

JANUARY 26, 2022
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Enforcement, Public Affairs,
Executive, Licensing and
Legislative Teleconference
Committee Meetings





NOTICE OF ENFORCEMENT, PUBLIC AFFAIRS, EXECUTIVE, LICENSING AND LEGISLATIVE TELECONFERENCE COMMITTEE MEETINGS

January 26, 2022, 9:00 a.m.– 12:00 p.m. (or until the conclusion of business)

9:00 a.m. - 10:00 a.m. Enforcement and Public Affairs Committee Meetings

10:00 a.m. - 12:00 p.m. Executive, Licensing and Legislative Committee Meetings

Pursuant to the statutory provisions of Government Code section 11133, neither a public location nor teleconference locations are provided.

Teleconference Information to Register/Join Meeting for Members of the Public via WebEx:

WebEx link:

<https://cslb.webex.com/cslb/j.php?MTID=m4453a00af50776931c743b936905dc3f>

Event password: YngBXNFQ336 (96429637 from phones)

Join by phone

(844) 621-3956 United States Toll Free

(415) 655-0001 US Toll

Access code: 255 973 87572#

This meeting will also be live webcast (with an approximate 30 second delay). Links are available at the end of this agenda.

Meetings are open to the public except when specifically noticed otherwise in accordance with the Open Meeting Act. All times when stated are approximate and subject to change without prior notice at the discretion of the Board unless listed as “time certain.” Items may be taken out of order to maintain a quorum, accommodate a speaker, or for convenience. **Action may be taken on any item listed on this agenda, including information-only items.** The meeting may be canceled without notice.

Members of the public can address the board during the public comment session. Public comments will also be taken on agenda items at the time the item is heard and prior to the board taking any action on said items. Total time allocated for public comment may be limited at the discretion of the board chair.

ENFORCEMENT COMMITTEE MEETING AGENDA (9:00 a.m. – 10:00 a.m.)

Enforcement Committee Members: Rodney Cobos, Chair / David De La Torre / Don Giarratano / Diana Love / Michael Mark / Cindi Rich

A. Call to Order, Roll Call, Establishment of Quorum, and Chair’s Introduction

B. Public Comment Session for Items Not on the Agenda and Future Agenda Item

Requests *(Note: Individuals may appear before the board to discuss items not on the agenda; however, CSLB’s board can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*

- C. Review, Discussion, and Possible Action on Target Dates for the Enforcement Strategic Objectives of the Board's 2022-2024 Strategic Plan
- D. Adjournment

PUBLIC AFFAIRS COMMITTEE MEETING AGENDA (9:00 a.m. – 10:00 a.m.)

Public Affairs Committee Members: Michael Mark, Chair / Rodney Cobos / David De La Torre / Don Giarratano / Diana Love / Cindi Rich

- A. Call to Order, Roll Call, Establishment of Quorum, and Chair's Introduction
- B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests *(Note: Individuals may appear before the board to discuss items not on the agenda; however, CSLB's board can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*
- C. Review, Discussion, and Possible Action to Establish the Public Affairs Strategic Objectives Target Dates for of the Board's 2022-2024 Strategic Plan
- D. Adjournment

EXECUTIVE COMMITTEE MEETING AGENDA (10:00 a.m. – 12:00 p.m.)

Executive Committee Members: Susan Granzella, Chair / Mary Teichert, Vice Chair / Diana Love Secretary / David De La Torre, Past Chair

- A. Call to Order, Roll Call, Establishment of Quorum, and Chair's Introduction
- B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests *(Note: Individuals may appear before the board to discuss items not on the agenda; however, CSLB's board can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*
- C. Recognition – May Include Oral Presentations Commemorating Board Staff
- D. Review, Discussion, and Possible Action to Amend the Board Member Procedure Manual
- E. Review, Discussion, and Possible Action to Establish the Executive (Administrative and Information Technology) Strategic Objective Target Dates of the Board's 2022-2024 Strategic Plan
- F. Adjournment

LICENSING COMMITTEE MEETING AGENDA (10:00 a.m. – 12:00 p.m.)

Licensing Committee Members: Miguel Galarza, Chair / Frank Altamura, Jr. / Steve Panelli / Jim Ruane / Johnny Simpson / Mary Teichert

- A. Call to Order, Roll Call, Establishment of Quorum, and Chair's Introduction

- B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests *(Note: Individuals may appear before the board to discuss items not on the agenda; however, CSLB's board can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*
- C. Review, Discussion, and Possible Action to Establish the Licensing and Testing Strategic Objective Target Dates of the Board's 2022-2024 Strategic Plan
- D. Adjournment

LEGISLATIVE COMMITTEE MEETING AGENDA (10:00 a.m. – 12:00 p.m. or until the close of business)

Legislative Committee Members: Jim Ruane, Chair / Frank Altamura, Jr. / Miguel Galarza / Steve Panelli / Johnny Simpson / Mary Teichert

- A. Call to Order, Roll Call, Establishment of Quorum, and Chair's Introduction
- B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests *(Note: Individuals may appear before the board to discuss items not on the agenda; however, CSLB's board can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*
- C. Review, Discussion, and Possible Action to Establish the Legislative Strategic Objective Target Dates of the Board's 2022-2024 Strategic Plan
- D. Review, Discussion, and Possible Action by the Committee on the Appropriate Specialty Contractor License Classification to Install, Modify, and Repair Battery Energy Storage Systems
 - a. Regulatory Rulemaking Process Overview by Department of Consumer Affairs Legal Counsel
 - b. Update on Stakeholder Meetings
 - c. Review, Discussion, and Possible Action on Regulatory Concept Presented to the Committee as an Alternative to the Concept Presented to the Board at the November 29, 2021 Meeting
- E. Update on CSLB-Sponsored Bills or Legislative Proposals
 - a. SB 216 (Dodd) Contractors: Workers' Compensation Insurance: Mandatory Coverage
 - b. Legislative Proposal that would Increase Administrative Civil Penalties for Licensee Failure to Comply with Building Permit Requirements
- F. Adjournment

Note: In addition to teleconference, the board intends to provide a live webcast of the teleconference meeting. The webcast can be found at www.cslb.ca.gov or on the board's YouTube Channel: <https://www.youtube.com/user/ContractorsBoard/>. Webcast availability cannot, however, be guaranteed due to limitations on resources or technical difficulties. The meetings will continue even if the webcast is unavailable.

Note that viewers of the webcast can only view the meeting, not participate. If you wish to participate, you must join the teleconference itself via the WebEx link above. If participating via teleconference, on day of meeting please register/join WebEx at least 15-30 minutes early to ensure that you have adequate time to install any required plugins or apps.

The meetings are accessible to those needing special accommodation. A person who needs a disability-related accommodation or modification in order to participate in the meetings may make a request by calling (916) 255-4000 or emailing Mariah.Rover@cslb.ca.gov, or 9821 Business Park Drive, Sacramento, CA, 95827. Providing your request at least five business days prior to the meetings will help ensure availability of the requested accommodation.

Instructions for Public Participation in CSLB Teleconference Meeting

The instructions below are for members of the public who want to participate in CSLB’s upcoming teleconference meeting, being held via Cisco WebEx. The registration link is on the meeting agenda. There are two ways for you to participate:

1. With Computer, Tablet, or Smart Phone with WebEx
2. With Telephone, not over WebEx

Instructions for each are outlined below.

Please note: In order to participate with a computer, tablet, or smart phone you may need to install a software program. If registering before the meeting, please load this on your computer, tablet, or smart phone at that time. If not, please join at least 15-30 minutes before the meeting starts to give you time to do this.

You also will find specifics on how to offer public comment below.

To Watch Meeting & Participate with Computer, Tablet, or Smart Phone with WebEx

This option will provide you live “real time” audio and video of the meeting.

If you are registering in advance of the meeting:

1. Click on the link provided on the meeting agenda. That will take you to the “Event Information Page.”
2. Click on either of the “Register” links on that page, highlighted below with red boxes.

Event Information: CSLB Quarterly Board Meeting

Registration is required to join this event. If you have not registered, please do so now.


[Event](#) [San Francisco, CA](#)

Event status: Not started [Register](#)

Date and time: Wednesday, September 9, 2020 9:00 am
Pacific Daylight Time (San Francisco, GMT-07:00)
[Change time zone](#)

Duration: 3 hours

Description: This is a quarterly meeting of the California Contractors State License Board (CSLB).
https://cslb.ca.gov/Media_Room/Board_and_Committee_meetings/

 **DEPARTMENT OF CONSUMER AFFAIRS
CONTRACTORS
STATE LICENSE BOARD**

Join Event Now

You cannot join the event now because it has not started.

First name:

Last name:

Email address:

Event password:

NEW!

By joining this event, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

[Register](#)

On registration page, enter a first and last name, as well as an email address, and “submit” (highlighted by red box below).

Please note that the name and email address **do not** have to be your real identity. But, the meeting host will use the name you enter to let you know when it is your turn to speak during the meeting. So, if you use a different name to identify yourself, be sure to remember that name when you are called upon to speak.

The screenshot shows a registration form titled "Register for CSLB Quarterly Board Meeting". It includes a header with a question mark icon and a link to "Details - See Event on Time". Below the title, it says "Please complete this form to register for the event. An asterisk (*) indicates required information." and "Please answer the following questions:". The form contains several input fields: "First name:" (required), "Email address:" (required), "Confirm email address:" (required), "Company:", "City:", "Country/region:" (with a dropdown menu showing "United States of America"), "Last name:" (required), "Title:", and "State/province:". At the bottom right, there are "Submit" and "Cancel" buttons, with the "Submit" button highlighted by a red box. At the very bottom, there is a copyright notice: "© 2020 Cisco and/or its affiliates. All rights reserved. Privacy Statement | Terms of Service".

