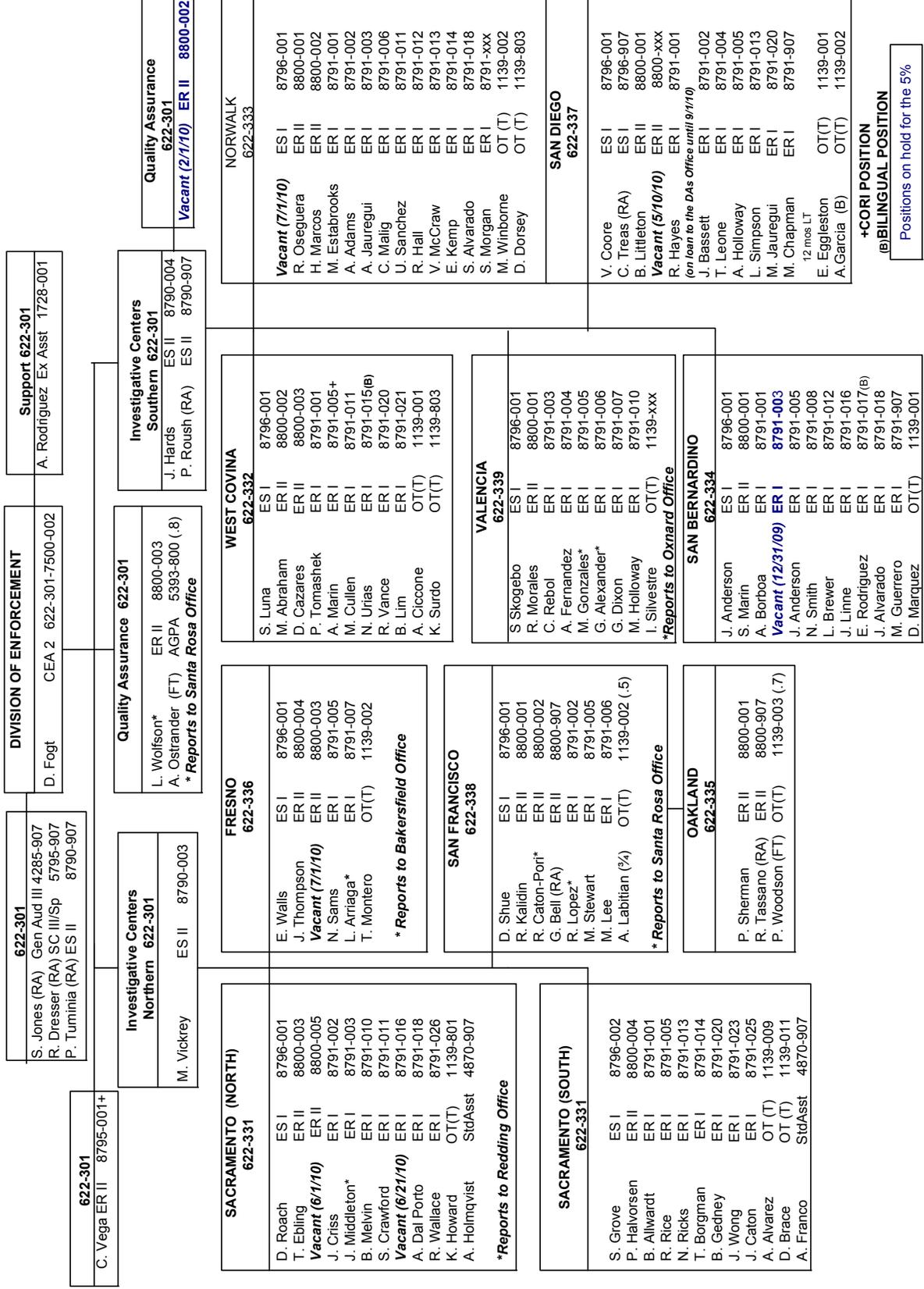
1 of 4  
July 2010

**CONTRACTORS STATE LICENSE BOARD**

Board Members

PY 101  
FY 2010/11

Stephen P. Sands Registrar  
Cindi Christenson Chief Dep Registrar



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

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**DIVISION OF ENFORCEMENT**  
D. Fogt CEA II

**INTAKE/MEDIATION CENTERS**  
R. Weber ES II 301-8790-002

**SACRAMENTO**  
622-314  
C. Coleman ES I 8796-001

**NORWALK**  
622-315  
K. VanBuskirk ES I 8796-001

**INTAKE CENTER**  
E. Harris SPT II 9925-001  
A. Lopez PT II 9928-001  
E. Brittain PT II 9928-002  
B. Marinelli PT II 9928-003  
I. Crowder-Johnson PT II 9928-006  
J. Munoz PT II 9928-007

**INTAKE CENTER**  
C. Moore ER I 8791-001  
M. Harris SSA 5157-001  
J. Weir StdAsst 4870-907

**MEDIATION CENTER**  
S. Wilson CSR 8634-001  
C. Geddes CSR 8634-002  
R. Perales CSR 8634-003  
U. Laoyan CSR 8634-005  
J. Costamagna CSR 8634-008  
R. Heard CSR 8634-009  
A. Cadena CSR 8634-010  
V. McCammant CSR 8634-011  
D. Willis CSR 8634-012  
S. Petty CSR 8634-013  
L. Miles CSR 8634-014  
M. Pease CSR 8634-015  
P. Roderick CSR 8634-016  
S. Petkovich CSR 8634-017  
L. Moloso-Champton CSR 8634-018  
S. Baland CSR 8634-019  
R. Taylor CSR 8634-020  
M. Thompson CSR 8634-020  
P. Alvarado-Smith (RA) CSR 8634-907

**INTAKE CENTER**  
**Vacant (5/1/10) SPT II 9925-001**  
K. Walton OT (T) 1139-001  
**Vacant (4/1/10) PT II 9928-002**  
**Vacant (7/1/10) PT II 9928-007**  
PT II 9927-xxx  
K. Beal PT II 9928-008  
L. Meadows-Robertson PT II 9928-011  
S. Boyd PT II 9928-012

**INTAKE CENTER**  
B. Hall ER I 8791-002  
H. Alconcel SSA 5157-001  
M. Ayala StdAsst 4870-907

**MEDIATION CENTER**  
I. Brown CSR 8634-001  
D. Hasley CSR 8634-002  
B. Nourm CSR 8634-003  
J. Grimes CSR 8634-004  
A. Camacho CSR 8634-006  
D. Velasquez CSR 8634-007  
M. Romo CSR 8634-008  
**Vacant** CSR 8634-010  
Y. Sims CSR 8634-011  
T. Griffith CSR 8634-012  
S. Mohammad CSR 8634-015  
J. Anderson CSR 8634-016  
E. Reeves CSR 8634-017  
R. Blackshire CSR 8634-018

**+ CORI POSITION**

**Positions on hold for the 5%**

**ENFORCEMENT DIVISION**

3 of 4  
July 2010

**PY 30.5  
FY 2010/11**

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**DIVISION OF ENFORCEMENT**  
CEA II  
D. Fogt+

**DISCIPLINARY/ENFORCEMENT SERVICES PROGRAM**

D. Leavitt ES II 8790-005  
D. Galbraith (RA) ES II 8790-907  
P. Sugar (RA) ES II 8790-907

**DISCIPLINARY SERVICES SECTION**

**Citation Processing Center (Norwalk) 622-354**  
J. Flores ES I 8796-001

**Disciplinary Services Center (Sacramento) 622-353**  
W. Robinson ES I 8796-002

**Citation Processing Services**  
J. Zaveri ER II 8800-001  
M. Rodriguez ER II 8800-002  
M. McCreary ER I 8791-001

**Disciplinary Actions Services**  
J. Kleiman ER II 8800-001  
K. Carr ER II 8800-007  
J. Bruce, Jr. ER I 8791-xxx  
J. Sullivan SSA 4687-001

**Support Services**  
M. Vo OSS II 1150-001  
R. Ord-Myers OT(T) 1139-002  
E. Saenz OT(T) 1139-003  
M. Felipe OT(T) 1139-005  
D. Brooks OT(T) 1139-004(B)  
H. Zafary SidAsst 4870-907

**Support Services**  
J. Seely OT(T) 1139-004  
J. Maly OT (T) 1139-005  
Y. Quintana OT (T) 1139-003  
M. Williams OT (T) 1139-XXX  
P. Nelson PT 9927-001  
L. Van Santen ½ OA(G) 1441-002 .5)

**ENFORCEMENT SERVICES SECTION**  
M. Subia ES I 355-8796-001+

**Out-of-Class Determinations 622-355**  
J. Martinez ER I 8791-xxx+

**Flag Review/Investigations 622-355**  
G. Bouvia SSA 5157-002

**Subsequent Arrests/Convictions 622-355**  
K. Jones AGPA 5393-002+

**Arbitration Program Support**  
L. Yocum-Howell SSA 5157-001

**Application Investigations**  
**Sacramento 331**  
L. Roots ER I 8791-015  
**Sacramento 355**  
W. Clay ER I 8791-001  
A. Hofer-Sisto ER I 8791-002  
P. Cox ER I 8791-xxx  
D. Sarantis (RA) ER I 8791-907

**Support Services**  
R. Garcia OT(T) 1139-001

**+CORI Position  
(B) Bilingual**

<b>Contractors State License Board</b> Board Members	
Stephen P. Sands C. Christenson	Registrar Chief Deputy Registrar
<b>Chief of Enforcement</b>	
D. Focht+	CEA 2
<b>Statewide Investigative Fraud Unit (SWIFT)</b> Statewide Manager	
C. Marquez	ES II 342-8790-001

<b>Statewide Investigative Fraud Team</b> (North) Sacramento 622-341	
J. Flint	ES I 8796-002
R. Colegrove D. Ropel J. Kennedy R. Villucci R. Garcia <b>Vacant (7/1/10)</b> M. Hernandez J. LeMasters <b>Vacant (1/2)</b> R. Mayorga A. Cameron J. Barajas	ER II ERI ERI ERI ERI ERI OT(T) OT(T) OT(T) OT(T) StdAsst StdAsst StdAsst 8800-001 8791-001 8791-005 8791-009 8791-019 8791-010 1139-801 1139-001 1139-002 (.5) 4870-907 4870-907 4870-907
T. Weatherby J. Miller J. McDowell H. Francis L. Kinder	ER II ER II ERI ERI ERI 8800-xxx 8800-xxx 8791-xxx 8791-xxx 8791-xxx

<b>Statewide Investigative Fraud Team</b> (Central) Fresno 622-343	
L. Straus	ES I 8796-001
<b>Fresno</b>	
<b>Vacant*</b> L. Sanders Ingram* G. Solorzano* M. Sanchez* <b>Vacant (6/24/10)</b> <b>*Designated as Home Office</b>	ER II ERI ERI ERI OT(T) 8795-xxx+ 8791-004 8791-002 8791-001 1139-001
<b>Bakersfield Branch</b>	
K. Andreassend H. Valenzuela	ERI ERI 8791-003 8791-005
<b>Monterey Branch</b>	
D. Leary	ERI 8791-006

<b>Statewide Investigative Fraud Team</b> (South) Norwalk 622-342	
<b>Vacant</b>	ES I 8796-001
S. Tidwell R. Holler (RA) L. Patron* B. Todary S. Mendez S. Messina D. Le C. Rodriguez P. Cisneros P. Corral <b>New</b> <b>*Designated as Home Office</b>	ER II ER II ER II ERI ERI ERI ERI OT(T) OT(T) OT(T) OA(T) StdAsst 4870-907 8800-003 8800-907 8795-004(B) 8791-007(B) 8791-014 8791-016 8791-017 1139-001 1139-002 1379-907 (PI)
K. Clanton J. Romiti W. Morris B. Gamez S. Abrantes L. Olinares (Lacy)	ER II ERI ERI ERI ERI ERI 8800-xxx 8791-xxx 8791-xxx 8791-xxx 8791-xxx 8791-xxx

+ CORI POSITION  
(B) Bilingual Position

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

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**LICENSING DIVISION**  
**622-201**

Karen Ollinger CEA 7500-001+

**LICENSE MANAGEMENT & PROCESSING OPERATIONS**  
**622-201**

B. Figueira SSMI 4800-003+

**CRIMINAL BACKGROUND**  
**622-216**

J. Smith (RA) AGPA 5393-907  
S. Perales SSA 5157-001  
M. Diaz SSA 5157-003(B)  
M. Gonzalez SSA 5157-004  
S. Elrod SSA 5157-005  
D. Sepulveda SSA 5157-006  
A. Devereux SSA 5157-007  
R. Smith SSA 5157-008  
S. Rodriguez SSA 5157-009  
R. McAllister SSA 5157-010  
E. Henkel PT II 9928-001  
C. Vierra PT II 9928-002

\*\*All positions are CORI

**NEW LICENSE PROCESSING**  
**622-221**

D. Brandon SPT III 9926-002

**EXAM APPLICATIONS**  
**622-221**

K. Franco SPT II 9925-001  
E. Maier PT II 9928-008  
J. Svabik PT II 9928-043  
D. Yee PT II 9928-056  
S. Franz StdAsst 4870-907

**APP WAIVERS**  
**622-221**

K. Cooley SPT II 9925-002  
I. McElwee PT II 9928-050  
V. Chavez PT II 9928-064  
R. Slater PT II 9928-066  
C. Hathaway PT II 9928-067  
W. Chinca PT II 9928-075  
L. Esquivel PT II 9928-076

**+CORI POSITION**

K. Robison PT III 9929-001  
K. Gifford PT III 9929-002  
S. Payne PT III 9929-003  
S. Hooks PT III 9929-004  
N. Dinkuhn PT III 9929-005  
T. Hafer PT III 9929-006  
G. Sagatio PT III 9929-007  
J. Daniels PT III 9929-008  
K. Stockton-Twente PT III 9929-009  
T. White PT III 9929-010  
S. Egoif PT III 9929-011  
P. Walker PT III 9929-012  
J. Henney PT III 9929-014  
R. Salts PT III 9929-015  
T. Witcher PT III 9929-016  
J. Beasley PT III 9929-017  
I. Rhea-Fukui PT III 9929-018  
M. Arisman PT III 9929-021  
K. Thorn PT III 9929-019  
K. Stephens PT III 9929-020

**SUPP APPS**  
**622-221**

A. Paguaga SPT II 9925-007  
G. Smith PT II 9928-053  
S. Fennessey PT II 9928-068  
C. Robertson PT II 9928-069  
C. McCaster PT II 9928-074  
C. Tortone StdAsst 4870-907

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**LICENSING DIVISION**  
Karen Ollinger CEA+

**LICENSE MAINTENANCE & INFORMATION  
OPERATIONS**  
622-201  
S. Sheely SSM I 4800-001+

**LICENSE CLASSIFICATION**  
622-218  
J. Mullins ER II 8800-001+  
J. Lawton ER II 8800-002+

**RECORD CERTIFICATION**  
622-241  
S. Stirewalt SSA 5157-001  
H. Young MST 5278-001  
C. Sarente MST 5278-002  
G. Lopez MST 5278-003  
K. Torlone MST 5278-004

**INFORMATION CENTER**  
622-271  
Vacant (7/1/10) SSA 5157-001

**LICENSING INFORMATION**  
622-261  
J. Johnson SPT III 9926-001

INFORMATION CENTER #2 (Call Center) 622-271	COUNTER INFORMATION #1 622-261
A. Walker-Marshall SPT II 9925-002 *PT II A. Barrie 9928-002 *PT II L. Bentley 9928-003 *PT II C. Black 9928-006 *PT II A. Beaver 9928-007 *PT II J. Ogawa 9928-009 *PT II D. Rougeau 9928-010 *PT II B. Boemecke 9928-012 *PT II Vacant (3/8/10) 9928-014 *PT II M. Lindstrom 9927-xxx *PT II W. Davis 9928-017 *PT II (on loan to DCA exp. 7/13/2012) L. Loudon 9928-028 *PT II Vacant (2/16/10) 9928-029 *PT II R. Karcher 9927-001 *PT A. Robinson 9927-002 *PT D. Brazil 9927-004 *PT Vacant (7/26/10) 9927-005 *PT T. Mah StdAsst 4870-907 A. Schultz StdAsst 4870-907 T. Reynders StdAsst 4870-907	M. Desmangles SPT II 9925-001 F. Hradetzky PT II 9928-001 D. Thomas PT II 9928-005 C. Galli PT II 9928-006 S. Shaw PT 4687-xxx LT 9mos

+ CORI Position

Positions on hold for the 5%

\*Position eligible for Call Center  
Differential

**CONTRACTORS STATE LICENSE BOARD  
BOARD MEMBERS**

Stephen P. Sands Registrar  
Cindi Christenson Chief Deputy Registrar

**LICENSING DIVISION**  
Karen Ollinger CEA+

**LICENSE MAINTENANCE & TRANSACTIONS**  
622-201  
M. Henkel SSM I 4800-002+

**Bonds/Renewals**  
622-231  
K. Foreman MST 5278-001

**JUDGMENTS**  
622-217  
M. Diloreto SSA 5157-001  
N. Newman SSA 5157-002  
B. Hader MST 5278-001

**ANALYTICAL/ PROGRAM SUPPORT**  
622-210  
C. Allison AGPA 5393-002+  
J. May (RA) AGPA 5393-907+  
A. Rudis MST 5278-001

**LICENSE MOD/WORKERS COMP**  
622-231  
S. Johnson SPT II 9925-002

9928-012 PT II  
9928-017 PT II  
9928-018 PT II  
9928-019 PT II  
9928-020 PT II  
9928-022 PT II  
9928-023 PT II  
9928-024 PT II  
9928-025 PT II  
9928-027 PT II  
4870-907 StdAsst

A. Hornes  
R. Slater  
G. Coates  
B. McSweeney  
S. Ates  
A. Sisneros  
M. Placencia  
M. Norman  
C. Costan  
O. Garcia  
J. Kyotani

**BONDS/RENEWALS**  
622- 231  
E. Lewis SPT II 9925-001

9928-001 PT II  
9928-004 PT II  
9928-009 PT II  
9928-013 (.5) PT II  
9928-014 PT II  
9928-015 (.5) PT II  
9928-016 PT II  
9928-021 PT II  
9928-026 PT II  
9928-028 PT II  
9928-907 PT II

L. Lyles  
A. Demesa  
M. Leduc-Kerr  
**Vacant (7/1/10)**  
J. Vice  
M. Yates (.5)  
B. Allgeier  
C. Vaughan  
C. Raymond  
J. Van Brocklin  
J. Campos (RA)

**TESTING DIVISION**  
July 2010

**PY 28.5**  
**FY 2010/11**

**CONTRACTORS STATE LICENSE BOARD**  
BOARD MEMBERS

Stephen P. Sands Registrar  
C. Christenson Chief Deputy Registrar

**TESTING DIVISION**

H. Lincer-Hill SPSC 432-5164-001

R. Porter SSM II 431-4801-001\*

**EXAMINATION DEVELOPMENT**  
622-432

W. Balvanz PSC II 5165-002  
C. Gagnon PSC I 5144-002  
K. Boyd PSC I 5144-003  
L. Riedel TVDS II 5168-001  
N. Chernich (4/5) AGPA 5393-001 (.5)  
C. Van Zant AGPA 5393-002  
K. Demetrio OT (T) 1139-001  
G. Livingston OT (T) 1139-002  
L. Ofeshko SigAssst (E&A) 4871-907

**EXAMINATION SUPPORT**  
622-431

A. Watson (RA) SISA (Sp) 1312-907

**EXAMINATION ADMINISTRATION**  
622-433

K. Benner AISA (Sup) 1471-001\*

<b>SACRAMENTO</b>	K. Drewes SSA 5157-002	<b>SAN BERNARDINO</b>	H. Henderson SSA 5157-001
<b>SACRAMENTO</b>	C. Beck OT (T) 1139-009 K. Hulise OA (T) 1379-005	<b>NORWALK</b>	J. Walker OT (T) 1139-012 T. Navarro OT (T) 1139-011 (B) C. Leyva OT (T) 1139-013
<b>OAKLAND</b>	M. Price-Jefferson OT(T) 1139-814	<b>OXNARD</b>	N. Prinkleton OT (T) 1139-803 T. Prinkleton OT (T) 1139-808
<b>SAN JOSE</b>	J. Smith OT (T) 1139-xxx A. Heu OA (T) 1379-003	<b>SAN BERNARDINO</b>	R. Munez OT (T) 1139-010 D. Poole OT(T) 1139-805
<b>FRESNO</b>	L. Houle OT(T) 1139-004 G. Santos OT(T) 1139-800 Exam Proctors (temp help)	<b>SAN DIEGO</b>	K. Macare OT (T) 1139-815 V. Martinez OA (T) 1379-809

\*Positions are misallocated. As positions become vacant fill at the appropriate level.  
(B) Bilingual



# ATTACHMENTS

## Annual Strategic Plans







# Strategic Plan



## 2014-15

[ Looking Ahead ]





## MEMBERS OF THE BOARD

KEVIN J. ALBANESE, CONTRACTOR MEMBER

AGUSTIN BELTRAN, PUBLIC MEMBER

LINDA CLIFFORD, CONTRACTOR MEMBER

DAVID DIAS, PUBLIC MEMBER

JOAN HANCOCK, CONTRACTOR MEMBER

PASTOR HERRERA JR., PUBLIC MEMBER

ROBERT LAMB, PUBLIC MEMBER

ED LANG, PUBLIC MEMBER

JOHN O'ROURKE, PUBLIC MEMBER

BRUCE RUST, PUBLIC MEMBER

FRANK SCHETTER, CONTRACTOR MEMBER

PAUL SCHIFINO, CONTRACTOR MEMBER

NANCY SPRINGER, PUBLIC MEMBER

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EDMUND G. BROWN JR.  
Governor

ANNA M. CABALLERO  
Secretary, Business, Consumer Services, and Housing Agency

DENISE D. BROWN  
Director, Department of Consumer Affairs

STEPHEN P. SANDS  
Registrar, Contractors State License Board

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## OVERVIEW

California's construction industry is unique from other states' in terms of its breadth, magnitude, and complexity. California has one of the top 10 world economies, and construction continues to be one of the state's largest industries. California's physical size, large and diverse population, varied landscape and climate, frequent seismic activity, distinctive legal framework, and massive economy create an unusually demanding context for contractor licensing.

