



CONTRACTORS
STATE LICENSE BOARD

Executive, Public Affairs, and Enforcement Committee Meetings

Monday, November 17 | 9:00 am – 12:00 pm

Today's meeting will begin momentarily.

Public Comment

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

Microsoft Teams link:

<https://events.gcc.teams.microsoft.com/event/a36bd733-7e1e-4754-8833-9634185ac1fb@3d1463de-df72-48da-961b-5e535bbe716b>

Meeting ID: 270 536 630 512 24

Passcode: dW2mG9LE

Join by phone:

916-340-8074

Access code: 136 197 922#



CONTRACTORS
STATE LICENSE BOARD

Executive Committee Meeting

Monday, November 17 | 9:00 am – 10:00 am

Today's meeting will begin momentarily.

Public Comment

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<https://events.gcc.teams.microsoft.com/event/a36bd733-7e1e-4754-8833-9634185ac1fb@3d1463de-df72-48da-961b-5e535bbe716b>

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Agenda Item A

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

Agenda Item B

Public Comment for Items Not on the Agenda and Future Agenda Item Requests
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Agenda Item C

Review and Discussion Regarding Information and Technology Projects to Reduce Processing Times in Licensing and Enforcement

Admin

- Organization Wide New Employee Orientation Guide: June 2025
- Performance Management Series: October 2025
- Building Blocks of Leadership: October 2025

Enforcement

- Recent Enforcement Academy: April 2025
- Future Enforcement Academy: April 2026
- NASCLA Investigative Techniques & Case Management: September 2025
- Subject Matter Expert Webinars
 - Criminal Report Writing & Arrest Affidavits: March 2025
 - Case Law Study, Terminex: March 2025
 - Business & Professions Code Section 7159.5 Front Loading Rules: January 2026

Agenda Item C (cont.)

Review and Discussion Regarding Information and Technology Projects to Reduce Processing Times in Licensing and Enforcement

Licensing

- 100% of Licensing & Testing staff received initial training and have been provided with procedures, worksheets, and checklists.
- All procedures were audited/updated (project ran from Sept '24 – March '25)
- Ad hoc training is provided as updates are made.

Information Technology

- 28 Technology e-Learning Courses Accessed: April-September 2025
- PowerBI for Data Scientists: January 2026.
PowerBI is a tool that enables trend analysis and presentation in dashboards.

Agenda Item D

Review and Discussion Regarding Information and Technology Projects to Reduce Processing Times in Licensing and Enforcement

May 2025: Enterprise Document Management System (EDMS) Successfully Launched

- Cloud-based software platform for housing licensing documents.
- Replaced CSLB's much older imaging and workflow system.
- Improves functionality, readability, and processing for staff, by converting all licensing documents from images into modifiable PDFs and by automating some workflows.

Proof of Concept Complete, Delivery Contingent on Funding: Enforcement Modernization Project

- EDMS & TEALE system integration.
- External upload capability, eliminates need to mail and scan documents.
- Automated report templates with correspondence tracking.
- Automated intake mediation and case management workflows with real-time notifications.
- Management and executive dashboards for oversight and trend analysis.

Ongoing Remedial Efforts: Sole Owner Online Application

- Vendor has fallen behind on delivering within scope, budget, and timeline.

Agenda Item E

Review and Discussion of IT Advisory Committee Recommendation Regarding CSLB Mobile Application

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Ongoing Remedial Efforts: Sole Owner Online Application

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Agenda Item F: Update Regarding Muralists Exemption Resulting from Senate Bill 456 (Ashby)



Effect, January 1, 2026, SB456 exempts the following work from license requirement:

