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**ACCOMPLISHMENTS
& ACTIVITIES**



JOËL BARTON, *Public Member*
RODNEY M. COBOS, *Public Member*
DAVID DE LA TORRE, *Public Member*
MIGUEL GALARZA, *(B) General Contractor Member*
AMANDA GALLO, *Public Member*
SUSAN GRANZELLA, *Public Member*
ALAN GUY, *(B) General Contractor Member*
JACOB LOPEZ, *Public Member*
DIANA LOVE, *Public Member, Senior Citizen Organization*
MICHAEL MARK, *Public Member, Labor Organization*
STEVEN PANELLI, *Public Member, Building Official*
JAMES RUANE, *(C) Specialty Contractor Member*
MARY TEICHERT, *(A) General Engineering Contractor Member*



GAVIN NEWSOM
Governor

TOMIQUIA MOSS
Secretary
Business, Consumer Services, and Housing Agency

KIMBERLY KIRCHMEYER
Director
Department of Consumer Affairs

DAVID R. FOGT
Registrar
Contractors State License Board



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2023 CSLB BY THE NUMBERS

46

SENIOR SCAM STOPPERSM
WORKSHOPS FACILITATED



\$40,521,649

RESTITUTION PAID TO CONSUMERS
IN FISCAL YEAR 2022-23



8,126,825

FIND MY LICENSED CONTRACTOR
SEARCHES CONDUCTED
ON CSLB WEBSITE

\$81,656,000

CSLB'S 2023-24 FISCAL YEAR **BUDGET**



570

CASES REFERRED
TO **ARBITRATION**



08

BOARD AND
COMMITTEE MEETING
WEBCASTS PRODUCED

301,893

ONLINE RENEWAL
TRANSACTIONS MADE

7,979

HOURS DEDICATED TO
DISASTER RESPONSE



45

DISASTER RECOVERY
LOCAL ASSISTANCE CENTERS
STAFFED OR SUPPORTED

47

LICENSING EXAMS MAINTAINED



23

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



614

APPLICATIONS EXPEDITED & LICENSES ISSUED
THROUGH VETERANS APPLICATION ASSISTANCE PROGRAM

26

CSLB EMPLOYEE
PROMOTIONS



6,412

FACEBOOK FOLLOWERS

14,554

SIGN-UPS FOR CSLB
EMAIL ALERTS



20,063,583

LICENSE CHECKS
CONDUCTED ON
CSLB WEBSITE

5 MILLION

CSLB WEBSITE USERS

3,833

LEGAL ACTIONS BROUGHT
AGAINST VIOLATORS FROM
CSLB INVESTIGATIONS

99,706

CALLS ANSWERED BY
PUBLIC INFORMATION
CENTER STAFF

34,323

CSLB LICENSE
APPLICATIONS RECEIVED

21,406

COMPLAINTS CLOSED BY
ENFORCEMENT STAFF

51,372

EXAMINATIONS SCHEDULED

285,142

LICENSED
CONTRACTORS



Mission, Vision and Values



MISSION

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

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

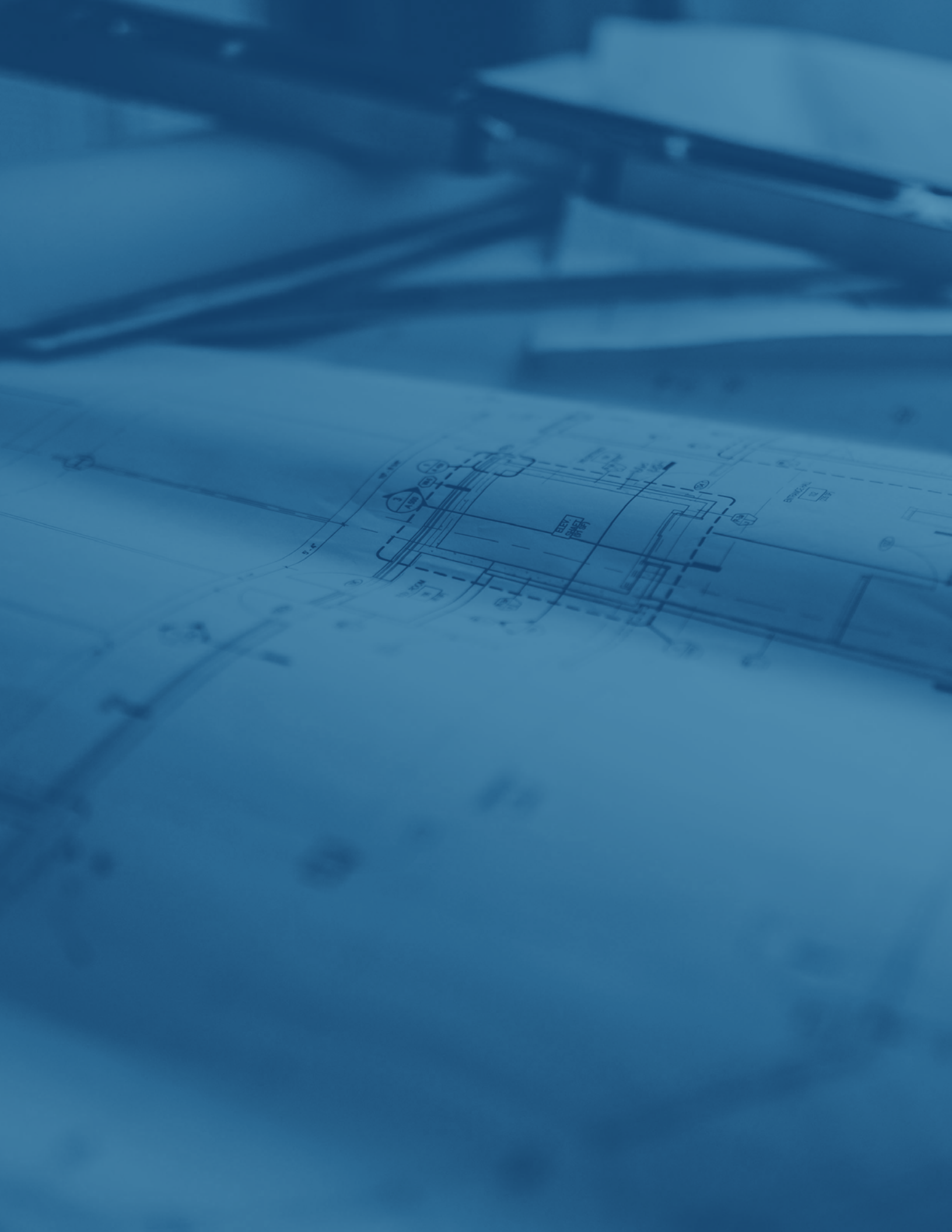
VISION

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

VALUES

CSLB provides the highest quality throughout its programs by:

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



A Message From the Board Chair



CSLB IN 2023

This past year, California’s Contractors State License Board (CSLB) remained committed to its consumer protection mission.

This was especially important in the first part of 2023 when winter storms caused extensive damage throughout the state. CSLB staff stepped up to cover dozens of disaster recovery and local assistance centers and provide survivors with valuable resources as they looked to repair or rebuild their homes. This included Enforcement staff posting signs and partnering with the Department of Insurance to curtail unlicensed activity. CSLB also maintained the toll-free disaster hotline and updated crucial content on the Disaster Help Center webpage, including adding a QR code to the flier provided at disaster recovery and local assistance centers.

In its ongoing efforts to educate consumers, CSLB conducted 46 Senior Scam StopperSM seminars—both in-person and virtually—to teach seniors how to protect themselves from scammers when hiring a contractor.

CSLB also expanded its reach to those seeking to become licensed. This included the translation of 10 exams into Spanish: Law and Business, B - General Building, C-8 Concrete, C-9 Drywall, C-15 Flooring and Floor Covering, C-27 Landscaping, C-33 Painting and Decorating, C-36 Plumbing, C-39 Roofing, and C-54 Ceramic and Mosaic Tile.

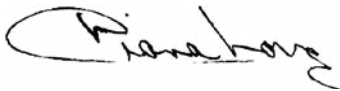
CSLB completed and closed 21,406 complaint investigations. CSLB investigations also led to 3,833 legal actions. Enforcement staff’s efforts resulted in 953 cases referred to prosecutors for possible criminal charges.

Many of the complaints CSLB received in 2023 were related to solar. As a result of these complaints, CSLB created its Multiple Offender Unit, which focuses on early complaint disclosure and an accelerated complaint handling process that provides the respondent contractor 30 days to resolve violations or be subject to an accusation to suspend or revoke the contractor’s license.