3. A “Registration Confirmation” will be sent to the email address you provided. That confirmation also will link to set up WebEx software on your computer. If you’ve previously used WebEx on your computer, you should not have to reload the software.

The screenshot shows a confirmation page titled "Registration Confirmed". It says "Thank you for registering." and "You are now registered for the event. CSLB Quarterly Board Meeting". It also states "You will receive a confirmation email message that contains detailed information about joining the event." and "The event will start at 9:00 am San Francisco Time on September 9, 2020. Please join the event on time." There is a "Done" button. On the right side, there is an "Invite a Friend" section with the text "To invite a friend to this event, enter your friend's email address." and a "Send" button. Below that, there is a "Set Up Webex Events" section with the text "To participate in fully interactive events, please click [here](#) for setting up Webex Events on this computer." and "To view system requirements, go to www.webex.com". The "Set Up Webex Events" section is highlighted by a red box. At the bottom, there is a copyright notice: "© 2020 Cisco and/or its affiliates. All rights reserved. Privacy Statement | Terms of Service".

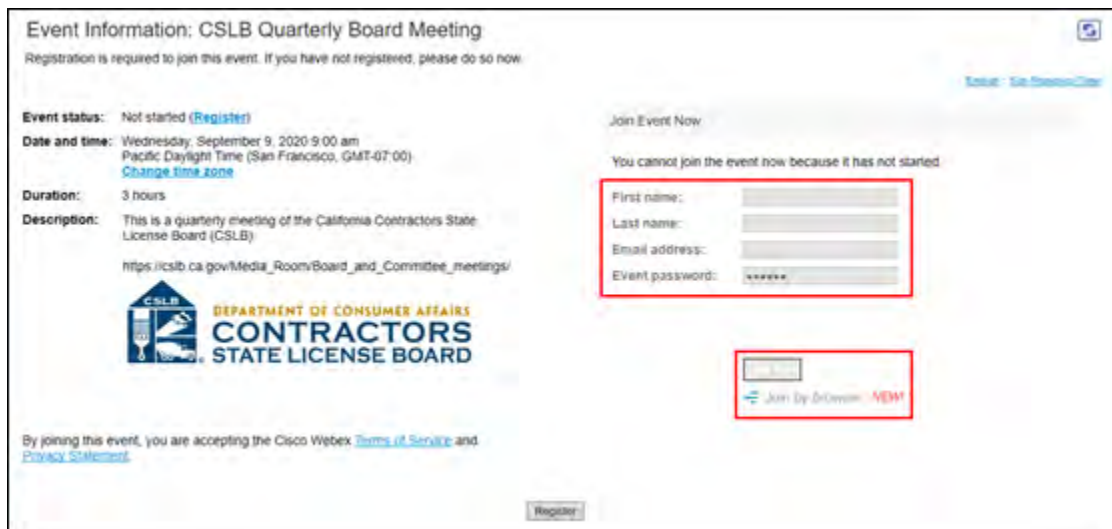
4. If you have a calendar application on your computer, you also should receive a calendar invitation.



That invitation will also include a link for you to join the meeting directly.

If you want to join within 30 minutes of the meeting's start time or while the meeting is in progress:

1. Click on the link provided on the meeting agenda. That will take you to the event information page.



2. Enter a name and email address in “Join Event Now” section, highlighted above by red box.

Please note that the name and email address **do not** have to be your real identity. But, the meeting host will use the name you enter to let you know when it is your turn to speak during the meeting. So, if you use a different name to identify yourself, be sure to remember that name when you are called upon to speak.

3. Click “Join Now” (also highlighted above with red box) if you have WebEx applet installed or “Join by Browser” if you do not want to load the applet.
4. When joining the meeting, you will choose how you want to get audio. Your choices are: Through your computer; have WebEx call your phone; or you call WebEx. The phone numbers and meeting access code are provided on the meeting agenda.

To Join with Telephone (Not over WebEx)

Call one of the two phone numbers provided on the meeting agenda. Enter the meeting access code when prompted.

To Offer Public Comment During the Meeting

There will be a public comment section during the meeting. The public also will have the opportunity to offer comment during each agenda item.

For those listening to phone and not on WebEx

If you want to offer public comment, press *3 on your phone to raise your hand. You’ll hear the prompt, “You have raised your hand to ask a question. Please wait to speak until the meeting host calls on you.” If you no longer want to comment, or after the host calls upon you, press *3 again to lower your hand. You will hear a message, “You have lowered your hand.”

When the host calls on you to offer your comment, your line will be unmuted, and you will be able comment. At the end of your comment, or when your allotted time ends, the line will again be muted. During the meeting, the chair will announce the time to be allotted for each public comment.

For those on WebEx with Computer, Tablet, or Smart Phone

Throughout the meeting, any members of the public may indicate they would like to offer comment on a specific agenda item.

Be sure to activate your Q&A feature at the bottom right of your screen.



If you would like to offer public comment on a specific agenda item, send the host a message at any time during that item stating:

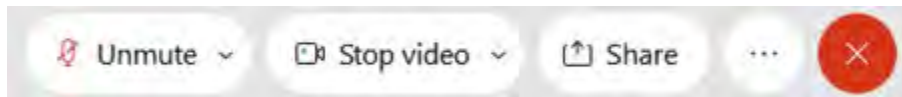
“I would like to make a comment on this item.”

The host will call on the public in the order requests are received. When it is your turn, the host will announce your name, or the name you indicated when you registered, and will unmute your line, allowing you to make your public comment.

At the end of your comment, or when your allotted time ends, the line will again be muted. During the meeting, the chair will announce the time allotted for each public comment. The host will note this in the chat as well.

Leaving the Meeting

At either the conclusion of the meeting, or anytime you wish to leave, you can do so by clicking on the red circle with X in it at the bottom of your screen. After confirming, you will be disconnected from the meeting.



For those calling in on telephone without WebEx, simply hang up.

ADDITIONAL ASSISTANCE

- **WebEx Troubleshooting Info**
<https://help.webex.com/en-us/WBX9000018881/Troubleshooting-Meetings>
- **WebEx Guide for Setting Up Your Audio**
<https://help.webex.com/en-us/nt2ig0y/Choose-Your-Audio-and-Video-Settings-Before-You-Join-a-Webex-Meeting-or-Event-Slow-Channel>

Thank you for your interest in participating in a CSLB teleconference meeting.



CONTRACTORS STATE LICENSE BOARD

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JANUARY 26, 2022
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Enforcement
Committee Meeting



AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

ENFORCEMENT COMMITTEE MEMBERS

RODNEY COBOS, CHAIR

DAVID DE LA TORRE

DON GIARRATANO

DIANA LOVE

MICHAEL MARK

CINDI RICH

Committee Chair Rodney Cobos will review the scheduled Committee actions and make appropriate announcements.



AGENDA ITEM B

Public Comment Session - Items Not on the Agenda

(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)). Public comments will be taken on agenda items at the time the item is heard and prior to the CSLB taking any action on said items. Total time allocated for public comment may be limited at the discretion of the Board Chair.

BOARD AND COMMITTEE MEETING PROCEDURES

To maintain fairness and neutrality when performing its adjudicative function, the Board should 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 administrative or criminal action.

- (1) If, during a Board or Committee 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 requested to refrain from making such comments.
- (2) If, during a Board or Committee 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:
 - (a) The Board or Committee 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 once the matter is no longer pending; or,
 - (b) If the matter involves complaints against the Registrar, once the matter is final or no longer pending, the Board or Committee may proceed to hear the complaint in accordance with the process and procedures set forth in Government Code section 11126(a).
- (3) If a person becomes disruptive at the Board or Committee meeting, the Chair will request that the person leave the meeting or be removed if the person refuses to cease the disruptive behavior.



AGENDA ITEM C

Review, Discussion, and Possible Action on Target Dates for the Enforcement Strategic Objectives of the Board's 2022-2024 Strategic Plan



AGENDA ITEM D

Adjournment



JANUARY 26, 2022
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Public Affairs
Committee Meeting



AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

PUBLIC AFFAIRS COMMITTEE MEMBERS:

MICHAEL MARK, CHAIR

RODNEY COBOS

DAVID DE LA TORRE

DON GIARRATANO

DIANA LOVE

CINDI RICH

Committee Chair Michael Mark will review the scheduled Committee actions and make appropriate announcements.



AGENDA ITEM B

Public Comment Session - Items Not on the Agenda

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- (3) If a person becomes disruptive at the Board or Committee meeting, the Chair will request that the person leave the meeting or be removed if the person refuses to cease the disruptive behavior.



AGENDA ITEM C

Review, Discussion, and Possible
Action on Target Dates for the
Public Affairs Strategic Objectives of
the Board's 2022-2024 Strategic Plan



AGENDA ITEM D

Adjournment



JANUARY 26, 2022
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Executive
Committee Meeting



AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

EXECUTIVE COMMITTEE MEMBERS:

SUSAN GRANZELLA, CHAIR

MARY TEICHERT, VICE CHAIR

DIANA LOVE, SECRETARY

DAVID DE LA TORRE, PAST CHAIR

Committee Chair Susan Granzella will review the scheduled Committee actions and make appropriate announcements.



AGENDA ITEM B

Public Comment Session - Items Not on the Agenda

(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)). Public comments will be taken on agenda items at the time the item is heard and prior to the CSLB taking any action on said items. Total time allocated for public comment may be limited at the discretion of the Board Chair.

BOARD AND COMMITTEE MEETING PROCEDURES

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 - (b) If the matter involves complaints against the Registrar, once the matter is final or no longer pending, the Board or Committee may proceed to hear the complaint in accordance with the process and procedures set forth in Government Code section 11126(a).
- (3) If a person becomes disruptive at the Board or Committee meeting, the Chair will request that the person leave the meeting or be removed if the person refuses to cease the disruptive behavior.