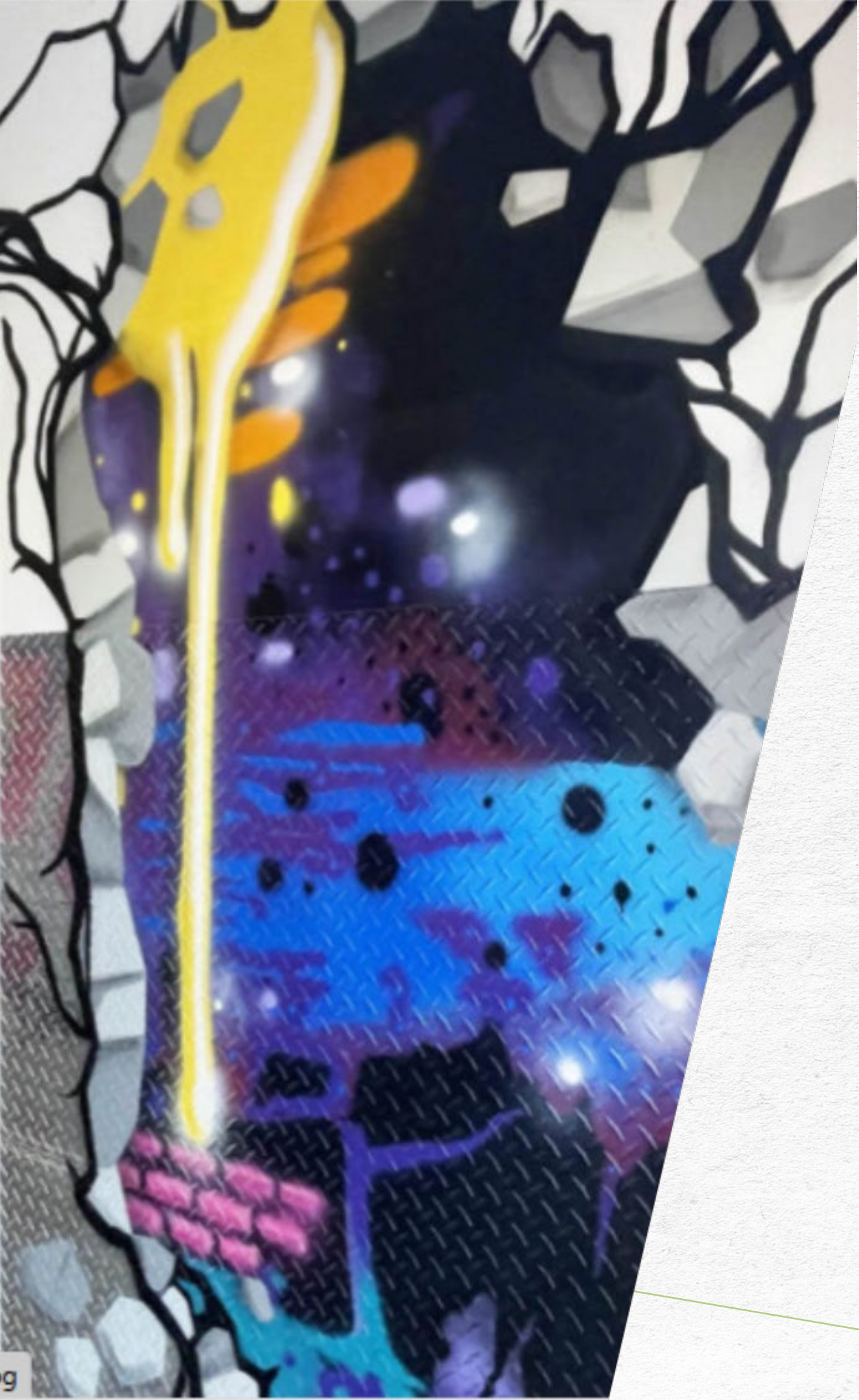


An artist who draws, paints, applies, executes, restores, or conserves a mural, as defined, pursuant to an agreement with a person who could legally authorize the work.



Mural is defined as a unique work of fine art that is protected by copyright, trademark, label, or patent and that is drawn or painted by hand directly onto interior or exterior walls or ceilings, fixtures, or other appurtenances of a building or structure. “Mural” does not include painted wall signs.