The responsibility for licensing and regulating California's construction industry belongs to the Contractors State License Board (CSLB).

CSLB was established by the Legislature in 1929 as the Contractors License Bureau, under the Department of Professional and Vocational Standards, to protect the public from irresponsible contractors. In 1935, the mission and duties were placed under the auspices of a seven-member Board. The Board increased to 15 members in 1960. Since 1970, CSLB has been part of the Department of Consumer Affairs.

CSLB's legal and regulatory role has changed since its creation. Initially, applicants were not issued licenses in specific classifications. Instead, applicants simply indicated the type of construction work that would be performed under the license, and the license was issued without examination or experience requirements.

In 1938, the Legislature made it mandatory for contractor license applicants to be examined for competence in their designated field. By 1947, CSLB had authority to establish experience standards and to adopt rules and regulations to affect the classification of contractors "...in a manner consistent with established usage and procedure as found in the construction business, and...limit[ing] the field and scope of operations of a licensed contractor to those in which he or she is classified and qualified to engage...."



## BOARD STRUCTURE AND FUNCTIONS

The 15-member Board is comprised of five contractor members and 10 public members. The public members include one labor representative, one local building



official, and one representative of a statewide senior citizen organization. The governor and state legislature make these appointments.

The Board appoints the Registrar of Contractors, who directs administrative policy for CSLB operations. CSLB currently has five standing committees that perform various functions for the Board.

- **Licensing Committee** – Ensures that all applicants and licensees are qualified to provide construction services
- **Enforcement Committee** – Helps reduce, eliminate, or prevent unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare
- **Public Affairs Committee** – Educates consumers about making informed choices related to construction services, and provides information to licensed contractors to help improve their awareness of contracting laws, and technical, management, and service skills.
- **Legislative Committee** – Ensures that statutes, regulations, policies, and procedures strengthen and support CSLB operations
- **Executive Committee** – Enhances organizational effectiveness and improves the quality of service in all programs

## LICENSING CONTRACTORS

CSLB regulates contractors in 43 license classifications and two certifications under which members of the construction industry practice their trades and crafts. As of May 2014, there were about 288,000 licensed contractors (both active and inactive status) in California.

Licenses are categorized into three basic branches of contracting business, as defined by statute and CSLB rules and regulations:

- **Class “A” General Engineering –**  
Infrastructure and similar projects requiring specialized engineering knowledge and skill
- **Class “B” General Building –**  
Buildings – housing, commercial, office, etc.
- **Class “C” Specialty –**  
Specific trades, such as painters, plumbers, electricians, etc.

CSLB may issue a license to an individual, partnership, corporation, limited liability company, or joint venture. All licenses must have a qualifying individual (also referred to as a “qualifier”). A qualifying individual is the person listed in CSLB records who satisfies the experience and examination requirements for a license.

Depending on the type of license, the qualifying individual must be designated as an owner, responsible managing employee, responsible managing officer, responsible managing manager, responsible managing member, or qualifying partner in the license records. A qualifying individual is required for every classification and on each license issued by CSLB; the same person may serve as the qualifier for more than one classification.

CSLB also registers home improvement salespersons (HIS) who are engaged in the sale of home improvement goods and services. As of May 2014, there were almost 9,600 active HIS registrants.

### **ENFORCING CONTRACTORS STATE LICENSE LAW**

CSLB’s responsibility to enforce California’s Contractors State License Law includes investigating complaints against licensed and unlicensed contractors; issuing citations and suspending or revoking licenses; seeking administrative, criminal, and civil sanctions against violators; and informing consumers, contractors, and the industry about CSLB actions. In fiscal year (FY) 2013-14, CSLB helped recover nearly \$51 million in ordered restitution for consumers.



CSLB receives complaints from members of the public, licensees and professional groups, governmental agencies, and others concerning all phases of the construction industry. However, the majority of complaints come from owners of residential property involved in remodeling or repair work. In the 2013 calendar year, CSLB opened 17,543 cases and closed 18,386 complaints.

## COMPLAINT PROCESS

CSLB's enforcement process consists of a number of steps through which complaints and/or cases may pass:

- Complaint initiation: complaint receipt, screening, and mediation to establish jurisdiction and attempt resolution when disciplinary action is not necessary;
- Complaint investigation: field investigations performed by Enforcement Representatives;
- Arbitration: resolution of disputes for cases meeting defined criteria;
- Minor cases: issuance of a warning letter for technical violations of law;
- Citations: issued when public disclosure is warranted and/or a material financial injury exists;
- Accusations: referral of completed investigation reports to the Attorney General's (AG) Office for serious violations that warrant suspension or revocation of a license;
- Criminal referrals: cases involving criminal violations referred to local prosecutors for filing of criminal charges;
- Appeal hearings: evidentiary hearings before an administrative law judge (ALJ) from the Office of Administrative Hearings;
- Proposed decision: submission of the ALJ's proposed decision to the Registrar of Contractors for final agency decision;
- Reconsideration: request to the Registrar to reconsider the proposed decision; and
- Judicial review: petition of Writ of Mandate in superior court.

## THE UNDERGROUND ECONOMY

California's underground economy drastically affects law-abiding businesses, consumers, and workers. The problem is particularly prevalent in the construction industry, where cheating businesses underbid law-abiding businesses by:

- Failing to obtain required licenses and building permits;
- Failing to pay payroll or other taxes;
- Failing to obtain required workers' compensation insurance;
- Failing to report worker injuries to keep insurance premiums artificially low; and
- Lying on workers' compensation insurance applications to obtain a lower rate.

CSLB estimates that on any given day, tens of thousands of licensed contractors and unlicensed operators are breaking the law and contributing to the state's underground economy.

Since no one state agency has the resources or the information to tackle this enforcement problem alone, state agencies with overlapping jurisdictions in the areas of labor law enforcement have joined forces to make a concerted and consistent dent in California's underground economy. CSLB is a partner in the Labor Enforcement Task Force (LETF).

LETF, which was launched January 1, 2012, is comprised of investigators from CSLB, the Department of Industrial Relations, Employment Development Department, and Board of Equalization, in collaboration with the Insurance Commissioner and Attorney General's Office. Partners have broadened information-sharing and the use of new enforcement technology to improve the way they target businesses in the underground economy.



## UNLICENSED ACTIVITY

CSLB's Statewide Investigative Fraud Team (SWIFT) proactively combats illegal contractors who 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.

## SIGNIFICANT 2013-2014 ACCOMPLISHMENTS

Board members developed CSLB's annual strategic plan after reviewing the 2013-14 accomplishments:

### Licensing/Testing

- Established a Veterans Application Assistance program for military service personnel transitioning to civilian employment
- Enabled Renewal/Registration Fee Waiver for active military personnel
- Increased by 17% the number of calls answered by Licensing Information Center (LIC) staff; more than 146,000 calls answered in 2013
- Reduced average wait time for LIC callers from 7:00 to 2:13 minutes
- Conducted eight occupational analyses and updated eight license exams in calendar year 2013
- Scheduled more than 30,000 license exams at CSLB's eight test centers throughout California

### Enforcement

- Expanded Public Works Unit from two to four investigators
- Added nine Peace Officer positions (for a total of 12)
- Lowered consumer complaint cases aged over 270 days to a record average low of 84 days
- Conducted 84 stings during calendar year 2013, resulting in 773 individuals being issued Notices to Appear in superior court for charges including contracting without a license
- Partnerships established with Employment Development Department

(EDD), Franchise Tax Board (FTB), Division of Labor Standards Enforcement (DLSE), and Division of Occupational Safety and Health (DOSH) resulted in the suspension of 553 licenses for outstanding liabilities totaling more than \$37 million; suspension program resulted in payment of more than \$15 million to allied state agencies

- Arbitration program rendered 288 awards in calendar year 2013, with \$1,254,767 in restitution ordered for financially injured persons; 45 licenses were revoked for failure to comply with an arbitration award
- Appointed CSLB's first Deputy Chief of Enforcement

#### **Legislative**

- Sponsored Senate Bill 261 (Monning, Chapter 163, Statutes of 2013)

The new law allows CSLB to take administrative action for certain violations related to misuse of a contractor license. This change enables CSLB to establish a relevant record against licensed and unlicensed individuals who commit these egregious violations. (Business and Professions Code section 7114.2)

- Sponsored Senate Bill 262 (Monning, Chapter 180, Statutes of 2013)

The new law provides that failure of a qualifying individual to exercise direct supervision and control of construction operations constitutes grounds for disciplinary action, punishable as a misdemeanor or imprisonment in a county jail, by a fine of \$3,000 - \$5,000, or both. The authority provided by this bill enhances consumer protection and ensures that licensees are fulfilling their supervisory requirements. (Business and Professions Code section 7068.1)

#### **Public Affairs**

- Organized and conducted 76 Senior Scam Stopper<sup>SM</sup> seminars during calendar year 2013 (average attendance of 59); 300th seminar was held in January 2014
- Redesigned and worked with Information Technology division to launch new employee-only intranet site



### **Information Technology/Administration**

- Began disclosing partner agencies' disciplinary actions on CSLB's website
- Implemented new storage and backup solutions for all critical CSLB data, including redundant system in Fresno to prevent loss of critical information in a disaster
- Moved test center from Oakland to Berkeley
- Received a prestigious state award for CSLB's emphasis on buying from small businesses and disabled veteran business enterprises

## **PROGRAM PRIORITIES**

The Board established CSLB's key priorities:

- Focus on early enforcement intervention and high priority (health and safety) complaints.
- Help keep licensees in business and maintain the collection of revenue by keeping renewals and license maintenance current.
- License applicants by reviewing qualifications and criminal background, and administering legal and effective examinations.
- Educate consumers about their rights and responsibilities, and empower consumers with methods to protect themselves.
- Stress early intervention and resolution of reactive complaints, and refer minor complaints to small claims court.
- Provide services through CSLB's Licensing Information Center (call center) and public counters.
- Ensure that Administrative Services and Information Technology divisions provide the support necessary to maintain unit operations.

## CSLB IN THE YEAR 2020

CSLB has adopted and plans to establish the following vision by 2020:

### Licensing/Call Center and Testing

- Electronic/paperless application, renewal and license management processes
- Fully automated bond and workers' compensation insurance submission processes
- Majority of all communication with applicants and licensees via email
- Virtual call center with chat ability
- Email Unit
- State-of-the-art security technology in testing centers

### Enforcement

- System for purchasing new vehicles with the latest technology, including GPS and Bluetooth
- Improved, direct communication between CSLB headquarters and field offices including video conferencing, online training, etc.
- Improved CSLB presence statewide with more, small field offices
- Staff access to new communication equipment
- Staffed in-house training program
- Pay differentials and adjustments for staff in high-cost areas of state
- Utilization of state-of-the-art audio/video equipment



### Public Affairs

- State-of-the-art audio/video studio to communicate directly with media/ stakeholders
- State-of-the-art social network communications
- Ability to quickly look up license information with smartphones through QR codes or other technology
- Ability to attend/participate in conferences (both inside and outside of California)

### Administration and IT

- VDI (Virtual Desktop)
- Hiring and retention plan for IT staff
- Enhanced Tele-Work/telecommuting in a virtual environment
- Supervisors provided with real-time snapshot of work in progress
- Automation of all internal services using state-of-the-art technology
- Develop Email Alert system for licensees



CSLB ENFORCEMENT PRIORITIZATION

	Elder Abuse	Predatory Criminal Acts	Disaster Response	Workmanship Complaints	Health and Safety Complaints	Misuse of a License Number	Unlicensed Practice	Failure to Obtain a Permit	Workers' Compensation Insurance	Working Out of Classification	Electrician Certification	Advertising Violations
Elected Officials												
District Attorneys												
Consumers												
Contractors												
State and Local Government												
Industry Associations												
Media Referrals												
Employees												
Building Officials												
Local Volunteer Groups												
Proactive Enforcement												
Anonymous Tips												

Higher Priority

Lower Priority



## MISSION

CSLB protects consumers by regulating the construction industry through licensure, enforcement, and education.

## VISION

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

## VALUES

CSLB provides the highest quality throughout its programs by:

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

**GOALS AND OBJECTIVES**

CSLB has identified the following objectives to help meet its goals. These objectives are assigned with a priority status of: (E) Essential, (I) Important or (B) Beneficial.

**GOAL 1: LICENSING AND TESTING**

Ensure that all applicants and licensees are qualified to provide construction services.

1.1	Increase hi-tech security monitoring in test centers (I)	December 2014
1.2	Establish task force to analyze application process and reduce rejection rates (I)	January 2015
1.3	Develop and apply consistent application evaluation criteria (E)	July 2015
1.4	Develop online smart application package to reduce application decline rates (I)	January 2016
1.5	Fully automate bonds and workers' compensation insurance submission processes (I)	January 2016
1.6	Implement online licensure tool for credit card payment (B)	January 2016

**GOAL 2: ENFORCEMENT**

Prevent, reduce or eliminate unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare.

2.1	Establish enforcement strategy to address predatory service and repair scams (E)	July 2014
2.2	Update Industry Expert Training Program (I)	October 2014



2.3	Automate official educational letter to consumers who repeatedly hire unlicensed operators (B)	November 2014
2.4	Establish RMO/Application Waiver Task Force to identify issues and make enforcement strategy recommendations (E)	December 2014
2.5	Create Peace Officer Special Investigations Unit (I)	December 2014
2.6	Implement Peace Officer Training Curriculum (I)	December 2014
2.7	Provide for the disclosure of partnering agencies' administrative actions section on CSLB website (B)	December 2014
2.8	Partner with Public Affairs Office and California Energy Commission to create an energy efficiency campaign (B)	January 2015

**GOAL 3: PUBLIC AFFAIRS**

Educate consumers about how to make informed choices related to construction services, and provide information to licensed contractors to help improve awareness of contracting laws, and technical, management, and service skills.

3.1	Establish outreach strategy to address predatory service and repair scams (E)	August 2014
3.2	Complete flagship consumer publication (E)	September 2014
3.3	Complete flagship contractor publication (E)	December 2014
3.4	Work with Information Technology (IT) division to determine feasibility of developing opt-in "Find a Contractor" website feature (B)	December 2014
3.5	Work with Information Technology (IT) division to determine feasibility/need to update pocket license cards (B)	December 2014

3.6	Determine feasibility of developing system to send licensees renewal information and updates via text and email (B)	December 2014
3.7	Explore feasibility of obtaining a contract for advertising services to enhance media outreach opportunities (B)	December 2014
3.8	Develop contractor bid presentation kit (B)	March 2015
3.9	Develop CSLB style guide and brand standards manual (B)	March 2015

**GOAL 4: LEGISLATION**

Ensure that statutes, regulations, polices, and procedures strengthen and support CSLB operations.

4.1	Prepare and submit Sunset Review Report to California Legislature (E)	November 2014
4.2	Provide end-of-year training for staff on new laws that will take effect the next year (B)	December 2014
4.3	Pursue legislation to allow CSLB enforcement representatives to investigate active job sites (E)	January 2015
4.4	Pursue legislation to increase amount of surety bond to reflect homeowner risk (I)	December 2015
4.5	Review CSLB's laws and rules (B)	Ongoing



### GOAL 5: IT AND ADMINISTRATION

Enhance organizational effectiveness, and improve the quality of service in all programs.

5.1	Request additional staff in Case Management (Citation Program) through the Budget Change Proposal (BCP) process to meet operational demands (E)	July 2015
5.2	Request additional Statewide Investigative Fraud Team (SWIFT) staff in remote locations through the BCP process to meet operational demands (E)	July 2015
5.3	Request additional staff for the Public Works Program through the BCP process to meet operational demands (E)	July 2015
5.4	Implement State Contractor Official Regulatory Exam (SCORE) 2.0 computer testing system to improve security and make exams more user-friendly (I)	December 2015
5.5	Prepare CSLB for implementation of BreEZe by actively working with Department of Consumer Affairs BreEZe team (E)	January 2017



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CONTRACTORS STATE LICENSE BOARD

Strategic Plan 2013-14





## MEMBERS OF THE BOARD

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## OVERVIEW

California's construction industry is unique from other states in terms of its breadth, magnitude, and complexity. California has one of the top 10 world economies, and construction continues to be one of the state's largest industries. California's physical size, large and diverse population, varied landscape and climate, frequent seismic activity, distinctive legal framework, and massive economy create an unusually demanding context for contractor licensing.

The responsibility for licensing and regulating California's construction industry belongs to the Contractors State License Board (CSLB).

CSLB was established by the Legislature in 1929 as the Contractors License Bureau, under the Department of Professional and Vocational Standards, to protect the public from irresponsible contractors. In 1935, the mission and duties were placed under the auspices of a seven-member Board. The Board increased to 15 members in 1960. Since 1970, CSLB has been part of the Department of Consumer Affairs.

CSLB's legal and regulatory role has changed since its creation. Initially, applicants were not issued licenses in specific classifications. Instead, applicants simply indicated the type of construction work that would be performed under the license, and the license was issued without examination or experience requirements.

In 1938, the Legislature made it mandatory for contractor license applicants to be examined for competence in their designated field. By 1947, CSLB had been given authority to establish experience standards and to adopt rules and regulations to affect the classification of contractors "in a manner consistent with established usage and procedure as found in the construction business, and... limit[ing] the field and scope of operations of a licensed contractor to those in which he or she is classified and qualified to engage..."



## BOARD STRUCTURE AND FUNCTIONS

The 15-member Board is comprised of five contractor members and 10 public members. The public members include one labor representative, one local building



official, and one representative of a statewide senior citizen organization. The governor and state legislature make these appointments.

The Board appoints the Registrar of Contractors, who directs administrative policy for CSLB operations. CSLB currently has five standing committees that perform various functions for the Board.