AGENDA ITEM C

Recognition – May Include Oral Presentations Commemorating Board Staff



AGENDA ITEM D

Review, Discussion, and Possible Action to Amend the Board Member Procedure Manual



2022

~~2020~~

BOARD MEMBER ADMINISTRATIVE
PROCEDURE MANUAL



**CONTRACTORS STATE
LICENSE BOARD**

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Chapter 1. Introduction

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 oversight](#) 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 or day spent in the discharge of official duties (see section entitled "Salary Per Diem") and are reimbursed for travel expenses.

This Board Member Administrative and Procedures 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.

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, providing regulatory oversight of the construction industry as essential to 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.

General Rules of Conduct

- Board members shall not speak or act for the Board without proper authorization from the board chair.
- 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

Bagley-Keene Open Meeting Act

All meetings of CSLB are subject to the Bagley-Keene Open Meeting Act (“Act”), which governs meetings of the state regulatory boards and committees of those boards. The Act specifies meeting notice and agenda requirements, and prohibits discussing or taking action on matters not included on the agenda.

This Act is summarized in the “Guide to the Bagley-Keene Open Meeting Act” developed by DCA’s Legal Affairs Division, available online at www.dca.ca.gov and distributed to board members at the beginning of each calendar year.

Frequency of Meetings

(Business & Professions Code sections 7006)

The Board shall meet at least once each calendar quarter for the purpose of transacting such business as may properly come before it. ~~Regular Board Meeting dates are established by fiscal year (July 1 through June 30).~~

Location

(Board Policy)

CSLB chooses meeting locations that are ADA (The Americans with Disabilities Act) compliant and easily accessible to the public. CSLB will hold board meetings in different locations throughout the state. CSLB also recognizes its responsibility regarding the public’s concern for the judicious use of public funds when choosing meeting facilities and overnight accommodations.

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~~they must contact the board chair or the registrar and ask to be excused from the meeting for a specific reason. If the absence is approved, it will be recorded as an “approved absence” in board records. Should a member miss two consecutive meetings, the board chair may notify the director of DCA.

Quorum

(B&P Code section 7007)

Eight board members constitute a quorum for the transaction of business. The concurrence of a majority (more than one-half of the entire body) who are present and voting at a meeting shall be necessary to constitute an act or decision of the Board.

Agenda Items

(Board Policy)

The board chair, with the assistance of the registrar, shall prepare the agenda and tentative meeting timeframe. 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.; Business and Professions Code section 101.7)

Meeting notices (including agendas for board meetings) shall be sent to persons on the Board's mailing or email list at least 10 calendar days in advance. The agenda mailing list shall include a staff person's name, work address, and work telephone number who can provide further information prior to the meeting. The mailing list shall include all CSLB board members, as well as those parties who have requested notification.

Notice of Meetings to be Posted on the Internet

(Government Code section 11125 et seq.)

Unless the meeting meets the requirements for a special or emergency meeting under the Act, notice shall be given and also made available on the internet at least 10 calendar 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 the Act 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. The minutes must contain a record of how each member present voted for each item on which a vote was taken. 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.

Voting on Motions

All votes must be taken publicly. Secret ballots and proxy votes are prohibited. A majority of the board or committee vote is determined by the votes actually cast. Abstentions are recorded, but not counted, unless a law provides otherwise.

Voting options for board members:

- 1) Support / in Favor / Yes / Aye
- 2) Oppose / No / Nay
- 3) Abstain (not counted as a vote)
- 4) Recused (not counted as a vote)

Audio/Visual 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. If a webcast of the meeting is intended, it shall be indicated on the agenda notice.

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 Attendance at Board Meetings

(Government Code section 11120 et seq.)

All meetings are open for public attendance.

Public Comment*(Board Policy)*

Discussion of items not on a noticed agenda violates the Act's advance notice provision. However, the Board may accept public testimony on an item not on the agenda, provided that the Board takes no action or does not discuss the item at the same meeting. For items not on the agenda that the Board wishes to address, the chair may refer a member of the public to staff or the registrar, or refer the matter for placement on a future agenda. The Board cannot prohibit public criticism of the Board's policies or services. The chair may set reasonable time limitations.

Public comment must be allowed on open session agenda items before or during discussion of each item and before a vote, unless the public was provided an opportunity to comment at a previous committee meeting of the Board, where the committee consisted exclusively of board members. If the item has been substantially changed since the committee meeting, the Board must provide another opportunity for comment at a later meeting.

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 registrar will follow state law, departmental policies and procedures to investigate. The registrar may also refer the matter to DCA for investigation.
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.

Closed Session

(Government Code section 11126)

Examples of types of closed session meetings include:

- Discuss and vote on disciplinary or enforcement matters under the Administrative Procedure Act (APA);
- Prepare, approve, or grade examinations;
- Discuss pending litigation; or;
- Discuss the appointment, employment, evaluation or dismissal of the registrar unless the registrar requests that such action be taken in public.

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.

No members of the public are allowed to remain in the meeting room for closed sessions. At least one staff member must be present at all closed sessions to record topics discussed and decisions made. Closed session must be specifically noticed on the agenda (including the topic and legal authority). Before going into closed session the board chair should announce in open session the general nature of the item or items to be discussed. If the item involves the registrar's employment, appointment, evaluation or dismissal, and action is taken in closed session, CSLB must report that action and any roll call vote that was taken at the next public meeting.

OTHER TYPES OF BOARD MEETINGS

Teleconference Meetings

(Government Code section 11123)

Special Rules for Notice of Teleconference Meetings are as follows:

- Same 10-day notice requirement as in-person meetings.
- Notice and agenda must include teleconference locations.
- Every teleconference location must be open to the public and at least one board member must be physically present at every noticed location. All board members must attend the meeting at a publicly noticed location.
- Additional locations may be listed on the agenda that allow the public to observe or address the Board by electronic means.

Special Meetings

(Government Code section 11125.4; Business and Professions Code section 7006)

Four members can call a special meeting held with 48 hours notice in specified situations (e.g., consideration of proposed legislation) and a meeting can be held where two-thirds of the board members find that there is a “substantial hardship on the state body or immediate action is required to protect the public interest.”

Emergency Meetings

(Government Code section 11125.5)

An emergency meeting may be held after finding by a majority of the Board at a prior meeting or at the emergency meeting that an emergency situation exists due to work stoppage or crippling disaster. [A quorum is required for the Board to meet in the event of emergency, such as a work stoppage or crippling disaster.] Emergency meetings require a one-hour notice.

Chapter 3. Committee Meetings

Standing Committees of the Board:

- Enforcement
- Executive
- Legislative
- Licensing
- Public Affairs

The board chair appoints each committee member, with the exception of the executive committee, which shall be comprised of the current board chair, the vice chair, the secretary, and the immediate past board chair.

Each committee shall have a chairperson, designated by the board chair, and who is tasked with:

- Running committee meetings.
- Opening and adjourning committee meetings.
- Coordinating the creation of the summary reports with staff.
- Presenting committee meeting reports and minutes to the Board.

Committee Appointments

(Board Policy)

At the beginning of each fiscal year, the newly appointed board chair will ask CSLB board members if they wish to participate on a committee for the following year. The registrar's executive assistant will compile a list of interested parties and supply it to the chair. The chair shall establish or abolish additional committees, as ~~he or she deems they deem~~ necessary. Composition of the committees and the appointment of the members shall be determined by the board chair in consultation with the registrar. When committees include the appointment of non-board members, all interested parties should be considered. Committee officer term lengths are for one year, beginning July 1 of the next fiscal year.

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. 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 committee are present, cannot ask questions, talk or sit with the members of the committee.

Committee Meetings Quorum

A quorum is majority (more than one-half) of those committee members appointed by the board chair. Committees can include no more than seven members in order to avoid a full quorum of the Board, which would constitute a full board meeting.

Chapter 4. Selection of Officers

Officers of the Board

~~(B&P Code section 7005)~~ [\(Board Policy\)](#)

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)~~ [\(Board Policy\)](#)

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.

Chapter 5. Travel and Salary Policies and Procedures

Travel Approval

(DCA [Memorandum 96-01 Travel Guide](#))

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 are encouraged to coordinate with the registrar's executive assistant for any board-related travel arrangements, including air or train transportation, car rental, and lodging through Cal Travel Store's online booking tool, Concur. The registrar's executive assistant will set up board members' Concur accounts.

Board members must also utilize the most economic source of transportation available. For example, if the hotel provides a shuttle from the airport to the hotel it is not fiscally responsible to rent a car or take a taxi. Reimbursements may be reduced or denied if the most economical sources are not used.

Concur

All board-related travel must be booked using Cal Travel Store's self-service reservation system, Concur, if a board member [intends to seek-seeks](#) reimbursement.

Lodging

In advance of board and committee meetings, the registrar's executive assistant will provide members information detailing the name and address of the chosen hotel where a room block has been established for lodging. The registrar's executive assistant is available to assist in making these travel reservations, or board members may coordinate them on their own.

Out-of-State Travel

(SAM section 700 et seq.)

Out-of-state travel for all persons representing the state of California is controlled and must be approved by the governor's office.

Travel Reimbursements

(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. Board members must submit the originals of all receipts, with the exception of meals, and, when applicable, a copy of the airline itinerary and hotel receipt showing the balance paid, to the registrar's executive assistant. Reimbursement requests for personal vehicle mileage must include where the trip originated from, where it ended, and the license plate number of the vehicle driven. All travel must be booked through Concur if the board member seeks reimbursement.

The registrar's executive assistant completes travel expense claim reimbursements in CalATERS Global and maintains copies of these reports and submitted receipts. It is advisable for board members to submit their travel expenses immediately after returning from a trip and not later than two weeks following the trip.