Staff continued their work implementing changes to law. Senate Bill 216 took effect in 2023, requiring workers' compensation insurance for all C-8 Concrete, C-20 Warm-Air Heating, Ventilating, and Air-Conditioning, C-22 Asbestos Abatement, and D-49 Tree Service, regardless of whether they have employees. Licensing and Information Technology staff collaborated to ensure licensees in the classifications were notified of the changes.

In 2023, CSLB welcomed new board members Amanda Gallo and Joël Barton, both public members. Amanda Gallo is a Management Analyst in the Fremont City Manager's Office while Joël Barton is the Business Manager/Financial Secretary of the International Brotherhood of Electrical Workers Local 11. In June, CSLB also bid farewell to long-serving board member Johnny Simpson, who was recognized for his eight years of service to the board.

The Board is proud of CSLB's accomplishments this past year, and I would like to thank everyone who contributed to the successes in 2023.



Diana Love
Board Chair

Leadership



CSLB Registrar and Board Members

The CSLB's 15-member Board appoints the executive officer, or Registrar of Contractors, and directs administrative policy for the agency's operations. Per Business & Professions Code § 7002, the Board includes 10 public members (including one labor representative, one local building official, and one representative of a statewide senior citizen organization), and five contractors. Appointments are made by the governor and the state legislature. The board members listed below are as of December 31, 2023.

DIANA LOVE, CHAIR

Governor Appointee
Public Member – Senior Citizen Organization



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

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

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

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

Love's term continues through June 1, 2026.

MICHAEL MARK, VICE CHAIR

Governor Appointee
Public Member – Labor Organization



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

Planning and Development Director for Sheet Metal Workers Local 104, which covers the 49 northern counties of

California. Previously Mark served as a business representative covering the San Joaquin County jurisdiction for Sheet Metal Workers' Local Union No. 104 and was first elected as a union officer in 2012.

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

Mark's term continues through June 1, 2024.

MIGUEL GALARZA, SECRETARY

Governor Appointee "B" Contractor Member



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

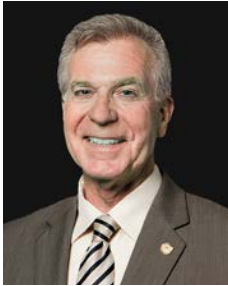
Buena Engineering & Construction Inc. since 2002. He was senior program manager at Mendelian Construction from 1993 to 2002 and project manager estimator at Hopkins Heating and Cooling from 1991 to 1993.

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

Galarza's term ends June 1, 2027.

JOËL BARTON

Senate Appointee Public Member



Joël Barton, of Los Angeles, was appointed by the Senate Rules Committee in June 2023. Mr. Barton currently serves as Business Manager/

Financial Secretary of the International Brotherhood of Electrical Workers Local 11, which has over 11,000 members.

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

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

Barton's term continues through June 1, 2027.

RODNEY M. COBOS

Assembly Speaker Appointee Public Member



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

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

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

Cobos' term continues through June 1, 2024.

DAVID DE LA TORRE

**Assembly Appointee
Public Member**



David De La Torre, of San Bruno, was appointed by Assembly Speaker Toni G. Atkins in May 2015 and reappointed by Assembly Speaker

Anthony Rendon in September 2016.

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

De La Torre is a third-generation laborer who has worked for a variety of local and regional contractors. He was first elected as a union officer in 2005. Mr. De La Torre also serves as board president for the San Francisco chapter of the A. Philip Randolph Institute (APRI). He was appointed as a national board member for that group in 2017 and as its State President in 2018. De La Torre is also a representative on San Francisco's 100% Renewable Energy Task Force.

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

AMANDA GALLO

**Governor Appointee
Public Member**



Amanda Gallo, of Oakland, was appointed by Governor Gavin Newsom in March 2023. Gallo has been a Management

Analyst in the Fremont City Manager's Office since 2018. Gallo was a Senior Policy Analyst at the Santa Clara County Housing Authority from 2014 to 2018. Gallo is a member of the Municipal Management Association of Northern California, Emerge California, and the New Leaders Council – Oakland.

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

Gallo's term continues through June 1, 2024.

SUSAN GRANZELLA

**Governor Appointee
Public Member**



Susan Granzella was first appointed as a public member of the Board by Governor Edmund G. Brown, Jr. in October 2014 and was reappointed in

June 2016. She served as Secretary and Vice Chair in 2019-2021, and Board Chair in 2021-2022.

Before her board appointment, Granzella retired from Visa Inc. in 2014 after holding various positions including vice president and senior director for technical publications and global development audit and compliance management for federal, state and industry regulations.

Granzella's term continues through June 1, 2024.

ALAN GUY

**Governor Appointee
"B" Contractor Member**



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

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

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

Guy's term continues through June 1, 2026.

JACOB LOPEZ

Senate Appointee
Public Member



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

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

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

Lopez's term continues through June 1, 2025.

STEVEN PANELLI

Governor Appointee
Public Member – Building Official



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

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

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

Panelli's term continues through June 1, 2025.

JAMES RUANE

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



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

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

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

Ruane’s term continues through June 1, 2027.

MARY TEICHERT

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



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

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

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

Teichert’s term ends June 1, 2026.

DAVID R. FOGT

Registrar of Contractors



David R. Focht became Registrar of Contractors in 2017. In this position, Focht serves as CSLB's executive officer and oversees a more than 400 employees in Sacramento and at other offices around the state.

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

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



Quarterly Board Meeting in Sacramento on September 14, 2023

Protecting California's Disaster Survivors



The Contractors State License Board (CSLB) works to protect home and business owners whose property is damaged or destroyed by natural disasters.

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

In the first part of 2023, California was hit with storms that caused extensive flooding and wind damage across the state while Tropical Storm Hilary caused damage to areas around Southern California in August.

CSLB POST-DISASTER EFFORTS

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

ASSISTANCE CENTERS AND DISASTER HOTLINE

In response to the 2023 storms, CSLB staffed and participated in local assistance centers established by the Governor's Office of Emergency Services and Disaster Recovery Centers established by the Federal Emergency Management Agency (FEMA) in 26 counties throughout California.

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

EVENT	LAC/DRC LOCATION	RESOURCES
1. Winter Storms	Merced (Merced County)	In-Person Staffing
2. Winter Storms	Galt (Sacramento County)	In-Person Staffing
3. Winter Storms	Watsonville (Santa Cruz County)	In-Person Staffing

EVENT	LAC/DRC LOCATION	RESOURCES
4. Winter Storms	Spreckels (Monterey County)	In-Person Staffing
5. Winter Storms	Felton (Santa Cruz County)	In-Person Staffing
6. Winter Storms	San Luis Obispo (San Luis Obispo County)	In-Person Staffing
7. Winter Storms	Salinas (Monterey County)	In-Person Staffing
8. Winter Storms	Santa Barbara (Santa Barbara County)	In-Person Staffing
9. Winter Storms	Santa Maria (Santa Barbara County)	In-Person Staffing
10. Winter Storms	Stockton (San Joaquin County)	In-Person Staffing
11. Winter Storms	Placerville (El Dorado County)	In-Person Staffing
12. Winter Storms	Angels Camp (Calaveras County)	In-Person Staffing
13. Winter Storms	Hollister (San Benito County)	In-Person Staffing
14. Winter Storms	San Mateo (San Mateo County)	In-Person Staffing
15. Winter Storms	Ventura (Ventura County)	In-Person Staffing
16. Winter Storms	Willits (Mendocino County)	In-Person Staffing
17. Winter Storms	Point Arena (Mendocino County)	In-Person Staffing
18. Winter Storms	Oakland (Alameda County)	In-Person Staffing
19. Winter Storms	Dublin (Alameda County)	In-Person Staffing
20. Winter Storms	Danville (Contra Costa County)	In-Person Staffing
21. Winter Storms	San Andreas (Calaveras County)	In-Person Staffing
22. Winter Storms	Ventura (Ventura County)	In-Person Staffing
23. Winter Storms	Jackson (Amador County)	In-Person Staffing
24. Winter Storms	Wrightwood (San Bernardino County)	In-Person Staffing