- **Licensing Committee** – Ensures that all applicants and licensees are qualified to provide construction services
- **Enforcement Committee** – Helps reduce, eliminate, or prevent unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare
- **Public Affairs Committee** – Educates consumers about making informed choices related to construction services, and provides information to licensed contractors so they can improve their technical, management and service skills
- **Legislative Committee** – Ensures that statutes, regulations, policies, and procedures strengthen and support CSLB operations
- **Executive Committee** – Enhances organizational effectiveness and improves the quality of service in all programs

## LICENSING CONTRACTORS

CSLB regulates contractors in 43 license classifications and two certifications under which members of the construction industry practice their trades and crafts. As of June 2013, there are about 300,000 licensed contractors (both active and inactive status) in California.

Contractor licenses are categorized into three basic branches of contracting business, as defined by statute and by CSLB rules and regulations:

- **Class “A” General Engineering –**  
Infrastructure and similar projects requiring specialized engineering knowledge and skill
- **Class “B” General Building –**  
Buildings – housing, commercial, office, etc.
- **Class “C” Specialty –**  
Specific trades, such as painters, plumbers, electricians, etc.

CSLB may issue a license to an individual, partnership, corporation, limited liability company, or joint venture. All licenses must have a qualifying individual (also referred to as a “qualifier”). A qualifying individual is the person listed in CSLB records who satisfies the experience and examination requirements for a license.

Depending on the type of license, the qualifying individual must be designated as an owner, responsible managing employee, responsible managing officer, or qualifying partner in the license records. A qualifying individual is required for every classification and on each license issued by CSLB; the same person may serve as the qualifier for more than one classification.

CSLB also registers home improvement salespersons (HIS) who are engaged in the sale of home improvement goods and services. As of June 2013, there are just over 9,000 HIS with an active registration status.

### **ENFORCING CONTRACTORS STATE LICENSE LAW**

CSLB’s responsibility to enforce California’s Contractors State License Law includes investigating complaints against licensed and unlicensed contractors; issuing citations and suspending or revoking licenses; seeking administrative, criminal, and civil sanctions against violators; and informing consumers, contractors, and the industry about CSLB actions. In fiscal year (FY) 2011-12, CSLB helped recover nearly \$36 million in ordered restitution for consumers.



CSLB receives complaints from members of the public, licensees and professional groups, governmental agencies, and others concerning all phases of the construction industry. However, the majority of complaints come from owners of residential property involved in remodeling or repair work. CSLB receives approximately 20,000 complaints per year.

### COMPLAINT PROCESS

CSLB's enforcement process consists of a number of steps through which complaints and/or cases may pass:

- Complaint receipt, screening, and mediation to attempt resolution without disciplinary action;
- Complaint investigation;
- Arbitration of cases meeting certain criteria – again, to achieve resolution without disciplinary action in appropriate cases;
- Minor cases: imposition of a warning letter or citation and fine by Enforcement staff;
- Serious cases: referral of the completed investigation to the Attorney General's (AG) office for filing of an accusation to suspend or revoke the license, and cases involving criminal violations, where referral of the completed investigations go to the local district attorney (DA) for the filing of criminal charges;
- An evidentiary hearing before an administrative law judge (ALJ) from the Office of Administrative Hearings;
- Submission of the ALJ's proposed decision to the Registrar of Contractors for final agency decision; and
- Potential judicial review of the Registrar's decision.

### THE UNDERGROUND ECONOMY

California's underground economy has a drastic impact upon law-abiding businesses, consumers and workers. The problem is particularly prevalent in

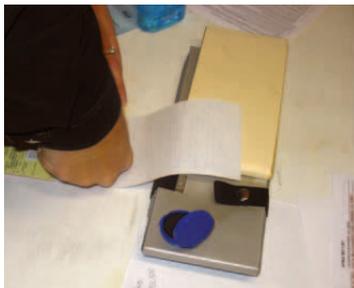
the construction industry, where cheating businesses are able to underbid law-abiding businesses by:

- Failing to obtain required licenses and building permits;
- Failing to pay payroll or other taxes;
- Failing to obtain required workers' compensation insurance;
- Failing to report worker injuries to keep insurance premiums artificially low; and
- Lying on workers' compensation insurance applications to obtain a lower rate.

CSLB estimates that on any given day, tens of thousands of licensed contractors and unlicensed operators are breaking the law and contributing to the state's underground economy.

Since no one state agency has the resources or the information to tackle this enforcement problem alone, state agencies with overlapping jurisdictions in the areas of labor law enforcement have joined forces to make a concerted, consistent, and effective dent in California's underground economy. CSLB is a partner in the Labor Enforcement Task Force (LETF).

LETF, which was launched January 1, 2012, is comprised of investigators from CSLB, the Department of Industrial Relations, Employment Development Department, and Board of Equalization, in collaboration with the Insurance Commissioner and Attorney General's Office. Partners have broadened information-sharing and the use of new enforcement technology to improve the way they target businesses in the underground economy.





## UNLICENSED ACTIVITY

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.

## SIGNIFICANT ACCOMPLISHMENTS OF 2012-2013

Board members develop CSLB's annual strategic plan after reviewing the previous fiscal year's accomplishments. During FY 2012-13, CSLB:

- Began issuing licenses to limited liability companies (LLCs),
- Implemented a workers' compensation (WC) insurance recertification process for contractors exempt from WC coverage,
- Updated 10 examinations and completed 10 occupational analyses, keeping CSLB current with its goal of updating examinations every five years,
- Identified strategies to collect licensee email addresses to improve contact for examination development surveys,
- Expanded use of CSLB testing centers for training and civil service exams,
- Conducted more than 50 Senior Scam Stopper<sup>SM</sup> seminars around the state, educating the vulnerable senior population about various scams that target them,
- Produced a license application instructional video that explains how to correctly fill out a CSLB license application,
- Developed an educational letter for consumers who repeatedly hire unlicensed operators, and
- Worked with the Employment Development Department to develop an outreach packet to educate legislators, contractors, and consumers about the dangers of the underground economy.

## PROGRAM PRIORITIES

The Board established the following priorities to direct program activities:

- Focus on early enforcement intervention and high priority (health and safety) complaints.
- Help keep licensees in business and maintain the collection of revenue by keeping renewals and license maintenance current.
- License applicants by reviewing qualifications and criminal background, and administering legal and effective examinations.
- Educate consumers about their rights and responsibilities, and empower consumers with methods to protect themselves.
- Stress early intervention and resolution of reactive complaints, and refer minor complaints to small claims court.
- Provide services through the Licensing Information Center (call center) and the public counter.
- Ensure that Administrative Services and Information Technology divisions provide the support necessary to maintain unit operations.





## CSLB ENFORCEMENT PRIORITIZATION

	<i>Elder Abuse</i>	<i>Predatory Criminal Acts</i>	<i>Disaster Response</i>	<i>Workmanship Complaints</i>	<i>Health and Safety Complaints</i>	<i>Misuse of a License Code Violations</i>	<i>Unlicensed Practice</i>	<i>Failure to Obtain a Permit</i>	<i>Workers' Compensation Insurance</i>	<i>Working out of Classification</i>	<i>Electrician Certification</i>	<i>Advertising Violations</i>
Elected Officials												
District Attorneys												
Consumers												
Contractors												
State and Local Government												
Industry Associations												
Media Referrals												
Employees												
Building Officials												
Local Volunteer Groups												
Proactive Enforcement												
Anonymous Tips												

**Higher Priority** (top-left to bottom-right diagonal)

**Lower Priority** (bottom-left to top-right diagonal)

## CSLB IN THE YEAR 2020

CSLB has adopted and aims to establish the following vision by 2020:

### 1. Licensing/Call Center and Testing

- Electronic/paperless application, renewal and license management processes
- Fully automated bond and workers' compensation insurance submission processes
- All communication with applicants and licensees via email
- Virtual call center with chat ability
- Email Unit
- State-of-the-art security technology in testing centers

### 2. Enforcement

- Appropriate management structure, including a Deputy Enforcement Chief
- System for purchasing new vehicles that utilizes the latest technology, including GPS and Bluetooth
- Improved, direct communication between CSLB headquarters and field offices including video conferencing, Skype, online training, etc.
- Improved CSLB presence throughout the state with more small field offices (e.g., San Luis Obispo, Barstow)
- Staff access to new communication equipment
- Staffed in-house training program
- Staffed Subsequent Arrest Unit
- Pay differentials and adjustments for staff in high-cost areas of CA
- Utilization of state-of-the-art audio/video equipment



### 3. Public Affairs

- State-of-the-art audio/video studio to communicate directly with media/stakeholders
- State-of-the-art social network communications
- Ability to quickly look up license information with smartphones through QR codes or other technology
- Ability to attend/participate in conferences (both inside and outside of California)

### 4. Administration and IT

- Improved hiring and retention practices to minimize vacancies
- Full-service Human Resources Unit
- VDI (Virtual Desktop)
- Hiring and retention plan for IT staff
- Enhanced Tele-Work/Telecommuting in a Virtual Environment
- Supervisors provided with real-time snapshot of work in progress
- Automation of all internal services using state-of-the-art technology



## **MISSION**

CSLB protects consumers by regulating the construction industry through licensure, enforcement, and education.

## **VISION**

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

## **VALUES**

CSLB provides the highest quality throughout its programs by:

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



## GOALS AND OBJECTIVES

CSLB has identified the following objectives to help meet its goals. These objectives are assigned with a priority status of: (E) Essential, (I) Important or (B) Beneficial.

### GOAL 1: LICENSING AND TESTING

Ensure that all applicants and licensees are qualified to provide construction services.

1.1	Develop language for establishment of an asbestos abatement specialty classification. (E)
1.2	Increase hi-tech security monitoring in testing centers. (I)
1.3	Develop an online smart application package to reduce application decline rates. (I)
1.4	Evaluate the productivity of CSLB's Licensing Information Center and determine if changes are needed. (B)
1.5	Fully automate bonds and workers' compensation insurance submission processes. (I)
1.6	Expand license application video to other languages. (I)
1.7	Inform applicants about the top reasons applications are rejected. (B)
1.8	Establish a task force to analyze the application process and reduce rejection rates. (I)
1.9	Implement an online licensure tool for credit card payment. (B)

**GOAL 2: ENFORCEMENT**

Prevent, reduce or eliminate unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare.

2.1	Update the Industry Expert training program. (I)
2.2	Provide for the disclosure of a partnering agencies administrative action section on CSLB’s website. (I)
2.3	Partner with the California Energy Commission to create an energy efficiency campaign. (I)
2.4	Address enforcement vacancies in hard-to-fill geographic areas. (E)
2.5	Develop criteria and controls to monitor and prioritize proactive enforcement. (I)
2.6	Automate an official educational letter to consumers who repeatedly hire unlicensed operators. (B)
2.7	Prioritize enforcement complaints based on the potential to harm the public. (B)
2.8	Conduct a feasibility study of a pilot program similar to law enforcement’s citizens patrol. (B)



### GOAL 3: PUBLIC AFFAIRS

Educate consumers about how to make informed choices related to construction services, and provide information to licensed contractors so they can improve their technical management and service skills.

3.1	Migrate CSLB's website to the new state of California website standards. (E)
3.2	Establish a multimedia unit with a focus on video production. (I)
3.3	Create an archive of consumer stories for use in various outreach efforts and educate staff on benefits of sharing information. (B)
3.4	Complete the flagship contractor and consumer publications.
3.5	Develop a contractor presentation kit.
3.6	Develop a CSLB style guide and brand standards manual.

### GOAL 4: LEGISLATION

Ensure that statutes, regulations, polices, and procedures strengthen and support CSLB operations.

4.1	Review and recommend changes to simplify Contractors State License Law and update by 2014. (E)
4.2	Prepare and submit Sunset Review Report. (E)

### GOAL 5: IT AND ADMINISTRATION

Enhance organizational effectiveness, and improve the quality of service in all programs.

5.1	Prepare CSLB for implementation of BreEZe. (Information Technology) (E)
5.2	Create a Subsequent Arrest Unit through the BCP process. (E)



## CONTRACTORS STATE LICENSE BOARD

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## OVERVIEW

The California Contractors State License Board (CSLB) is the consumer protection board charged with licensing and regulating construction contractors who work in the state by:

- resolving consumer complaints;
- educating consumers; and
- enforcing state laws that pertain to contractors.

CSLB licenses or certifies contractors in 45 classifications and registers home improvement salespeople.

Created in 1929, and now an independent board within the California Department of Consumer Affairs (DCA), CSLB is governed by a 15-member board consisting of licensed contractors, a building official, members of the public, and a labor representative. The Registrar of Contractors, appointed by the Board, directs administrative policy.

CSLB activities include reviewing applicant qualifications; administering examinations to test prospective licensees; issuing licenses; informing licensees of new and changing laws, guidelines, and opportunities; investigating complaints against licensed and unlicensed contractors; issuing citations and suspending or revoking licenses; seeking administrative, criminal, and civil sanctions against violators; and informing consumers, contractors, and the industry about CSLB actions.

The construction industry in California is distinct from other states in terms of its breadth, magnitude, and complexity. California is one of the top 10 world economies, and construction has been one of the state's largest industries. California's physical size, large and diverse population, varied landscape and climate, frequent seismic activity, distinctive legal framework, and massive economy create an unusually demanding context for contractor licensing.

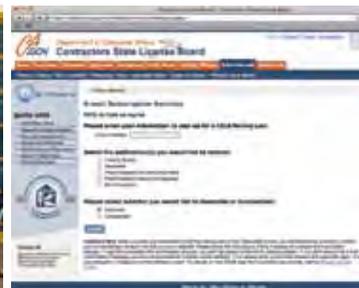


## **SIGNIFICANT 2011-2012 ACCOMPLISHMENTS**

Board members develop CSLB's annual strategic plan after reviewing the previous fiscal year's accomplishments:

- CSLB actively and successfully expanded partnerships by leveraging Enforcement staff and resources.
- Despite the challenges associated with downsizing requirements, staff maintained productivity through continuous improvement efforts and re-invention.
- The Board maintained full membership and is adaptable, actively participates, and collaborates well.
- Staff displayed tenacity and passion for success in the intake-mediation process, and with memoranda of understanding (MOUs) with other state and local departments and organizations.
- The use of metrics and measurements contributed to continuous improvement methods.
- CSLB maintained an overall culture of continuous improvement, with outstanding morale and high competency among the Registrar and key staff.
- CSLB's information and education efforts for consumers and contractors continued to expand through regular news media attention and an effective website.
- CSLB implemented license applications for limited liability companies, per Business and Professions Code section 392 (Statutes of 2010, Chapter 698).
- CSLB forged strategic partnerships to implement legislation.
- Phase III electronic payment at CSLB Headquarters is under way (citation payments, public sales jobs, duplicate wall certificates, pocket cards, etc.). Phase II was completed in 2011-12 and expanded the initial four credit/debit card payment types to the current 11 transactions:
  - » Contractor license renewal
  - » HIS registration renewal
  - » Contractor license reactivation

- » Re-examination
  - » Original exam/Exam waiver application
  - » Initial license
  - » Additional classification application
  - » Asbestos certification application
  - » Hazardous certification application
  - » Application to replace qualifying individual
  - » Home improvement salesperson application
- CSLB’s mobile website, which provides instant access to the CSLB website, had 483,743 visits that averaged 3 minutes, 15 seconds duration in its first year of operation (February 15, 2011 to February 14, 2012).
  - The database for CSLB’s online Email Alert feature, developed by the Information Technology division and Public Affairs Office, continued to increase to the current 94,978 registrants who receive automatic emails related to news and Board activity.
  - CSLB enhanced its proactive consumer education and fraud prevention efforts through expanded Senior Scam Stopper<sup>SM</sup> seminars with legislators and other agencies to inform, empower, and protect seniors from becoming victims of construction fraud and other scams.
  - CSLB social media followers continue to grow on both Facebook and Twitter. The effort gives interested parties a more interactive experience with the Board.





## PROGRAM PRIORITIES

The Board has established the following priorities to direct program activities:

1. Focus on early enforcement intervention and high priority (health and safety) complaints.
2. Help keep licensees in business and maintain the collection of revenue by keeping renewals and license maintenance current.
3. License applicants by reviewing qualifications and criminal background, and administering legal and effective exams.
4. Educate consumers about their rights and responsibilities, and stress ways that consumers can protect themselves.
5. Stress early intervention and resolution of reactive complaints, and refer minor complaints to small claims court.
6. Provide services through the Licensing Information Center and the public counter.
7. Ensure that Administrative Services and Information Technology divisions provide the support necessary to maintain unit operations.



## CHALLENGES AND CHANGES

California is one of the world's largest economies, and construction has consistently been one of the state's top industries. The importance of efficient and effective regulation of California's construction industry by the Contractors State License Board (CSLB) extends beyond the state's borders and affects the economic vitality of the country and beyond.

Given the current economic struggles, CSLB must continually adjust to dynamic initiatives, technologies and priorities to address the following in the coming fiscal year:

- Heightened issues and challenges during an election year
- State budget challenges that directly impact CSLB programs and staff
- Loss of staff positions; electronic communication devices; vehicles
- Workers' compensation (WC) insurance costs and the impact of WC fraud on the construction industry
- Green contracting, including solar, HVAC, and other climate-related trades that are creating licensing, classification, and enforcement issues
- Preparation of CSLB business processes and staff for BreEZe transitions
- Organizational development and training, and overall succession planning



## PROACTIVE PRIORITIES

The Board has 30 allocated Enforcement Representative positions to investigate reactive industry complaints. Demands for CSLB resources to combat the underground economy and level the playing field for law-abiding contractors continues to increase. Consequently, the Board was compelled to prioritize proactive complaint investigations and approve process changes to manage workload.

Priority	Controls to Manage Workload
1. Unlicensed Practice at Active Job Sites	Respond to leads with a CSLB enforcement representative conducting a site visit.
2. Workers' Comp Insurance Violations at Active Job Sites	Respond to leads with a CSLB enforcement representative conducting a site visit.
3. Labor/Health and Safety Code (DOSH/DSLE MOUs)	CSLB enforcement representative and partnering agency investigator will conduct a site visit.
4. Out-of-Classification (Licensees)	If there is a health and safety issue or CSLB is unsure whether the contractor is licensed, a site visit may be warranted. Otherwise this will be addressed by IMC or IC staff.
5. Building Permit Enforcement	Investigate only when a jurisdiction is cooperative: <ul style="list-style-type: none"> <li>• Building department must be willing to waive fees associated with conducting the investigation</li> <li>• Jurisdiction must provide CSLB with their work product. Evidence of no permit must be attained</li> </ul> If work is in progress, possibly conduct a site visit.
6. Public Works Investigations	SWIFT will respond to leads and perform sweeps with other state agencies as applicable. Otherwise, leads will be referred to the CSLB Public Works Unit.

Priority	Controls to Manage Workload
7. Electrician Certification	Only conduct a site visit to verify certification if CSLB is responding with partnering agencies and/or observes workers' compensation violations. Otherwise, work product from a labor compliance agency is required.
8. Illegal Print Advertisements	Process through the IMC where a warning letter, stop order or telephone disconnect can be issued. The action taken is then referred to SWIFT for use in future stings.
9. Referral Fees/Kickbacks	Referral fee enforcement will be handled primarily by IMC. Contractors will be contacted and educated on B&P §7157 – Referral Fee Restrictions. Warning letters will then be issued and used for more stringent action.  IC staff will conduct two stings per calendar year to target egregious offenders.
10. Outreach	Public Affairs Office will take the lead; the Enforcement division will develop a list of enforcement representatives available to assist PAO when necessary. To minimize impact on Enforcement work load, staff will work with EDD to develop an outreach packet to educate legislators, contractors, and consumers on the dangers of the underground economy.



## MISSION

**The Contractors State License Board protects consumers by regulating the construction industry through policies that promote the health, safety, and general welfare of the public in matters relating to construction.**

The Contractors State License Board accomplishes this by:

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

## VISION

**California consumers and contractors will have a safe, fair, and competitive marketplace.**

- Contractors possess the knowledge, skills, and abilities necessary to provide clients and the general public with professional services and products.
- Consumers have access to adequate redress if they are harmed by incompetent or dishonest contractors.
- Consumers have information they need to make informed choices.
- Contractors have access to information they need to practice competently and honestly.