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 meetings, or committee meetings, and DCA training. 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 Salary per diem for substantial official service is performed ~~performed~~ by a board member (more than one hour) ~~shall~~ may 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 ~~paid for attendance at gatherings, events, hearings, conferences or meetings. The board chair, or designee, shall perform final approval of~~ all salary per diem or travel-related expenses.

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, ~~of~~ committee meeting, or other substantial official service 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 \$100 per "day" for ~~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 the National Association of State Contractors Licensing Agencies (NASCLA) or CLEAR the Council on Licensure, Enforcement and Regulation (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 6. Board Administration and Staff Responsibilities

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 personnel matters 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 monitoring and reporting of the strategic plan to the Board. The Board will conduct a ~~biennial~~ 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 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 and the chair of the legislative committee. The Board shall be notified of such action as soon as possible.

Registrar Evaluation*(Board Policy)*

Board members shall evaluate the performance of the registrar of contractors on an annual basis or as necessary. The board chair will use board members' surveys to complete a written summary of the evaluations and then meet with the registrar to discuss his/her performance during a closed session of a board meeting. The original evaluation is signed by the board chair and the registrar and sent to the DCA Human Resources Office for placement in the registrar's Official Personnel File.

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 7. Representations on Behalf of the CSLB

Communication, with 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 registrar and the chief of public affairs.

Stationery

(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 at the board member's request.

- **Letterhead**

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

Chapter 8. Training

Once a board member is appointed, the registrar's executive assistant will send an email containing a list of all the required trainings, their due dates, and instructions about their completion. Board members should send the certificate of completion or signature page to the registrar's executive assistant who maintains board members records. For additional information, board members may refer to DCA's online board member Resource Center: [which may be found at: www.dca.boardmembers.ca.gov](http://www.dca.boardmembers.ca.gov) www.dcaboardmembers.ca.gov.

Board Member Orientation Training

(Business and Professions Code section 453)

Newly appointed and reappointed board members must attend a board member orientation training course offered by DCA within one year of assuming office. The orientation covers information regarding required training, in addition to other topics that will ensure a members' success, including an overview of DCA.

Board Member Ethics Training

(AB 2179 Government Code section 11146 et seq.)

With the passage of AB 2179 (1998 Chapter 364), sState appointees and employees in exempt positions are required to take 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 www.oag.ca.gov/ethics.

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, in odd years. Staff will coordinate the training with the Department of Consumer Affairs.

Defensive Driver Training

(SAM section 0751)

All state employees, which includes board and committee members, who drive a vehicle (state vehicle, vehicles rented by the state, or personal vehicles for state business) on official state business must complete the Department of General Services approved defensive driver training within the first six months of their appointment and every four years thereafter.

CHAPTER 9. Other Policies and Procedures

Board Member Disciplinary Actions

(Board Policy)

A board 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 board chair shall sit as chair of the hearing unless the censure involves the chair's own actions, in which case the board vice chair 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

(Business and Professions Code sections 106, 106.5, 7005)

The governor [or appointing authority](#) 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~~their official position to influence a governmental decision in which ~~he or she knows they know~~ or ~~has~~have reason to know ~~he or she has~~they have a financial interest. Any board member who has a financial interest shall disqualify ~~him or herself~~themselves from making or attempting to use ~~his or her~~their official position to influence the decision. Any board member who feels ~~he or she is~~they are entering into a situation where there is a potential for a conflict of interest should immediately consult the registrar or the Board's assigned legal counsel. The question of whether or not a board member has a financial interest that would present a legal conflict of interest is complex and must be decided on a case-by-case review of the particular facts involved. For more information on ~~disqualifying yourself~~ disqualification because of a possible conflict of interest, please refer to the Fair Political Practice Committee's manual on their website: www.fppc.ca.gov.

Financial Disclosure

The Conflict of Interest Code also requires CSLB board members to file annual financial disclosure statements by submitting a Form 700 – Statement of Economic Interest. New board members are required to file a disclosure statement within 30 days after assuming office or, if subject to Senate confirmation, 30 days after being appointed or nominated. Annual financial statements must be filed no later than April 1 of each calendar year.

A "leaving of office statement" must be filed within 30 days after an affected CSLB board member or other official leaves office.

Board members are not required to disclose all of their financial interests. Government Code section 87302 (b) explains when an item is reportable:

An investment, interest in real property, or income shall be made reportable by the Conflict of Interest Code if the business entity in which the investment is held, the interest in real property, or the income or source of income may foreseeably be affected materially by any decision made or participated in by the designated employee by virtue of ~~his or her~~their position.

Refer to DCA's Conflict of Interest Code to determine what investments, interests in property, or income must be reported by a board member. Questions concerning particular financial situations and related requirements should be directed to DCA's Legal Office.

Incompatible Activities

(Government Code section 19990)

The 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 [his 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.

Contact with License Applicants

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.

Contact with Parties to a Complaint/Investigation

Board members shall not obtain substantial information from parties to a CSLB complaint; they should forward all contacts or inquiries to the registrar.

Gifts from License Applicants

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

Request for Records Access

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 they realize](#) 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~~they should immediately tell the person that discussion about the matter is not permitted; that ~~he or she~~they will be required to recuse ~~him or herself~~themselves 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~~they have received an unlawful ex parte communication, ~~he or she~~they should contact the Board's assigned legal office counsel.

Abbreviations and Acronyms Glossary

ALJ	Administrative Law Judge
ACD	Automated Call Distribution system
ACT	Bagley-Keene Open Meeting Act
ADA	The Americans with Disabilities Act
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
CDI	California Department of Insurance
CLC	California Licensed Contractor 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
DDT	Defensive Drivers Training
DGS	Department of General Services
DIR	Department of Industrial Relations
DLSE	Division of Labor Standards Enforcement
DOI	Division of Investigation
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

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
SI	Special Investigator
SSI	Supervising Special Investigator
SSN	Social Security Number
SWIFT	Statewide Investigative Fraud Team
TVDS	Test Validation and Development Specialist
VARB	Voluntary Arbitration Program



CONTRACTORS STATE LICENSE BOARD

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AGENDA ITEM E

Review, Discussion, and Possible Action
to Establish the Executive (Administrative
and Information Technology)
Strategic Objective Target Dates of
the Board's 2022-2024 Strategic Plan



AGENDA ITEM F

Adjournment



JANUARY 26, 2022
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Licensing
Committee Meeting



AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

LICENSING COMMITTEE MEMBERS:

MIGUEL GALARZA, CHAIR

FRANK ALTAMURA, JR.

STEVE PANELLI

JIM RUANE

JOHNNY SIMPSON

MARY TEICHERT

Committee Chair Miguel Galarza will review the scheduled Committee actions and make appropriate announcements.



AGENDA ITEM B

Public Comment Session - Items Not on the Agenda

(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)). Public comments will be taken on agenda items at the time the item is heard and prior to the CSLB taking any action on said items. Total time allocated for public comment may be limited at the discretion of the Board Chair.

BOARD AND COMMITTEE MEETING PROCEDURES

To maintain fairness and neutrality when performing its adjudicative function, the Board should 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 administrative or criminal action.

- (1) If, during a Board or Committee 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 requested to refrain from making such comments.
- (2) If, during a Board or Committee 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:
 - (a) The Board or Committee 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 once the matter is no longer pending; or,
 - (b) If the matter involves complaints against the Registrar, once the matter is final or no longer pending, the Board or Committee may proceed to hear the complaint in accordance with the process and procedures set forth in Government Code section 11126(a).
- (3) If a person becomes disruptive at the Board or Committee meeting, the Chair will request that the person leave the meeting or be removed if the person refuses to cease the disruptive behavior.



AGENDA ITEM C

Review, Discussion, and Possible
Action to Establish the Licensing
and Testing Strategic Objective
Target Dates of the Board's
2022-2024 Strategic Plan



AGENDA ITEM D

Adjournment



JANUARY 26, 2022
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Legislative
Committee Meeting



AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

LEGISLATIVE COMMITTEE MEMBERS:

JIM RUANE, CHAIR

FRANK ALTAMURA, JR.

MIGUEL GALARZA

STEVE PANELLI

JOHNNY SIMPSON

MARY TEICHERT

Committee Chair Jim Ruane will review the scheduled Committee actions and make appropriate announcements.



AGENDA ITEM B

Public Comment Session - Items Not on the Agenda

(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)). Public comments will be taken on agenda items at the time the item is heard and prior to the CSLB taking any action on said items. Total time allocated for public comment may be limited at the discretion of the Board Chair.

BOARD AND COMMITTEE MEETING PROCEDURES

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 - (b) If the matter involves complaints against the Registrar, once the matter is final or no longer pending, the Board or Committee may proceed to hear the complaint in accordance with the process and procedures set forth in Government Code section 11126(a).
- (3) If a person becomes disruptive at the Board or Committee meeting, the Chair will request that the person leave the meeting or be removed if the person refuses to cease the disruptive behavior.



AGENDA ITEM C

Review, Discussion, and Possible Action on Target Dates for the Legislative Strategic Objectives of the Board's 2022-2024 Strategic Plan



AGENDA ITEM D

Review, Discussion, and Possible Action by the Committee on the Appropriate Specialty Contractor License Classification to Install, Modify, and Repair Battery Energy Storage Systems

- a. Regulatory Rulemaking Process Overview by
Department of Consumer Affairs Legal Counsel
- b. Update on Stakeholder Meetings
- c. Review, Discussion, and Possible Action on
Regulatory Concept Presented to the Committee
as an Alternative to the Concept Presented to the
Board at the November 29, 2021 Meeting





Regulatory Rulemaking Process Overview by Department of Consumer Affairs (DCA) Legal Counsel

Below for informational purposes are two possible timelines for adopting any regulation related to Battery Energy Storage Systems (BESS). There is an “**Expedited**” timeline and a “**Longer**” timeline. Both timelines provide for public comment, staff proposed response to any public comment, and board member consideration of the public comment and any modification to the text. The actual timeline will vary on a number of factors and will likely fall somewhere between the two timelines.