EVENT	LAC/DRC LOCATION	RESOURCES
25. Winter Storms	Watsonville (Santa Cruz County)	In-Person Staffing
26. Winter Storms	Felton (Santa Cruz County)	In-Person Staffing
27. Winter Storms	Watsonville (Santa Cruz County)	In-Person Staffing
28. Winter Storms	Tuolumne (Tuolumne County)	In-Person Staffing
29. Winter Storms	Lake Isabella (Kern County)	In-Person Staffing
30. Winter Storms	McFarland (Kern County)	In-Person Staffing
31. Winter Storms	Farmersville (Tulare County)	In-Person Staffing
32. Winter Storms	Hollister (San Benito County)	In-Person Staffing
33. Winter Storms	Coulterville (Mariposa County)	In-Person Staffing
34. Winter Storms	Midpines (Mariposa County)	In-Person Staffing
35. Winter Storms	Pajaro (Monterey County)	In-Person Staffing
36. Winter Storms	Hollister (San Benito County)	In-Person Staffing
37. Winter Storms	Twin Peaks (San Bernardino County)	In-Person Staffing
38. Winter Storms	Mammoth Lakes (Mono County)	In-Person Staffing
39. Winter Storms	Bridgeport (Mono County)	In-Person Staffing
40. Winter Storms	Willits (Mendocino County)	In-Person Staffing
41. Winter Storms	Oakhurst (Madera County)	In-Person Staffing
42. Winter Storms	Los Gatos (Santa Clara County)	In-Person Staffing
43. Winter Storms	Grass Valley (Nevada County)	In-Person Staffing
44. Winter Storms	Truckee (Nevada County)	In-Person Staffing
45. Tropical Storm Hilary	Cathedral City (Riverside County)	In-Person Staffing

ENFORCEMENT EFFORTS

Of the 45 Disaster Recovery Centers/Local Assistance Centers, SWIFT investigators, specifically, staffed 38 centers in 23 counties. Additionally, SWIFT investigators posted signs throughout Amador, Del Norte, Humboldt, Kern, Merced, Sacramento, San Bernardino, Siskiyou, and Tulare counties to warn consumers of potential unlicensed activity in areas impacted by the earthquake, flooding, and previous fires. Some signs caution consumers to hire only licensed contractors; while others warn that contracting without a license in a disaster area could lead to felony charges.

CSLB WEBSITE – DISASTER HELP CENTER

CSLB continued to update the content on the Disaster Help Center page of its website, including resources for disaster survivors, contractors, and the media, such as videos, publications, printable signs about the risks of unlicensed contractors, and press releases. In 2023, CSLB updated a flier that provides key Disaster Help Center contact information, a QR code to the Disaster Help Center page on the CSLB website, details on how CSLB can help survivors after a disaster, and CSLB's mission statement. To make this more accessible, the Public Affairs Office had the flier translated into the state's top languages—Spanish, Chinese (both Cantonese and Mandarin), Vietnamese, Tagalog, and Korean.

ADDITIONAL SHORT AND LONG-TERM OUTREACH

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

CSLB made regular disaster-related posts through its different social media channels, including Facebook, X (formerly known as Twitter), and Instagram.

ASSISTANCE FOR LICENSEES/APPLICANTS

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

Licensing



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

In 2023, CSLB received 34,323 applications, which is 3,356 applications more than received in 2022. Licensing Division supervisors continually monitor workload to ensure that applications and other materials are processed in a timely manner. The Licensing Division has continued to offer expedited processing of applications submitted by military veterans.

LICENSING WORKSHOPS

In 2023, CSLB held monthly, interactive virtual Get Licensed to Build workshops, with an average attendance of 66 people per month. The first Spanish workshop was held in December 2021 and CSLB continues to hold monthly workshops in both Spanish and English.



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

CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA) ANNUAL BUDGET AUTHORITY

CSLB works to annually augment the Construction Management Education Account (CMEA) that provides CSLB with the flexibility to increase or decrease the grants awarded from the fund based on the contributions received. CSLB received approval from the Department of Finance to increase its spending authority to \$225,000 total, up from the prior \$100,000 appropriation. This annual augmentation allows CSLB to increase the amount of grants awarded to the schools involved.

RESTITUTION TO CONSUMERS AND GOVERNMENT AGENCIES

The Licensing Division's Judgment Unit, in cooperation with the Employment Development Department and Department of Industrial Relations, processes outstanding civil liabilities in addition to judgments and payments of claims reported to CSLB by licensees, consumers, attorneys, credit recovery firms, bonding companies, CSLB's Enforcement Division, and other governmental agencies. In 2023, the Judgment Unit processed 1,224 final civil judgments and was able to recover \$19,505,855 for consumers. For more details on cooperating with other government agencies, see the Enforcement section on the Joint Enforcement Strike Force.

SENATE BILL 216 IMPLEMENTATION

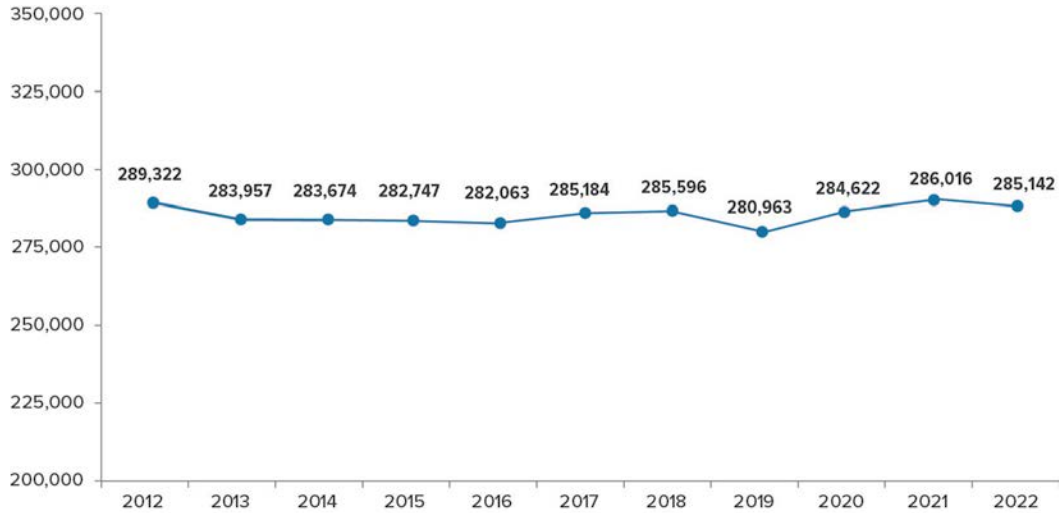
The governor signed Senate Bill 216 on September 30, 2022, which required C-8 Concrete, C-20 Warm-Air Heating, Ventilating, and Air Conditioning, C-22 Asbestos Abatement, and D-49 Tree Service contractors to have a workers' compensation policy on file with CSLB by July 1, 2023, regardless of whether they have employees.

Licensing and Information Technology staff worked together to implement this new law, with IT programming letters and automating processes to require the workers' compensation policy for renewal in these classifications. Licensing staff spent many months updating records, answering licensees' questions, and ensuring that they had the correct policy to meet renewal requirements. More than 28,000 letters were mailed to licensees in these four trades in October 2022. Overall, CSLB did lose 2,508 licensees in these four trades who canceled their license. However, all active licensed contractors in these trades are now compliant with this law.

NUMBER OF LICENSES

As of December 2023, there were 285,142 licenses, which is a decrease of 874 licenses from 2022. Of these, 237,387 were active licenses, while 47,755 were inactive.

2023 TOP TEN LICENSE CATEGORIES



CLASSIFICATION	TOTAL
“B” General Building	131,700
C-10 Electrical	33,277
C-36 Plumbing	19,888
“A” General Engineering	18,985
C-33 Painting and Decorating	18,130
C-20 Warm-Air Heating, Ventilating and Air- Conditioning	14,555
C-27 Landscaping	14,079
C-15 Flooring and Floor Covering	8,143
C-8 Concrete	7,317
C-54 Tile (Ceramic and Mosaic)	7,106

VETERANS APPLICATION ASSISTANCE PROGRAM

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

CSLB assists veterans by providing:

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

In 2023, CSLB issued 614 expedited licenses through this program.

VETERANS APPLICATION ASSISTANCE PROGRAM SUMMARY

	2022	2023
Application Expedited & Licenses Issued	530	614
Applications Expedited & Voided	91	70
Correspondence Received	220	336
Pending Expedited Applications	322	362

Testing



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

The Examination Development Unit develops and maintains 48 different examination programs, releasing new exams as required to reflect changes in the construction industry. The exams include the Law and Business, two certifications, and 45 trades, including the new C-49 Tree and Palm.

The exam administration function was outsourced to PSI Exams in 2022 and they administered 51,372 exams for CSLB in 2023. The Examination Administration Unit is now responsible for reviewing reasonable accommodation requests as well as screening potential translators for translated examinations to minimize potential exam misconduct. They also verify and approve the invoices from PSI Exams and handle elevated customer correspondence and inquiries from exam candidates.

OUTSOURCING

The outsourcing of examination administration to PSI Exams resulted in candidates being able to select from 20 test centers throughout California and schedule during the daytime, evenings, or weekends. Candidates can schedule their own examinations once their application for licensure has been approved by the Licensing Division. During 2023, CSLB expanded to two additional test centers in Las Vegas, Nevada and Wilsonville, Oregon to make it easier for out-of-state candidates to take their examinations.