## VALUES

**The Contractors State License Board will strive for the highest possible quality throughout all of its programs. To that end:**

- CSLB believes in treating all consumers and contractors fairly.
- CSLB supports its staff and their professional dedication.
- CSLB focuses on prevention, providing educational information to consumers and contractors.
- CSLB is progressive, attempting to utilize the most advanced means for providing services.

## GOALS

**The Contractors State License Board has established goals based upon its five main divisions, to provide the framework of its operational mission:**

1. **Licensing** - Ensure that all applicants and licensees are qualified to provide construction services.
2. **Enforcement** – Prevent, reduce or eliminate unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare.
3. **Public Affairs** - Educate consumers to make informed choices about construction services, and ensure that licensed contractors strengthen their technical management and service skills.
4. **Legislation** - Ensure that statutes, regulations, policies, and procedures strengthen and support CSLB operations.
5. **Administration** - Enhance organizational effectiveness, and improve the quality of customer service in all programs.



## ONGOING GOALS AND OBJECTIVES

### LICENSING

**Goal 1—Ensure that all applicants and licensees are qualified to provide construction services.**

The **Licensing Committee** meets this goal by:

- Ensuring that exams are current and relevant;
- Ensuring that all licensed contractors meet experience and education requirements and exhibit basic business competency skills;
- Ensuring accuracy of information submitted by the applicant and applicant integrity; and
- Ensuring that all processes in Licensing are current and efficient.

### ENFORCEMENT

**Goal 2—Prevent, reduce or eliminate unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare.**

The **Enforcement Committee** meets this goal by:

- Adopting policies and procedures that encourage voluntary compliance;
- Providing appropriate information to the public on the status of enforcement activities;
- Developing policies/procedures to work with other governmental and law enforcement agencies;
- Developing policies and procedures to improve the quality of legal actions; and
- Prioritizing enforcement activities and complaints from consumers and industry.

### PUBLIC AFFAIRS

**Goal 3—Educate consumers to make informed choices about construction services and ensure that licensed contractors strengthen their technical management and service skills.**

The **Public Affairs Committee** meets this goal by:

- Informing the public about the role and function of CSLB;

- Educating the public about their rights and responsibilities in the contracting process;
- Educating consumers about the dangers of hiring unlicensed contractors;
- Educating contractors about building codes, construction methods, and business practices; and
- Ensuring that contractors understand their professional obligations and responsibilities.

## LEGISLATION

### Goal 4—Ensure that statutes, regulations, policies and procedures strengthen and support Board operations.

The **Legislative Committee** meets this goal by:

- Developing legislative proposals that support the Board’s mission and values;
- Creating and maintaining a legal and regulatory framework that ensures an appropriate level of consumer protection; and
- Monitoring legislation that impacts the construction industry as it relates to public health, safety, and welfare.

## ADMINISTRATION

### Goal 5—Enhance organizational effectiveness, and improve the quality of customer service in all programs.

The **Executive Committee** meets this goal by:

- Ensuring that CSLB has the resources it needs to achieve its mission and goals;
- Monitoring implementation of the CSLB Strategic Plan; and
- Monitoring and improving organizational effectiveness.



## CURRENT OBJECTIVES

The Board has identified the following objectives to help meet its goals:

Objectives	Lead Responsibility	Target Date
1. Work with industry stakeholders regarding legislation that will provide for disclosure of a partnering agencies administrative action.	Enforcement	3rd Quarter 2012
2. Implement a workers' compensation insurance recertification process for contractors exempt from WC coverage.	Licensing	3rd Quarter 2012
3. Complete the flagship contractor and consumer publications.	Public Affairs	3rd Quarter 2012
4. Develop criteria and controls to monitor and prioritize proactive enforcement.	Enforcement	4th Quarter 2012
5. Develop an educational letter to consumers who repeatedly hire unlicensed operators. Work with IT to automate the letter.	Enforcement	4th Quarter 2012
6. Work with EDD to develop an outreach packet to educate legislators, contractors, and consumers about the dangers of the underground economy.	Enforcement	4th Quarter 2012
7. Develop a plan to explore licensure for solar/ alternative energy contractors.	Licensing, Enforcement	4th Quarter 2012
8. Increase examination testing sessions from 2.5 to 3.5 hours.	Testing	4th Quarter 2012
9. Evaluate the potential to expand use of CSLB testing centers for training and/or civil service exams.	Testing	4th Quarter 2012
10. Develop a contractor outreach program.	Public Affairs	4th Quarter 2012
11. Develop language for a regulation to clarify asbestos certification as trade-specific.	Licensing	1st Quarter 2013

<b>Objectives</b>	<b>Lead Responsibility</b>	<b>Target Date</b>
12. Identify strategies to collect licensee email addresses to improve contact for examination development surveys.	Testing	1st Quarter 2013
13. Develop a contractor presentation kit.	Public Affairs	2nd Quarter 2013
14. Create a website section with streamlined access to contractor outreach materials.	Public Affairs, Information Technology	2nd Quarter 2013
15. Develop CSLB style guide and identification standards manual.	Public Affairs	3rd Quarter 2013
16. Implement BreEZe for CSLB.	Information Technology	3rd Quarter 2013
17. Implement an online licensure tool for credit card payment.	Licensing	4th Quarter 2013
18. Staff a Subsequent Arrest Unit through the BCP process.	Executive	1st Quarter 2014
19. Review Contractors State License Law to simplify and update.	Legislative	1st Quarter 2014
20. Submit sunset review report.	Legislative	3rd Quarter 2014



## CONTRACTORS STATE LICENSE BOARD

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[www.cslb.ca.gov](http://www.cslb.ca.gov)  
[CheckTheLicenseFirst.com](http://CheckTheLicenseFirst.com)  
[SeniorScamStopper.com](http://SeniorScamStopper.com)





CONTRACTORS STATE LICENSE BOARD

Strategic Plan 2011-12





## MEMBERS OF THE BOARD

ROBERT BROWN, PUBLIC MEMBER

DAVID DIAS, PUBLIC MEMBER

JOAN HANCOCK, CONTRACTOR MEMBER

PASTOR HERRERA JR., PUBLIC MEMBER

MATTHEW KELLY, PUBLIC MEMBER

LOUISE KIRKBRIDE, PUBLIC MEMBER

ROBERT LAMB, PUBLIC MEMBER

ED LANG, PUBLIC MEMBER

JAMES MILLER, PUBLIC MEMBER

LISA MILLER-STRUNK, CONTRACTOR MEMBER

CYNTHIA MITCHELL, CONTRACTOR MEMBER

JOHN O'ROURKE, PUBLIC MEMBER

BRUCE RUST, PUBLIC MEMBER

PAUL SCHIFINO, CONTRACTOR MEMBER

MARK A. THURMAN, CONTRACTOR MEMBER

06/09/11



EDMUND G. BROWN, JR.

Governor

ANNA M. CABALLERO

Secretary, State and Consumer Services Agency

BRIAN STIGER

Acting Director, Department of Consumer Affairs

STEPHEN P. SANDS

Registrar, Contractors State License Board

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State of California  
Department of Consumer Affairs  
Contractors State License Board

State of California  
Department of Consumer Affairs  
Contractors State License Board

## OVERVIEW

The California Contractors State License Board (CSLB) is the consumer protection board charged with licensing and regulating construction contractors who work in the state, resolving consumer complaints, educating consumers, and enforcing state laws that pertain to contractors. CSLB licenses or certifies contractors in 43 classifications and registers home improvement sales people.

Created in 1929, and now an independent board within the California Department of Consumer Affairs (DCA), CSLB is governed by a 15-member board consisting of licensed contractors, a building official, members of the public, and a labor representative. The Registrar of Contractors, appointed by the Board, directs administrative policy.

CSLB activities include reviewing applicant qualifications; administering examinations to test prospective licensees; issuing licenses; informing licensees of new and changing laws, guidelines, and opportunities; investigating complaints against licensed and unlicensed contractors; issuing citations and suspending or revoking licenses; and seeking administrative, criminal, and civil sanctions against violators; and informing consumers, contractors, and the industry about CSLB actions.

The construction industry in California is distinct from other states in terms of its breadth, magnitude, and complexity. California is one of the top 10 world economies, and construction has been one of the state's largest industries. California's physical size, large and diverse population, varied landscape and climate, frequent seismic activity, distinctive legal framework, and massive economy create an unusually demanding context for contractor licensing.





## SIGNIFICANT 2010-2011 ACCOMPLISHMENTS

In developing this plan, Board members reflected on CSLB accomplishments from the previous fiscal year:

- CSLB has actively and successfully expanded partnerships by leveraging staff and resources.
- Despite furloughs and downsizing, staff has maintained productivity through continuous improvement efforts and re-invention.
- The Board and its new members are adaptable, actively participate, and collaborate well.
- Staff has displayed tenacity and passion for success in the intake-mediation process and with memoranda of understanding (MOU) with other state and local departments and organizations.
- The use of metrics and measurements has been used for continuous improvement methods.
- Management has placed a stronger emphasis on cost-effectiveness.
- Licensing has been diligent in maintaining priorities, focusing on renewals, and keeping licensees in business.
- There is an overall culture of continuous improvement, with outstanding morale and high competency among the Registrar and key staff.
- CSLB's information and education efforts for consumers and contractors through expanded public and media awareness and effective website use has been remarkably successful.
- CSLB has been able to forge strategic partnerships to implement legislation.
- Phase I Electronic Payment at CSLB Headquarters, which is the acceptance of credit/debit card payment at CSLB, has been implemented for the following transactions:
  - » Re-Exam Fee
  - » License Renewals
  - » Home Improvement Salesperson Renewals
  - » License Reactivation

- A CSLB mobile website was created to improve ease of use by designing smaller screens and more simple images to deliver a more convenient experience for the viewer. The navigation menu is streamlined, displaying only the most important information.
- The Information Technology division worked closely with the Public Affairs Office to develop and launch an email alert feature that allows people to sign up to receive various types of electronic communications from CSLB.
- CSLB reached a milestone by conducting its 100th Senior Scam Stopper<sup>SM</sup> seminar. The purpose of this fraud prevention outreach is to inform, empower, and protect seniors from becoming victims of construction fraud and other scams.
- CSLB entered the world of Social Media by launching websites on both Facebook and Twitter. The effort is to give interested parties a more interactive experience with the Board.





## PROGRAM PRIORITIES

The Board has established the following priorities to direct program activities:

1. Focus on early enforcement intervention and on serious (health and safety) complaints.
2. Help keep licensees in business, and maintain the collection of revenue by keeping renewals and license maintenance current.
3. License applicants by reviewing qualifications and criminal background, and administering legal and effective exams.
4. Educate consumers about their rights and responsibilities, with emphasis on ways that consumers can protect themselves.
5. Stress early intervention and resolution of reactive complaints, and refer minor complaints to small claims court.
6. Provide information services through the Licensing Information Center and the public counter.
7. Ensure that Administrative Services and Information Technology divisions provide the support necessary to maintain unit operations.



## CHALLENGES AND CHANGES

Construction has consistently been one of California's top industries. Considering that California is one of the world's largest economies, the importance of efficient and effective regulation of the construction industry by the Contractors State License Board (CSLB) extends beyond the state's borders and affects the economic vitality of the country and beyond.

Given the current economic struggles, CSLB must continually adjust to dynamic initiatives, technologies, and priorities to address the following in the coming fiscal year:

- New Administration priorities
- State budget challenges
- CSLB's long-term budget and revenue base
- Lack of resources due to hiring freeze and succession cross-training (Current cross-training limits work output.)
- Workers' compensation (WC) insurance costs and the impact of WC fraud on the construction industry
- Green contracting, including solar, HVAC, and other climate-related trades that are creating licensing, classification, and enforcement issues
- BReEZe and its impact on CSLB's Information Technology services
- Organizational development and training, and overall succession planning
- Executive order restricting travel
- Expanded processes and additional requirements to order equipment



## STRATEGIC DIRECTION

**The Board has identified the following actions in order for CSLB, to meet its challenges, capitalize on opportunities, and advance:**

### Enforcement

1. Further develop partner agency relationships to foster support of enforcement initiatives.
2. Strengthen partnerships with local agencies, such as the California District Attorneys Association for bench license revocation, and building departments for permitting and business license requirements.
3. Partner with labor compliance organizations.
4. Replace aging vehicles.
5. Increase mandatory settlements.
6. Create a training curriculum for new hires that includes basic enforcement procedures, a mentoring program, and specialized training.
7. Review and revise all MOUs for relevancy, information sharing, and effectiveness.
8. Establish criteria for the investigation and administrative prosecution of workers' compensation insurance violations originating from consumer complaints.
9. Coordinate with trade associations to establish baseline measurements regarding underground economy activity and effectiveness of enforcement strategies.
10. Develop Intake/Mediation Center (IMC), Investigative Center (IC), and Statewide Investigative Fraud Team (SWIFT) partnering protocol with local government officials.
11. Establish criteria to support elimination of partnering counties due to resource limitations, if necessary.
12. Establish IC peace officer working partnerships with local prosecutors and law enforcement to investigate and criminally prosecute workers' compensation violations.

### Public Affairs

1. Further publicize the [www.CheckTheLicenseFirst.com](http://www.CheckTheLicenseFirst.com) website.
2. Fine tune CSLB use of social media tools and train staff.
3. Analyze the effectiveness of paid advertising and develop alternatives.

4. Create tools to support licensee communications.
5. Increase the efficiency of the Senior Scam Stopper<sup>SM</sup> program, potentially training a group of existing statewide staff to minimize travel costs.
6. Expand communication and interaction with all types of media, including general market, foreign language, and industry-related outlets.
7. Expand content provided via social media websites and examine opportunities to initiate interactive features such as surveys and Web chats.
8. Expand video production with focus on educating various stakeholders, including applicants, licensees, consumers, and CSLB staff.
9. Consolidate CSLB's educational materials into a more manageable group of publications.
10. Attempt to maintain outreach efforts despite an Executive Order restricting PAO staff travel.

#### **Licensing**

1. Develop a plan to explore how to license contractors in the solar/alternative energy field.
2. Continue to pursue strategies to ensure licensees comply with workers' compensation insurance law.

#### **Information Technology**

1. Place the priority on maintenance and sustainability of existing systems (hardware, software, and infrastructure).
2. Develop a strategy for succession planning.
3. Create readiness for BreEZe (including credit card acceptance) and use other organizations' experiences and best practices.

#### **Legislative Affairs**

1. Successfully complete the Sunset Review process.
2. Increase Board engagement in the Senior Scam Stopper<sup>SM</sup> program.
3. Increase and improve relationships with legislators.



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- CSLB focuses on prevention, providing educational information to consumers and contractors.
- CSLB is progressive, attempting to utilize the most advanced means for providing services.

## GOALS

**The Contractors State License Board has established goals based upon its five main divisions, to provide the framework of its operational mission:**

1. **Licensing** – Ensure that all applicants and licensees are qualified to provide construction services.
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4. **Legislation** – Ensure that statutes, regulations, policies, and procedures strengthen and support CSLB operations.
5. **Administration** – Enhance organizational effectiveness, and improve the quality of customer service in all programs.



## ONGOING GOALS AND OBJECTIVES

### LICENSING

#### **Goal 1—Ensure that all applicants and licensees are qualified to provide construction services.**

The **Licensing Committee** meets this goal by:

- Ensuring that exams are current and relevant;
- Ensuring that all licensed contractors meet experience and education requirements and exhibit basic business competency skills;
- Ensuring accuracy of information submitted by the applicant and applicant integrity; and
- Ensuring that all processes in Licensing are current and efficient.

### ENFORCEMENT

#### **Goal 2—Prevent, reduce or eliminate unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare.**

The **Enforcement Committee** meets this goal by:

- Adopting policies and procedures that encourage voluntary compliance;
- Providing appropriate information to the public on the status of enforcement activities;
- Developing policies and procedures to work with other governmental and law enforcement agencies; and
- Developing policies and procedures to improve the quality of legal actions.

### PUBLIC AFFAIRS

#### **Goal 3—Educate consumers to make informed choices about construction services and ensure that licensed contractors strengthen their technical management and service skills.**

The **Public Affairs Committee** meets this goal by:

- Informing the public about the role and function of CSLB;
- Educating the public about their rights and responsibilities in the contracting process;

- Educating consumers about the dangers of hiring unlicensed contractors;
- Educating contractors about building codes, construction methods, and business practices; and
- Ensuring that contractors understand their professional obligations and responsibilities.

## LEGISLATION

### **Goal 4—Ensure that statutes, regulations, policies and procedures strengthen and support Board operations.**

The **Legislative Committee** meets this goal by:

- Providing legislative and regulatory mechanisms for consumers to remedy problems and resolve disputes;
- Creating and maintaining a legal and regulatory framework that ensures an appropriate level of consumer protection; and
- Monitoring legislation that impacts the construction industry as it relates to public health, safety, and welfare.

## ADMINISTRATION

### **Goal 5—Enhance organizational effectiveness, and improve the quality of customer service in all programs.**

The **Executive Committee** meets this goal by:

- Ensuring that CSLB has the resources it needs to achieve its mission and goals;
- Monitoring implementation of the CSLB Strategic Plan; and
- Monitoring and improving organizational effectiveness.



## CURRENT OBJECTIVES

The Board has identified the following objectives to help meet its goals:

OBJECTIVES	LEAD RESPONSIBILITY	TARGET DATE
1. Reorganize Enforcement division	Enforcement Committee	3rd quarter 2011
2. Establish Expanded Media Outreach Plan	Public Affairs Committee	3rd quarter 2011
3. Develop plan to explore licensure for solar/ alternative energy contractors	Licensing and Enforcement	4th quarter 2011
4. Create new flagship consumer education publication	Public Affairs Committee	4th quarter 2011
5. Create a training curriculum for new hires that includes basic enforcement procedures, a mentoring program, and specialized training.	Staff	4th quarter 2011
6. Coordinate with state and local agencies to establish baseline measurements of the underground economy and the effectiveness of enforcement strategies.	Staff	4th quarter 2011
7. Implement online licensure tool for credit card payment	Staff	1st quarter 2012
8. Develop legislator relationship plan	Legislative Committee	1st quarter 2012
9. Implement workers' compensation insurance recertification process for contractors exempt from WC coverage	Licensing Committee	1st quarter 2012
10. Create new flagship applicant/licensee education publication	Public Affairs Committee	1st quarter 2012
11. Produce new education video to assist license applicants	Staff	1st quarter 2012
12. Review and revise all MOUs for relevancy, information sharing, and effectiveness	Staff	1st quarter 2012
13. Recruit and hire nine (9) Peace Officer ERs in designated ICs.	Staff	2nd quarter 2012
14. Staff a Subsequent Arrest Unit through the BCP process	Staff	3rd quarter 2012
15. Update Enforcement staff classification system	Staff	3rd quarter 2012
16. Implement online license exam scheduling tool	Staff	4th quarter 2013



**CONTRACTORS STATE LICENSE BOARD**

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# ATTACHMENTS

## DCA Annual Report Performance Measures





# Contractors State License Board

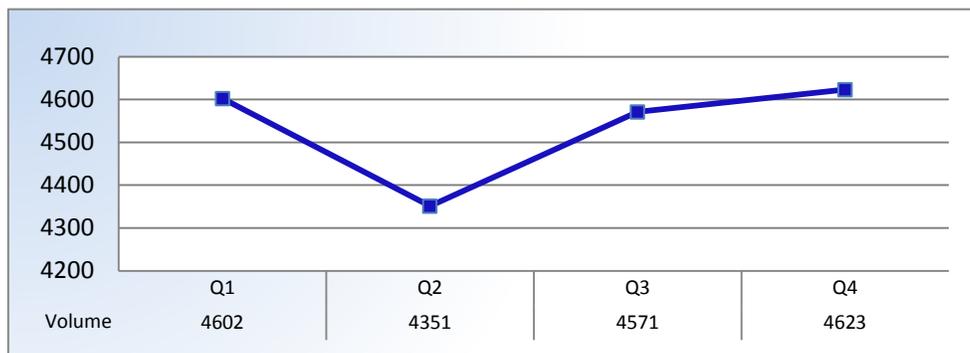
## Performance Measures

### Annual Report (2013 – 2014 Fiscal Year)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly and annual basis.

#### PM1 | Volume

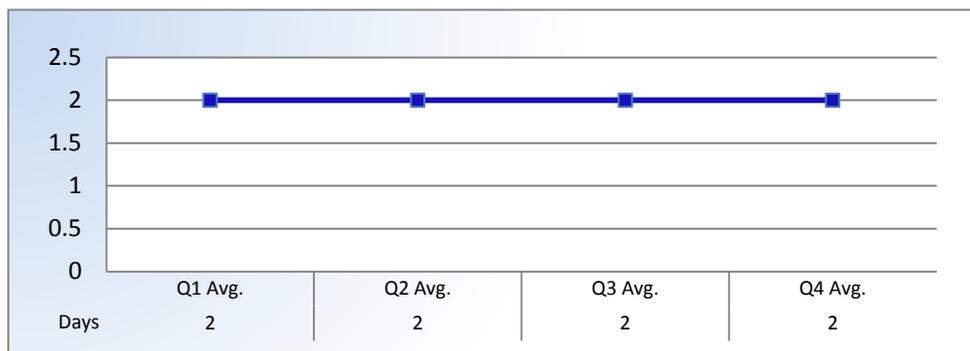
Number of complaints and convictions received.