EXPEDITED TIMELINE

Stage of Process / Action (Board Approval Date of **March 30, 2022**)

Concept Stage: Fee studies, text review, stakeholder outreach or committee meetings, Board meeting approving regulatory proposal.

Production Phase: Staff work, budget discussions and legal informal pre-review of all required rulemaking materials

1. **Anticipated Start Date:** Wednesday, March 30, 2022
2. **Estimated Completion:** Friday, April 29, 2022
3. **Actual Date Completed:** Monday, May 2, 2022 (estimated as one workday after target date for computing purposes).

Initial Submission Phase: Includes legal review, budgets review, DCA and Agency Review

Estimated Completion Date: Thursday, June 2, 2022

Actual Completion Date: Friday, June 3, 2022

Additional Initial Submission Activities:

1. Prepare and file with Office of Administrative Law (OAL) for Initial Notice (3 days)
 - a. **Estimated Completion Date:** Monday, June 6, 2022
 - b. **Actual Completion Date:** Tuesday, June 7, 2022
2. Submit to OAL for Notice Publication: by Tuesday noon for following Friday publication, OAL reviews first week then sends to printer (10 days)
 - a. **Estimated Completion Date:** Tuesday, June 7, 2022
 - b. **Actual Completion Date:** Friday, June 10, 2022
3. Post notice to website and prepare mailings (OAL publishes Registers Every Friday, 1 year clock starts here)
 - a. **Estimated Completion Date:** Friday, June 10, 2022
 - b. **Actual Completion Date:** Monday, June 13, 2022
4. 45-Day public comment and hearing (50 days):
 - a. **Estimated Completion Date:** Saturday, July 30, 2022
 - b. **Actual Completion Date:** Monday, August 1, 2022
5. Review comments, propose modified text, obtain internal/Board approvals (60 days)
 - a. **Estimated Completion Date:** Friday, September 30, 2022
 - b. **Actual Completion Date:** Monday, October 3, 2022
6. *(If Necessary)* Post notice of modified text to website (5 days)
 - a. **Estimated Completion Date:** Saturday, October 8, 2022
 - b. **Actual Completion Date:** Monday, October 10, 2022
7. *(If Necessary)* 15-day modified text comment period (16 days, but could be 45-day if needed)
 - a. **Estimated Completion Date:** Wednesday, October 26, 2022
 - b. **Actual Completion Date:** Thursday, October 27, 2022
8. Review comments, propose modified text, obtain internal / Board approvals (undetermined timeframe) *(assuming no additional cycles)*



9. 15-day modified text comment period (could be 45-day if needed) (undetermined timeframe)

Final Submission Phase: Includes legal review, budgets review, DCA, and Agency review

Estimated Completion Date: Sunday, November 27, 2022

Actual Completion Date: Monday, November 28, 2022

1. Finalize Binder: Obtain final signatures, file with OAL and Department of Finance (DOF) (5 days)
 - a. **Estimated Completion Date:** Saturday, December 3, 2022
 - b. **Actual Completion Date:** Monday, December 5, 2022
2. OAL Review (OAL has 30 working days) and DOF Review (concurrent with OAL review) (45 days)
 - a. **Estimated Completion Date:** Thursday, January 19, 2023
 - b. **Actual Completion Date:** Friday, January 20, 2023

Effective Date: **Saturday, April 1, 2023** (based on schedule below and if no justification for early effective date):

1. January 1 (OAL decision and Secretary of State (SOS) filing) between September 1 and November 30)
2. April 1 (for OAL decision and SOS filing between December 1 and February 29)
3. July 1 (for OAL decision and SOS filing between March 1 and May 30)
4. October 1 (for OAL decision and SOS filing between June 1 and August 31)



LONGER TIMELINE

Stage of Process / Action (Board Approval Date of **March 30, 2022**)

Concept Stage: Fee studies, text review, stakeholder outreach or committee meetings, Board meeting approving regulatory proposal.

Production Phase: Staff work, budget discussions and legal informal pre-review of all required rulemaking materials

1. **Anticipated Start Date:** Wednesday, March 30, 2022
2. **Estimated Completion:** Saturday, August 27, 2022
3. **Actual Date Completed:** Monday, August 29, 2022 (estimated as one workday after target date for computing purposes).

Initial Submission Phase: Includes legal review, budgets review, DCA and Agency Review

Estimated Completion Date: Friday, February 10, 2023

Actual Date Completed: Monday, February 13, 2023

Additional Initial Submission Activities:

1. Prepare and file with Office of Administrative Law (OAL) for Initial Notice (3 days)
 - a. **Estimated Completion Date:** Thursday, February 16, 2023
 - b. **Actual Date Completed:** Friday, February 17, 2023
2. Submit to OAL for Notice Publication: submit by Tuesday noon for following Friday publication, OAL reviews first week then sends to printer (10 days)
 - a. **Estimated Completion Date:** Tuesday, February 21, 2023
 - b. **Actual Completion Date:** Friday, February 24, 2023
3. Post Notice to website and prepare mailings (OAL publishes Registers every Friday, 1 year clock starts here)
4. 45-Day Public Comment and Hearing:
 - a. **Estimated Completion Date:** Saturday, April 15, 2023
 - b. **Actual Completion Date:** Monday, April 17, 2023
5. Review comments, propose modified text, obtain internal/Board approvals (60 days)
 - a. **Estimated Completion Date:** Friday, June 16, 2023
 - b. **Actual Completion Date:** Monday, June 19, 2023
6. (If necessary) Post Notice of Modified Text to Web (5 days)
 - a. **Estimated Completion Date:** Saturday, June 24, 2023
 - b. **Actual Completion Date:** Monday, June 26, 2023
7. (If necessary) 15-day Modified text comment period (16 days, but could be 45-day if needed)
 - a. **Estimated Completion Date:** Wednesday, July 12, 2023
 - b. **Actual Completion Date:** Thursday, July 13, 2023
8. Review comments, propose modified text, obtain internal / Board approvals (undetermined timeframe) (*assuming no additional cycles*)
9. 15-day Modified Text Comment Period (Could be 45-day if needed) (undetermined timeframe)



Final Submission Phase: Includes legal review, budgets review, DCA, and Agency review

Estimated Completion Date: Tuesday, October 31, 2023

Actual Completion Date: Wednesday, November 1, 2023

1. Finalize Binder: Obtain final signatures, file with OAL and Department of Finance (DOF) (5 days)
 - a. **Estimated Completion Date:** Monday, November 6, 2023
 - b. **Actual Completion Date:** Tuesday, November 7, 2023
2. OAL Review (OAL has 30 working days) and DOF Review (concurrent with OAL review) (45 days)
 - a. **Estimated Completion Date:** Friday, December 22, 2023
 - b. **Actual Completion Date:** Monday, December 25, 2023

Effective Date: **Monday, January 1, 2024** (based on schedule below and if no justification for early effective date):

1. January 1 (OAL decision and Secretary of State (SOS) filing) between September 1 and November 30)
2. April 1 (for OAL decision and SOS filing between December 1 and February 29)
3. July 1 (for OAL decision and SOS filing between March 1 and May 30)
4. October 1, 2023 (for OAL decision and SOS filing between June 1 and August 31)



Proposed Regulatory Rulemaking Language Background and Status

November 29, 2021: CSLB public Board meeting. CSLB staff presented for the Board's consideration a draft regulatory rulemaking proposal that would have precluded C-46 Solar Contractors from installing Battery Energy Storage Systems (BESS) in any application. The motion the Board passed at that meeting reads as follows:

- (1) Refer this matter to the Board's Legislative Committee.
- (2) Direct staff to collect additional stakeholder input.
- (3) Develop alternative regulatory language that may be acceptable to both the solar and electrical stakeholders.
- (4) If no alternative language is ready for the March 2022 Board meeting, present the current regulatory text in **Option 1** for the Board's approval. **Staff note:** **Option 1** as used in this paragraph refers to the November 29, 2021, staff recommendation that would authorize staff to initiate a rulemaking that would preclude the C-46 Solar Contractor from installing BESS

Update on Battery Energy Storage Systems Stakeholder Meetings

CSLB staff developed a regulatory concept that would authorize C-46 Solar Contractors to install BESS in residential and light commercial applications. CSLB staff then reached out to various stakeholders to collect additional input as directed by the Board.

Following is a summary of those efforts. Included in this agenda update are letters CSLB distributed to request meetings with stakeholders on this subject. The working draft of proposed regulatory rule making language shared with the solar and electrical industry stakeholders can be located on CSLB's website under "January 26, 2022 Committee Meeting" at this link:

https://www.cslb.ca.gov/Media_Room/Board_and_Committee_meetings/

On December 1, December 14, December 22, and successive days in 2021 and early 2022: CSLB reached out to various members of the **California Building Officials (CALBO)**. Included in this agenda item is CSLB's December 14, 2021, letter requesting a meeting with CALBO. As of this writing, CSLB has been unable to set a meeting with CALBO.

December 1, 2021: CSLB reached out to a consultant for the **California Building Industry Association (CBIA)** on December 1, 2021, with a regulatory concept that would authorize the C-46 Solar Contractor to install BESS in residential and light commercial applications. The CBIA consultant did not take a formal position on behalf of CBIA but indicated that the proposal seemed like a fair alternative.

December 16, 2021: CSLB sent an email to contacts at the **Office of the State Fire Marshal (OSFM)** requesting a meeting or an OSFM contact with whom CSLB could discuss its proposal to authorize C-46 Solar Contractors to install BESS in residential



and light commercial applications. On December 30, 2021, CSLB sent a formal letter to the executive of the OSFM requesting a meeting. As of this writing, OSFM staff and CSLB staff have scheduled a meeting for January 19, 2022.