C-49 TREE AND PALM CLASSIFICATION

In April 2018, the CSLB Board adopted a motion to create a C specialty class for tree trimming and safety. The classification was adopted into regulation in 2022 and the C-49 Tree and Palm classification became effective January 1, 2024.

SPANISH EXAMINATIONS

In 2023, 10 CSLB examinations were translated into Spanish for candidates. CSLB has had a long history of allowing candidates to request a translator to take their exams if they are more comfortable using a language other than English. The translator must complete a translator application and CSLB staff vet them to make sure they do not work in construction, accounting, law, engineering or other fields related to the contractor licensing examinations. Once they are approved to translate, the candidate and translator must wait for a translator testing date at the test centers. They are placed in a private room with a private proctor, and the translator is only allowed to translate the words in the questions and on the booklet pages. They are not to provide any other assistance. While this provides these candidates with an opportunity to test, it often delays their exam date, waiting for a room and proctor to be available.

The most commonly requested language is Spanish, so CSLB staff researched the 10 most often requested exams in Spanish in the last 20 years. These exams were then translated and have been in use at the test centers starting in August 2023. The table below lists how many candidates have taken each exam as of February 2024.

EXAM TYPE	EXAM COUNT	WHEN RELEASED
Spanish Law	1,759	8/1/2023
Spanish B	252	10/1/2023
Spanish C-08	75	10/1/2023
Spanish C-09	26	11/1/2023
Spanish C-15	15	12/1/2023
Spanish C-27	91	11/1/2023
Spanish C-33	115	11/1/2023
Spanish C-36	17	12/1/2023
Spanish C-39	27	12/1/2023
Spanish C-54	0	1/1/2024

EXAMINATION DEVELOPMENT

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

In 2023, the Examination Development Unit released 13 new examinations and completed seven occupational analyses, which are listed in the table below.

OCCUPATIONAL ANALYSES COMPLETED	NEW EXAMINATIONS COMPLETED
C-10 Electrical	C-2 Insulation and Acoustical
C-34 Pipeline	C-9 Drywall
C-38 Refrigeration	C-12 Earthwork and Paving
C-45 Sign	C-17 Glazing
C-47 General Manufactured Housing	C-29 Masonry
C-55 Water Conditioning	C-34 Pipeline
C-60 Welding	C-39 Roofing
	C-42 Sanitation System
	C-46 Solar
	C-53 Swimming Pool
	C-54 Ceramic and Mosaic Tile
	C-57 Well Drilling
	Hazardous Substance Removal

CONSUMER SATISFACTION SURVEY

The Examination Development Unit conducts an ongoing survey of consumers whose complaint cases have been closed to assess overall satisfaction with the Enforcement Division's complaint-handling practices. Consumers who provide CSLB with an email address receive the survey within one to two months after their complaint has been closed.

Data is compiled in an annual report that the Enforcement Division uses to benchmark performance. In 2022-23, the overall reported satisfaction rate was 50 percent, which is 4 percent less than the previous year.

APPLICANT SATISFACTION SURVEY

The Examination Development Unit designed a satisfaction survey for applicants to take via SurveyMonkey upon license issuance and began administering it monthly in February 2020. The results help Licensing determine how successful the current licensure process is and what might be done to improve it in the future. In the 2022-2023 fiscal year, the overall reported satisfaction rate was 81 percent.

Enforcement



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

The great majority of California’s approximately 285,000 licensed contractors and more than 29,000 registered home improvement salespersons comply with the state’s contracting requirements. However, not all contractors obey the law and not all consumers are satisfied with their contracting experience. In 2023, CSLB opened 20,594 complaints against licensed and unlicensed contractors—a less than 1 percent increase over the previous year.

Complaints involving non-egregious misconduct by licensed contractors can often be resolved through CSLB staff complaint mediation. Most consumer complaints filed with CSLB allege incomplete or defective work. In these cases, CSLB attempts to resolve the dispute and make the consumer financially whole, when appropriate. In 2023, CSLB helped consumers recover more than \$35.3 million in restitution and/or corrected work—a 20 percent increase from the previous year. In 2023, CSLB closed 21,406 complaint investigations.

Investigations that establish unlicensed practice or serious misconduct by a licensee may result in an administrative legal action and/or referral to a prosecutor for criminal prosecution. In 2023, CSLB investigations resulted in 3,833 administrative legal actions brought against violators. The most egregious contractor misconduct—such as elder abuse, predatory business practices, unsafe working conditions, unlicensed practice, or repeated offenses—may warrant criminal prosecution. In 2023, 953 cases were referred to prosecutors for possible criminal charges.

SIGNIFICANT CRIMINAL INVESTIGATION HIGHLIGHTS

Newcastle Screen Company Charged with Multiple Felonies and Misdemeanors

A CSLB Special Investigator (SI) was assigned the first of six complaints filed against Newcastle Screen Company. Over the course of investigating each of these complaints, the SI established an egregious pattern of the contractor, David Allen Elkan, accepting thousands of dollars as a down payment before abandoning the project and performing no work. These cases were all referred to accusation, and the license has since been revoked. The SI also referred companion complaints to the El Dorado and Placer County District Attorneys for the filing of criminal charges.

In November 2023, the El Dorado County District Attorney reported that Elkan had pleaded guilty to two felony counts of diverting construction funds and two misdemeanor counts of failure to secure payment of compensation. He received two years of formal probation, was ordered to serve 90 days jail time and to pay over \$27,000 to 16 victims who span five different neighboring counties. Elkan was also ordered to stay away from all the victims' homes, not to have any contact with the victims, and not to contract without a license or insurance.

Sustainable Building Council LTD Recommended for Criminal Prosecution

In February 2023, CSLB closed an investigation with a recommendation for criminal prosecution against unlicensed contractor Christian Johnson, DBA Sustainable Building Council LTD.

Johnson entered into a written contract with a homeowner in Los Gatos for \$270,000 to construct an accessory dwelling unit (ADU) in the backyard. The homeowner paid an excessive deposit of \$40,000 and no work other than architectural drawings was performed. The City of Los Gatos did not approve the drawings provided by Johnson, leaving the homeowner with nothing of value.

In September 2023, the Santa Clara County District Attorney's Office issued a warrant for Johnson's arrest on charges related to contracting without a license, illegal down payment, and grand theft with bail set at \$75,000.

San Francisco White Collar Crime Division Resolves CSLB Investigation

In June 2023, the San Francisco District Attorney's Office, Special Prosecutions Unit, White Collar Crime Division, informed CSLB that the case involving respondent Michael Stephan Ferrell was finally resolved. Ferrell pleaded guilty to felony diversion of construction funds. Ferrell will be on felony probation for two years, but his supervision will be transferred to Placer County, where he currently lives. The first victim is owed at least \$119,000 in restitution while a second victim is owed \$98,400.

In summary, the first victim entered into a contract with Farrell to remodel a home for an unspecified dollar amount. Farrell later produced a budget of \$244,000 for the project which the victim agreed to. Farrell's license expired a year prior to entering into the contract. Farrell represented himself as a construction manager and developer and brought in a business partner, Glen Newcomb, as the contractor on the job. Farrell forged two of the victim's checks, each in the amount of \$7,673. Farrell also accepted payment from the victim for a bathtub but never provided one. Additionally, Farrell purchased tools for the project with the victim's money but kept them after being terminated. The homeowner paid Farrell \$119,937.66. The work failed inspection due to Farrell using wood materials when metal was required.

An accusation was filed against Farrell's license alleging violations of diversion of construction funds, fraud, contracting with an expired license, contracting out of classification, and false workers' compensation exemption, and the license was subsequently revoked.

Western States Informational Network (WSIN)

In 2023, CSLB secured a membership with the Western States Information Network (WSIN).

WSIN is under the Regional Information Sharing Systems Program, which was created to assist local, state, federal, and tribal criminal justice partners by providing adaptive solutions and services that facilitate information sharing, support criminal investigations, and promote officer safety.

WSIN membership and services are free. WSIN provides criminal intelligence information and case/event de-confliction for law enforcement investigations being conducted in Alaska, California, Hawaii, Oregon, and Washington. One of the main benefits for CSLB participating with WSIN is being able to identify subjects that may not have a California driver's license.

CASE MANAGEMENT UNIT

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

Citation Enforcement Section

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

In 2023, CSLB's Citation Enforcement Section issued 1,468 citations: 733 to licensees and 735 to unlicensed contractors. As a result, CSLB collected over \$2.3 million in civil penalties. The citations also resulted in over \$898,000 in restitution to financially injured parties.