Agenda Item F (cont.) Stakeholders include

- League of California Cities
- Painters and Allied Trades
- California Arts Council
- Independent Painting Contractors
- Others?

Agenda Item G

Analytic Study: Unlicensed Practice & Resource Needs

Contracting Effort Summary

July 2025 - Contract between CSLB and University Enterprises, Inc. (CSUS) using the Population Research Center (PRC) executed. \$197,708.00 expected cost.

August 2025 - CSUS PRC notified CSLB that they would be unable to work on the project. They recommended the CSUS Institute for Social Research.

September 2025 - Research Data staff at CSLB assessed study requirements and proposed an in-house option.

Agenda Item G (cont.)

Analytic Study: Unlicensed Practice & Resource Needs

In-House Study Option

Within the Licensing Division, CSLB has a professional team in the Research Data classification series, capable of conducting quantitative and qualitative data-driven research and statistical analysis.

Utilizing internal resources, CSLB can complete the study in a more timely manner, and absorb the work within the existing operational budget.

ThucDoan Nguyen, PhD., will present.

Agenda Item G (cont.)

CSLB Researcher Qualifications

EDU Manager: PhD Business Administration

- 28 years academic and professional research experience
- author/co-author more than 10 government and university projects
- top 3 journals in marketing

EDU staff:

- 1 PhD Mechanical Engineering
- 2 MA Industrial-Organizational Psychology
- 1 MA Psychology
- 1 MA Economics
- 1 MA Anthropology

Agenda Item G (cont.)

Research Purposes and Deliverables

Purpose

- Estimate the number of unlicensed contractors in California and determine enforcement resource needs.
- Consider an outreach campaign to educate consumers and industry on licensure benefit and requirement.

Deliverables

- Estimated number of unlicensed California contractors.
- Factors influencing consumers' choice of selecting a licensed vs. unlicensed contractor.
- Strategy, outreach and resources needed to effectively address unlicensed practice.

Agenda Item G (cont.)

Unlicensed Activities – Research Methodologies

Comparative data gap analysis

- Business License Applications
- Baseline data: CSLB active licenses

Complaint data

- Non-licensee Complaints received
(Enforcement)
- Proactive enforcement of active job sites

Online advertising

- Angi, HomeAdvisor, and Craigslist

Agenda Item G (cont.)

Outreach Campaign – Research Methodology

- *Survey consumers who have filed complaints with CSLB*
- *Interview Wildfire Survivors*
- *Request input from consumer groups (such as National Housing Law Project, Bet Tzedek, California Low-Income Coalition, etc.)*
- *Gather expert opinions from industry leaders and the California Building Officials Association (CALBO)*

Agenda Item H

Adjournment. Thank you for your time!



**CONTRACTORS
STATE LICENSE BOARD**

MEETING ADJOURNED

A RECORDED VERSION WILL BE ARCHIVED
ON CSLB'S YOUTUBE CHANNEL





CONTRACTORS
STATE LICENSE BOARD

Enforcement Committee Meeting

Monday, November 17 | 10:00 am – 11:00 pm

Today's meeting will begin momentarily.

Public Comment

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Join Meeting for Members of the Public via
Microsoft Teams:

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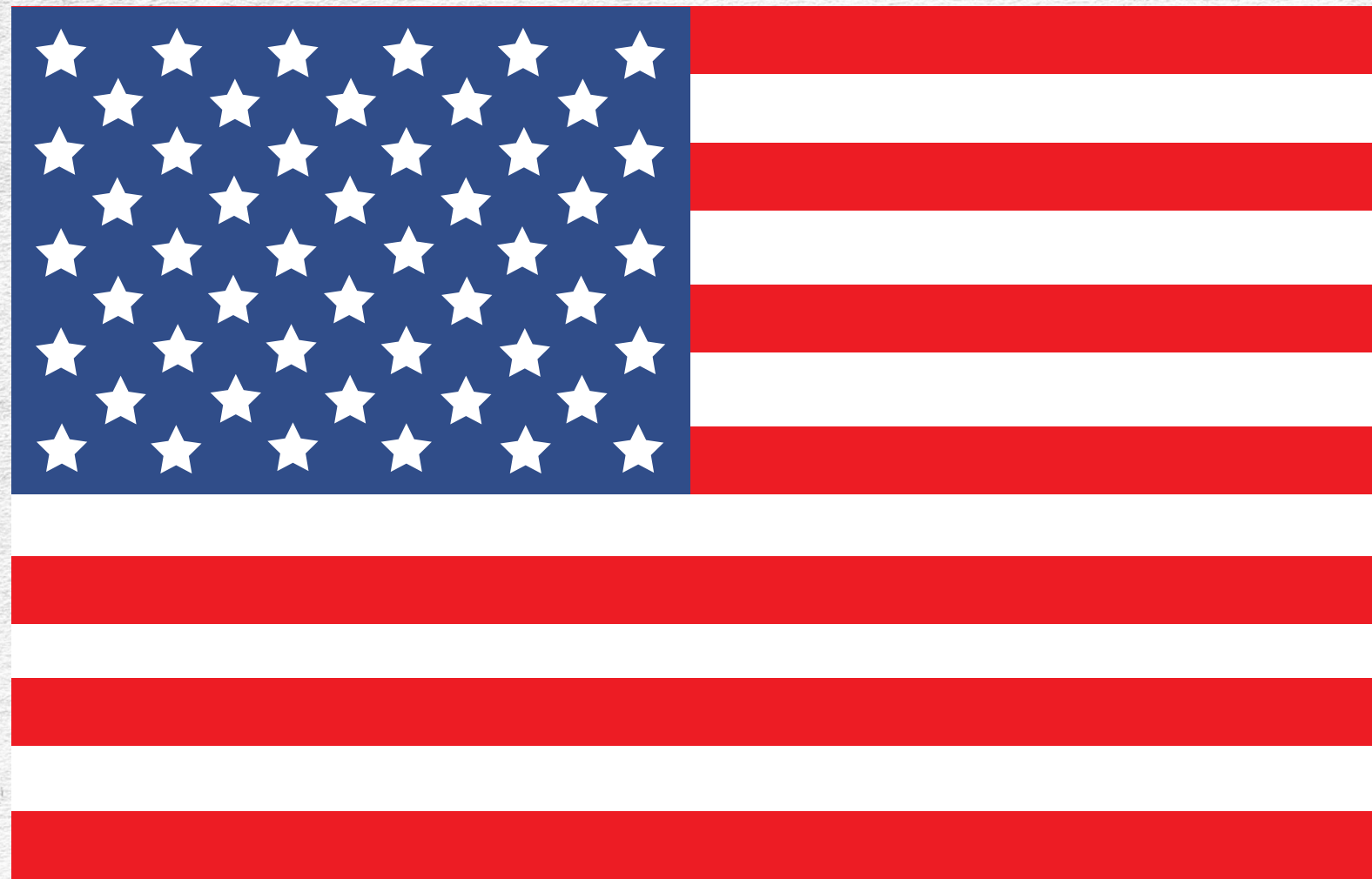
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Agenda Item A

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



Agenda Item B

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Agenda Item C

Review and Discussion Regarding Civil Penalty Increase Implementation Provided by Senate Bill 779 (Archuleta)

SB 779 establishes and increases minimum fine amounts included with enforcement citations. This bill requires future minimum enforcement fine amounts to increase based on increases to the Consumer Price Index (CPI) every five years. SB 779 also increases CSLB's reserve fund cap from six to 12 months.

Agenda Item C (cont.)

Review and Discussion Regarding Civil Penalty Increase Implementation Provided by Senate Bill 779 (Archuleta)

Major points:

- *Increases minimum fine amounts, effective July 1, 2026.*
- *Authorizes CSLB to increase minimum fine amounts every five years per the Consumer Price Index (CPI).*

Agenda Item C (cont.)