December 20, 2021: CSLB staff met with **UC Berkeley Labor Center** representatives, the authors of the BESS report CSLB commissioned through UC Berkeley that was released in July of 2021. They stand behind their conclusion the C-10 is the most appropriate classification to install BESS and provided the following written response:

“Their research showed that it is in California’s best interest to support the use of trained workers who complete the electrician certification requirements for the installation of BESS and that anything less will increase the safety risks associated with this technology. The authors also reiterated that the research shows that electrical certification has not impeded the growth of the industry, nor has it increased the costs of BESS projects.”

January 4, 2022: CSLB staff met with Joseph Cruz, Executive Director of the **Northern California District Council of Laborers**, to discuss CSLB’s review of the appropriate classification to install battery energy storage systems. Mr. Cruz confirmed he had reviewed the UC Berkeley Study and other CSLB materials. Mr. Cruz stated the State Council of Laborers are generally supportive of license classification revisions if they are based on a demonstrated public safety need. Mr. Cruz expressed concern the push for a C46-Solar Contractor regulatory change does not appear to be based on any identifiable public safety need nor does it address any other legitimate concern.

January 5, 2022: CSLB staff met with representatives with the **California Energy Commission (CEC)**, specifically staff from the Office of Chair Hochschild, as well as the CEC Efficiency Division and Development Division. As of this writing, CSLB has not secured CEC approval of a statement that summarizes this meeting.

January 7, 2022: CSLB shared with representatives of the **California Solar and Storage Association, National Electrical Contractors Association, and International Brotherhood of Electrical Workers** its draft regulatory proposal which would authorize C-46 Solar Contractors to install BESS in residential and light commercial applications.



CONTRACTORS STATE LICENSE BOARD

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STATE OF CALIFORNIA
Governor Gavin Newsom

Sent via electronic mail only: kalmand@calbo.org and mwheeler@calbo.org

December 14, 2021

Katie Almand
Government Affairs Manager
California Building Officials

Regarding: Battery Energy Storage Systems

Dear Ms. Almand:

On November 29, 2021, the Contractors State License Board (CSLB or Board) directed CSLB staff to confer with essential stakeholders for the purpose of developing regulatory language related to the appropriate contractor license classification to install battery energy storage systems (BESS). Specifically, the Board directed staff to develop language that would be an alternative to the regulatory language that was proposed for Board consideration that day (which would have strictly precluded C-46 Solar Contractors from installing BESS in all applications).

CSLB regards CALBO as an essential stakeholder on this topic and therefore would appreciate CALBO's review of the alternative described in this letter before we distribute it to the industry stakeholders on either side of this issue. CSLB staff is developing a regulatory proposal that would authorize the C-46 Solar Contractor to install BESS in the following limited circumstances:

- In buildings regulated by the California Residential Code (detached one- and two-family dwellings and townhouses pursuant to Section 1.1 of the California Residential Code, Title 24, Part 2.5), **OR**
- In buildings defined as "Business Group B" by the California Building Code ("light" commercial structures described in Section 304.1 of California Building Code, Title 24, Part 2); **AND**
- **ONLY** when the BESS meets the individual or aggregate rating capacities described in the Residential Code (280kwh, pursuant to Section R327.5) regardless of occupancy type.

The result would be that any BESS that is not installed in one of the occupancies above or exceeds 280kwh regardless of occupancy, would need to be installed by a C-10 Electrical Contractor (which triggers the certified electrician requirement of Labor Code § 108 et seq). Our read of Section R327.5 is that residential ESS installed beyond 280kwh must comply with the Fire Code.

Please let us know if a CALBO representative is available to discuss the afore-mentioned proposal with CSLB staff.

Thank you for your time and attention to this matter. I can be reached at (916) 255-3947 or (916) 501-0580 or david.fogt@cslb.ca.gov if you would like to discuss further.

Sincerely,



David Fogt
Registrar
Contractors State License Board

AGENDA ITEM E

Update on CSLB-Sponsored Bills or Legislative Proposals

- a. SB 216 (Dodd) Contractors: Workers' Compensation Insurance: Mandatory Coverage
- b. Legislative Proposal that would Increase Administrative Civil Penalties for Licensee Failure to Comply with Building Permit Requirements





CONTRACTORS STATE LICENSE BOARD

LEGISLATIVE BILL ANALYSIS

BILL NUMBER: SB 216 (Dodd)

http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220SB216

STATUS/LOCATION (as of 1.6.2022): In Assembly. Read first time. Held at Desk.

SPONSOR: Contractors State License Board

SUBJECT: Contractors: workers' compensation insurance: mandatory coverage

CODE SECTION: Amend, repeal, and add §§ 7125 and 7125.4 of the Business and Professions Code

SUMMARY: Precludes CSLB from accepting certificates of exemption from workers' compensation insurance from licensed C-8 Concrete, C-20 HVAC, and D-49 Tree Service contractors in the first year and from all contractors in three years, requiring that all contractors have a certificate of workers' compensation insurance on file by 2025.

EXISTING LAW: Requires every licensed contractor have on file with CSLB a current and valid Certificate of Workers' Compensation Insurance or Certification of Self-Insurance. Contractors can file a certificate of exemption, certifying that they have no employees and are not required to obtain or maintain workers' compensation insurance. Existing law requires C-39 Roofing contractors with an active license to have a valid Certificate of Workers' Compensation Insurance at all times, whether or not they have employees.

THIS BILL: Would include the C-8 Concrete, C-20 HVAC, and D-49 Tree Service contractor licenses as those, along with the C-39 Roofing contractor, who must always have a Certificate of Workers' Compensation Insurance on file with CSLB. The bill further provides that by 2025, CSLB would no longer accept a certificate of exemption from workers' compensation insurance, thereby requiring that all contractors with an active license have a certificate of insurance on file by 2025.

COMMENT/ANALYSIS: Despite years of enforcement efforts, the number of workers' compensation exemptions on file with CSLB, and the number of contractors in violation of the workers' compensation laws remains consistent. CSLB research confirms that many of the approximate 50 to 60 percent of licensed contractors who currently claim an exemption, do have employees. There is a demonstrated problem of contractors employing workers without providing workers' compensation insurance coverage. This problem creates an unfair competitive disadvantage for law-abiding contractors who are subject to higher business costs and puts employees and the public at risk for workplace injuries. This bill will eliminate that problem.

Fiscal Impact: At the December 2019 Board Meeting when the Board approved staff to pursue this legislative proposal, staff reported a speculative fiscal impact in lost license



renewal revenue should 10% of contractors drop their license instead of getting the required workers’ compensation insurance. This was based on a decline in the C-39 roofing license population when a similar requirement was imposed in 2007. In February 2021, when the staff updated its fiscal for the legislature, the Board reported the following:

Workload: The Board estimates it will take staff the same amount of time for staff to process the workers’ compensation insurance certificates of those filing an exemption from workers’ compensation.

Revenue: The Board cannot accurately predict how this bill will affect their licensee population and corresponding renewal revenue. The Board reported a conservative projection, an estimated 5 percent decline in licensee population when licensees that currently do not have a policy are required to obtain one. This decline would equate to the following impact over the next 4 years:

Fiscal Year	Classifications	Potential Loss in Annual Revenue
2021-22	C-8, C-20, D-49	\$58,000
2022-23		\$115,000
2023-24		\$115,000
2024-25	Everyone	\$758,000
2025-26		\$1,400,000

The staff fiscal impact would be absorbable, and the decreased revenue is estimated at **\$115,000** annually for 3 years and then roughly **\$1.4 M** annually ongoing.

STAFF RECOMMENDATION: UPDATE ONLY. This is a CSLB-sponsored measure.

- Staff verbal update of possible bill amendments.
- **Additional information.** On February 4, 2021, the CSLB Legislative Committee voted to recommend a position of “support” to the full Board. On February 10, 2021 the Chair of the Legislative Committee, with Board Chair approval, authorized staff to submit a letter of “support” of this measure to the Legislature. Staff alerted the Board to this action at the March 25, 2021 Board Meeting as required by page 16 of the Board’s Procedure Manual. No further action is required of the board.



CONTRACTORS STATE LICENSE BOARD

LEGISLATIVE PROPOSAL TO INCREASE ADMINISTRATIVE CIVIL PENALTIES FOR LICENSEE FAILURE
TO COMPLY WITH BUILDING PERMIT AND OTHER REQUIREMENTS

SUMMARY: Increase administrative fines for a licensed contractor failing to comply with various state codes, including failing to comply with building permit requirements.

RELEVANT PROVISIONS: Amend Business and Professions Code sections 7099.2 and 7110.

BACKGROUND: On September 10, 2021, CSLB joined the California Energy Commission (CEC) at a public workshop to address appropriate installation of residential heating and air conditioning (HVAC) equipment. The workshop was part of a long-term implementation plan for Senate Bill (SB) 1414 (Wolk, Chapter 678, Statutes of 2016). SB 1414 requires that CEC consult with CSLB to come up with a plan for ensuring HVAC equipment is appropriately permitted and inspected in compliance with Title 24 clean energy standards to ensure state building decarbonization goals are met.

The workgroup recommended CSLB disciplinary authority be expanded with higher consequences for contractors who fail to pull permits that meet CEC quality HVAC installation standards.

IDENTIFICATION OF PROBLEM: Permits and inspections for all types of construction are required by law as a public safety measure. Permits ensure construction complies with state and local codes, including clean energy and safety standards. Construction done without a permit can expose owners to additional liability and cost.

When permits for HVAC and other permitted projects are not obtained there is no assurance that such projects are installed to code or in compliance with energy efficient requirements. Projects not installed to code place owners at a risk, and in the case of HVAC systems, prevents consumers from achieving energy savings and compromises California's building decarbonization efforts.