Last year, CSLB revoked the licenses of 224 citation recipients for non-compliance. Individuals whose licenses were revoked were also referred to the Franchise Tax Board for collection of the unpaid civil penalties. Non-licensees who fail to comply with a final order are referred to a CSLB-approved collection agency.

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

The ICC goal is to reach a mutually agreeable settlement while allowing the contractor to avoid the time and expense of a formal appeal hearing before an administrative law judge. In 2023, 625 citation recipients filed appeals, and 438 of those cases (70 percent) were handled by ICC. The conferences successfully resolved 341 (78 percent) of those citations.

Disciplinary Services Section

Arbitration Program

CSLB offers two arbitration programs for resolving qualifying, non-egregious consumer complaints. When appropriate, arbitration provides a cost-effective and fast dispute resolution. Disputes between licensed contractors and complainants involving amounts up to \$25,000 are eligible for CSLB's Mandatory Arbitration Program, while disputes involving amounts between \$25,000 and \$50,000 can be referred to the Voluntary Arbitration Program. CSLB's Disciplinary Services Section manages both arbitration

programs, and CSLB contracts with Arbitration Mediation Conciliation Center (AMCC) to provide arbitration services.

In 2023, CSLB referred 570 disputes between consumers and contractors to arbitration resulting in over \$4 million in restitution awarded to consumers. During 2023, parties experienced an average cycle time from referral to award of less than 44 days.

AMCC sends surveys to arbitration participants to monitor user satisfaction with the CSLB arbitration program. These surveys have consistently shown that arbitration participants have been pleased with their experience. During 2023, participants gave AMCC’s arbitration services an average score of 4.8 out of 5 in all rating categories.

Accusation Referrals

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

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

Licensees placed on probation provided \$548,446 in restitution to consumers and repayment of \$486,595 in investigation and prosecution costs.

DSS ADMINISTRATIVE ACTIONS	2023	2022	2021	2020
Accusations Filed	189	216	214	241
Licenses Revoked via Accusation	174	226	209	251
Licenses Placed on Probation	67	78	102	105

Letter of Admonishment

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

In 2023, CSLB issued 513 Letters of Admonishment. The most common violations cited in Letters of Admonishment during the year were conviction of a non-violent misdemeanor criminal offense, violation of a statute or regulation including permit requirements, and failure to meet home improvement contract requirements.

Contractors who receive a Letter of Admonishment are afforded an opportunity to contest its issuance via a CSLB Office Conference. The Office Conference allows the presiding official to uphold, modify, or withdraw the Letter of Admonishment based on their review of the case. During 2023, CSLB conducted 58 Office Conferences either by video or teleconference. As a result of those conferences, 39 Letters of Admonishment were upheld as issued, four were modified, and 15 were withdrawn. Letters of Admonishment are not used when consumer harm has occurred.

Since 2020, contractors who have violated local permit requirements are issued a Letter of Admonishment with a corrective order to complete a video training session on building permits. Violators who do not complete the training are subject to an administrative citation. In 2023, 92 Letters of Admonishment included a requirement to complete the permit training.

TARGETED ENFORCEMENT PROGRAMS

Solar Industry Enforcement

In 2023, CSLB accomplishments included continued effective enforcement strategies, the completion of the Solar Energy System Restitution Fund Program, and several notable solar investigations.

Enforcement Statistics

CSLB acknowledges that most solar contractors perform satisfactory work, and most consumers are pleased with their solar systems. However, CSLB continues to receive about 204 solar-related complaints each month, many involving solar companies filing for bankruptcy, which results in the abandonment of residential solar contracts.

In 2023, the Enforcement Division settled approximately 600 solar-related cases, which led to more than \$8.8 million in restitution to financially injured consumers. Additionally, 182 solar investigations resulted in administrative legal actions and another 11 cases were referred for criminal prosecution.

Solar Energy System Restitution Program

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

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

Since the program's inception, CSLB has recorded the following SESRP statistics:

CATEGORY	RESULT
Claims Received	703
Claims Approved	363
Approved Payouts	\$4.5 million
Average Payout	\$12,340
Administration Costs	\$450,000

The fund has been depleted resulting in a final claim payout of over \$4.5 million in consumer restitution and \$450,000 to administer the fund at CSLB.

SOLAR INVESTIGATION HIGHLIGHTS

New Multiple Offender Unit Focuses on Solar Complaints

In 2023, CSLB established a Multiple Offender Unit to address a dramatic increase in consumer-filed solar complaints. From 2018-19 to 2022-23, CSLB has seen a 176 percent increase in solar complaints.

While most solar contractors conduct their business in a professional and legal manner, this unit is focused on early complaint disclosure and filing accusations to revoke licenses of contractors committing egregious or repeated violations of Contractors State License Law.

PROACTIVE ENFORCEMENT

Statewide Investigative Fraud Team

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

Of the 3,165 cases closed by SWIFT investigators, 840 resulted in administrative or criminal legal actions, 333 of which were referred to prosecutors. Furthermore, SWIFT issued 1,167 Advisory Notices for minor violations.

2023 SWIFT ADMINISTRATIVE LEGAL ACTIONS AND CRIMINAL REFERRALS

CATEGORY	RESULT
Legal Actions	840
Initial Citation Assessment	\$572,000
Stop Orders Issued for Workers' Compensation Violations	228
Licensee Criminal Referrals	38
Non-Licensee Criminal Referrals	295

Stings/Sweeps/Leads

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

In 2023, SWIFT conducted 32 sting operations, participated in 376 sweep days, and responded to 956 leads.

2023 SWIFT SWEEP AND LEAD RESULTS

CATEGORY	RESULT
Compliance Sweep Days	376
Legal Actions Resulting from Sweep Compliance Inspections	380
Leads Received	956
Legal Actions Resulting from a Lead	160

Joint Enforcement Strike Force

The Joint Enforcement Strike Force (JESF) shares information and resources among multiple government agencies to combat the underground economy. Partner agencies include CSLB, Employment Development Department (EDD), Division of Occupational Safety and Health (DOSH), Division of Labor Standards Enforcement (DLSE), and the Franchise Tax Board (FTB). JESF's primary focus is to pursue criminal charges for license, tax withholding, and workers' compensation insurance violations. In 2023, JESF activities resulted in the suspension of 193 licenses for outstanding tax and penalty liabilities totaling over \$20 million. CSLB's license suspension program resulted in the payment of almost \$38 million to allied state agencies.

2023 JESF-RELATED OUTSTANDING LIABILITIES

AGENCY	LIABILITY SUSPENSION	PENALTY RECOVERED
EDD	\$10,485,549	\$25,589,686
DOSH	\$493,104	\$217,778
DLSE	\$4,620,847	\$2,109,649
FTB	\$5,344,249	\$9,966,318
TOTAL	\$20,943,749	\$37,883,431

Labor Enforcement Task Force

Established in 2012, the Labor Enforcement Task Force (LETF) combats the underground economy in California and strives to create an environment where legitimate businesses can thrive. Partner agencies include CSLB, Employment Development Department, Division of Labor Standards Enforcement, and Division of Occupational Safety and Health. The task force goals are:

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

Task Force Observations

LETF members conduct sweeps at active jobsites to verify employee wages and compliance with licensing, insurance, tax, and job safety requirements. Inspections conducted by LETF at construction sites in 2023 found 86 percent of contractors were out of compliance with one or more licensing, tax, labor and/or safety laws.

2023 LETF JOINT INSPECTIONS

CATEGORY	RESULT
Number of Contractors Inspected	145
Number of Contractors Out of Compliance	125
Percent of Contractors Out of Compliance	86%
Total Initial Assessments	\$360,625
Inspections that Resulted in CSLB Investigations	129
CSLB-Issued Stop Orders	23
Number of Businesses Referred to EDD Tax Audit Program	14
Cal/OSHA Serious Violations	83

Legislative



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

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

CSLB sponsored or assisted in providing legislative language, as well as technical assistance, for the following bills that were signed into law (chaptered) in 2023 by Governor Gavin Newsom.

Assembly Bill 336 (Cervantes, Chapter 323, Statutes of 2023)

This bill requires licensees to provide the top three workers' compensation classification codes on the licensee's workers' compensation policy at renewal for posting on the CSLB license lookup. This bill also prohibits renewal without the codes but provides for retroactive renewal if the licensee complies within 30 days after receiving notice of the renewal denial. This bill does not require CSLB to investigate or verify validity of the codes.



Assembly Bill 968 (Grayson, Chapter 95, Statutes of 2023)

This bill requires sellers of real property purchased within the 18 months prior to selling to disclose any room additions, modifications, or alterations made to the property, as well as the name and contact information of any contractor who performed the modifications to the new buyer. This bill also requires the seller to turn over all permits obtained for the aforementioned work.