**Fiscal Year Total: 18,147**

#### PM2 | Intake

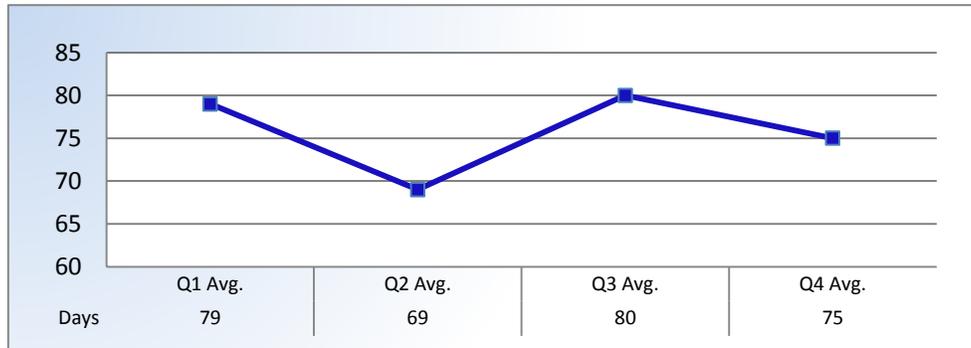
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



**Target Average: 2 Days**

### PM3 | Intake & Investigation

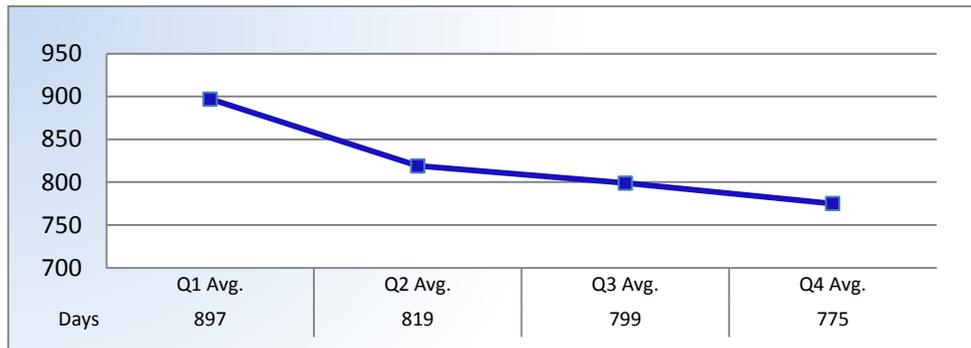
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



**Target Average: 80 Days**

### PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



**Target Average: 540 Days**

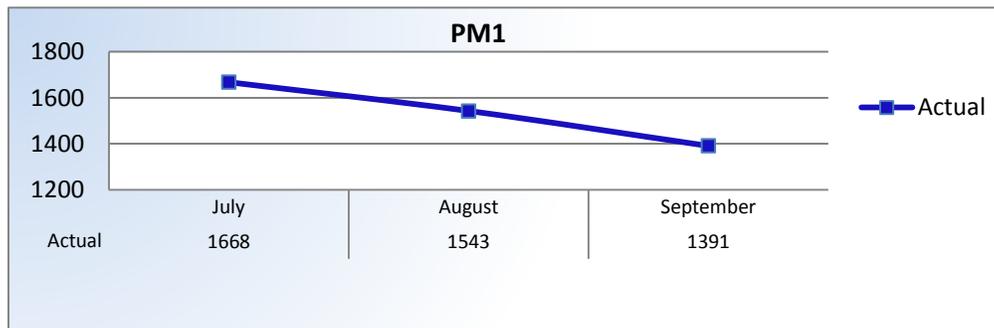
## Performance Measures

### Q1 Report (July - September 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### PM1 | Volume

Number of complaints and convictions received.

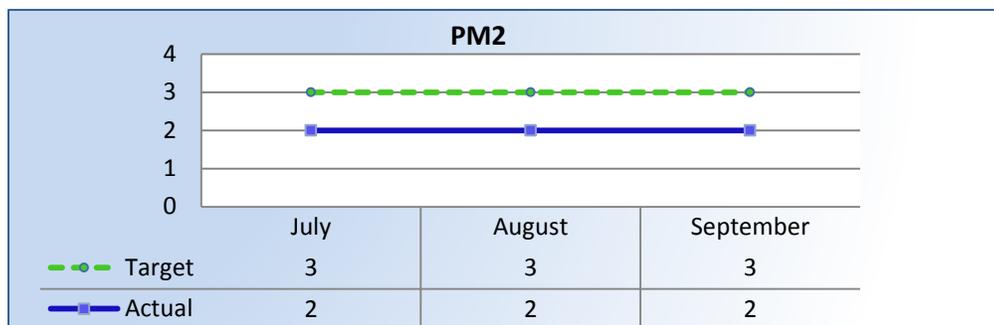


Total Received: 4,602 Monthly Average: 1,534

**Complaints: 4,512 | Convictions: 90**

#### PM2 | Intake

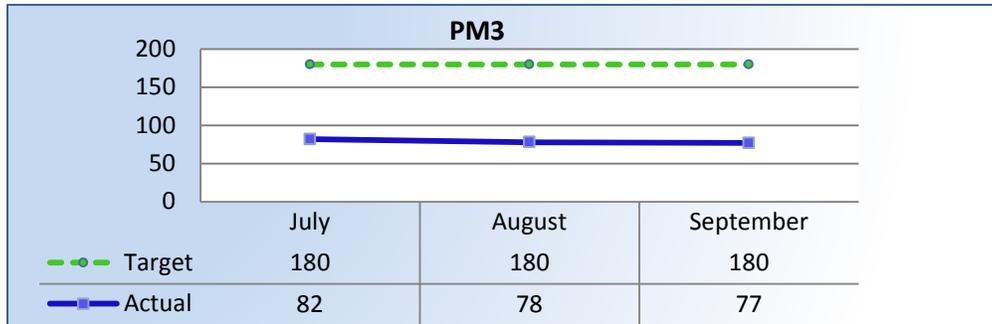
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



**Target Average: 3 Days | Actual Average: 2 Days**

### PM3 | Intake & Investigation

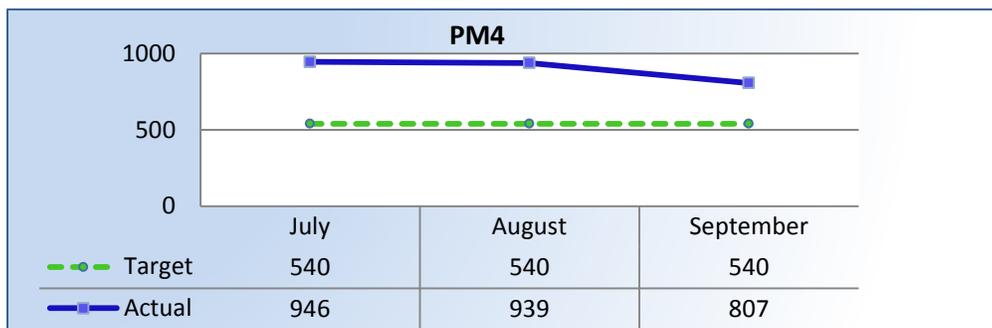
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



**Target Average: 180 Days | Actual Average: 79 Days**

### PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



**Target Average: 540 Days | Actual Average: 897 Days**

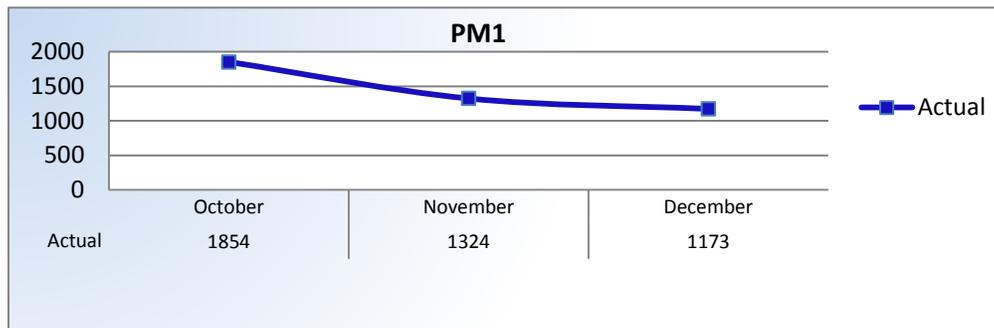
## Performance Measures

### Q2 Report (October - December 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### PM1 | Volume

Number of complaints and convictions received.

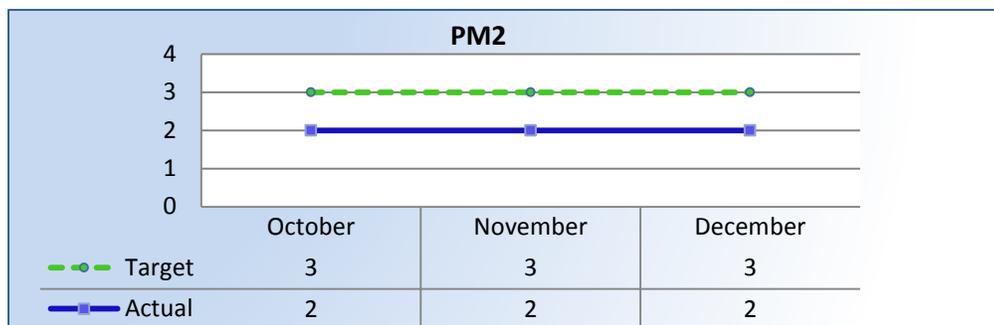


Total Received: 4,351 Monthly Average: 1,450

**Complaints: 4,223 | Convictions: 128**

#### PM2 | Intake

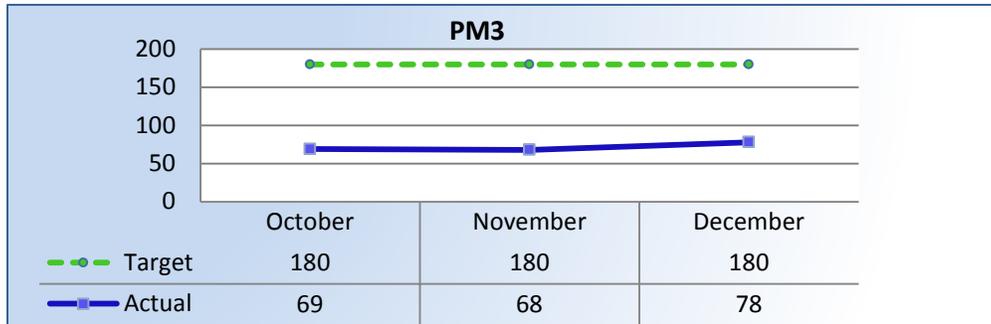
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



**Target Average: 3 Days | Actual Average: 2 Days**

### PM3 | Intake & Investigation

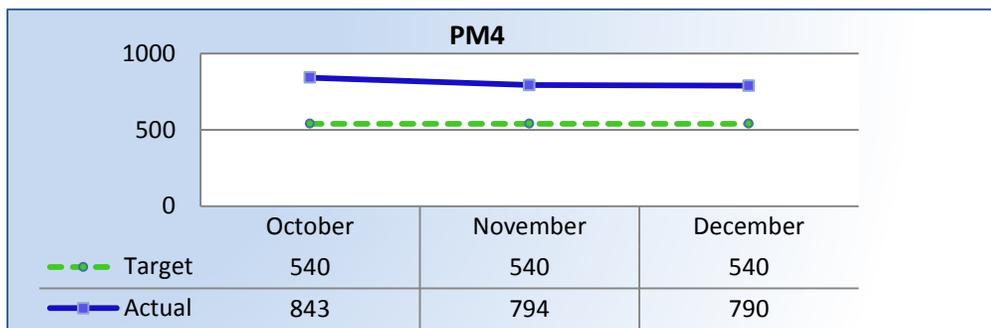
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



**Target Average: 180 Days | Actual Average: 69 Days**

### PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



**Target Average: 540 Days | Actual Average: 819 Days**

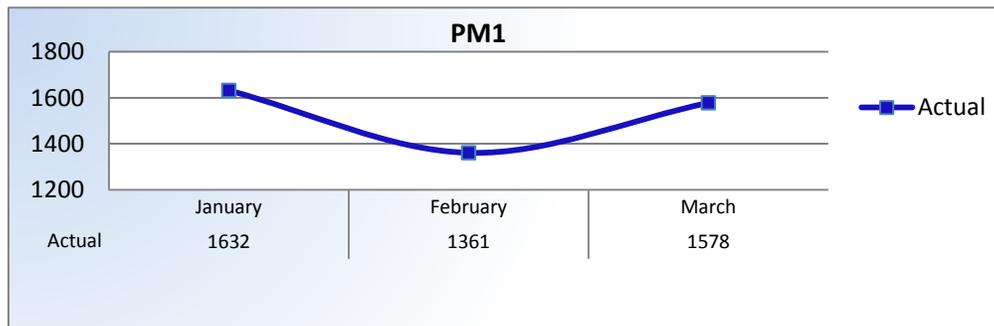
## Performance Measures

### Q3 Report (January - March 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### PM1 | Volume

Number of complaints and convictions received.

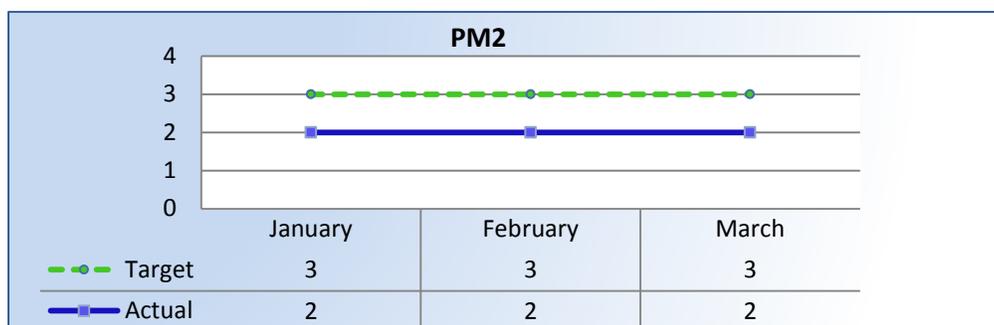


Total Received: 4,571 Monthly Average: 1,524

**Complaints: 4,571 | Convictions: 0**

#### PM2 | Intake

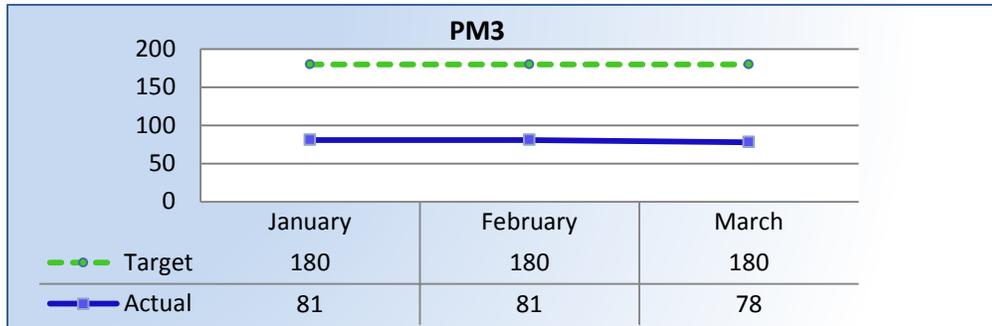
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



**Target Average: 3 Days | Actual Average: 2 Days**

### PM3 | Intake & Investigation

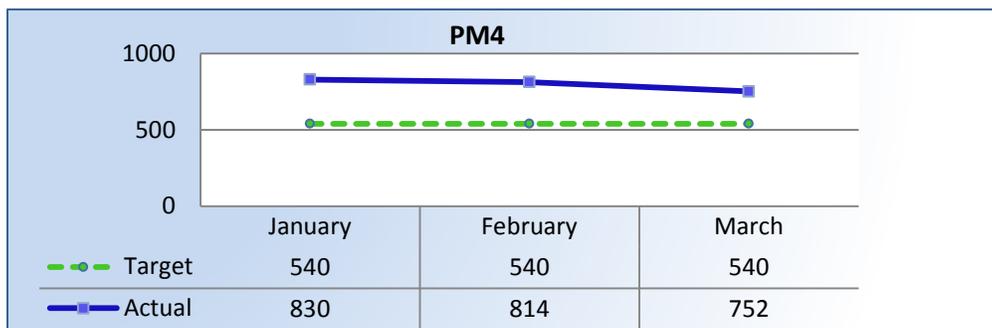
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



**Target Average: 180 Days | Actual Average: 80 Days**

### PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



**Target Average: 540 Days | Actual Average: 799 Days**

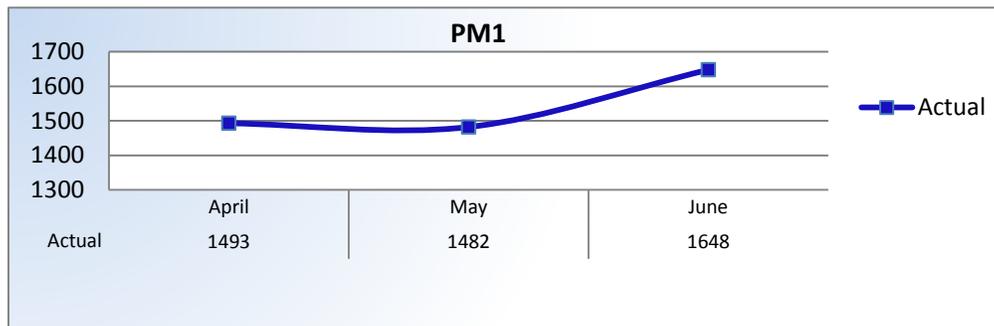
## Performance Measures

### Q4 Report (April - June 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### PM1 | Volume

Number of complaints and convictions received.