The Contractors State License Law already provides that a contractor's failure to obtain permits is cause for disciplinary action (see Business and Professions Code section 7090). However, the failure to obtain a permit when required is not clearly defined as a cause of discipline in the CSLB "charging section" for that violation, nor is it currently among CSLB's higher tier of civil penalties that are reserved for serious violations.

PROPOSED CHANGE:

To address the seriousness with which CSLB and CEC regards a failure to comply with permit requirements, this proposal will add a licensee's failure to comply with permit requirements to CSLB's higher tier of civil penalty violations (\$30,000) and clarify in existing law that it is a "charging" violation to fail to pull a building permit when required. The change will also result in violations of other state codes (such as a contractor's failure to comply with the Public Contract Code) being assessed at the higher tier as well.



FISCAL IMPACT: The work involved is the same amount of time to currently issue civil penalties, the proposal just increases the assessed amount. There is no additional workload by the Board's Enforcement Unit.

Revenue increase would be initial and ongoing. CSLB issued citations for 151 violations of Section 7110 in 2020 and 141 in 2021 for an average fine of \$3,338. About 26% of those citations were issued in the maximum amount of \$5,000. Assuming the bill is successful, and patterns remain the same, the bill might result in an increased revenue that will help offset the cost of defending administrative legal actions.

PROPOSED LANGUAGE: (Business and Professions Code)

7099.2. (a) The board shall promulgate regulations covering the assessment of civil penalties under this article that give due consideration to the appropriateness of the penalty with respect to the following factors:

- (1) The gravity of the violation.
- (2) The good faith of the licensee or applicant for licensure being charged.
- (3) The history of previous violations.

(b) Notwithstanding Section 125.9, and except as otherwise provided by this chapter, no civil penalty shall be assessed in an amount greater than eight thousand dollars (\$8,000). Notwithstanding Section 125.9, a civil penalty not to exceed thirty thousand dollars (\$30,000) may be assessed for a violation of [Section 7110](#), ~~Section~~ 7114, 7118, or 7125.4.

7110. Willful or deliberate disregard and violation of the building laws of the state, or of any political subdivision thereof, or of any of the following references to or provisions of law, constitutes a cause for disciplinary action against a licensee:

- (a) Section 8550 or 8556 of this code.
- (b) Sections 1689.5 to 1689.15, inclusive, of the Civil Code.
- (c) The safety laws or labor laws or compensation insurance laws or Unemployment Insurance Code of the state.
- (d) The Subletting and Subcontracting Fair Practices Act (Chapter 4 (commencing with Section 4100) of Part 1 of Division 2 of the Public Contract Code).
- (e) Any provision of the Health and Safety Code or Water Code, relating to the digging, boring, or drilling of water wells.
- (f) Any provision of Article 2 (commencing with Section 4216) of Chapter 3.1 of Division 5 of Title 1 of the Government Code.



CSLB

LEGISLATIVE PROPOSAL TO INCREASE ADMINISTRATIVE CIVIL PENALTIES FOR
LICENSEE FAILURE TO COMPLY WITH BUILDING PERMIT AND OTHER

(g) Section 374.3 of the Penal Code or any substantially similar law or ordinance that is promulgated by a local government agency as defined in Section 82041 of the Government Code.

(h) Any state or local law relating to the issuance of building permits.

STAFF RECOMMENDATION: None. The Board approved staff to seek an author for this legislative proposal at the November 29, 2021, Board Meeting. This item is an update only.

AGENDA ITEM F

Adjournment



APPENDIX

2022-2024 Strategic Plan





2022 – 2024 Strategic Plan



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Members of the Board

Susan Granzella, Board Chair, Public Member

Mary Teichert, Vice Chair, “A” General Engineering Contractor Member

Diana Love, Secretary, Public Member, Senior Citizen Organization

David De La Torre, Public Member

Frank Altamura, Jr., Public Member

Rodney M. Cobos, Public Member

Miguel Galarza, “B” Contractor Member

Donald Giarratano, “C” Contractor Member

Michael Mark, Public Member – Labor Organization

James Ruane, “C” Specialty Contractor Member

Johnny Simpson, Public Member

Steve Panelli, Public Member, Building Official

Cynthia L. Rich, Public Member

Gavin Newsom, Governor

Lourdes M. Castro Ramírez, Secretary, Business, Consumer Services and Housing Agency

Kimberly Kirchmeyer, Director, Department of Consumer Affairs

David R. Fogt, Registrar of Contractors, Contractors State License Board

Overview: About the Board

The California legislature established the Contractors State License Board (CSLB) in 1929 as the Contractors License Bureau under the Department of Professional and Vocational Standards. Today, CSLB is part of the Department of Consumer Affairs.

The responsibility for licensing and regulating the 45 classifications and two certifications that constitute California's construction industry belongs to CSLB. Today, there are approximately 285,000 licensed contractors and 23,000 registered home improvement salespersons in the state.

The Registrar of Contractors oversees a staff of more than 400 employees who work at CSLB's headquarters in Sacramento and at field offices throughout the state.

CSLB's headquarters office receives and processes applications for new licenses, additional classifications, changes of license records, and license renewals. Headquarters staff reviews and maintains records of disciplinary actions initiated by the regional offices and provides other support services. This office also provides information about the status of a license as well as the verified certificates of licensure used in court or other actions. Headquarters directs the activities of the field offices and initiates all disciplinary actions resulting from their investigations. Field office staff investigates consumer complaints against licensed and unlicensed contractors.

Enforcement staff closed nearly 17,000 investigations in Fiscal Year 2020-21, as well as initiated all disciplinary actions resulting from investigations. In Fiscal Year 2020-21, CSLB helped recover more than \$27.5 million for consumers.

The Statewide Investigative Fraud Team (SWIFT) focuses on the underground economy and on unlicensed contractors. This unit conducts proactive stings and sweeps to help curtail illegal contracting and cites those who are not licensed.

CSLB's website provides a wealth of information to various stakeholders. Features include an Instant License Check, which provides information about a particular contractor's license status, and Find My Licensed Contractor, which generates a list of licensed contractors in a designated geographic area and specific trade. It also includes a Disaster Help Center, which provides information and resources for disaster survivors, contractors, and the media.

CSLB holds regularly scheduled public meetings throughout the state, which provide the public an opportunity to provide comment on agenda items and other issues.

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.

Board Structure and Functions

CSLB's 15-member Board directs administrative policy for the agency's operations. 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.

Gubernatorial Appointments

- Three Public Members
- One Public Member – Senior Citizen Organization
- One Public Member – Building Official
- One Public Member – Labor Representative
- One (A) Engineering Contractor Member
- Two (B) General Contractor Members
- Two (C) Specialty Contractor Members

Senate Appointments

- Two Public Members

Assembly Appointments

- Two Public Members

The Board appoints, with the approval of the director of the department of Consumer Affairs, the registrar of contractors, who directs administrative policy for CSLB's statewide operations

Committees

CSLB currently has five standing board committees that perform various functions.

- **Licensing Committee**
Ensures that all applicants and licensees meet minimum qualifications 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 awareness of contracting laws and 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 licenses and regulates contractors in 44 license classifications and two certifications under which members of the construction industry practice their trades and crafts. As of October 1, 2021, there were 283,867 contractor licenses in California: 232,187 active and 51,680 inactive. 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 a sole owner, partnership, corporation, limited liability company, or joint venture. All licenses must have a “qualifier,” who is the person listed in CSLB records who satisfies the experience and exam requirements for a license. Depending on the type of license, the qualifier 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 qualifier is required for every classification and on each license CSLB issues; 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 October 1, 2021, there were 23,402 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 2020-2021, CSLB helped recover more than \$27.5 million for consumers. CSLB receives complaints from members of the public, licensees, professional groups, government agencies, and others concerning all aspects of the construction industry. However, the majority of these complaints come from owners of residential property involved in remodeling or repair work. CSLB received over 15,000 complaints in Fiscal Year 2020-2021.

CSLB's 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 field investigation is not warranted.
- **Complaint Investigation**
Field investigations performed by CSLB Special Investigators.
- **Arbitration**
Resolution of disputes for complaint cases meeting defined criteria.
- **Minor Cases**
Issuance of an advisory notice or letter of admonishment for less egregious violations of law.
- **Citation**
Official notice containing alleged violations that include a civil penalty and may include an order of correction or abatement; citations may be issued for unlicensed activity cases or for other violations of contractors' state license law.
- **Accusation**
A legal document formally charging a licensed contractor with serious violations that warrant suspension or revocation of a license and providing notice that a disciplinary action may be imposed.
- **Criminal Referral**
Cases involving alleged criminal violations are referred to local prosecutors for the possible filing of criminal charges.
- **Appeal Hearing**
After a citation or accusation is issued, evidentiary hearings are held before an administrative law judge (ALJ) from the Office of Administrative Hearings to hear a licensee's appeal.
- **Proposed Decision**
Submission of the ALJ's proposed decision to the Registrar of Contractors for final agency decision.
- **Reconsideration**
Requests to the Registrar or the Board to reconsider the decision.
- **Judicial Review**
Licensee may file a petition for a Writ of Mandate in superior court, seeking to overturn the Registrar's or the Board's decision.

The Underground Economy

California's underground economy harms law-abiding businesses, consumers, and workers. The problem is particularly prevalent in the construction industry, where businesses that cheat underbid those that follow the rules 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.
- Failing to report accurate payroll to obtain a lower workers' compensation insurance premium.

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 jurisdiction 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 member of multiple task forces.

Joint Enforcement Task Force

The Joint Enforcement Task Force (JESF), which was created by an executive order signed by Governor Pete Wilson in October 1993, is responsible for enhancing the development and sharing of information necessary to combat the underground economy, to improve the coordination of enforcement activities, and to develop methods to pool, focus, and target enforcement resources. JESF is empowered and authorized to form joint enforcement teams when appropriate to utilize the collective investigative and enforcement capabilities of JESF members.