Senate Bill 601 (McGuire, Chapter 403, Statutes of 2023) (CSLB-partnered)

This bill increases the statute of limitations from one year (from the date of violation) to three years (from the date of discovery or completion of the violation, whichever is later) for misdemeanor violations of allowing illegal use of a contractor's license by an unlicensed person. This bill also mandates courts to assess the maximum civil penalty for specified home improvement contract violations in declared disaster areas.

Senate Bill 630 (Dodd, Chapter 153, Statutes of 2023) (CSLB-sponsored)

This bill requires CSLB applicants and licensees to provide an email address, if available, at the time of initial licensure and renewal and specifies that licensee email addresses are not subject to disclosure under the California Public Records Act. Additionally, this bill authorizes the Registrar to automatically revoke a license when probationary conditions in lieu of revocation placed upon that license are not met.

REGULATIONS

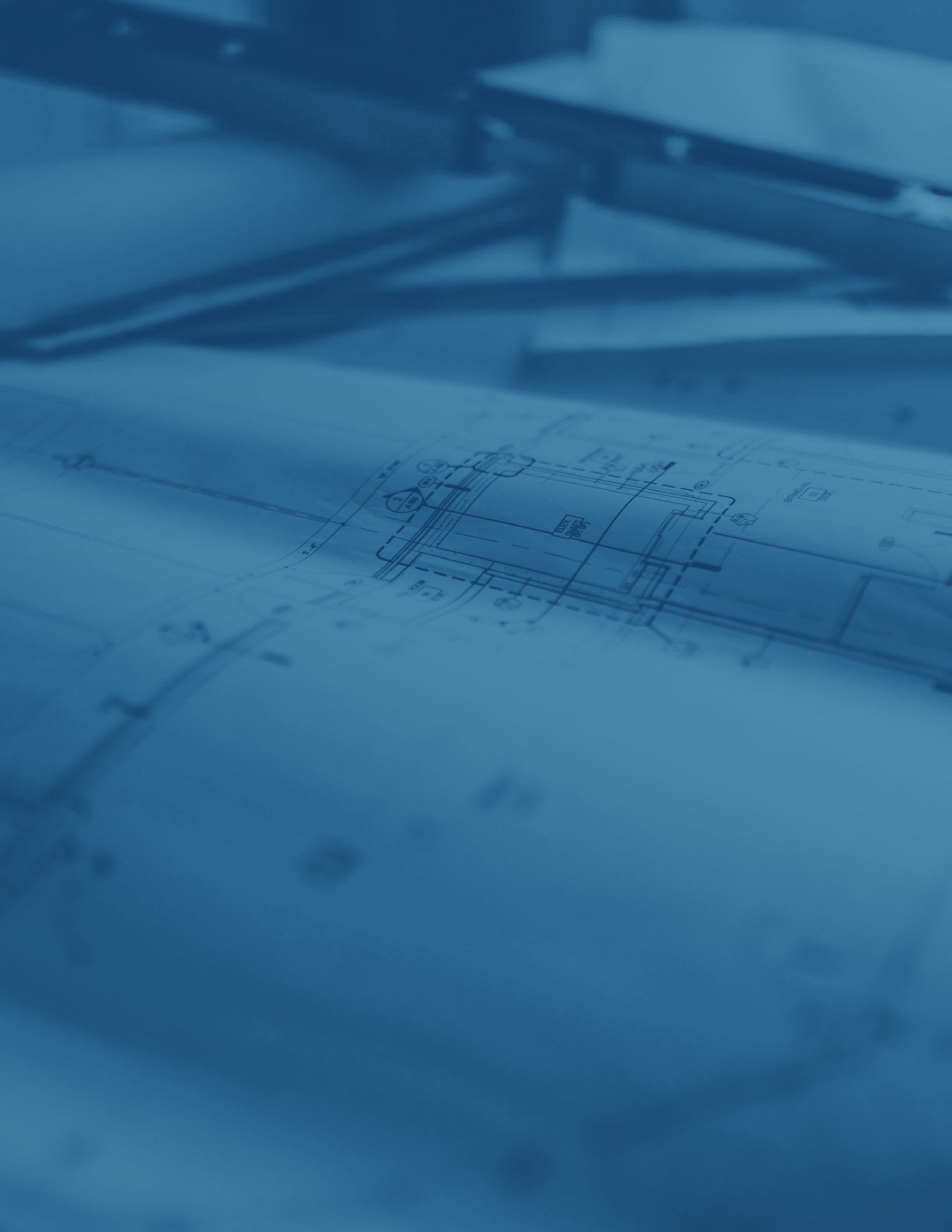
Civil Penalty Increase for Disciplinary Action

Title 16 of the California Code of Regulations (16 CCR), Section 884, was amended to increase the fine range for specified violations to conform to Assembly Bill 1747 (Quirk, Chapter 757, Statutes of 2022). AB 1747 amended Business and Professions Code section 7110 to establish that a contractor's willful or deliberate disregard for state and local building permit laws is a violation of the Contractors State License Law. Further, AB 1747 amended BPC section 7099.2 by adding section 7110 to the list of violations for which a maximum penalty amount of \$30,000 may be assessed for willfully and deliberately violating the building permit requirement and other violations as identified in section 7110.

REPORTS AND STUDIES

CSLB 2023 Sunset Review Report Submitted to the Joint Sunset Review Oversight Committee

The sunset report aids the Legislature during the review process, which provides an opportunity for CSLB, the Department of Consumer Affairs, the Legislature, interested parties, and other stakeholders to discuss the CSLB's administration of the Contractors State License Law. The sunset report was submitted to the Legislature on December 28, 2023, and is a comprehensive account of CSLB's performance in various program areas, such as administration, licensing, and enforcement since the prior sunset review in 2019. The report also includes new issues, which are proposals for consideration by the Legislature to be included as amendments in the sunset extension bill, which would strengthen CSLB's ability to protect consumers and reduce barriers to licensure.



Public Affairs



In 2023, CSLB's Public Affairs Office (PAO) continued to reach the public both virtually and in-person with workshops and meetings, while using social media, the CSLB website, and electronic communications to keep licensees and consumers informed. PAO also helped coordinate CSLB's disaster response and continued its work in all areas of media relations, community outreach, publications development and distribution, video services, website support, and contractor education and outreach.

During 2023, PAO:

- Distributed 7 industry bulletins.
- Circulated 23 news releases.
- Fielded 71 media inquiries and requests for interviews.
- Presented 30 livestreams.
- Increased its social media presence on all its platforms and increased its reach to stakeholders through its email alerts.
- Organized and conducted 80 public outreach events, including Senior Scam StopperSM seminars, Consumer Scam Stopper seminars, home shows, and Speakers Bureau requests.
- Published 18 publications, including meeting packets, reports, fliers, and the *2023 California Contractors License Law & Reference Book*.

INDUSTRY BULLETINS

CSLB released industry bulletins that included information about licensing exams being translated in Spanish and the available study guides, the new Tree and Palm Contractor classification, resources for contractors managing treated wood waste, CSLB's Industry Expert Program, and the impact new laws will have on homeowners and contractors.

NEWS RELEASES

CSLB issued news releases that included details about stings around the state throughout the year, hiring licensed contractors after natural disasters, warnings about misleading and illegal solar advertisements, Women in Construction Week in March, and a repeat unlicensed contractor being sentenced to state prison.

CSLB LIVESTREAMS

In 2023, CSLB produced livestreams, including the monthly *Get Licensed to Build* and *Obtenga licencia para Construir* workshops.

- *Get Licensed to Build Workshop*: In 2023, these virtual workshops with live Q&A averaged 66 attendees per month. Additionally, 19,194 people viewed the completed workshop videos on the CSLB YouTube channel.
- *Obtenga licencia para Construir Workshop* (Spanish version): CSLB continued to conduct its monthly virtual Spanish licensing workshop.

Among the other livestreams were the Licensing and Legislative Committee Meetings on February 16, Board Meetings on March 21, June 22-23, September 14, October 30, November 15, and December 13, and Public Affairs and Enforcement Committee Meetings November 29.

SOCIAL MEDIA

PAO continued to use social media as an outreach tool during 2023 to better interact with applicants, licensees, the news media, and other stakeholders. CSLB currently utilizes Facebook, X (formerly Twitter), YouTube, LinkedIn, and Instagram.