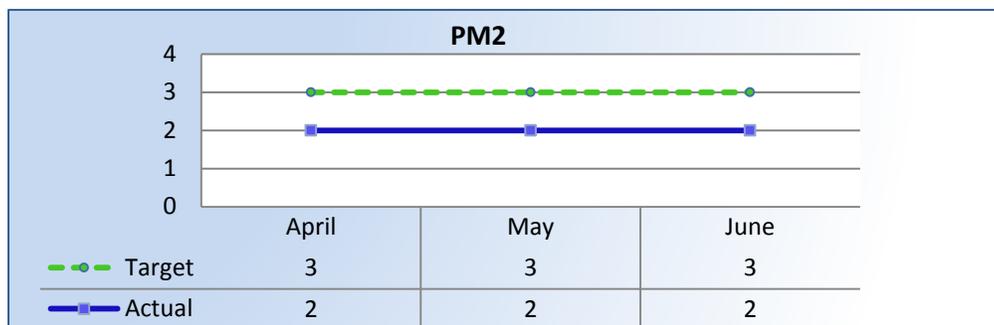


Total Received: 4,623 Monthly Average: 1,541

**Complaints: 4,556 | Convictions: 67**

#### PM2 | Intake

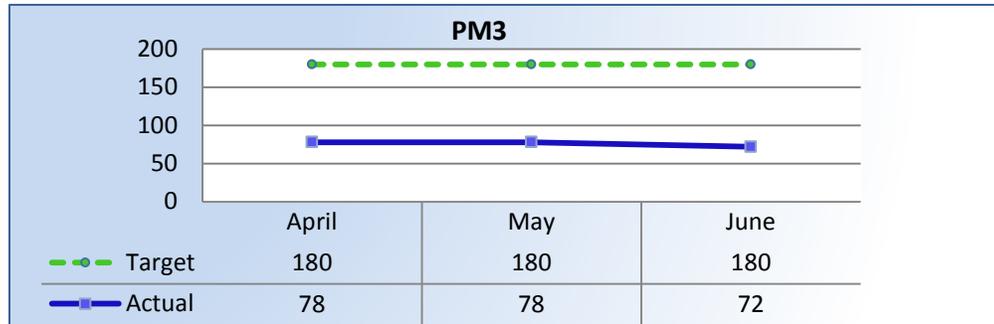
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



**Target Average: 3 Days | Actual Average: 2 Days**

### PM3 | Intake & Investigation

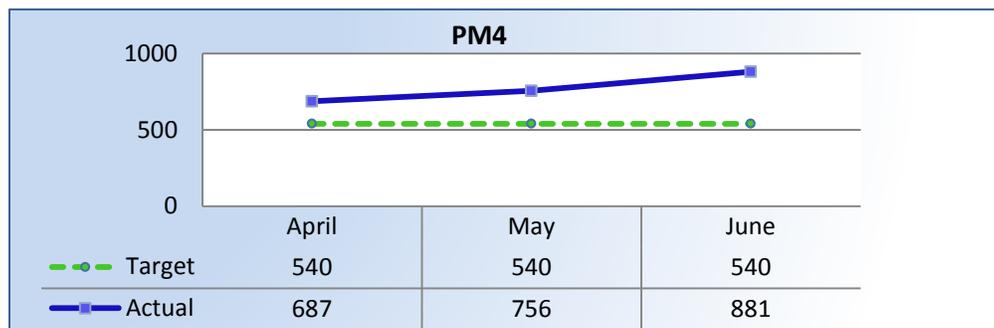
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



**Target Average: 180 Days | Actual Average: 75 Days**

### PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



**Target Average: 540 Days | Actual Average: 775 Days**

# Contractors State License Board

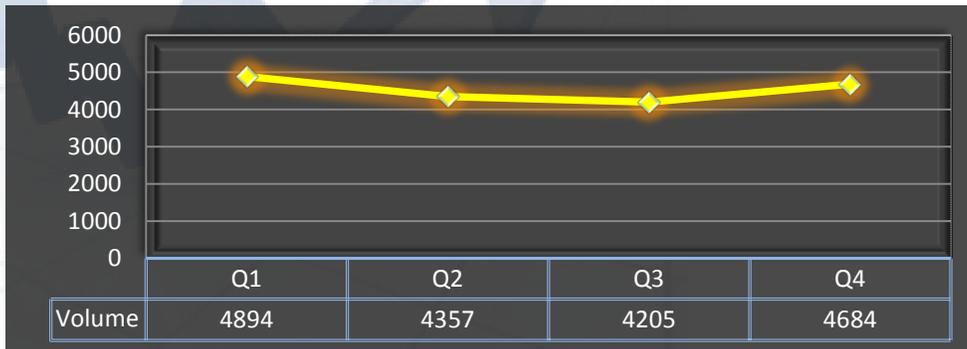
## Performance Measures Annual Report (2012 – 2013 Fiscal Year)

To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

### Volume

Number of complaints and convictions received.

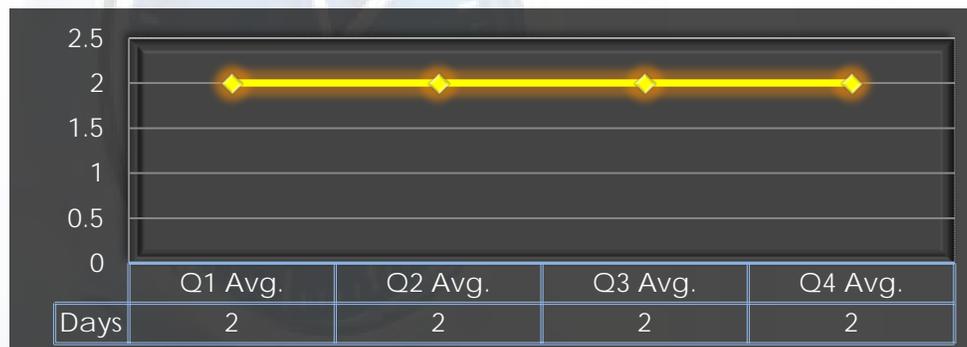
The Board had an annual total of 18,140 this fiscal year.



### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

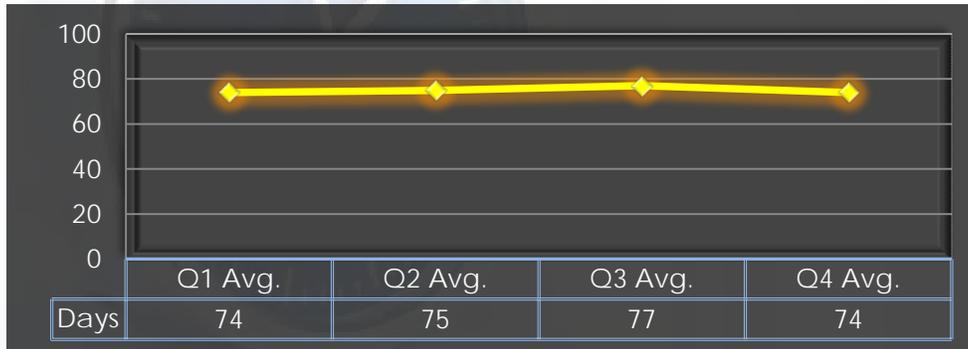
The Board has set a target of 3 days for this measure.



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

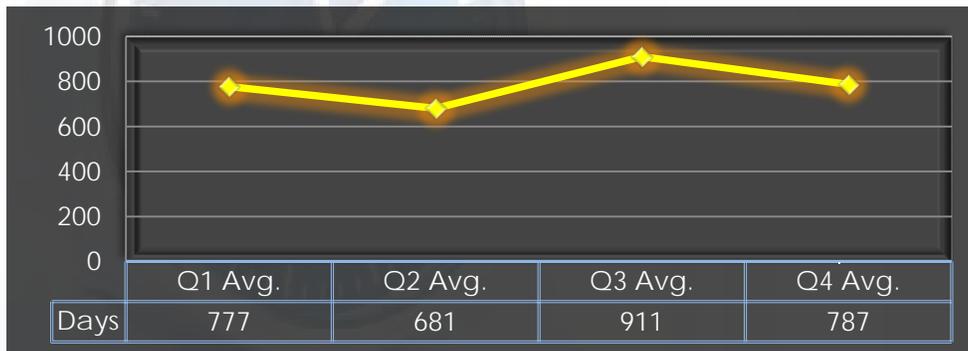
The Board has set a target of 180 days for this measure.



## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

The Department of Consumer Affairs has set a target of 540 days for this measure.



## Performance Measures

### Q1 Report (July - September 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

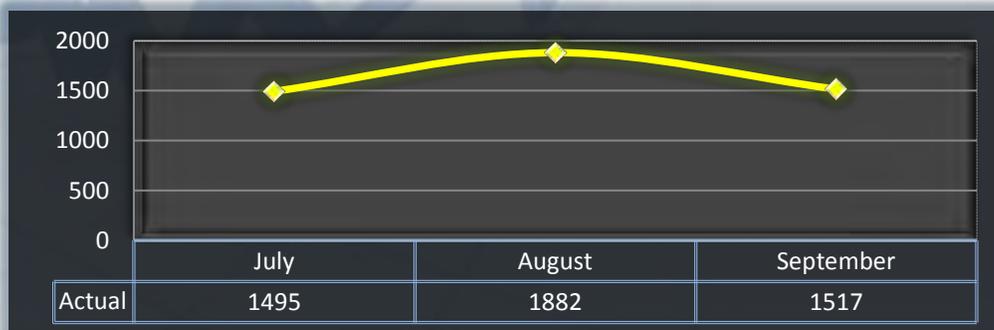
#### Volume

Number of complaints and convictions received.

**Q1 Total: 4,894**

*Complaints: 4,737 Convictions: 157*

**Q1 Monthly Average: 1,631**

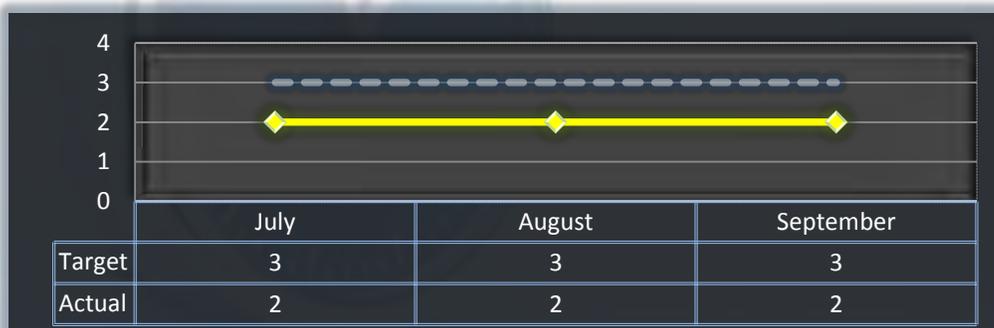


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q1 Average: 2 Days**

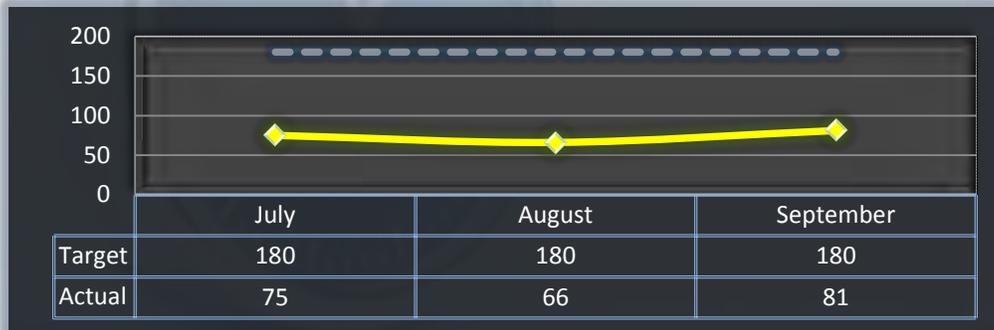


## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q1 Average: 74 Days**

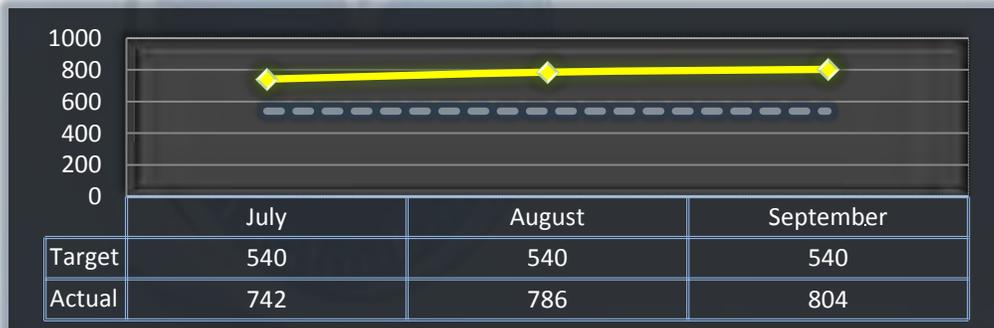


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q1 Average: 777 Days**



## Performance Measures

### Q2 Report (October - December 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Number of complaints and convictions received.

**Q2 Total: 4,357**

*Complaints: 4,204 Convictions: 153*

**Q2 Monthly Average: 1,452**

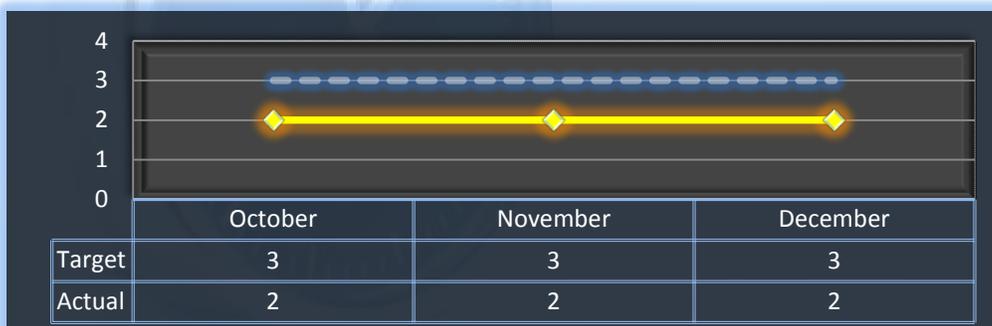


### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q2 Average: 2 Days**



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q2 Average: 75 Days**

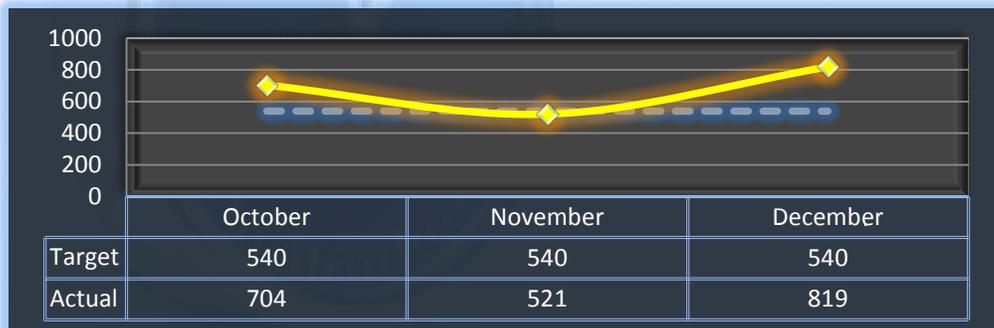


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q2 Average: 681 Days**



## Performance Measures

### Q3 Report (January - March 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

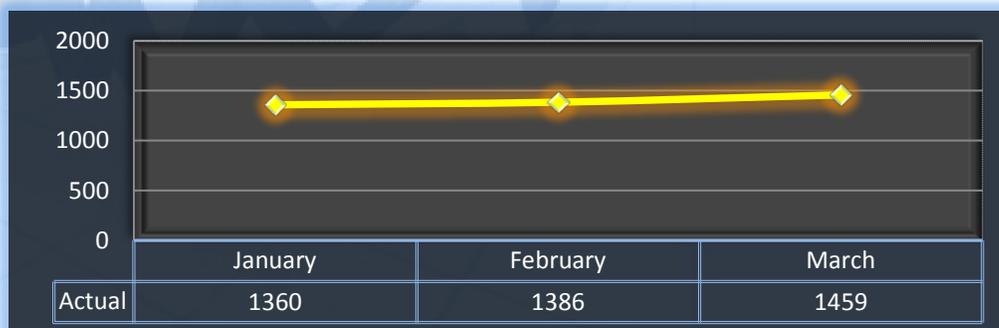
#### Volume

Number of complaints and convictions received.

**Q3 Total: 4,205**

*Complaints: 4,080 Convictions: 125*

**Q3 Monthly Average: 1,402**



#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q3 Average: 2 Days**



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q3 Average: 77 Days**

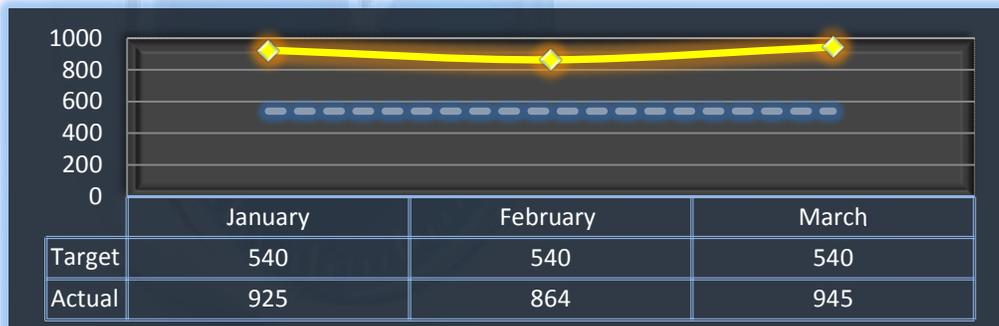


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q3 Average: 911 Days**



## Performance Measures

### Q4 Report (April - June 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

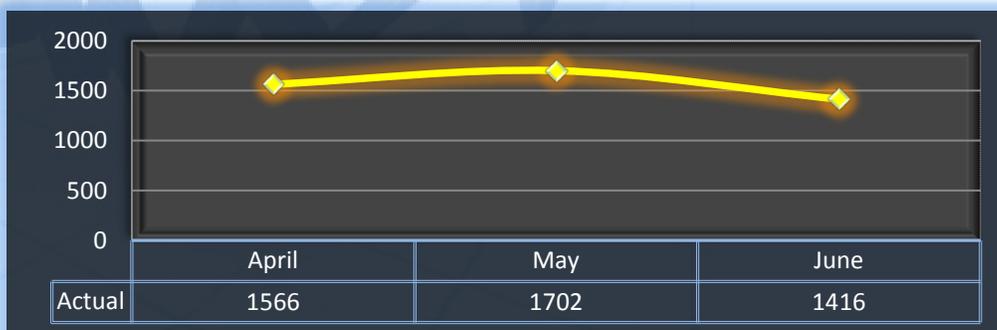
#### Volume

Number of complaints and convictions received.

**Q4 Total: 4,684**

*Complaints: 4,539 Convictions: 145*

**Q4 Monthly Average: 1,561**

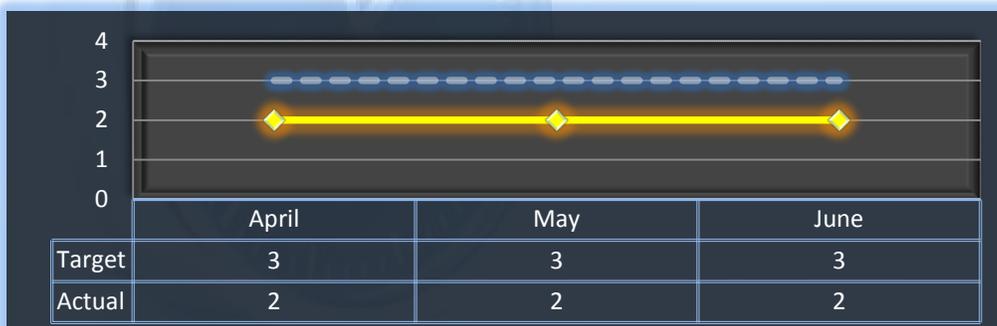


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q4 Average: 2 Days**



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q4 Average: 74 Days**



## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q4 Average: 787 Days**



## Performance Measures

### Annual Report (2011 – 2012 Fiscal Year)

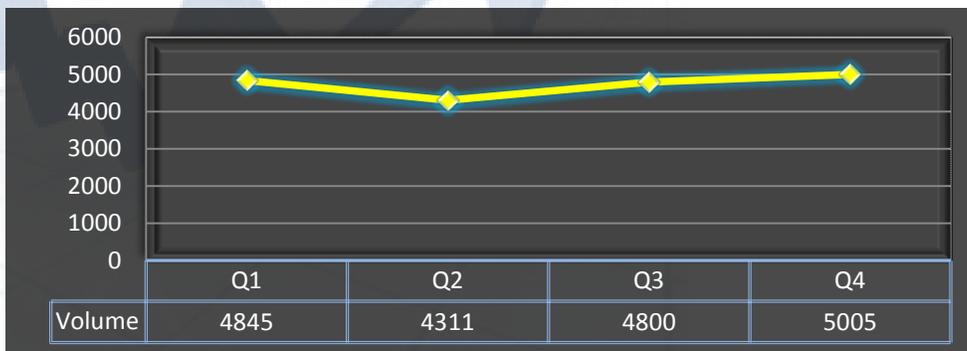
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the four quarters worth of data.

