



CONTRACTORS STATE LICENSE BOARD

LICENSING COMMITTEE MEETING SUMMARY REPORT

Licensing Committee Meeting Summary Report

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

Licensing Committee Chair Alan Guy called the meeting of the Contractors State License Board (CSLB) Licensing Committee to order on February 15, 2024, at 9:00 a.m. via WebEx teleconference. A quorum was established.

Committee Members Present

Alan Guy, Chair
David De La Torre
Susan Granzella
Steven Panelli

Mary Teichert and Miguel Galarza had approved absences.

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
Jason Perez, Chief of Information Technology
David Gower, Information Officer II
Natalie Watmore, Information Officer
Robin Williams, Executive Staff

DCA Staff Present

John Kinn, DCA Legal Counsel
Yvonne Durantes, Assistant Deputy Director, DCA Board and Bureau Relations

B. Public Comment

There were no public comments either in person or online.

C. Review, Discussion, and Update Regarding the Experience Verification Unit in the Licensing Division

Licensing Committee Chair Alan Guy introduced Agenda Item C, located on slide 6 of the Committee packet/PowerPoint. Chair Guy gave an overview of the topic and then had Carol Gagnon, Chief of Licensing and Examinations, provide background information and details.

Chief Gagnon reviewed the application field investigation requirement, the evolution of



the process since it first began in 1980, how the current process addresses consumer protection concerns, and staff recommendations.

Chief Gagnon noted that in essence, California Code of Regulations section 824 was added in 1980 to ensure that 3 percent of licensure applications would be field investigated by CSLB staff because, at the time, CSLB was not closely reviewing the applications it received. For many years, CSLB did a random 3 percent pull of applications each month to send for field investigation.

Chief Gagnon said since then, CSLB has developed much stricter processes for reviewing applications and also created a list of acceptable documents that was approved by the board in 2014, which is provided on the website for candidates. They noted CSLB has more than 30 Licensing technicians trained to closely review each licensure application.

Chief Gagnon continued by noting that CSLB's current focus has been on applications of concern. They stated that Licensing staff send for investigation any application from someone who has been denied or withdrew their application in the past, anyone who has a previous enforcement action under another license, those who have prior unlicensed activity, and any others that are identified as needing a closer review.

Chief Gagnon noted that the task of this closer investigation of applications has moved back and forth between Enforcement and Licensing for the past 40 years, ending up in Enforcement in 2020.

Steve Grove, Chief of Enforcement, spoke in support of moving the field investigation work to Enforcement, stating that his Quality Assurance Unit was handling the field investigations now and doing excellent work.

Chair Guy proposed that the following topic be suggested for the April 2024 Board meeting. They suggested that experience verification staff focus their efforts on the applications that the Registrar has determined need special review because regular applications are already thoroughly reviewed by Licensing staff. Chair Guy noted Enforcement should concentrate on those that are of most concern – applicants who were previously denied, withdrew their earlier application, had an enforcement action on an earlier license, or are identified for another reason.

Chair Guy also proposed moving the EVU statistics reporting from the Licensing section to the Enforcement section of future board packets.

Committee Member Comment:

Member Susan Granzella commented about how informative this presentation was and how pleased they were to see that CSLB is tracking closely with the new laws and regulations. They mentioned that they look forward to discussing this topic further.

Public Comment:

There was no public comment either in person or online.

**D. Review, Discussion, and Update Regarding Progress of Spanish Translation of Written Licensing Examinations**

Chair Guy introduced Agenda Item D, located on slide 27 of the Committee packet/PowerPoint, the review, discussion, and update of the translation of 10 of CSLB's written licensing examinations into Spanish. They asked Chief Gagnon to provide some background on examination development and the Spanish exams.

Chief Gagnon reviewed the process of exam development, the frequency with which all CSLB's exams are updated, and the roles of the Exam Specialists and subject matter experts in the exam development process.

Chief Gagnon then noted which exams had been released in 2023 and those scheduled for 2024. They gave an overview of the research that went into choosing the 10 exams that were translated into Spanish and a summary of those 10 exams.

Chair Guy proposed that as part of strategic planning, staff analyze the number of people taking the other trade exams using a Spanish translator and do a cost/benefit analysis to determine if other exams should be translated in the future.

Committee Member Comment:

Member Steve Panelli commented that it's great to hear CSLB has translated some of the exams to Spanish and announced that the California Plumbing Code has been translated into Spanish as well.

Public Comment:

There was no public comment in person or online.

D. Adjournment

The Licensing Committee adjourned at approximately 9:27 a.m.