Social Media Highlights

- **Facebook:** 6,412 followers, a 6 percent increase over 2022
- **X (Formerly Twitter):** 3,016 followers, a 2 percent increase over 2022
- **YouTube:** 49 videos produced in 2022, a 29 percent increase over 2022; 97,390 video views, a 51 percent increase over 2022
- **LinkedIn:** 980 followers, a 25 percent increase since 2022
- **Instagram:** 2,242 followers, a 71 percent increase since 2022

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

MOST VIEWED YOUTUBE VIDEOS

VIDEO TITLE	2023 VIEWS
CSLB Guide to Renewing Your Active Single Qualifier License	30,468
10 Tips for Hiring a Contractor	8,729
New B-2 Residential Remodeling License	5,396
Building Permit Training	4,194
What to Expect on Test Day	3,976
Participa en nuestro workshop para obtener la licencia para construir	3,867
Tips for Becoming a Registered Home Improvement Salesperson (HIS)	3,073
What to Expect on Test Day (Shorter Version)	2,364
Get Licensed to Build: An Online Workshop for Getting Your Contractor's License	1,853
CSLB Undercover Sting, San Rafael, California	1,586

EMAIL ALERTS

CSLB has six categories where members of the public, media, and industry can sign up to receive email alerts. In 2023, CSLB continued to increase the number of email alert subscribers, reaching 56,048—an increase of almost 7,500 since 2022.

2023 EMAIL ALERT SUBSCRIBERS BY CATEGORY

CATEGORY	SUBSCRIBERS (% INCREASE)
California Licensed Contractor Newsletters	14,321 (12%)
Industry Bulletins	12,581 (10%)
News Releases / Consumer Alerts	13,623 (23%)
CSLB Meeting Announcements	10,469 (12%)
CSLB Surveys	2,507 (24%)
CSLB Job Openings	2,547 (32%)
TOTAL	56,048 (15%)

SENIOR SCAM STOPPERSM

CONTRACTORS STATE LICENSE BOARD

SENIOR SCAM STOPPERSM SEMINARS

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

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

In 2023, PAO staff coordinated and facilitated 46 Senior Scam StopperSM seminars. CSLB partners record the presentations for sharing on their websites and for continued senior education.

2023 Senior Scam StopperSM Seminars:

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
January 11, 2023	Virtual	Los Altos Hills
January 18, 2023	Virtual	Senator Scott Wiener
February 24, 2023	Fresno	Assemblymember Jim Patterson
March 15, 2023	Claremont	Assemblymember Chris Holden
April 6, 2023	Camarillo	Assemblymember Steve Bennett
April 14, 2023	San Jose	Senator Dave Cortese
May 5, 2023	Gardena	Assemblymember Al Muratsuchi
May 11, 2023	Mira Mesa	Senator Brian Jones
May 23, 2023	Lynwood	Senator Lena Gonzalez
May 25, 2023	Kings Beach	North Lake Tahoe Senior Resource Fair
June 9, 2023	Milpitas	Assemblymember Alex Lee
June 16, 2023	Laguna Hills	Assemblymembers Laura Davies, Diane Dixon, Kate Sanchez
June 23, 2023	Jurupa Valley	Assemblymember Sabrina Cervantes
June 23, 2023	Riverside	Assemblymember Sabrina Cervantes

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
June 24, 2023	Corona	Assemblymember Sabrina Cervantes
June 28, 2023	Virtual	Assembly Republican Caucus
June 30, 2023	Stockton	El Concilio
July 7, 2023	Anaheim	Assemblymember Avelino Valencia
July 19, 2023	San Diego	Assemblymember Brian Maienschein
July 25, 2023	Virtual	Senator Dave Min
July 27, 2023	South El Monte	Assemblymember Lisa Calderon
July 29, 2023	Pasadena	Assemblymember Mike Fong
July 29, 2023	Lakeside	Senator Brian Jones
August 10, 2023	Yucaipa	Assemblymember Greg Wallis
August 25, 2023	Stanton	Assemblymember Tri Ta
August 30, 2023	Virtual	AARP
September 5, 2023	Sacramento	Mission Oaks Community Center
September 11, 2023	Vallejo	Senator Bill Dodd
September 20, 2023	Perris	Assemblymember Corey Jackson
September 30, 2023	Hayward	Assemblymember Liz Ortega
October 3, 2023	Palmdale	Palm Vista Senior Living Retirement Community
October 5, 2023	Santa Clarita	Assemblymember Pilar Schiavo and Senator Scott Wilk
October 12, 2023	Lakewood	Assemblymember Anthony Rendon
October 17, 2023	Costa Mesa	Assemblymember Cottie Petrie-Norris
October 19, 2023	Tustin	Assemblymember Cottie Petrie-Norris
October 23, 2023	Irvine	Assemblymember Cottie Petrie-Norris
October 24, 2023	North Hollywood	Jewish Family Services of Los Angeles
October 25, 2023	Salinas	Assembly Speaker Robert Rivas
October 26, 2023	Watsonville	Assembly Speaker Robert Rivas

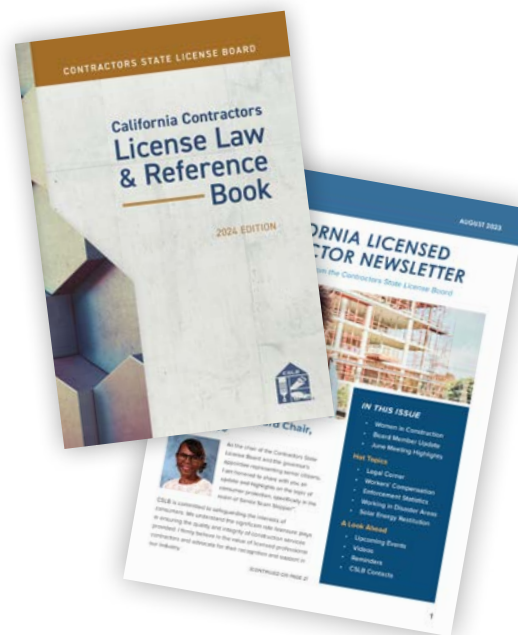
DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
November 2, 2023	Irwindale	Senator Susan Rubio
November 2, 2023	Palo Alto	Assemblymember Marc Berman
November 10, 2023	Palm Springs	City of Palm Springs
November 29, 2023	Garden Grove	Assemblymember Tri Ta
December 6, 2023	Clovis	Assemblymember Jim Patterson
December 9, 2023	Santa Ana	Assemblymember Avelino Valencia
December 15, 2023	Corona	Assemblymember Bill Essayli

GRAPHIC DESIGN SERVICES

Consumer/Licensee/Applicant/Industry Publications

During 2023, PAO completed production of 18 publications:

- *California Contractors License Law & Reference Book (2023 Edition)*
- California Licensed Contractor Newsletter (Fall 2023)
- 2022 Accomplishments & Activities Report
- 2023 Board Member Administrative Procedures Manual
- Sunset Review Report (December 2023)
- Get Licensed to Build: A Guide to Becoming a California Licensed Contractor
- A Consumer Guide to Filing Construction Complaints brochure
- What Seniors Should Know Before Hiring a Contractor brochure (English & Spanish)
- Terms of Agreement: A Consumer Guide to Home Improvement Contracts
- February 16, 2023, Licensing and Legislative Committee Meeting Packet



- March 21, 2023, Quarterly Board Meeting Packet
- June 22-23, 2023, Quarterly Board Meeting Packet
- September 14, 2023, Quarterly Board Meeting Packet
- November 15, 2023, Quarterly Board Meeting Packet
- December 13, 2023, Quarterly Board Meeting Packet