Labor Enforcement Task Force

The Labor Enforcement Task Force (LETF), which was launched in January 2012, is comprised of investigators from CSLB, the Department of Industrial Relations, and the Employment Development Department. LETF performs weekly inspections at active construction sites to investigate license, wage, tax, and workplace safety compliance.

Unlicensed Activity

CSLB's Statewide Investigative Fraud Team (SWIFT) proactively combats illegal contractors that operate in the underground economy by failing to obtain a required contractor license and/or workers' compensation insurance. 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 licensed contractors.

Significant Accomplishments 2019-2021

Over the last three years, the Board achieved many of the goals laid out in the 2019-2021 Strategic Plan. Highlights include:

- The Legislative and Licensing Divisions developed a new residential remodeling classification and then worked with Senator McGuire to create the new law (SB 1189, 2020). The Testing Division developed and is now administering the new trade examination.
- The Licensing Division obtained legislative authority through board-sponsored legislation and began outsourcing CSLB's examination administration to reduce board costs and provide applicants more flexibility to take their exams.
- The Information Technology and Licensing Divisions developed necessary programming to enable over 90 percent of licensees to renew their licenses online in real-time and provided all applicants with the ability to take their open book asbestos examination online.
- The Enforcement and Public Affairs Divisions formalized CSLB's disaster response program. Consumer protection objectives include posting signs within three to five days after evacuation orders are lifted, conducting sweeps through the disaster area to ensure contractors are properly licensed, staffing Local Assistance/Disaster Recovery Centers to educate consumers and contractors on successfully contracting to rebuild, and participating in disaster-related outreach events. In the past three years, the Enforcement Division has successfully staffed 52 Local Assistance Centers throughout California.
- The Enforcement and Public Affairs Divisions relaunched CSLB's "Most Wanted" feature and issued press releases for all undercover sting operations.
- The Public Affairs and Enforcement Divisions created an online building permit compliance training course for licensees who fail to comply with local building department permit requirements.
- The Executive Office completed a classification study with outside consultant CPS HR and reclassified existing non-sworn enforcement representatives to special investigators.
- The Information Technology Division expanded public records and licensing information online with the creation of the "Public Data Portal" on CSLB's website.

Strategic Goal Areas

1. LICENSING & TESTING

Ensures that all applicants and licensees meet minimum qualifications to provide construction services.

2. ENFORCEMENT

Helps reduce, eliminate, or prevent unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare.

3. LEGISLATION

Ensures that statutes, regulations, policies, and procedures strengthen and support CSLB operations.

4. PUBLIC AFFAIRS

Educates consumers about making informed choices related to construction services and provides information to licensed contractors so they can improve their awareness of contracting law, and technical, management, and service skills.

5. EXECUTIVE

Enhances organizational effectiveness and improves the quality of service in all programs.

Goal 1: Licensing and Testing

Ensure that all applicants and licensees meet minimum qualifications to provide construction services.

- 1.1 Assess barriers to licensure for women and minorities and create an outreach plan to community colleges, construction management programs, labor unions, and workforce development groups to increase licensee diversity and create a better understanding of applicants and licensees.

[Ongoing: Workshops or Surveys](#)

- 1.2 Study and appraise opportunities [to waive examination requirements for out of state contractors](#) ~~for exam waivers by broadening reciprocity~~ to reduce barriers to licensure.

[June 2023](#)

- 1.3 Continue automating and streamlining all online application, ~~and~~ licensing, ~~and~~ examination processes to improve processing efficiency.

[December 2024](#)

- 1.4 Assess and report [on how to incorporate requirements for licensure to include](#) new and emerging technologies ~~and into the licensure~~ processes to ensure licensees continues to represent reliability in contracting excellence.

[Ongoing: Presentation to Board summer 2022](#)

- 1.5 In partnership with Public Affairs, [streamline and eliminate jargon on CSLB licensing webpages, handouts, publications, and forms to reduce user confusion and evaluate and enhance FAQs and forms for licensing processes to reduce](#) processing times.

[December 2022 and ongoing](#)

- 1.6 Complete exam administration outsource transition and assess remote testing options.

[September 2022](#)

Goal 2: Enforcement

Helps reduce, eliminate, or prevent unlicensed activity and unprofessional conduct that pose a threat to public health, safety, and welfare

- 2.1 Leverage current enforcement tools ([letters of admonishment and accusations](#)) to increase licensee and business knowledge by requiring contractors subject to CSLB ~~complaint investigation~~ [corrective action to](#) take specified courses.

[July 2022](#)

- 2.2 Research the scope of unlicensed practice, evaluate allocated enforcement resources, and meet with industry stakeholders to review enforcement strategies.

[July 2022: Prepare scope of work for hiring consultant and present to Enforcement Committee](#)

- 2.3 Coordinate educational workshops with agency partners to assist applicants and licensees in complying with contractors' state license law (CSLL) and other business requirements.

[March 2022: Presentation to Joint Enforcement Strike Force](#)
[July 2022: Present education plan to Enforcement Committee](#)

- 2.4 Review and create a structured enforcement training program with enforcement academy to achieve statewide investigation and legal action consistency.

[July 2023](#)

- 2.5 ~~Research the need to establish~~ [Develop a plan for](#) a public works [enforcement](#) unit to perform outreach to awarding agencies and coordinate public works investigations with compliance groups and government entities to enforce CSLL requirements.

[July 2022: Presentation to Enforcement Committee](#)

- 2.6 Continue to enforce workers' compensation insurance requirements [to protect consumers and workers](#) and scrutinize licensees who self-certify they have no employees. ~~to protect consumers and workers.~~

[Ongoing](#)

Goal 3: Legislation

Ensures that statutes, regulations, policies, and procedures strengthen and support CSLB operations

- 3.1 Host an annual legislative day to build proactive relationships with lawmakers and to enhance effectiveness.

[April 2023: Annually thereafter](#)

- 3.2 Review policies, procedures, and current practices for compliance with the Administrative Procedure Act to ensure appropriate decision making.

[July 2022: Conduct internal review](#)

- 3.3 Use plain language in all CSLB ~~sponsored legislation~~ [legislative proposals and bill analyses](#) for better consumer and contractor understanding.

[Immediate and ongoing](#)

- 3.4 Pursue legislation requiring workers' compensation insurance for all contractors to protect consumers and workers.

[September 2022](#)

- 3.5 Identify and include fiscal impacts for the Board's consideration in all legislative proposals and bill analyses.

[Immediate and ongoing](#)

- 3.6 Review and collaborate with local and state government to determine if CSLB's hazardous and asbestos certification remain viable and are effective in protecting consumers in declared disaster areas.

[July 2023](#)

Goal 4: Public Affairs

Educates consumers about making informed choices related to construction services, and provides information to licensed contractors so they can improve their awareness of contracting laws and technical, management, and service skills

- 4.1 Expand [CSLB's](#) online presence through both standard platforms and emerging technologies to [improve effectiveness in educating consumers and the industry. streamline ease, cost, and impact of making information available.](#)

[Ongoing](#)

- 4.2 Establish a CSLB-specific new board member orientation to educate board members about legislative processes, licensing and testing functions, and enforcement procedures.

[January 2023](#)

- 4.3 Update the website content, accessibility, and navigation to improve [the](#) user experience.

[Immediate and ongoing](#)

- 4.4 Develop video tutorials on processes and procedures to reduce consumer, licensee, and applicant errors ([i.e.e.g.](#), how to complete forms).

[Ongoing. Two videos per year beginning in 2022.](#)

- 4.5 Develop communications with C-20 (Warm-Air Heating, Ventilating and Air-Conditioning) and C-38 (Refrigeration) contractors on energy work in line with Governor Newsom's carbon reduction goals.

[December 2022](#)

Goal 5: Executive: Administration and Information Technology

Enhances organizational effectiveness and improves the quality of service in all programs

5.1 Regularly report to the Board on IT security to protect and secure CSLB sensitive data.

[Ongoing](#)

5.2 Research and develop tools in addition to existing annual surveys that will provide the Board and staff with feedback on the public's perception of staff performance and customer service.

[July 2022](#)

5.3 ~~Replace~~ ~~improve~~ the automated phone system ~~to~~ ~~and~~ ensure callers can speak to a representative in a timely fashion.

[March 2023](#)

5.4 Improve staff recruitment, onboarding, and training/team building for staff development.

[July 2022](#)

5.5 Evaluate applicant and licensee online logins or profiles to help tailor the content to the user, track submissions/interactions, etc.

[December 2022: Procure product](#)

[December 2023: Implementation](#)

Strategic Planning Process

To understand the environment in which the Board operates and to identify factors that could impact the Board's success, the California Department of Consumer Affairs' SOLID Planning unit (SOLID) conducted an environmental scan of the internal and external environments by collecting information through the following methods:

- Interviews were conducted with board members and executive management during the months of June and July 2021, to assess the challenges and opportunities the Board is currently facing or will face in the upcoming years.
- Online surveys were sent to board managers, supervisors, and staff on June 7, 2021, closing on June 21, 2021. In the survey, board managers, supervisors, and staff provided anonymous input regarding the challenges and opportunities the Board is currently facing or will face in the upcoming years. A total of 51 staff and eight managers and supervisors participated in the survey.
- An online survey was sent to board stakeholders the second week in June and closed on June 21, 2021. The survey's purpose was to identify the strengths and weaknesses of the Board from an external perspective. A total of 363 stakeholders completed the survey.

The most significant themes and trends identified from the environmental scan were discussed by the board members and the executive officer during a strategic planning session facilitated by SOLID Planning on September 22, 2021. This information guided the Board in the review of its mission, vision, and values while directing the strategic goals and objectives outlined in its new strategic plan.