#### Volume

Number of complaints and convictions received.

The Board had an annual total of 18,961 this fiscal year.



#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

The Board has set a target of 3 days for this measure.



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

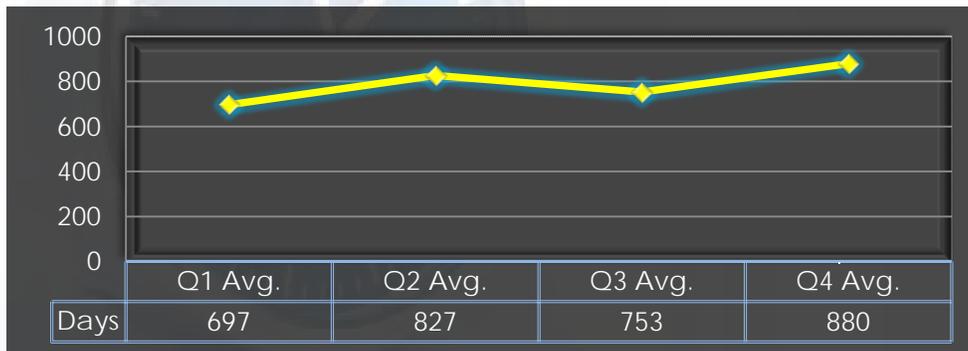
The Board has set a target of 180 days for this measure.



## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

The Department of Consumer Affairs has set a target of 540 days for this measure.



## Performance Measures

### Q1 Report (July - September 2011)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### Volume

Number of complaints and convictions received.

**Q1 Total: 4,845**

*Complaints: 4,811 Convictions: 34*

**Q1 Monthly Average: 1,615**



#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q1 Average: 2 Days**

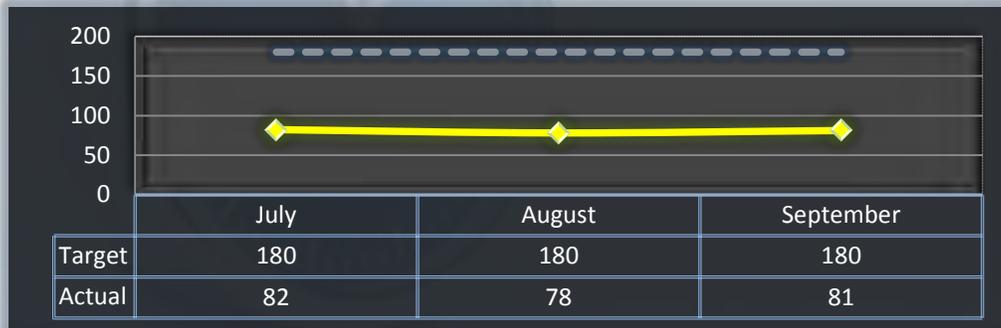


## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q1 Average: 80 Days**

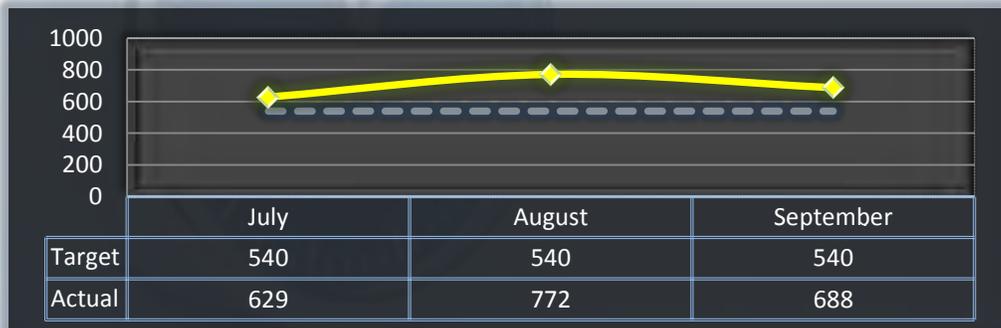


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q1 Average: 697 Days**



## Performance Measures

### Q2 Report (October - December 2011)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### Volume

Number of complaints and convictions received.

**Q2 Total: 4,311**

*Complaints: 4,230 Convictions: 81*

**Q2 Monthly Average: 1,437**

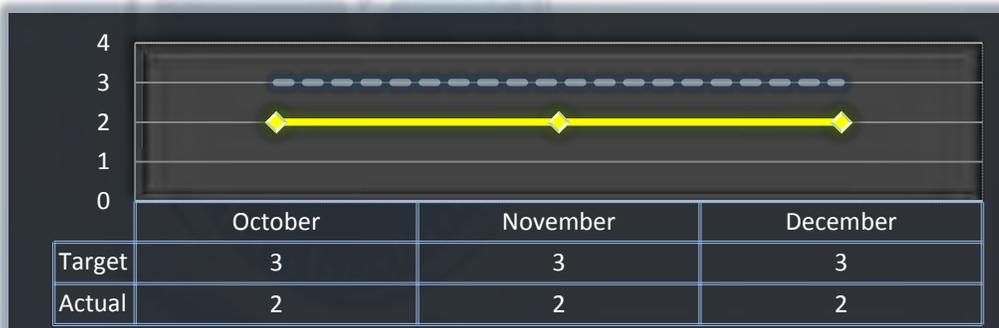


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q2 Average: 2 Days**



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q2 Average: 80 Days**

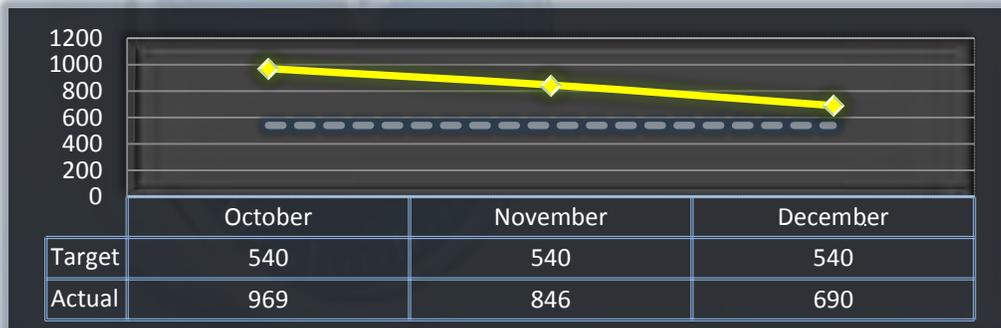


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q2 Average: 827 Days**



## Performance Measures

### Q3 Report (January - March 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### Volume

Number of complaints and convictions received.

**Q3 Total: 4,800**

*Complaints: 4,644 Convictions: 156*

**Q3 Monthly Average: 1,600**

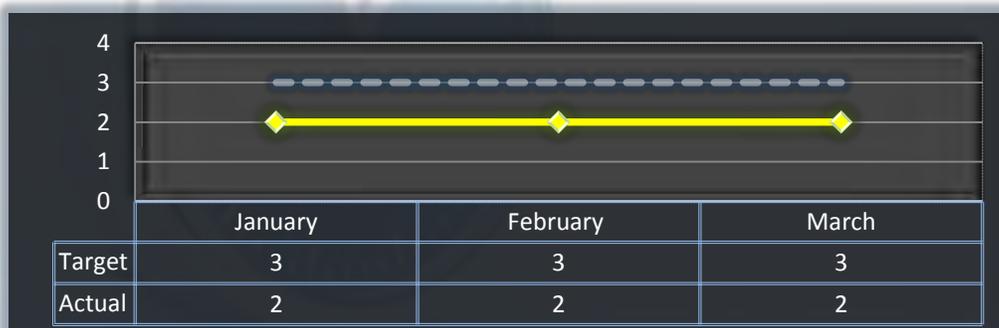


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q3 Average: 2 Days**

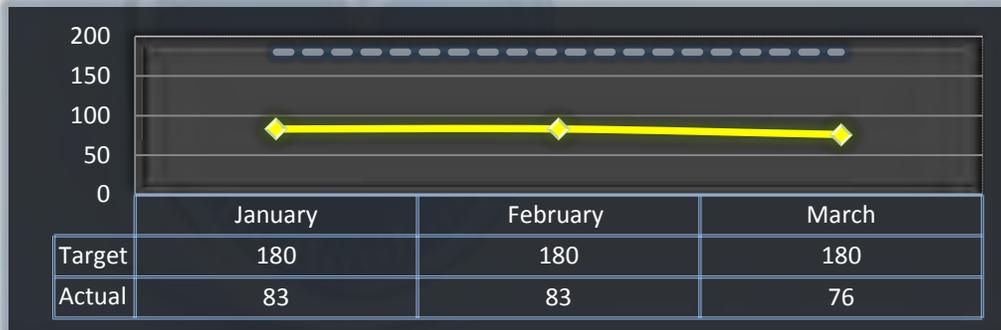


## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q3 Average: 80 Days**

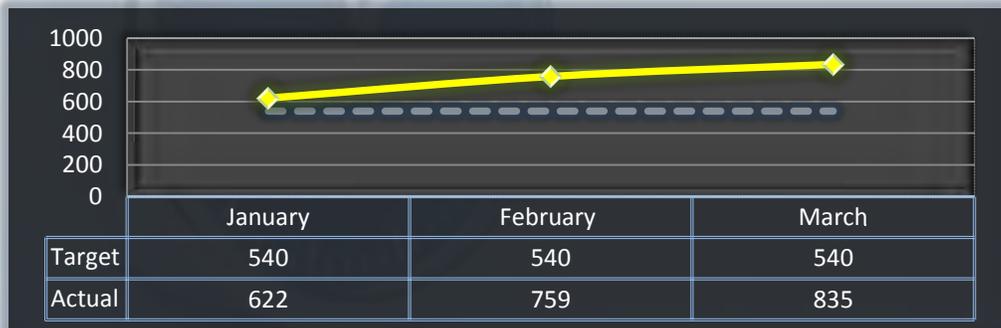


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q3 Average: 753 Days**



## Performance Measures

### Q4 Report (April - June 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### Volume

Number of complaints and convictions received.

**Q4 Total: 5,005**

*Complaints: 4,839 Convictions: 166*

**Q4 Monthly Average: 1,668**

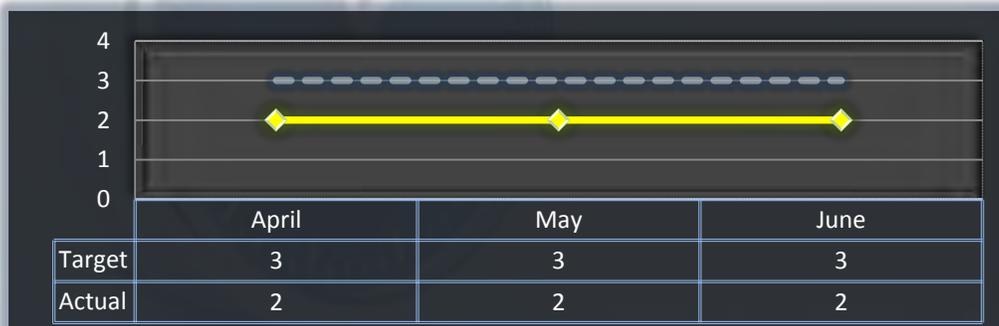


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q4 Average: 2 Days**

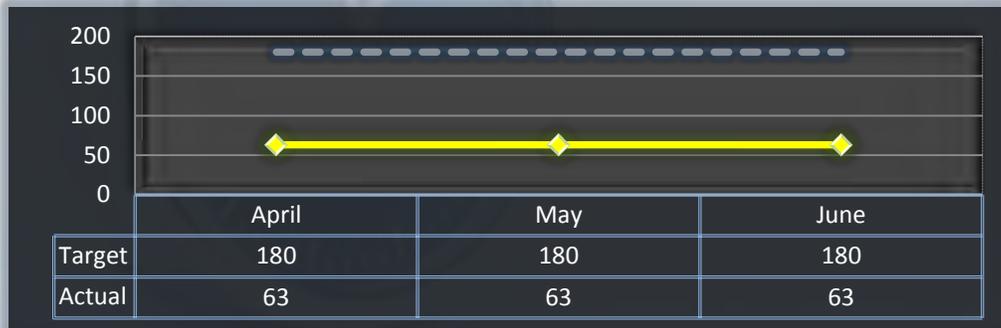


## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q4 Average: 63 Days**

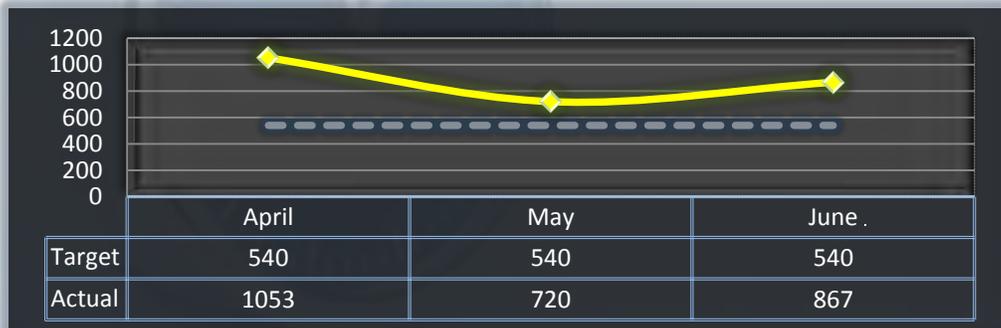


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q4 Average: 880 Days**



## Performance Measures

### Annual Report (2010 – 2011 Fiscal Year)

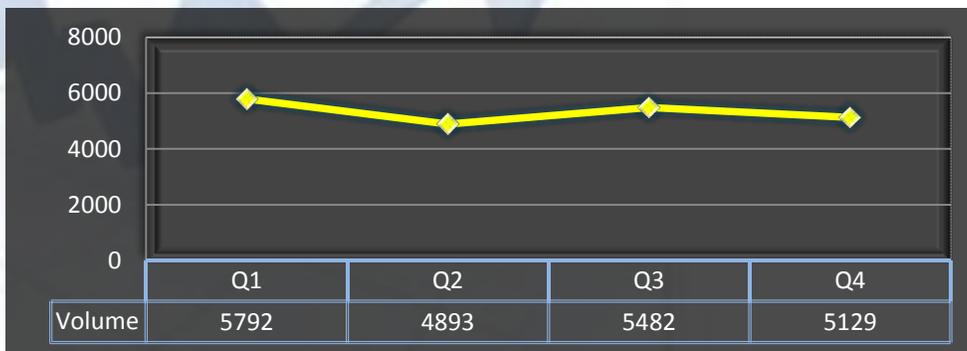
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the first four quarters worth of data.

#### Volume

Number of complaints and convictions received.

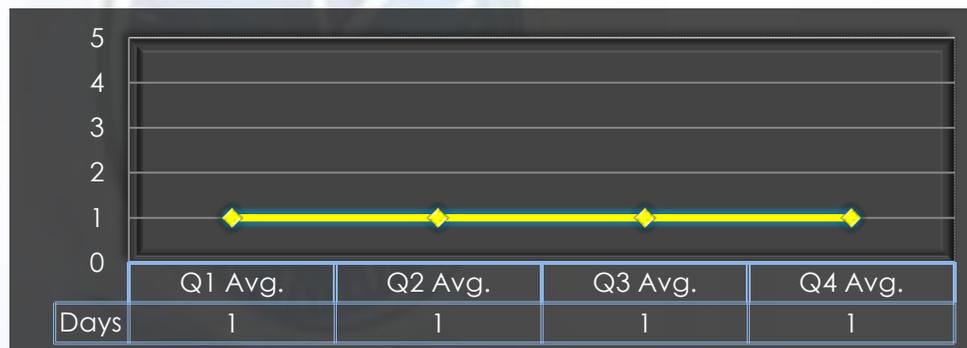
The Board had an annual total of 21,296 this fiscal year.



#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

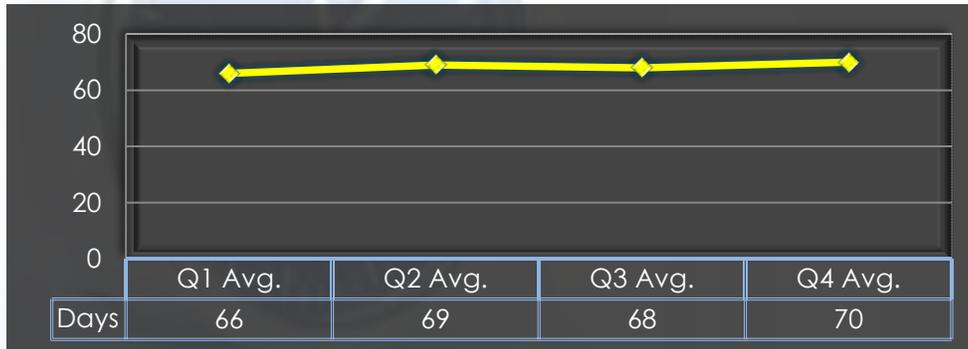
The Board has set a target of 3 days for this measure.



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

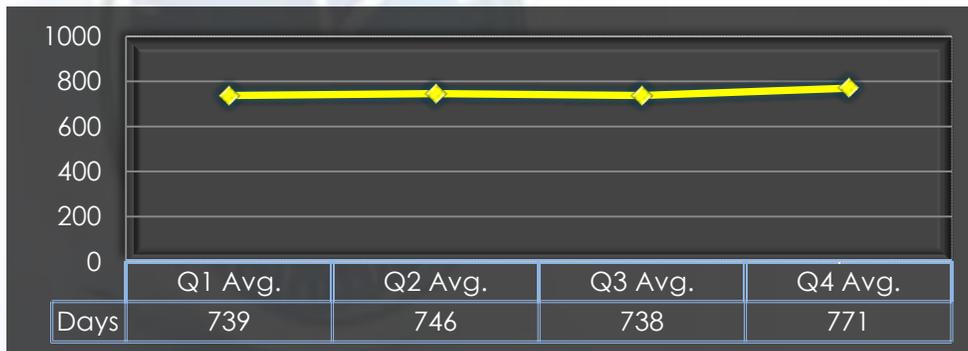
The Board has set a target of 180 days for this measure.



## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

The Department of Consumer Affairs has set a target of 540 days for this measure.