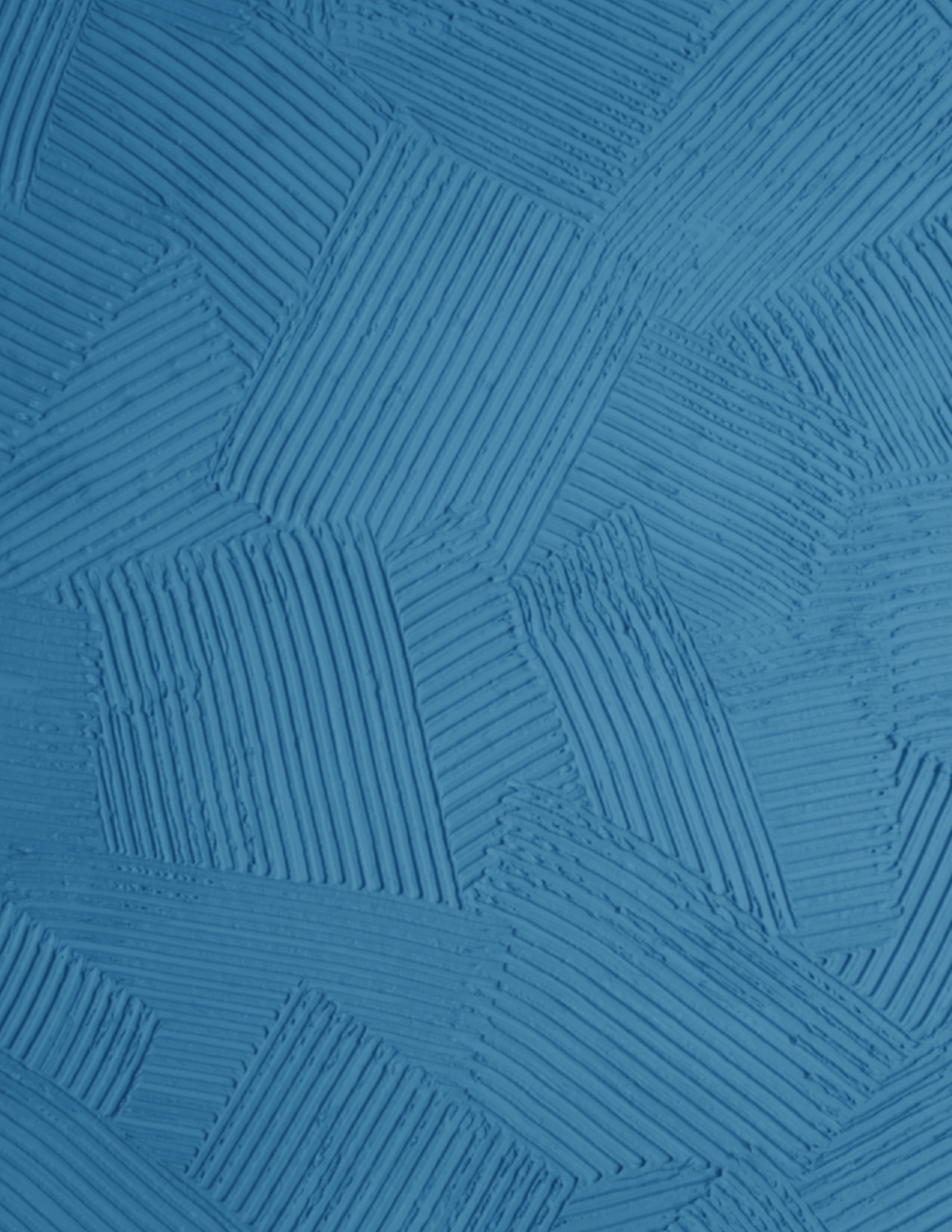
Disaster Outreach Materials

- Debris Removal & Construction Scams (Fast Facts)
- Rebuilding After a Disaster (Fast Facts)
- CSLB Contact Us Info Flyer (translated into six languages)

PUBLIC INFORMATION CENTER

Under its first full calendar year under Public Affairs (after previously being under Licensing), the Public Information Center's Call Center saw record low wait times by the end of 2023. In December 2023, the average wait times reached a six-year low of 1 minute, 30 seconds. The last time average wait times were this low was in December 2017, when average wait times were 1 minute, 24 seconds.

The low wait times can be attributed to being fully staffed and staff being properly trained on how to handle calls efficiently. In addition, frequently asked questions related to the Call Center were posted to CSLB's website. The Licensing Division's record low application processing times have also assisted with the decrease in wait times as many inquiries the Call Center receives are related to application status.



Administration



DIVERSITY, EQUITY, AND INCLUSION TRAINING

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

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

In addition, CSLB encouraged staff to attend Diversity, Equity, and Inclusion (DEI) training through CalLearns. In October, managers attended DEI: Human-Centered Design (HCD) for Leaders with Dr. Bernard Gibson at the Department of Consumer Affairs. Through these DEI classes, staff learned the importance of diversity and inclusion, and how their own values, culture and experiences affect interactions with colleagues, attitudes about work, and understanding of workplace values.

RECRUITMENT

In June 2023, CSLB began the process of transitioning from the Consumer Services Representatives (CSR) classification to the Staff Services Analyst (SSA) classification. The transition occurred to better align with the analytical duties the Board’s 32 CSR employees perform as well as increase recruitment and retention efforts. The transitions were completed in January 2024.

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

CSLB continued to work with DCA, the California Department of Human Resources (CalHR) and other organizations on opportunities to partner and participate in career fairs and recruitment/outreach events. CSLB joined the CalHR’s listserv to identify job fairs and other recruitment activities statewide to assist in recruiting new employees and promoting jobs and careers at CSLB. In addition, CSLB’s Personnel Unit worked closely with CSLB’s Public Affairs Office to increase awareness to the public in regard

to job opportunities at CSLB on all social media outlets and especially recruiting platforms such as LinkedIn. Furthermore, CSLB also utilized surveys on all job opportunity advertisements as a tool to gather feedback on what method of advertising has the most effective reach to job seekers.

BUSINESS SERVICES

The contract for Enforcement process improvement and production study goals was initiated. The study, conducted through Cooperative Personnel Services (CPS), is looking at whether the current Special Investigator goals remain viable and to determine if Enforcement classifications are appropriate for the work performed. CPS conducted more than 50 interviews with staff with the purpose of confirming resource needs and identifying complaint-handling process improvements. The term dates of the contract are July 1, 2023, through June 30, 2024.

In 2023, the Business Services Office worked with Enforcement to reduce the number of underutilized vehicles to seven from 21 in 2022, by rotating vehicles out of areas that were underutilizing them. CSLB has a total number of 57 vehicles. Utilization thresholds for all CSLB vehicles restarted on Jan. 1, 2024. Thresholds are either 5,053 annual miles or 125 days during the calendar year.

Information Technology



SIGNIFICANT PROJECTS FOR 2023

CSLB Successfully Completes Transition to Microsoft Teams Calling

The IT Division has successfully completed the migration from the existing Voice over IP (VoIP) phone system to Microsoft Teams calling. This significant modernization initiative, aligning with CSLB's commitment to continuous system improvement and enhanced collaboration, now brings a unified communication experience to the entire organization.

Key Achievements and Features

- **Unified Communication Platform:** Microsoft Teams calling integrates voice calls, video meetings, instant messaging, and collaborative tools into a single cloud-powered platform. This convergence eliminates the need for separate phone and conference systems, streamlining communication processes.
- **Enhanced Productivity and Collaboration:** The transition has notably boosted productivity by facilitating effortless cooperation among team members. With the ability to place and receive calls directly from desktops, laptops, or mobile devices, CSLB staff enjoy flexible and efficient communication options.
- **Organization-wide Implementation:** The migration to Teams calling, which began at CSLB headquarters, has now been successfully rolled out across all remote offices. This comprehensive implementation ensures consistency in communication across the entire organization.
- **Smooth Transition and Ongoing Support:** Throughout the migration process, the IT team has monitored the transition, addressing any challenges promptly. Their ongoing support and training have been instrumental in ensuring a smooth adaptation for all staff members.

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

In a landmark initiative, the IT Division successfully implemented CSLB's inaugural Software-Defined Wide Area Network (SD-WAN) at the Norwalk office, marking a significant technological advancement. This strategic deployment leverages SD-WAN's capabilities to securely facilitate application expansion, enhance network flexibility,

and streamline branch office setups. In collaboration with the California Department of Technology, this initiative achieved its first successful rollout for CSLB in 2022. Furthering this achievement, the IT Division finalized the deployment across all remaining CSLB remote offices by September 2023, significantly enhancing the organization’s operational capabilities.

CSLB Website

In 2023, the number of CSLB website visitors increased to about 5 million, resulting in more than 67.9 million page views. Below are the 20 most-visited CSLB website pages.

CSLB WEBSITE 2023

PAGE TITLE	PAGE VIEWS
Check A License – License Detail	24,275,144
Check A License	23,153,740
Contractor Name Search Result	4,346,606
Personnel List	3,830,466
Contractors State License Board Homepage	2,730,164
Contractor Personnel Search Results	1,320,392
Check Application Status (Detail)	1,229,148
Personnel License List	905,792
Contractor Homepage	889,595
Check A License – Workers’ Comp History	755,628
Check Application Status (Secured)	746,998
Find My Licensed Contractor – Zip Code Search	555,522
Forms and Applications	542,926
Consumer Homepage	519,244
Check A License – Personnel Detail	514,528
Check A License – Multiple Licenses	477,520

PAGE TITLE	PAGE VIEWS
Applicants Homepage	394,396
Contractor's Bond History	364,016
Application Request Page	302,456
Complaint Disclosure	200,182



STAY CONNECTED *with CSLB*





CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, CA 95827
800.321.CSLB (2752)

www.cslb.ca.gov
CheckTheLicenseFirst.com
SeniorScamStopper.com

