



CONTRACTORS STATE LICENSE BOARD

PUBLIC AFFAIRS COMMITTEE MEETING SUMMARY REPORT

Public Affairs Committee Meeting Summary Report

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

Public Affairs Committee Chair Miguel Galarza called the meeting of the Contractors State License Board (CSLB) Public Affairs Committee to order on November 29, 2023, at 9:33 a.m. via WebEx teleconference. A quorum was established.

Committee Members Present

Miguel Galarza, Chair
David De La Torre
Susan Granzella
Jacob Lopez
Steven Panelli
Alan Guy

Mary Teichert had an approved absence.

CSLB Staff Present

David Fogt, Registrar
Michael Jamnetski, Chief Deputy Registrar
Katherine White, Chief of Public Affairs
Carol Gagnon, Chief of Licensing and Examinations
Steve Grove, Chief of Enforcement
Yeaphana La Marr, Chief of Legislation
Stacey Paul, Budgets Manager
Jason Perez, Chief of Information Technology
Amy Lawrence, Television Specialist
Natalie Rosenberger, Information Officer
Natalie Watmore, Information Officer
Robin Williams, Executive Staff

DCA Staff Present

John Kinn, DCA Legal Counsel

B. Public Comment

Rich Knudsen asked about the CSLB complaint process and timeline.

Registrar David Fogt asked Knudsen to provide contact information to address their concerns.



C. Review, Discussion and Possible Action on Website Consumer Information Improvements

Public Affairs Committee Chair Miguel Galarza introduced agenda item C, located on page 13 of the Committee packet. Chair Galarza stated the Public Affairs team at CSLB is enhancing their website for better consumer service. Key updates include revising the Alerts box on the homepage to highlight laws on down payments for home improvement, which includes solar contracts. The revised content clearly outlines legal limits on down payments and prohibits payment collection for unfinished work or undelivered materials.

Chair Galarza added that Public Affairs is drafting a letter for solar contractors with numerous complaints, emphasizing CSLB's role in investigating violations of the Contractors State License Law, rather than acting as quality control.

The Solar Smart page on the CSLB website is also being updated for clearer consumer guidance. Essential tips, such as license verification, doing research, and review of contracts, are being prioritized on the page and promoted through CSLB's social media.

Chair Galarza explained, alongside website improvements, Public Affairs is updating all CSLB publications, ensuring they are current and available in multiple languages, including Spanish. The updates extend to materials like the "Get Licensed to Build" publication, which supports monthly licensing workshops offered in English and Spanish.

Committee Member Comment:

Committee Member Susan Granzella asked how people can see the payment reminder alerts on the website. Chief of Public Affairs Katherine White described where the Alerts box is on the CSLB homepage.

Public Comment:

There was no public comment.

D. Review, Discussion, and Possible Action on Video Outlines to Assist Consumers and Licensees

Chair Galarza introduced Agenda Item D, located on page 17 of the Committee packet, which centered on the creation of new video to better assist consumers and licensees, which includes translating videos to Spanish.

Chair Galarza introduced Television Specialist Amy Lawrence, who briefly described proposed videos, including videos about tips for solar, Spanish versions of existing videos, and videos for key tips that will also be posted on social media.

Committee Member Comment:

Member Granzella asked when the proposed videos would be completed. Lawrence



informed the committee the videos would be available by the end of 2024.

Public Comment:

There was no public comment.

E. Review, Discussion and Possible Action on CSLB-specific New Board Member Orientation Video

Chair Galarza introduced Agenda Item E, located on page 18 of the Committee packet, which focused on Strategic Plan Item 4.2. This item involves the development of a specific orientation program for new CSLB board members. The orientation aims to educate these members about CSLB's legislative processes, licensing and testing functions, and enforcement procedures.

Chair Galarza informed the committee that the CSLB's Public Affairs Office produced a comprehensive PDF document and an informative video for new board members.

CSLB's Public Affairs staff shared the board orientation video with the committee.

Committee Member Comment:

Member Granzella asked if CSLB would be producing a video offering insights into Board member roles and what is expected of them.

Chief White informed the committee the video was focused on the legislative processes, licensing and testing functions, and enforcement procedures but noted this information could be included in the PDF document.

Committee Member Alan Guy expressed their appreciation for the new orientation information.

Public Comment:

There was no public comment.

F. Adjournment

Motion: To adjourn the November 29, 2023, Public Affairs Committee meeting. David De La Torre moved; Steven Panelli seconded.

The Public Affairs Committee adjourned at approximately 9:58 a.m.