## Performance Measures

### Q1 Report (July - Sept 2010)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

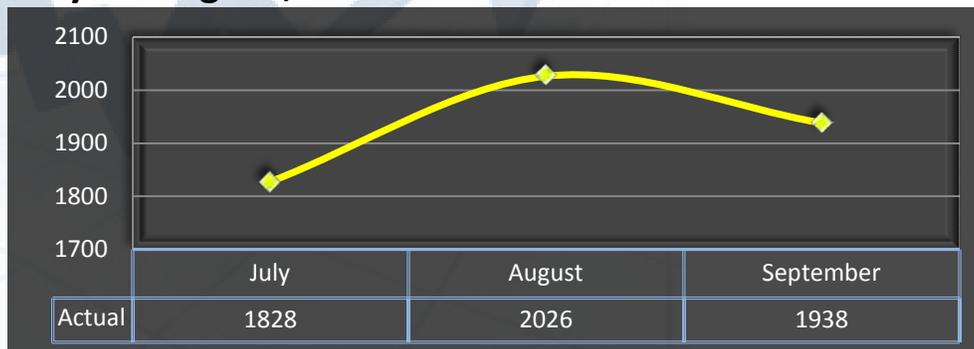
These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

#### Volume

Number of complaints received.\*

**Q1 Total: 5,792**

**Q1 Monthly Average: 1,931**

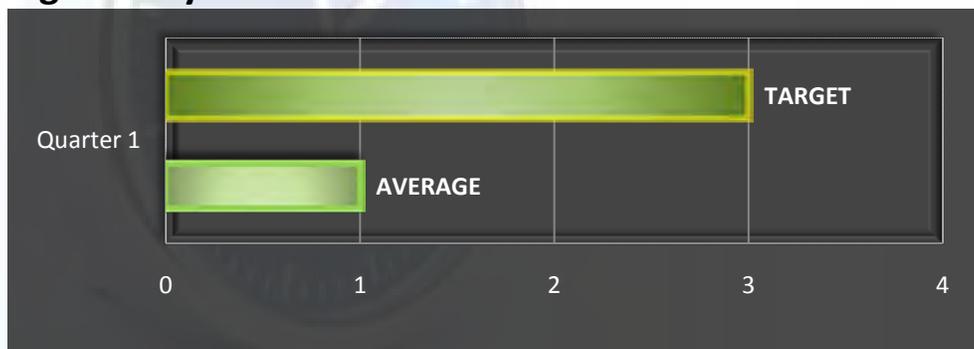


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q1 Average: 1 Days**



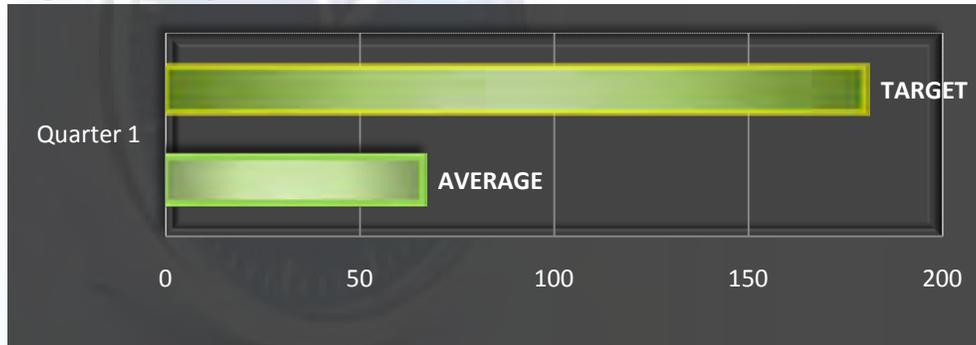
\*"Complaints" in these measures include complaints, convictions, and arrest reports.

## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q1 Average: 66 Days**

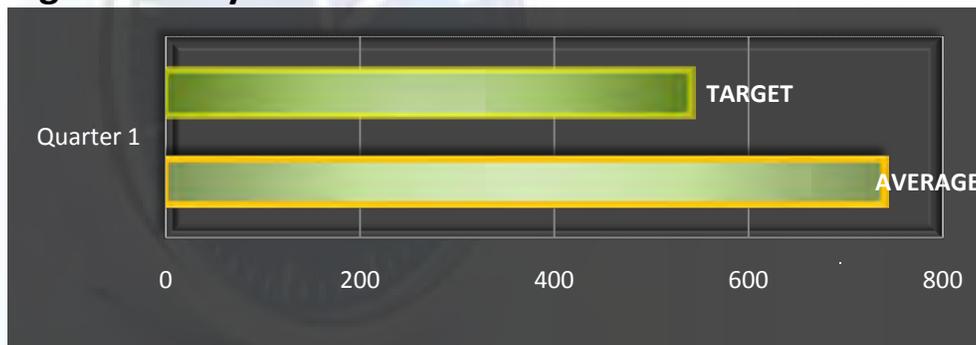


## Formal Discipline

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

**Target: 540 Days**

**Q1 Average: 739 Days**



## Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target: N/A**

**Q1 Average: N/A**

*The Board does not participate in traditional probation monitoring.*

## Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

**Target: N/A**

**Q1 Average: N/A**

*The Board does not participate in traditional probation monitoring.*



## Performance Measures

### Q2 Report (October - December 2010)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

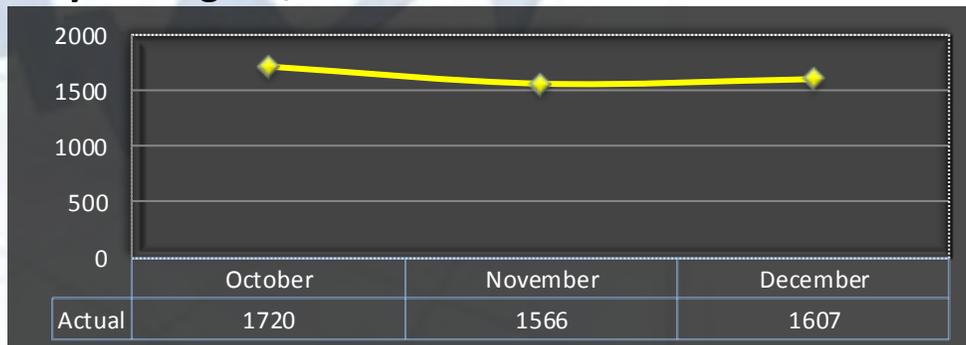
#### Volume

Number of complaints and convictions received.

**Q2 Total: 4,893**

*Complaints: 4,779 Convictions: 114*

**Q2 Monthly Average: 1,631**

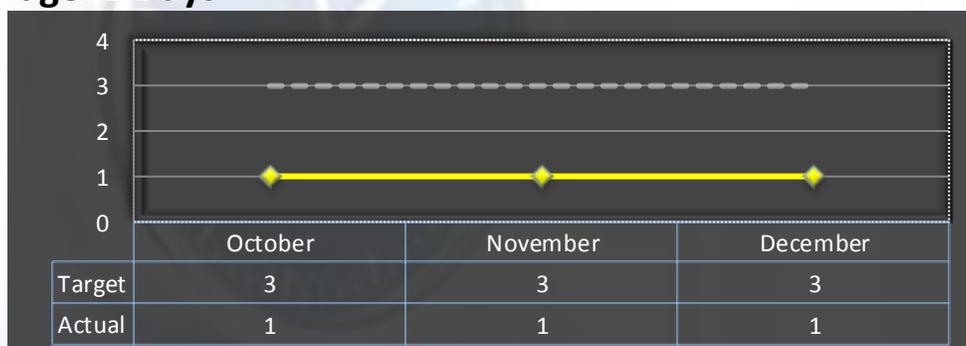


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q2 Average: 1 Days**

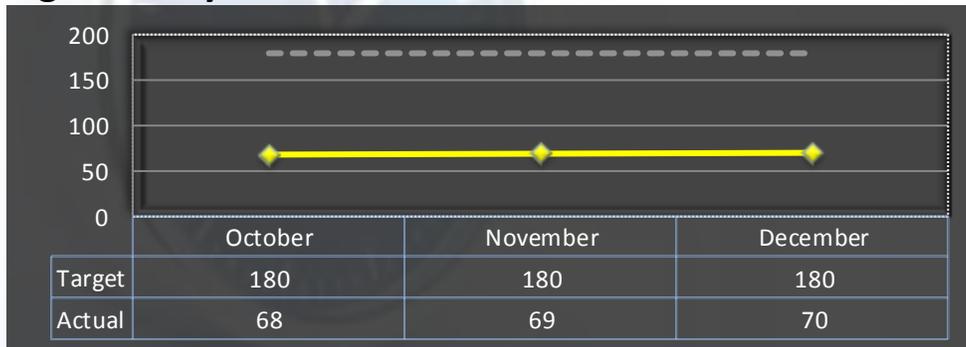


## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q2 Average: 69 Days**

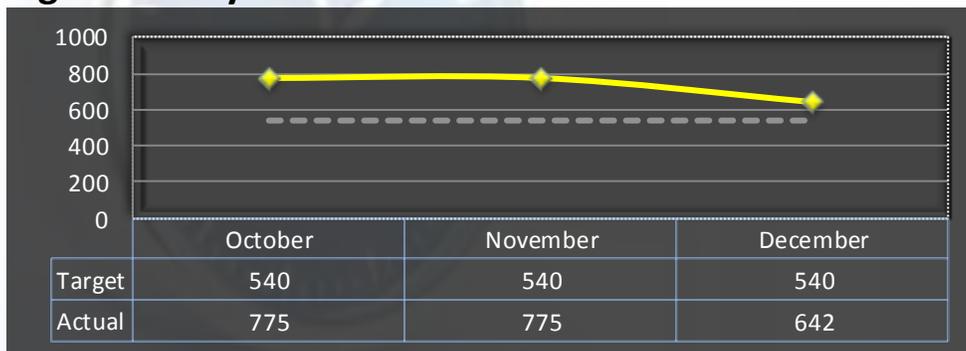


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q2 Average: 746 Days**



## Performance Measures

### Q3 Report (January - March 2011)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

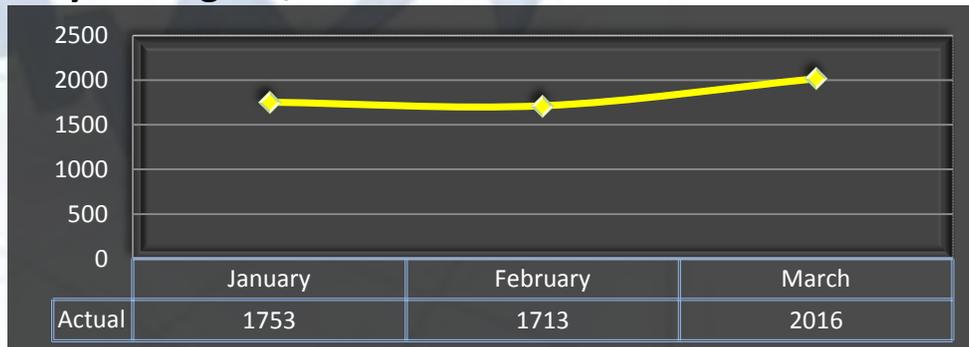
#### Volume

Number of complaints and convictions received.

**Q3 Total: 5,482**

*Complaints: 5,360 Convictions: 122*

**Q3 Monthly Average: 1,827**

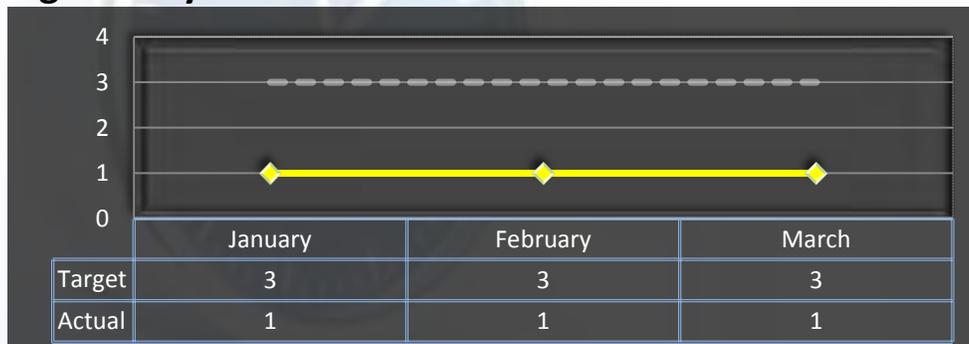


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q3 Average: 1 Days**

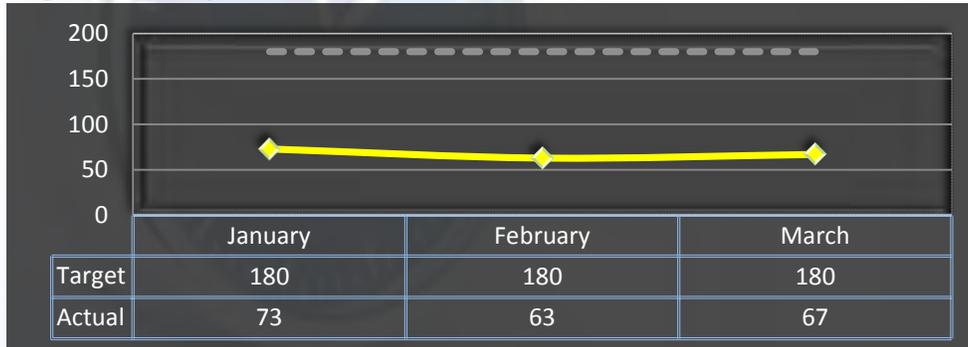


## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q3 Average: 68 Days**

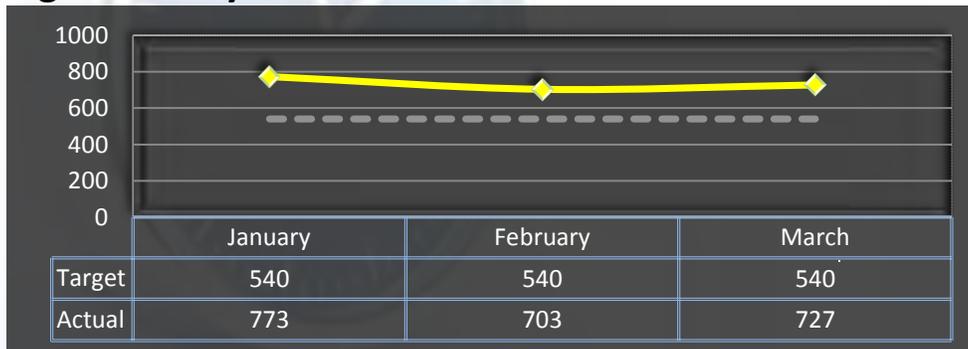


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q3 Average: 738 Days**



## Performance Measures

### Q4 Report (April - June 2011)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

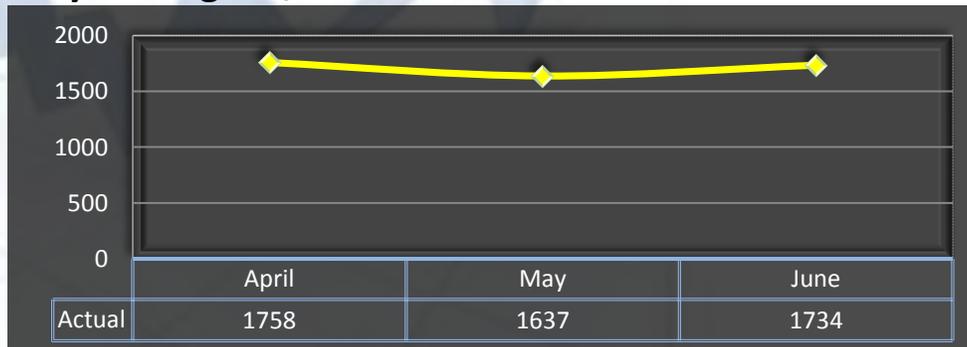
#### Volume

Number of complaints and convictions received.

**Q4 Total: 5,129**

*Complaints: 5,061 Convictions: 68*

**Q4 Monthly Average: 1,710**

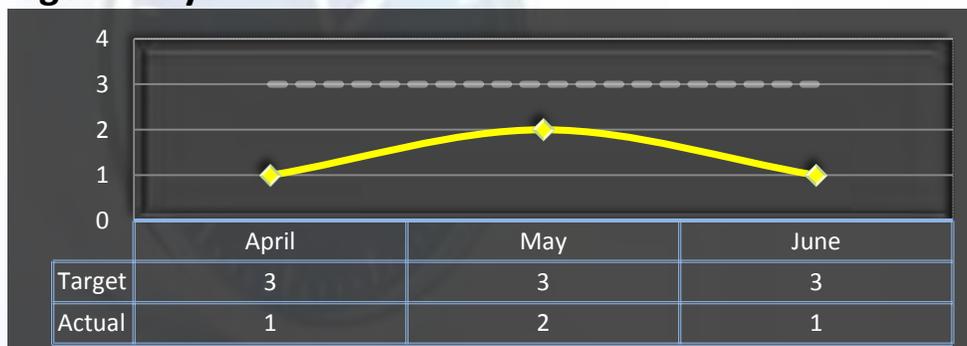


#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 3 Days**

**Q4 Average: 1 Days**

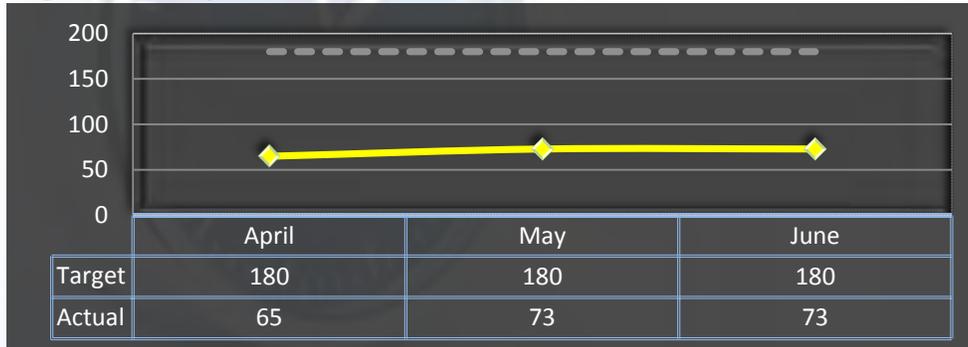


## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q4 Average: 70 Days**

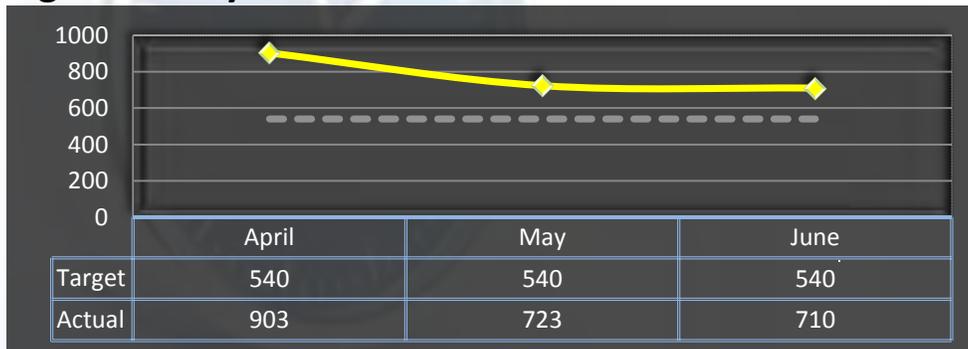


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 540 Days**

**Q4 Average: 771 Days**





## SECTION 13: BOARD SPECIFIC ISSUES

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THIS SECTION ONLY APPLIES TO SPECIFIC BOARDS,  
AS INDICATED BELOW.

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### **DIVERSION**

Discuss the board's diversion program, the extent to which it is used, the outcomes of those who participate, the overall costs of the program compared with its successes

### **DIVERSION EVALUATION COMMITTEES (DEC) (FOR BRN, DENTAL, OSTEO AND VET ONLY)**

1. DCA contracts with a vendor to perform probation monitoring services for licensees with substance abuse problems, why does the board use DEC? What is the value of a DEC?
2. What is the membership/makeup composition?
3. Did the board have any difficulties with scheduling DEC meetings? If so, describe why and how the difficulties were addressed.
4. Does the DEC comply with the Open Meetings Act?
5. How many meetings held in each of the last three fiscal years?
6. Who appoints the members?
7. How many cases (average) at each meeting?
8. How many pending? Are there backlogs?
9. What is the cost per meeting? Annual cost?
10. How is DEC used? What types of cases are seen by the DEC?
11. How many DEC recommendations have been rejected by the board in the past four fiscal years (broken down by year)?

**DISCIPLINARY REVIEW COMMITTEES  
(BOARD OF BARBERING AND COSMETOLOGY AND BSIS ONLY)**

1. What is a DRC and how is a DRC used? What types of cases are seen by the DRCs?
2. What is the membership/makeup composition?
3. Does the DRC comply with the Open Meetings Act?
4. How many meeting held in last three fiscal years?
5. Did the board have any difficulties with scheduling DRC meetings? If so, describe why and how the difficulties were addressed.
6. Who appoints the members?
7. How many cases (average) at each meeting?
8. How many pending? Are there backlogs?
9. What is the cost per meeting? Annual cost?
10. Provide statistics on DRC actions/outcomes.



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