Review and Discussion Regarding Civil Penalty Increase Implementation Provided by Senate Bill 779 (Archuleta)

Continued

Next steps:

- *The Chief of Enforcement should meet with the CSLB Citation Enforcement staff to discuss legislative intent to raise fines to deter license law violations.*
- *Legal Action Deputy should identify administrative law judge decisions that reduce civil penalties below the statutory minimum.*

Agenda Item C (cont.)

Review and Discussion Regarding Civil Penalty Increase Implementation Provided by Senate Bill 779 (Archuleta)

Continued

SB 779 increased citation fine minimums to \$500 for all violations with the exception of the following, which increased to \$1,500:

<i>Violation of:</i>		<i>Current Minimum</i>	<i>As of July 1, 2026</i>
7110	Disregard or violation of statutes (safety, labor, building)	\$200	\$1,500
7114	Aiding, abetting, or conspiring with unlicensed person to evade law	\$200	\$1,500
7118	Entering into a contract with unlicensed contractor	\$200	\$1,500
7125.4	Failure to secure workers comp insurance	\$200	\$1,500

Agenda Item D

Update Regarding Establishment of Multiple Offender Unit

Background/History:

The Multiple Offender Unit (MOU) started as a pilot program in 2023 with two volunteers from Sacramento Investigative Centers to address a significant increase in consumer-filed solar complaints.

- Contractors with 10 or more open complaints were referred directly to the MOU, bypassing the Intake-Mediation Center.*
- MOU staff send a letter to the contractor informing them that they have an excessive number of open complaints and strongly encourage them to resolve all open complaints within 30 days.*

Agenda Item D (cont.)

Update Regarding Establishment of Multiple Offender Unit

Continued

Background/History (cont.)

- *All open complaints against a specific contractor are assigned to one investigator for faster settlement and/or legal action.*
- *Objective: Reduction in licensees receiving multiple complaints or engaged in egregious acts.*

Agenda Item D (cont.)

Update Regarding Establishment of Multiple Offender Unit

Background/History (cont.)

- *July 2024 - Two Retired Annuitants hired (both former CSLB Investigators)*
- *June 2025 - MOU officially becomes new unit within Enforcement; two Associate Government Program Analysts (AGPAs) hired (one in Sacramento and one in Norwalk); Office Technician hired to handle all MOU case processing and provide office support*

Agenda Item D (cont.)

Update Regarding Establishment of Multiple Offender Unit

Continued

Background/History (cont.)

- *July 2025 - Transitioned from targeting contractors with 10 or more open complaints, to contractors with 5 or more open complaints*
- *September 2025 - A third AGPA is hired in Sacramento.*
- *October 2025 - Andrew Esch, former SWIFT Investigator, hired as the Supervising Special Investigator to oversee the unit; recruitment begins to fill three Special Investigator positions (two in Sacramento and one in Norwalk).*

Agenda Item D (cont.)

Update Regarding Establishment of Multiple Offender Unit

Continued Results:

- *From July 2024 through October 2025, the MOU handled more than 1,624 complaints, closing 1,099 and filing 23 accusations comprising 88 total complaints.*
- *As of November 2025, eight of the licensees subject to accusations filed by the MOU were revoked or placed on formal probation. These accusations collectively involved 29 complaints, an average of approximately 4 complaints per accusation. This has allowed the MOU to complete 377 investigations since January 2025.*

Agenda Item D (cont.)

Update regarding Establishment of Multiple Offender Unit

Results (cont.):

- *As of November 2025, the MOU has referred 88 complaints to local prosecutors for criminal prosecution.*
- *Number of contractors with 10 or more open complaints reduced from over 100 when MOU began to only 8 currently due to the effectiveness of the unit.*
- *Number of contractors with 5-9 open complaints is currently at 6.*

Agenda Item E

Review of 2025 NASCLA National Coordinated Effort

- *Each year, the National Association of State Contractors Licensing Agencies (NASCLA), conducts a nationwide enforcement operation designed to enhance public awareness and strengthen the role of state regulatory agencies in protecting consumers and maintaining fair competition within the construction industry.*
- *Date of Operation: October 13-24, 2025*
- *14 States Participated: Alabama, Arizona, Arkansas, Connecticut, Florida, Michigan, Mississippi, Nevada, North Carolina, Oregon, Texas, Utah, Washington*
- *National Press Release and CSLB Press Released Issued: November 3, 2025*

Agenda Item E (cont.)

Review of 2025 NASCLA National Coordinated Effort

Nationwide Results:

- *2,936 jobsite visits*
- *922 cases opened related to potential violations of state licensing laws*
- *Action taken: Advisory Notices, Letters of Admonishment, Stop Work Orders, Administrative Penalties, Criminal Referrals, Follow up Investigations*

Agenda Item E (cont.)

Review of 2025 NASCLA National Coordinated Enforcement Effort

Continued

California Results – Statewide Investigative Fraud Team (SWIFT):

Total of 119 Legal Actions (mostly unlicensed contracting and illegal advertising)

- *3 Sting Operations (San Joaquin, Kern, San Diego counties)*
 - 19 Administrative Legal Actions
 - 26 DA Referrals
 - Highest bid: \$46,000
- *46 Sweep Operations (17 counties statewide)*
 - 454 Job Site Visits
 - 28 DA Referrals
 - 9 Licensee Citations
 - 24 Non-licensee Citations
 - 13 Letters of Admonishment
 - 27 Stop Orders
 - 99 Advisory Notices

Agenda Item H

Adjournment. Thank you for your time!



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STATE LICENSE BOARD**

Public Affairs Committee Meeting

Monday, November 17, 2025 | 11:00 a.m.

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Public Comment

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Agenda Item C

*Presentation of Updated Accessory Dwelling Unit
Video*

Agenda Item C (cont.)

What You Should Know Before Building an ADU

- *This video is a complement to the first video with Member Panelli – Tips for Building an ADU.*
- *It is meant to provide a quick overview highlighting the key tips for building an ADU to make it user-friendly for consumers.*
- *This is part of our ongoing outreach to inform consumers of these details before they find a licensed contractor to build an ADU.*

Agenda Item D

*Review and Discussion of Disaster Modernization
Plan*

Agenda Item D

Disaster Modernization Plan

- *The CSLB [Disaster Help Center](#) will be reviewed and discussed.*
- *The committee will be asked for their ideas to regarding:*
 - Reporting Unlicensed Practice
 - Researching Contractors to Hire
 - Complying with Contract Requirements
 - Obtaining and Maintaining a License

Agenda Item D (cont.)

Disaster Modernization Plan

- *A full update will be provided to the Board in December.*
- *Disaster outreach has picked up this fall as the recovery and rebuilding is underway.*
 - *Public Affairs presented at a Rebuilding Workshop with Los Angeles County Public Works in September and a Catholic Charities case management event in October.*
 - *Enforcement staffed the Eaton Fire Collaboratory in October.*

Agenda Item E

Update Regarding Website Improvements

Agenda Item E (cont.)

Website Improvements

- *The Disaster Help Center has been updated to remove debris removal information from the top and update links.*
- *Public Affairs is working across divisions to determine pages to update, such as the licensing workshop pages.*
- *Public Affairs is determining what pages can be removed to avoid having outdated or duplicative information on the website.*
- *Public Affairs welcomes Committee input on additional website updates.*

Agenda Item F

*Review and Discussion Regarding Information to
Provide to Justice-Involved Individuals*

Agenda Item F (cont.)

Information for Justice-Involved Individuals

- *Public Affairs is gathering a list of resources to provide justice-involved individuals after they are released.*
- *These will include pre-apprenticeship programs from the California Prison Industry Authority and union programs.*
- *These will be added as a new category on the Important Links page of the website.*

Agenda Item G

Adjournment



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